



present

EFMC 2011

European Facility Management Conference

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23 to 25 May 2011 | Vienna University of Technology, Austria



Cracking the Productivity Nut

EFMC 2011: Elements

- Business Conference
- Research Symposium
- Joint Workshops
- Exhibition
- EuroFM Awards & Austrian FM Awards Ceremony
- Students Poster Competition
- Construction and FM Roundtable
- Research Masterclass
- Chairman's View Toast
- Welcome Reception and Award Gala Dinner at the Vienna Town Hall

EFMC 2011: Themes

- FM as a Factor of Production
- Measurement of Productivity
- FM Positioning and Strategy
- Impact of New Ways of Working
- Optimisation and Lean Management
- Performance Management
- Value Added FM
- Other related topics

**Early Bird rates
until 14 March 2011**

www.efmc-conference.com

Welcome to the EFMC 2011

To our esteemed colleagues in the facility management profession, EuroFM and the International Facility Management Association (IFMA) are honored to present the 2011 European Facility Management Conference – the most significant, all-encompassing educational and networking event for facility management professionals in Europe. The 2011 conference will be the most complete one ever.

On behalf of EuroFM and IFMA, we invite you to join us for this enlightening and informative conference focused on this year's theme: "Cracking the Productivity Nut", a topic that plays an important part in demonstrating added value in facilities management.

As detailed in the conference programme, there is something of value for all facility professionals, and as in previous years, we anticipate a global representation of the industry in attendance. Despite different world views and national cultures, facility managers are all challenged by similar issues – from demographic changes to energy management and organisational development.

EFMC 2011 will host two symposia: one for business and practice and another for research and education, thus bridging two disciplines with respect to shared challenges. The conference will take place side-by-side with the Austrian National FM Conference (ATGA Congress). We would like to thank the Austrian EuroFM members for their valuable support in hosting our annual conference.

Attendees are invited to participate in (pre-conference) events such as the TU Golf Tournament, Chairman's View Toast, Research Masterclass, Student Poster Gallery Contest, the EuroFM Awards and the exhibition, each recognising outstanding achievements in facility management.

For those who wish to expand their professional contacts, EFMC 2011 also offers a platform for networking with delegates and speakers, as well as students, educators, professors and researchers in the field.

Please join us as we recognise and share global best practices in facility management at EFMC 2011 and its pre-conference events, from 22 – 25 May 2011, in Vienna, Austria, a city that already has delivered lots of inspirational innovations. It will prove to be an exciting platform for cracking the productivity nut.

We look forward to seeing you there.

Sincerely,



Wayne Tantrum
Chairman, EuroFM



Francis J. Kuhn, CFM, CFMJ
IFMA Chair, 2010-2011 Board of Directors

Business Conference at a glance

MONDAY, 23 MAY 2011

19.00

TUESDAY, 24 MAY 2011

9.00

10.30

Business Session A Impact New Ways of Working

11.00 – 12.45

12.45 – 14.15

14.15 – 15.00

Business Session C HR, IFS and Integration

15.00 – 16.45

16.45 – 17.15

17.15 – 18.00

18.00 – 19.00

WEDNESDAY, 25 MAY 2011

Plenary – FM Debate of the Year Challenging Bernard's View on the Cracking

09.00 – 10.15

10.15 – 10.45

Business Session E FM-Productivity

10.45 – 12.00

12.00 – 13.00

13.00 – 14.15

13.00 – 16.00

Business Session G Role of FM

14.15 – 15.45

15.45 – 16.00

16.00

17.15

18.00

Research Symposium at a glance

Chairman's View Toast

Opening Plenary Session of both Business Conference & Research Symposium

Opening Keynotes by Prof. DI Dr. Peter Skalicky, Daniel W. Rasmus

Coffee Break / Exhibition / Networking

Business Session B Creating Communities

11.00 – 12.45

Research Part A Value Added FM Part I

11.00 – 12.45

Research Part B Performance Management

11.00 – 12.45

Lunch Break / Exhibition / Book Presentation *Management by Design*

Joint Session 1

The European Competency Model for FM

Business Session D Productivity Management

15.00 – 16.45

Research Part C Research Masterclass

15.00 – 16.15

Plenary Session for Researchers

16.15 – 16.45

Coffee Break / Exhibition / Networking

End of Day Plenary Session

Feedback Reports from Business Conference and Research Symposium • Winner of the EuroFM Partners Across Borders Award 2010

Exhibition / Networking / Transfer / Welcome Reception and Award Gala Dinner

Research Part D Value Added FM Part II

09.00 – 10.15

Research Part E Workplace Productivity Part I

09.00 – 10.15

Coffee Break / Exhibition / Networking / MSc Report Presentation *Standards Battle*

