FM – ENHANCING PEOPLE AND BUSINESS

RE-DESIGNED CONCEPT:

- TOPIC-ORIENTED: 2 focused conference tracks joining business and research perspectives
- LOCAL: Integration of the IFMA Italia FM Day
- INTERACTIVE: Study Tours & Networking Evening Event
- PROGRESSIVE: Digital concept featuring live connectivity, social media engagement and a brand new EFMC app
- COMMUNITY-DRIVEN: New price structure
Welcome to the EFMC 2016 in Milan

The European Facility Management Conference (EFMC) is the largest annual meeting of FM executives from all over Europe and beyond. The unique, pan-European concept brings together over 500 FM professionals and end users from all sectors, gathering in a different European country every year.

EuroFM, International Facility Management Association (IFMA) and IFMA Italia as national host look forward to welcoming the FM professionals at the EFMC 2016 in Milan, Italy.

The conference motto of 2016 FM enhancing people and business illustrates two keywords of the FM future: focussing on business models, strategies and specialisation on the one hand, and caring about people working for and with FM organisations on the other.

To discuss all-encompassing insights into these topics, EFMC 2016 features different tracks containing business and research perspectives. Attendees will also be invited to participate in accompanying events such as local study tours, student competitions, a networking evening event, EuroFM Awards and an industry exhibition.

Join us in stunning Milan to learn from each other, network with inspiring people and foster the international FM network at the EFMC 2016 from 7 – 9 June!

Kind regards

Who takes part

The EFMC is the place to be for industry and academia representatives, and is attended by Board Members, CEOs, Senior Management, Decision-Makers and experts with responsibility for:

- FM
- Real Estate & Asset Management
- Sustainability & Energy Management
- Technical Services & Infrastructure
- Workplace Development
- Catering & Business Services
- Architecture & Project Development
- Building & Construction

Programme Advisory Group of the EFMC International Tracks (Business & Research)

Chair: Karin Schaad, EuroFM
Adrian Anderson, IFMA Foundation
Susanne Balslev Nielsen, EuroFM Research Network Group
Erik Jaspers, Planon
Mariantonietta Lisena, IFMA Italia
Ann Loayza, IFMA
Gordon McMillan, EuroFM
Rebecca Pilch, Informa exhibitions

www.efmc-conference.com
At a glance – Who we are

Hosted by

EuroFM – European Facility Management Network

This is a network of more than 100 organisations based in over 20 European countries, all focused on FM. They represent professional (national) associations (22,000 members), education and research institutes (14,000 students) and corporate organisations (110 billion € turnover and 1,300,000 staff). EuroFM members are involved in an open exchange of information and experience through meetings, seminars and workshops, through collaboration in research projects and through development of joint education programmes. EuroFM’s mission is the advancement of knowledge in FM in Europe and its application in practice, education and research.

For more information visit www.eurofm.org

IFMA – International Facility Management Association

IFMA is the world’s largest and most widely recognised international association for FM professionals, supporting more than 23,500 members in 94 countries. The association’s members, represented in 130 chapters and 17 councils worldwide, manage more than 37 billion square feet of property and annually purchase more than 100 billion US$ in products and services. Formed in 1980, IFMA certifies professionals in FM, conducts research, provides educational programmes and produces World Workplace, the world’s largest FM conference and exposition. To join and follow IFMA’s social media outlets online, visit the association’s LinkedIn, Facebook, YouTube and Twitter pages.

For more information visit www.ifma.org

IFMA Italia

Founded in 1995, IFMA Italy represents the reference point for the FM market and counts among its members all the major market players, both on demand and supply side. IFMA Italy develops the market of FM, a discipline that provides management strategies for a company’s real estate holdings and business services. With its Research Center, training programme and certification and with the organisation of conferences, lectures and seminars, IFMA Italy is a benchmark for the entire field. Member companies can rely on constant information support for all matters relative to FM, thanks to the association’s team, which has specific skills in the field and is always prepared to respond to questions or requests for information regarding FM.

For more information visit www.ifma.it

Organised by

informa exhibitions

informa exhibitions operates around 130 trade and consumer events in almost 40 cities across the globe. Our main office locations are in London, Sao Paulo, Dubai, Duesseldorf, Singapore, Melbourne and Beijing. Each year across the group we bring together approximately 1.1 million professionals from every corner of every continent, all looking to meet, network and engage in new business opportunities.

For more information visit www.informalexhibitions.com
The EFMC Venues

Study Tours

Tuesday, 7 June 2016
Several organised study tours will allow attendees to peek behind the scenes of historic and modern buildings in stunning Milan. As part of the EFMC we offer study tours to:

EDISON
Edison is one of Europe’s oldest energy companies with operations in the supply, production and sales of electric power and hydrocarbons. The headquarter is an impressive and historic monument in Milan’s city centre.

Galleria Campari
Galleria Campari is designed as creative, vital, and exciting present-day reality, evoking the past, but also looking and leaning out towards the future. Artists of all kinds have tried their hand at depicting the essence of the brand, each using a different medium characterising his specific artistic style.

Banca Popolare di Milano
Banca Popolare di Milano, also known as Bipiemme or just BPM, is the second cooperative bank in Italy, running a branch in a beautiful ancient building in central Milan.

Due to a limited number of places prior registration is required. In order to sign up, please reach out to: rebecca.pilch@informa.com

The study tours are NOT included in the conference ticket. More information on prices coming soon at: www.efmc-conference.com

Conference Venue

Milano Congressi (MiCo)
Europe’s largest congress centre

Designed in 2002 and doubled in size in 2005, the current extension (2011) will place MiCo – Milano Congressi among the largest conference facilities in Europe and worldwide.

www.micomilano.it

Networking Evening Event

Wednesday, 8 June 2016 at 7.00 p.m.
Gattopardo Café Milano

Speaking about remarkable events and historic impressions in Milan, Gattopardo Café is renowned for its inimitable atmosphere. A church in the past, Gattopardo Café guarantees charm and extravagance nowadays.

www.ilgattopardocafe.it
Big data is a tricky subject – some get it, but most don’t. When you are using the right technology, you can create workspaces that are designed especially for your workforce. Real-time data can indicate just how much space you’re using, and help you make informed strategic decisions about what space you need. Imagine: Happier people, more productivity, higher efficiency and reduced costs.

Bachelor and Master students present their FM projects and research work. Authors of the most impressive posters are rewarded.

**Categories:**
1. TOPdesk Bachelor Poster Competition
2. Master Poster Competition

Contact: team@office-eurofm.org

European Customer Synergy (ECS), a leading facilities management company operating throughout Europe, will exclusively sponsor the annual EuroFM Student Internship Award. Keen to invest in the industry’s future leaders, the award creates an outstanding opportunity for second year Bachelor-level FM Students to be granted an International Internship with ECS.
## Programme Overview

### Main Topics

**PEOPLE:** Managing and supporting the organisation and people  
- Change management

**BUSINESS:**  
- Specialisation on sectors  
- Disruption  
- Value Co-creation  
- Connectivity & Digitalisation  
- Transition to sustainable buildings and cities

### Tuesday, 7 June 2016

10.00 a.m. – 4.00 p.m.: Study Tours to EDISON, Banca Popolare di Milano and Galleria Campari

### Wednesday, 8 June 2016

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<tr>
<th>Time</th>
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<tr>
<td>9.00 a.m.</td>
<td>Opening of the EFMC at Milano Congressi (MiCo)</td>
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<td>Conference Track 1 (Business/Research)</td>
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<td>IFMA Italia FM Day</td>
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<td>Metropolises of tomorrow: The FM challenge</td>
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<td>Networking Break</td>
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<td>Cultural heritage &amp; FM: State of the art</td>
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<td>Lunch &amp; Networking</td>
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<td>Smart building, smart technology, smart working</td>
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<td>Transition to sustainable buildings and cities</td>
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<td>FM in tourism industry</td>
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<td>7.00 p.m.</td>
<td>Networking Evening Event at Gattopardo Café Milano</td>
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### Thursday, 9 June 2016