Business Session F Business Essentials

10.45 – 12.00

Research Part F FM-Positioning and Strategy

10.45 – 12.00

Research Part G Workplace Productivity Part II

10.45 – 12.00

Joint Session 2

Workplace Design Management and Use – an objective-driven Approach

Lunch Break / Exhibition / Networking

Students Poster Competition 2011 – Nomination

Business Session H Workplace Productivity and Management

14.15 – 15.45

Plenary Session for Researchers

14.15 – 15.45

Coffee Break / Exhibition / Networking

Closing Plenary Session of both Business Conference & Research Symposium

Feedback Reports from Business Conference and Research Symposium • Students Poster Award Presentation •

Closing Keynote by Dr. Patrick Dixon • Final Remarks

Exhibition / Networking / Meet & Greet GEFMA-Munich EuroFM Meeting at Exhibition

End of EFMC 2011

Business Conference Programme: Tuesday 24 May 2011

9.00 – 10.30

Opening Plenary

Welcome Notes (Informa / EuroFM / IFMA / Rector TU Vienna) and Opening Keynote

Prof. DI Dr. Peter Skalicky, Rector, Vienna University of Technology (A)

Daniel W. Rasmus, Strategist, (USA)



10.30 – 11.00 Coffee Break / Exhibition / Networking

Session A

Impact New Ways of Working

Chair: Dr. David Martinez, Chair Practice Network Group, EuroFM, (E)

11.00 – 11.30

The Workplace of the Future, Vision and Challenges

- The FM function as an strategic partner for the business:
Know your business
 - The new paradigm: The war for talent
 - Shift from traditional approach to “Workplace Experience” approach
 - New trends in office design: R&D and agile working
- Jose Luis Sanchez-Concha, Workplace Solutions Manager, EMEA & India, Nokia, (E)

11.30 – 12.00

Implementing a Global Workplace Strategy

- Defining mobility in your workplace
 - Defining workstyles and what enables new ways of working
 - Implementing the workplace strategy
- Douglas Lowrie, EMEA Regional Workplace Strategist, Microsoft, (UK)
Wolfgang Gasselseder, Facility Manager, Microsoft Austria GmbH, (A)

12.00 – 12.30

Space to support Innovation and deliver measurable Business Benefits

- GSK Consumer Healthcare’s new Hub design experience
 - The Hub design as a key contributing factor to GSK Consumer Healthcare’s growth
 - 45% increase in the speed of decision-making and a 67% decrease in daily time loss
- Despina Katsikakis, Chairman, DEGW, (UK)

12.30 – 12.45 Q & A

Session B

Creating Communities

Chair: Jos Barnhoorn, Chair Corporate Associates Network Group, EuroFM, (NL)

11.00 – 11.30

FM Strategies for Removing Productivity Roadblocks

- Productive workers need a variety of workplace settings, tools and policies to be highly productive
 - FMs must understand worker demographics, workplace utilisation and then collaborate with IT and HR for success
 - Don’t be afraid to test new settings; benchmark your success with others
- Christopher “Kit” Tuveson, President, Tuveson & Associates LLC, (USA)

11.30 – 12.00

Walking the Tightrope: Working with Cultural Diversity

- The irrelevance of stereotypes in the modern workplace
 - The reality of different cultural viewpoints
 - How managers must change their behaviour to deliver effectively in multi-cultural workplaces
- Dave Wilson CFM, Director, Agents4FM International, (UK)

12.00 – 12.30

Discussion Round: BRICS – Market of the Future? A professional Insight for Owners, Tenants, Developers and Service Providers

- Current status of FM and Real Estate Market
- Legal and economic changes, the road to ...
- Future trends (chances and risks)

Moderator: Prof. Dr. Alexander Redlein, Head of Center for Information and Facility Management, TU Vienna, Vice-President, IFMA Austria, (A)
Shauquat Alam, Facility Manager, ABDULLATIF ALISSA GROUP HOLDING CO., (KSA)
Sinan Findikoglu, General Manager and Board Member, YKS Property Management, (TR)
Timur Bondaryev, Managing Partner, Arzinger, (UA)

12.30 – 12.45 Q & A



Gulay Akyokus



Shauquat Alam



Yannick Annézo



Stephen Ballesty



Jos Barnhoorn



Timur Bondaryev



Nicolas Cugier



Associate Professor
Bernard Drion

Business Conference Programme: Tuesday 24 May 2011

12.45 – 14.15 Lunch Break / Exhibition

Book Presentation "Management by Design"

Daniel W. Rasmus, Strategist, (USA)

14.15 – 15.00

Joint Session 1 – The European Competency Model for FM

Prof. Dr. Klaus Homann, Chair Education Network Group, EuroFM, (D)

A European model of competencies is the guideline for the development and assessment of academic – as well as professional programme. Based on existing and lately developed national models of competencies, the EuroFM Education Taskforce has created an agreed European set of competencies.