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<tr>
<th>Time</th>
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<tr>
<td>9.30 a.m.</td>
<td>Opening of Day 2 at Milano Congressi (MiCo)</td>
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<td>Conference Track 1 (Business/Research)</td>
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<td>Service excellence</td>
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<td>Service excellence &amp; Value Co-creation</td>
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<td>IFMA Italia FM Day</td>
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<td>Market trends: Facility Managers’ expectations</td>
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<td>Networking Break</td>
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<td>Conference Track 2 (Business/Research)</td>
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<td>Specialisation on sectors</td>
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<td>IFMA Italia FM Day</td>
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<td></td>
<td>Real Estate Investors, funds &amp; Facility Managers: Goals &amp; practices</td>
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<td></td>
<td>Lunch &amp; Networking</td>
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<td>Conference Track 1 (Business/Research)</td>
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<td>IFMA Italia FM Day</td>
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<td>FM in the luxury industry</td>
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<td>ECS / EuroFM Student Internship Award ceremony (winner)</td>
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<td>Student Poster Competition results (winners)</td>
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<td>5.15 p.m.</td>
<td>Closing of the EFMC</td>
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## Programme

**Wednesday, 8 June 2016**

### Opening

9.00 a.m. **Welcome Notes** from Ron van der Weerd, Chairman, EuroFM; Michael D. Feldman, Chairman, IFMA; Alfredo Romeo, President, IFMA Italia

9.30 a.m. **Keynote address: Business models today and beyond: Challenges and levers for companies’ growth**

Pier Carlo Padoan, Minister of Finance, Italy (invited)

10.00 – 10.20 a.m. **Keynote address: Disruptive times: Service excellence in a digital world**

Peter Ankerstjerne, CMO, ISS

### PARALLEL CONFERENCE TRACKS (Presentations of 20 minutes each + Q&A)

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<tr>
<td>10.30 a.m.</td>
<td><strong>Disruption &amp; Change management</strong>&lt;br&gt;Sustaining change in FM&lt;br&gt;Paul Wyton, Principal Lecturer, Subject Lead for FM, Sheffield Hallam University</td>
<td><strong>Value Co-creation</strong>&lt;br&gt;A step-by-step plan to manage and measure adding value by FM/CREM&lt;br&gt;Theo J. M. van der Voordt, Professor, Department of Management in the Built Environment, Faculty of Architecture, Delft University of Technology &amp; Per Anker Jensen, Professor, Centre of Facilities Management, DTU Management Engineering, Technical University of Denmark</td>
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<td>11.00 a.m.</td>
<td><strong>Changing times – What is the impact on culture?</strong>&lt;br&gt;Debra Ward, Managing Director EMEA, Condeco</td>
<td><strong>Accommodation strategy 2020</strong>&lt;br&gt;Erika Chiuhan, Property Manager, BP</td>
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### Networking break with coffee and tea

11.30 – 12.00 a.m.