Session C HR, IFS and Integration

Chair: Dr. David Martinez, Chair Practice Network Group, EuroFM, (E)

15.00 – 15.30

Optimisation of the FM Process during changing the FM-Software Solution

- Facility Management: Process oriented software definitions
- Process Optimisation – Using the need of changing the Software solution
- integrated FM solution (space and building management)

Gülray Akyokus, Expert TC / Procurement & technical services division

Peter Pundy MSC, Head of Technical Controlling, Austrian National Bank, (A)

15.30 – 16.00

A new Facility Management Department, the right Beginning

- Just knowing the core business, we will be able to make a real value proposal
- The value proposal should focus on the effects of the new model, not in the form
- The FM area should be complementary to other support areas, not dependent

Victor Collado, Facility & Services Manager, (E)

16.00 – 16.30

IFS – a new Method of Service Provision Cracking the Productivity Nut

- Cost cuttings but no quality reduction, a proved methodology provides value added
- Developed from the Viennese Technical University / validated in several case studies
- New method of service provision based on job enlargement
- The pros (increase of productivity, higher motivated service employees, etc.) and the preconditions (education, work scheduling, etc.)

Reinhard Poglitsch MBA, Member of the Managing Board, ISS, (A)

Prof. Dr. Alexander Redlein

16.30 – 16.45 Q & A

Session D Productivity Management

Chair: Jos Barnhoorn, Chair Corporate Associates Network Group, EuroFM, (NL)

15.00 – 15.30

From Business Model to Reality – how Outsourcing bundled Services can help you crack the Productivity Nut

- Market Observations – Key Client Drivers
- Business model – generating added value
- In practice – 2 case studies illustrating productivity gains

Andrew Targell, Global Head of Deployment & Systems,

Steven McGregor, International Business Development Director, Eurest Services, (UK)

15.30 – 16.00

A benchmarking Tool for Productivity in public Catering Services

- Measurement of productivity of public catering services
- Integration of operational performances and customer satisfaction
- Importance of the level of complexity of the infrastructures

Prof. Gianluca Murgia, Assistant Professor Management Engineering, University of Siena

Paolo Marchini, Planning and Control Manager, Azienda USL 9 di Grosseto, (I)

16.00 – 16.30

FM in Hospitals – Discussion Round

- Catering and Hospitality
- Optimisation of the internal organisation
- Compliance as a heavy demand

Moderator: Horst Pichlmüller, Managing Director,

Osiris Management GmbH, President, IFMA Austria, (A)

Ir. Desiree A. Logger, Lecturer, Hospitality Business School Saxion

Deventer, Consultant health and care market, Tympan Procesmanagement bv Terwolde, (NL)

Horst Stagl, IT-Director, KRAGES, Burgenländische Krankenanstalten Ges.m.b.H, (A)

16.30 – 16.45 Q & A



Jos Duchamps



Sinan Findikoglu



Wolfgang Gasselseder



Sander Graft



Despina Katsikakis



Matthew Kobylar



Rudy Liekens



Andreas Lindenstruth

Business Conference Programme: Tuesday 24 May 2011

16.45 – 17.15 Coffee Break / Exhibition / Networking

17.15 – 18.00

End of Day Plenary Session

Moderator: [Fred Kloet](#), Vice Chairman, EuroFM (NL)

Observer Reports

Business Conference: [Daniel W. Rasmus](#), Strategist, (USA)

Research Symposium: [Dr. Margaret Nelson](#), Reader in the Built Environment, University of Bolton, Chair EFMC 2011 Scientific Committee, (UK)

Presentation Winner of the EuroFM Partners Across Borders Award 2010

[Sander Graft](#), Chief Operating Officer, Sodexo International Large Accounts, (F)

[Michel Clement](#), Procter & Gamble

18.00 – 19.00 Exhibition / Networking / Transfer / Welcome Reception and Award Gala Dinner

Business Conference Programme: Wednesday 25 May 2011

09.00 – 10.15

Plenary Session – FM Debate of the Year – Challenging Bernard's View on Cracking the Productivity Nut

[Associate Professor Bernard Drion](#), NHTV Breda University of Applied Sciences, (NL)

First Bernard Drion will present his view and then well-known experts on workplace productivity will challenge him:

[Kathy O. Roper](#), CFM, MCR, LEED AP, IFMA First Vice Chair, Associate Professor and Chair Integrated Facility Management, Georgia Institute of Technology, School of Building Construction, (USA)

[Peter Prischl](#), CEO, Reality Consult GmbH, (A)

10.15 – 10.45 Coffee Break / Exhibition / Networking

MSc Report Presentation "Standards Battle"