### PARALLEL CONFERENCE TRACKS (Presentations of 20 minutes each + Q&A)

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<tr>
<td>12.00 a.m.</td>
<td><strong>Connectivity &amp; Digitalisation</strong>&lt;br&gt;How can FM and BIM mutually benefit from each other?&lt;br&gt;Gabriella Miltenberger, FM Consultant, Drees &amp; Sommer / ZHAW Zurich University of Applied Sciences</td>
<td><strong>Value Co-creation</strong>&lt;br&gt;How real estate and FM contribute to value creation in different organisations&lt;br&gt;Knut Boge, Associate Professor &amp; Head of Studies &amp; Alenka Temeljotov Salaj, Professor, Oslo and Akershus University College of Applied Sciences (HIOA)</td>
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<tr>
<td>12.30 a.m.</td>
<td><strong>BIM for existing buildings – A model driven approach to open data management</strong>&lt;br&gt;Gabriele Cesari, Research and Innovation Director, Manutencoop Facility Management</td>
<td><strong>Exploring the issues surrounding strategic FM relationships – A new methodology of measurement, facilitation, alignment and improvement</strong>&lt;br&gt;Anne Lennox-Martin, Managing Director, FMP360 &amp; Deborah Rowland, Head of Property Asset Management, Ministry of Justice, Great Britain</td>
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<tr>
<td>1.00 p.m.</td>
<td>Topic and speaker to be announced</td>
<td><strong>Life as a FM sub-contractor: Exploring an often overlooked perspective</strong>&lt;br&gt;Ian Ellison, Senior Lecturer &amp; Dr James Pinder, Associate Lecturer, Sheffield Hallam University</td>
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### Exhibition

IFMA Italia FM Day

Master Student Poster Competition

www.efmc-conference.com
Wednesday, 8 June 2016

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<tr>
<td>1.30 – 2.30 p.m.</td>
<td>Lunch and networking in the exhibition area</td>
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<tr>
<td>2.30 – 4.00 p.m.</td>
<td><strong>PARALLEL CONFERENCE TRACKS</strong> (Presentations of 20 minutes each + Q&amp;A)</td>
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<tr>
<td>2.30 p.m.</td>
<td><strong>Conference Track 1 (Business/Research)</strong></td>
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<tr>
<td>Connectivity &amp; Digitalisation</td>
<td><strong>Conference Track 2 (Business/Research)</strong></td>
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<tr>
<td>Revolutionising FM services through IoT and big data</td>
<td>Disruption &amp; Change management</td>
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<tr>
<td>Steven Lambert, COO, MCS</td>
<td>FM as transformation backbone of a former Philips factory into a technology campus</td>
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<tr>
<td>3.00 p.m.</td>
<td>Smart buildings and social networking: Ingredients to regenerate social housing</td>
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<td>Giovanni La Bella, COO, EniServizi &amp; Massimo Varani, Senior Manager, eFM</td>
<td>PANEL DISCUSSION</td>
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<td>3.30 p.m.</td>
<td>Knowledge management: Can you, at any time, locate all information about your facility’s assets with ease?</td>
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<tr>
<td>Tiffany Hosey, Esquire CEO, BuildDATALytics &amp; Ann Belyea, Officer, The Association for the United States Army</td>
<td>Into the future: Change management processes put into practice</td>
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<td>Further panelists to be announced</td>
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<tr>
<td>4.00 – 4.30 p.m.</td>
<td>Networking break with coffee and tea</td>
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<tr>
<td>4.30 – 5.30 p.m.</td>
<td><strong>PARALLEL CONFERENCE TRACKS</strong> (Presentations of 20 minutes each + Q&amp;A)</td>
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<td>4.30 p.m.</td>
<td><strong>Conference Track 1 (Business/Research)</strong></td>
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<tr>
<td>Value Co-creation</td>
<td><strong>Conference Track 2 (Business/Research)</strong></td>
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<tr>
<td>OSCAR – Value for user and owner of buildings – Important findings for early design phase</td>
<td>Transition to sustainable buildings and cities</td>
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<tr>
<td>Svein Bjørberg, Professor, Norwegian University of Science and Technology / Multiconsult</td>
<td>Impact of FM to the sustainable global future</td>
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<tr>
<td>5.00 p.m.</td>
<td>The added value of integrated FM from an IFM suppliers’ perspective</td>
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<td>Hester van Sprang, Senior Lecturer &amp; Researcher, Saxion University of Applied Sciences</td>
<td>Aggregating sustainability data for long term success</td>
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<tr>
<td>5.30 p.m.</td>
<td>End of conference programme for Day One</td>
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<tr>
<td>7.00 p.m.</td>
<td>Networking Evening Event at Gattopardo Café Milano</td>
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### Programme

#### 9.30 – 10.00 a.m.

**Opening**

*Keynote address: A people’s business: Why service-orientation matters for clients and employees*

**Diana Bracco**, President & CEO, Bracco Group and President, EXPO 2015, Milan (invited)

#### 10.10 – 11.40 a.m.

**PARALLEL CONFERENCE TRACKS** (Presentations of 20 minutes each + Q&A)

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<td><strong>Service excellence</strong></td>
<td><strong>Service excellence &amp; Value Co-creation</strong></td>
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<tr>
<td>10.10 a.m. Enhancing FM’s image in the 21st century world</td>
<td>10.10 a.m. Scanning customer experience – A tool to close the gap between efficient FM and optimal customer experience</td>
</tr>
<tr>
<td><strong>Simon Iatrou</strong>, Editor, Information Facilities Management</td>
<td><strong>Brenda H. Groen</strong>, Associate Professor, Saxion University of Applied Sciences &amp; <strong>Petra A. Hillenius</strong>, Lecturer, Saxion University of Applied Sciences &amp; Owner, Sela-Management</td>
</tr>
<tr>
<td>10.40 a.m. Personality and end-user satisfaction in multi-tenant offices</td>
<td>10.40 a.m. An integrated talent management approach towards sustaining the value of FM</td>
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<td><strong>Rianne Appel-Meulenbroek</strong>, Assistant Professor, Eindhoven University of Technology</td>
<td><strong>Thomas Mitchell</strong>, Senior VP, FM3IS Associates &amp; <strong>Henk W. Brink</strong>, Senior Lecturer, Coach &amp; Researcher, FM Programme, Hanze University of Applied Sciences Groningen</td>
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<tr>
<td>11.10 a.m. The Facility Manager as an influencer in the C-Suite – Strategic perspective</td>
<td>11.10 a.m. FM leaders’ mental models and applied leadership style in FM services</td>
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<td><strong>Val Moraes</strong>, Director, GregMore Group</td>
<td><strong>Simone Sesboüé</strong>, Lecturer &amp; Researcher, ZHAW Zurich University of Applied Sciences &amp; <strong>Alla Tolstosheeva</strong>, Recruitment Specialist, Real Staffing Group</td>
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#### 11.40 – 12.15 a.m.

**Networking break with coffee and tea**
### Programme

**Thursday, 9 June 2016**

**12.15 a.m. – 2.15 p.m.**  
**PARALLEL CONFERENCE TRACKS** (Presentations of 20 minutes each + Q&A)

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| The Healing Offices® – How to transform buildings into strategic investments  
*Aniece Bauer, Design Researcher, D/Science &*  
*Ronald van Es, CFO, Macaw* | The FM-focused construction process – Danish methods and results  
*Poul Henrik Due, Chief Advisor FM and O&M Consulting, Sweco Danmark &*  
*Jesper Larsen, VP, Novo Nordisk* |
| **Parameters for comfort: Comparative study of laws and standards** | **Shaping Chinese workspaces based on regional preferences: Two studies in Shanghai and Guangzhou**  
*Alexander Redlein, Professor & Christine Hax-Noske, Research Assistant, Vienna University of Technology, Institute of Management Science, IFM - Real Estate and Facility Management*  
*Daibin Xie, PhD Student, Facility and Environment Management, Bartlett Faculty of the Built Environment, University College London* |
| **Planning for psychoacoustics: A psychological approach to resolving office noise distraction**  
*Frans Davidsson, Concept Development Office Environments, Ecophone Group* | **Added value of facility design for prisons**  
*Hans de Jong, Director, Ministry of Security and Justice, The Netherlands* |
| **Users participation in the design of the hybrid workplace in hospitals – Case study: Winterthur Cantonal Hospital (KSW)**  
*Dr Monika Codourey, Senior Workplace Consultant, Offconsult* | **Topic and speaker to be announced** |