[David Menkveld](#), MSc, Consultant, AOS Studley, (NL)

Session E FM-Productivity

Chair: [Jos Barnhoorn](#), Chair Corporate Associates Network Group, EuroFM, (NL)

10.45 – 11.05

Increasing the Productivity of Civil Servants by introducing FM Software

- The government is focusing on higher productivity
- Changing the FM department
- Results of the project

[Rudy Liekens](#), Federal Official, Ministry of Economy,

[Jos Duchamps](#), Managing Director, PROCOS Group, (B)

Session F Business Essentials

Chair: [Dr. David Martinez](#), Chair Practice Network Group, EuroFM, (E)

10.45 – 11.05

Integrated and sustainable Space Optimisation of a Real Estate Portfolio – Strategies for a professional Space Management

- In what ways can space management in a continuous working process contribute to the company's success?
- Implementation of CREM, centralised facility management and standards
- What are the potential savings that professional space management in a continuous working process may offer and realise?

[Andreas Lindenstruth](#), Head of Space-Management, STRABAG Property and Facility Services GmbH, (D)



Ir. Desiree A. Logger



Douglas Lowrie



Paolo Marchini



Dr. David Martinez



Steven McGregor



Prof. Gianluca Murgia



Darrin Norbut

Business Conference Programme: Wednesday 25 May 2011

11.05 – 11.25

FM Performance plan enhanced by benchmarking

- objective: finding new ways to leverage performance after 10 years of global FM
- performance plan from 2010 to 2014 enhanced by a benchmarking approach through an external consulting company
- scope of the benchmark
- results of the cost analysis and action plan

Yannick Annézo, VP International Sales, Faceo

Nicolas Cugier, Facility Management Director, Thales Group, (F)

11.25 – 11.45

To be confirmed

11.45 – 12.00 Q & A

11.05 – 11.25

Due Diligence Essentials

- Technical Due Diligence – what? why? and when?
- RICS Guide – structure, systems, vocabulary and checklists
- Relieving for existing buildings to enhance the quality and value of your facilities

Stephen Ballesty MBA, CFM, Director and Head of Advisory, Rider Levett Bucknall and Chairman, IFMA Foundation, (AUS)

11.25 – 11.45

One client, one environment, many forms of Management

- Facility Management, Asset Management, Property Management, Real Estate Management
- Customer organisations have different understandings of "Management", but need fitting solutions
- What can we do to "come to terms"?

Moderator: **Ondřej Štrup**, FM Consultant, Hein Consulting, (CZ)

Karol Hederling, Property Director, ISS, (SK)

Mike Liddle, Owner, Business & Facilities, (UK)

Peter Prischl, CEO, Reality Consult GmbH, (A)

Jos Teunissen, BBA, MCR, Director EMEA Real Estate & Facilities, Sybase, (NL)

11.45 – 12.00 Q & A

12.00 – 13.00

Joint Session 2 – Workplace Design Management and Use – an objective-driven Approach

- Adding value through strategic briefing
- Using scorecards to quantify benefits of new workplace design
- Case study of new bank HQ

Dr. Margaret Nelson, Reader in the Built Environment, University of Bolton, Chair EFMC 2011 Scientific Committee, (UK)

Prof. Dr. Siri Hunnes Blakstad, Norwegian University of Science and Technology (NTNU), (N)

Irmelin Aarberg Andersen, Project Manager, New Headquarters for SpareBank 1 SMN, (N)

13.00 – 14.15 Lunch Break / Exhibition / Networking

13.00 – 16.00

Students Poster Competition 2011 – Nomination

Session G Role of FM

Chair: **Jos Barnhoorn**, Chair Corporate Associates Network Group, EuroFM, (NL)

14.30 – 15.00

FM-Positioning & Strategy – Saudi Arabia economic aspect

- FM's productivity links between business strategy options

Session H Workplace Productivity and Management

Chair: **Dr. David Martinez**, Chair Practice Network Group, EuroFM, (E)

14.30 – 15.00

Measuring the Intangibles of Workplace Performance

- Effective workplace design is directly tied to effective business performance
- Today's work has clearly changed, but the workplace has not kept pace



Reinhard Poglitsch



Janet Pogue



Peter Prischl



Peter Pundy



Prof. Dr. Alexander Redlein



Kathy O. Roper



Jose Luis Sanchez-Concha

Business Conference Programme: Wednesday 25 May 2011

- Proactive FM position implementation – a challenge to structural approach
- The Saudi Economics' 2nd Golden Era : 2009 – 2015: development of FM strategies & mapping services
[Shauquat Alam](#)

15.00 – 15.30

The elevated Role of FM in today's integrated Workplace A case study re: Panduit's World HQ & Gensler's global workplace solution