**2.15 – 3.00 p.m.**  
Lunch and networking in the exhibition area
**周四，6月9日，2016年**

### 3.00 – 4.30 p.m. **PARALLEL CONFERENCE TRACKS** (呈报时间为每20分钟 + Q&A)

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<td>Service management 3.0 – The link between employee engagement and customer experience within FM</td>
<td>Workplace strategy and culture: A case study of integrated FM with people, property and technology in different sides of the globe</td>
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<tr>
<td>Simon Svegaard, Business Analytics Manager, ISS &amp; Morten Kamp Andersen, Partner, Proacteur</td>
<td>Ek Buranakul, Managing Partner, Peoplespace Consulting &amp; Deidre Buzzetto, Director International Real Estate, Lenovo</td>
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<tr>
<td><strong>Destroying productivity with insufficient FM?</strong></td>
<td><strong>Exploring the unquantifiable? Modelling FM service relationships</strong></td>
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<td>Daniel von Felten, Lecturer, ZHAW Zurich University of Applied Sciences</td>
<td>Ifryn Price, Professor, Sheffield Hallam University &amp; Dr Stephen Dobson, Lecturer, Sheffield Business School</td>
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<tr>
<td><strong>Form should follow function in higher education learning space design</strong></td>
<td><strong>Measuring user satisfaction</strong></td>
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<tr>
<td>Ronald Beckers, Senior Lecturer, Faculty of Economics and Management, HAN University of Applied Sciences</td>
<td>Christian Huber, Facility &amp; Real Estate Management Research Institute, University of Applied Sciences Kufstein Tirol</td>
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### 3.30 – 4.45 p.m.

- **4.30 – 4.45 p.m.** ECS / EuroFM Student Internship Award ceremony (winner)
- **4.45 – 5.00 p.m.** Student Poster Competition results (winners)
- **5.00 – 5.05 p.m.** Presenting destination EFMC 2017
- **5.05 – 5.15 p.m.** Closing remarks and end of the conference

**LATEST PROGRAMME UPDATES ON:**

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**Any questions?**

Please contact: Rebecca Pilch
Conference Manager

Phone: +49 (0) 211 96 86 – 34 69
Mailto: rebecca.pilch@informa.com

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**IFMA Italia FM Day**

Master & TOPdesk Bachelor Student Poster Competition Finals

Exhibition
International Business & Research Speakers

- Morten Kamp Andersen, Partner, Proacteur
- Rianne Appel-Meulenbroek, Assistant Professor, Eindhoven University of Technology
- Anicee Bauer, Design Researcher, D/Science
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- Paul Wyton, Principal Lecturer, Subject Lead for FM, Sheffield Hallam University
- Daibin Xie, PhD Student, Facility and Environment Management, Bartlett Faculty of the Built Environment, University College London
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The Scientific Committee conducted a double blind review process of all abstracts and papers.

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• Assoc. Prof. Brenda H. Groen, Saxion University of Applied Sciences

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**Price List**

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<tr>
<th>Event</th>
<th>Early Bird Rate*</th>
<th>Early Bird Rate* for IFMA/Euro FM Members</th>
<th>Early Bird Rate* for IFMA Italia Members</th>
<th>Early Bird Rate* for full-time Academics</th>
<th>Regular Rate for IFMA/EuroFM Members</th>
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<th>Regular Rate for full-time Students</th>
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<tr>
<td>Conference + Exhibition</td>
<td>☐ 1,098 €</td>
<td>☐ 768.60 €</td>
<td>☐ 713.70 €</td>
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All prices including VAT!

* Early Bird Rate available until 8 April 2016

Confidence registration is already open: www.efmc-conference.com/register

**Dates & Venue**

**Dates**

7 June 2016: Study Tours
8 June 2016: Conference, Exhibition and Networking Evening Event
9 June 2016: Conference and Exhibition

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