- FM alignment with C-Suite Objectives
- Infrastructure as a Productivity Enhancer
- A new look at the Real Estate Delivery Process
- A Business Model to evaluate Sustainable Design Options
[Pat Turnbull](#), MA, LEED AP, President & COO, Kayhan International (USA)
[Darrin Norbut](#), LEED Green Associate, Senior Manager Global Real Estate, Panduit Corporation, (USA)

15.30 – 15.45 Q & A

- Forward thinking facility managers are implementing design strategies that support new ways of working and positioning their companies for the future
[Matthew Kobylar](#), Senior Associate
[Janet Pogue](#), Principal, Gensler, (UK)

15.00 – 15.30

Sourcing and transition of large scale cross border FM Contracts – A case study from ISS/HP

- Developing a sourcing strategy and adapting it to 43 different market conditions in EMEA
- Working with central statement of works vs. local expectations
- Securing a successful and smooth transition and mobilisation process
[Terry Mills](#), Group Vice President, Head of Corporate Clients, EMEA Region, ISS, (DK)
[N.N.](#), ISS / Corporate Client

15.30 – 15.45 Q & A

15.45 – 16.00 Coffee Break / Exhibition / Networking

End of Day Plenary Session

Moderator: [Wayne Tantrum](#), Chairman, EuroFM, (UK)

16.00 – 16.15

Presentation by the three Student Poster Competition Finalists

16.15 – 16.30

Observer Reports

Business Conference: [Daniel W. Rasmus](#), Strategist, (USA)

Research Symposium: [Dr. Margaret Nelson](#), Reader in the Built Environment, University of Bolton, Chair EFMC 2011 Scientific Committee, (UK)

16.30 – 16.40

Student Poster Award – Winner Announcement

16.40 – 17.05

Closing Keynote on Invitation of ISS

[Dr. Patrick Dixon](#), Founder of Global Change Ltd, (USA)

Dr. Patrick Dixon is an international lecturer on global trends and new technologies and founder of Global Change Ltd. Dubbed a "global change guru" by The Wall Street Journal. Dixon has worked in Africa, China, the Middle East, and across Europe and the Americas. Cash magazine calls him "the rising star of trend researchers." The changes he foresees will overtake us all, in different ways, in different parts of the world. He speaks about how change will affect us individually and at work.

17.05 – 17.15

Final Remarks (EuroFM / IFMA / Informa)

17.15 – 18.00 Exhibition / Networking / Meet & Greet GEFMA-Munich EuroFM Meeting at Exhibition



Horst Stagl



Ondřej Štrup



Andrew Targell



Jos Teunissen



Pat Turnbull



Christopher "Kit" Tuveson



Dave Wilson

10th Research Symposium Programme: Tuesday 24 May 2011

9.00 – 10.30

Opening Plenary (see Programme Page 4)

10.30 – 11.00 Coffee Break / Exhibition / Networking

Part A: Value Added FM Part I

Part B: Performance Management

12.45 – 14.15 Lunch Break / Exhibition

14.15 – 15.00

Joint Session 1 (see Programme Page 5)

Part C: Research Masterclass

16.15 – 16.45

Plenary Session for Researchers

Dr. Margaret Nelson, Reader in the Built Environment, University of Bolton, Chair EFMC 2011 Scientific Committee, (UK)

16.45 – 17.15 Coffee Break / Exhibition / Networking

17.15 – 18.00

End of Day Plenary Session (see Programme Page 6)

18.00 – 19.00 Exhibition / Networking / Transfer / Welcome Reception and Award Gala Dinner

10th Research Symposium Programme: Wednesday 25 May 2011

9.00 – 10.15

Part D: Value Added FM Part II

Part E: Workplace Productivity Part I

10.15 – 10.45 Coffee Break / Exhibition / Networking

Part F: FM-Positioning and Strategy

Part G: Workplace Productivity Part II

12.00 – 13.00

Joint Session 2 (see Programme Page 7)

13.00 – 14.15 Lunch Break / Exhibition / Networking

13.00 – 16.00

Students Poster Competition 2011 – Nomination

14.15 – 15.45

Plenary Session for Researchers

15.45 – 16.00 Coffee Break / Exhibition / Networking

16.00 – 18.00

Closing Plenary (see Programme Page 8)

Social events / Side events

Chairman's View Toast

Monday, 23 May 2011, from 19.00



Vienna is your oyster!

Weingut am Reisenberg
Oberer Reisenbergweg 15
1190 Vienna
Phone: +43 13 20 93 93
www.weingutamreisenberg.at

EuroFM Chairman Wayne Tantrum will give his view on the European Facility Management developments.

Students Poster Gallery 2011

Have a look at the posters that FM bachelor's students from all over Europe have produced to present their recent study/research findings! The posters will be judged by an international jury consisting of board members from IFMA, EuroFM and practitioners (Wednesday, 25 May 2011, 13.00 – 16.00). The three best posters will be presented during the Closing Plenary Session (Wednesday, 25 May 2011, 16.00 – 16.15). Your vote will decide the winners who will receive a voucher for IFMA's World Workplace 2011 Conference & Expo, October 2011 in Phoenix, USA and € 1.000,- prize money. Details: klaus.homann@eurofm.org

Welcome Reception and Award Gala Dinner Tuesday, 24 May 2011, from 19.15

Vienna Town Hall
Friedrich-Schmidt-Platz 1 • 1010 Vienna
Phone: +43 (0) 1 52 550 • www.wien.gv.at

Vienna City Hall is situated on Ringstraße opposite the famous Burgtheater. It was planned in 1868 and completed in 1883. The original city hall, the Old City Hall situated in Wipplingerstraße, had become too small for the city administration due to the growth of the city and its population in the 19th century. It was therefore necessary to build a new, larger city hall. In 1885 the Vienna City Council took up work in the new Vienna City Hall on Ringstraße. The Vienna City Hall was built from sand-lime brick in Neo-Gothic style. The building has a floor space of 19,592 square metres and an area of 113,000 square metres, with seven courtyards and 1,575 rooms. The corridors have a total length of more than 2.5 kilometres. Vienna City Hall houses the office of the Mayor of Vienna and a number of administrative authorities, but it is also used for conferences and magnificent festivities. At the same time, the building is one of Vienna's most impressive sights.



Please note that you must register separately for the Gala Dinner, so book early for what promises to be a spectacular event.

- For conference participants, tickets cost € 145.00 (+VAT)
- For non-conference participants, tickets cost € 245.00 (+VAT)



European FM Awards

The first prestigious European FM Awards were held in Zurich in 2007, and we continued this recognition in 2008 in Manchester, 2009 in Amsterdam and 2010 in Madrid honoring best practice and excellence within the European Facility Management profession across practice, research and education arenas. The 2010 awards also highlighted the challenge for facility management professionals in light of the national, cultural, regulatory and language differences across the different European regions.

There are four award categories:

1. Partners Across Borders
2. Excellence in Sustainability
3. European FM Student of the Year
4. European FM Researcher of the Year

Attend the Welcome Reception and Award Gala Dinner and enjoy an excellent meal and the company of your colleagues, other conference delegates and speakers as you celebrate and witness Europe's best researchers, students and service providers receive their prestigious European FM Awards for 2011.

For more information or sponsoring please go to www.eurofm.org or mail to eurofm@eurofm.org

Supported by



Austrian FM Awards 2011



The Austrian FM Awards Facility of the Year, Facility Manager of the Year and Architect of the Year stand for innovation, sustainability, economic success, communication and functionality.

The newest award, the Architect of the Year, is in its third year and is unique as it is not another architectural award. It awards an architect who understands also the needs of utilisation, operation and the communication with FM experts in a very early phase of designing and planning.

For more information please go to www.atga.com

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Phone: +45 38 17 00 00
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Compass Group PLC, Compass House

Guildford Street
Chertsey
Surrey, KT16 9BQ, United Kingdom
Homepage: www.compass-group.com

Contact: Mr. Steven McGregor
Phone: +44 (0)19 32 57 30 00
E-mail: steven.mcgregor@compass-group.co.uk

Premium Exhibitors



Reality Consult

Reality Consult is an international management consultancy for Real Estate and Facility Management with 20 consultants and offices in Frankfurt and Vienna. We work for more than 150 clients in Germany, Austria and Central and Eastern Europe. Our core competencies lie in Strategy, Organisation, Controlling and IT. Clients include ABB, adidas, Allianz, Cerberus, conwert, Hochtief, MediaSaturn, o2, Porsche or STRABAG.

Reality Consult GmbH

Palais Carl Ludwig
Favoritenstrasse 7
1040 Vienna, Austria
Homepage: www.realityconsult.com
Contact: Mrs. Sonja Meixner
Phone: +43 5 12 23 23 505
E-mail: sonja.meixner@realityconsult.com



TOPdesk

TOPdesk develops, markets, implements and supports a comprehensive CAFM software package. Its vision is to create a user-friendly and affordable facilities management solution for every type of organization, which can be quickly and easily installed. With more than 4000 clients worldwide, TOPdesk is currently market leader in the Benelux and has offices in the Netherlands, the UK, Belgium, Germany and Hungary.

TOPdesk

Martinus Nijhofflaan 2
2623 CN Delft, Netherlands
Homepage: www.topdesk.com/facilities
Contact: Jurgen Koster
Phone: +31 15 27 00 900
E-mail: info@topdesk.com

Exhibitors

Exhibitors



SIERRA ODC

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Coimbatore – 641006, INDIA
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Contact: Mr. David Raja
Phone: +91 93628 28993
US/Canada: +1-(408)-239-4819
E-mail: info@efacility.in



Planon Group

Planon is a global software provider that enables organizations to solve their Facility Management and Corporate Real Estate challenges in the most effective way by providing superior software solutions and excellent customer support. The Planon series of solutions include Facility and Space Management, Operations and Maintenance Management, Services Management and Real Estate Portfolio Management. In business for more than 25 years, Planon has more than 1,300 clients worldwide and offices in Austria, Germany, the Netherlands, the U.K., France, Belgium the U.S. and India.

Planon Group

Wilhelm-Leuschner-Str. 79
60329 Frankfurt am Main, Germany
Homepage: www.planon-fm.com
Contact: Stefan Drechsler
Phone: +49 69 24 45 03 90
E-mail: stefan.drechsler@planon-fm.de



VINCI Facilities

VINCI Facilities, the European Leading Facilities Management Service Company, has been newly established within the construction and concession group VINCI through the integration of the group's FM businesses. The Global Integrated FM model "MAINSTREAM FM Services" is the backbone of this new strategic activity for VINCI Group. VINCI Facilities employs around 8,000 people across 19 EMEA countries and achieves recurring revenue of over 1.2 billion € annually.

VINCI Facilities / Faceo

157 rue de la Minière
78530 / BUC, France
Homepage: www.faceo.com
Contact: Mrs. Cécile Manzi
Phone: +33 1 30 97 22 01
E-mail: cecile.manzi@faceo.com

Company Portrait



PROCOS Group

PROCOS Group is an international network of consultants in Facilities Planning and Facilities Management. With offices in Belgium, France, Portugal and Luxembourg we provide professional services (strategic planning, interior design, workplace consulting, Facilities Management consulting, implementation ARCHIBUS and software development) to corporate and public organisations.

PROCOS Group

Jan Blockxstraat 1
2018 Antwerp, Belgium
Homepage: www.procosgroupp.com
Contact: Mr. Jos Duchamps
Phone: +32 3 24 29 460
E-mail: info@procosgroupp.com

For more information, a tailored sponsorship plan and prices,
please contact:



Manuela Zschocke

Phone: +49 (0) 211 96 86 3715
Fax : +49 (0) 211 96 86 4715
E-mail:
manuela.zschocke@euroforum.com

Pre-conference events

Sunday, 22 May 2011

Technical University Golf Tournament from 10 a.m.



Registration fee: 70,- € (maximum 65 participants)

The proceeds of the TU Golf Tournament will be donated to the IFMA Foundation.

Details and registration: golf@ifm.tuwien.ac.at

Global FM Leadership Meeting (starting 5 p.m.)

Monday, 23 May 2011

Pre-Conference Meetings at Austrian Chamber of Commerce
Stubenring 8-10, 1010 Vienna, Austria

EuroFM Board Meeting

7.30 – 11.30

Final opportunity for the board to prepare for the EFMC 2011.

Details: eurofm@eurofm.org

IFMA Government Leaders Day

8.30 – 17.00

Around the globe Government Leaders continue to focus on energy efficiency and operations and maintenance as a way to improve building performance and asset protection. Given the growing role of government in incentivising and in some cases mandating more effective facility management practices, this year's EFMC conference will feature a Government Leaders Day which will offer presentations from represented governments, roundtable discussion and best practice sharing.

Details: jeffrey.johnson@ifma.org

'EuroFM Market Data' project group

8.30 – 11.30

One of EuroFM's objectives is to be the central source of European FM market data. After having presented its 2010 report in Brussels the team will start working on the 2011 report.

Details: jos.duchamps@procogroup.com

EN15221 Campaign

Based on its liaison-agreement with CEN EuroFM started its EN15221 Campaign in Brussels. Because the Formal Voting on the EN15221 standards takes place from 7 April 2011 till 7 June 2011, the Vienna conference is a perfect opportunity to campaign for a 'yes'-vote.

Details: fred.kloet@eurofm.org

ENG Meeting

11.30 – 13.30

Network group will continue with running projects, such as International Fying Modules, Education Guide, Task Force Education and the upcoming awards.

Details: klaus.homann@eurofm.org

CANG Roundtable Construction + FM

12.00 – 16.00

In collaboration with the Austrian Chamber of Commerce the Chair of the Corporate Associates Network Group, Jos Barnhoorn, organises a roundtable for construction companies and FM service providers interested in connecting their worlds.

Details: eurofm@eurofm.org

eFMI Editorial Board

14.00 – 16.00

This annual meeting of the EuroFM quarterly online magazine brings together the editorial board members and allows the editorial board and publisher (EuroFM) to set the strategy for coming year.

Details: richard.byatt@bifm.org.uk

Associations Leadership Platform

14.00 – 16.00

EuroFM Chair Wayne Tantrum and Practice Network Group Chair Dr. David Martinez will host this meeting. Please contact the secretariat for further details on agenda and invitations.

Details: eurofm@eurofm.org

EuroFM Members Meeting

16.00 – 17.30

This meeting is for EuroFM members only. At a later stage they will receive agenda information.

Details: eurofm@eurofm.org

IFMA Foundation Meeting

16.00 – 17.30

Details: william.rub@ifma.org

IFMA Town Hall Meeting

Details: barbara.zlatnik@ifma.org

Pre-Conference Meeting at Vienna University of Technology,
Karlsplatz 13, 1040 Vienna, Austria

Global FM Workshop

Details: eurofm@eurofm.org

EuroFM RNG Added Value Workshop

9.00 – 18.00

Workshop on Added Value of FM for Research Group

Details: pank@man.dtu.dk

For information regarding these meetings and organising your own meeting send an e-mail to eurofm@eurofm.org

For detailed information on all pre-conference meetings and side events organised by EuroFM and IFMA please visit the European Conference page in the Events section on the EuroFM website.



Parallel to the EFMC 2011 we would like to invite you to the ATGA Facility Congress 2011 (conference language: German). Benefit from this opportunity and broaden your horizon of Facility Management. Book your combination ticket and save money! For further information about the ATGA Congress 2011 please visit www.atga.com

At a glance – Who we are

Programme Advisory Group (Business Conference)

Chair: **Dr. David Martinez**, Chair Practice Network Group, EuroFM, (Spain)

Members:

Vicente Alvarez-Cascos, IFMA Spain (Spain)
Marcel Broumels, FM Specialist Policy and Innovation, Essent N.V. (an RWE company) (The Netherlands)
Dr. Helmut Floegl, Donau University Krems (Austria)
Aleksandra Kreplin, Informa Business Communication (Germany)
Helena Ohlsson, IKEA Services AB (Sweden)
Reinhard Poglitsch, ISS Facility Services GMBH (Austria)
Thomas Polinelli, Zurich Insurance Company (Switzerland)
Prof. Dr. Alexander Redlein, IFM Center for Information and Facility Management (Austria)
Ondřej Štrup, Czech Technical University (Czech Republic)
Dr. Hermen Jan van Ree, DHV Group (The Netherlands)

Who should attend

Board members, CXOs, senior management, decision makers and experts who have an interest and responsibility for

- Facility Management
- Real Estate Management
- Asset Management
- Life Cycle Management
- Architecture and Project Development
- Building and Construction
- Business Services

from all industries, public administration, academia and press.

Scientific Committee (Research Symposium)

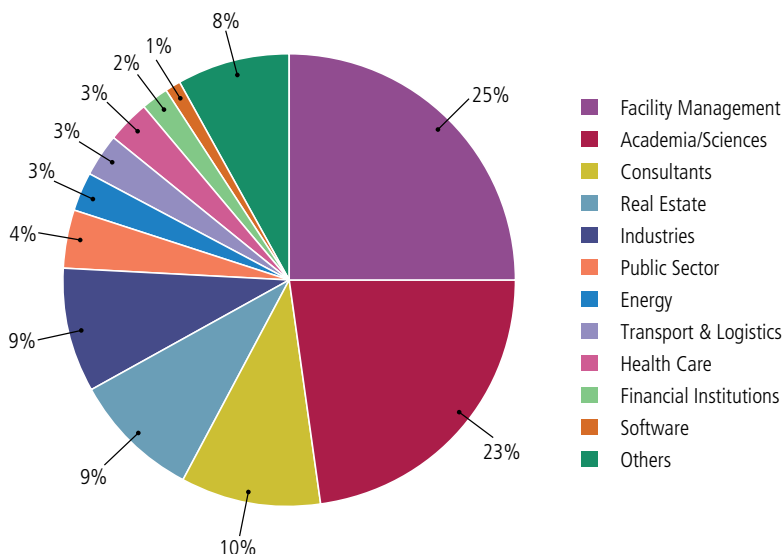
Chair: **Dr. Margaret Nelson**, University of Bolton (UK)

Prof. Keith Alexander, Centre for Facilities Management (UK)
Prof. Dr. Siri Hunnes Blakstad, Norwegian University of Science (Norway)
Prof. Dr. Jan Bröchner, Chalmers University of Technology (Sweden)
Prof. Dr. Antje Junghans, University of Applied Sciences (Germany)
Prof. Roode Liias, Tallinn University of Technology (Estonia)
Prof. Dr. Thomas Madritsch, FH Kufstein Tirol University of Applied Science (Austria)
Prof. Dr. Alexander Redlein, IFM Center for Information and Facility Management (Austria)
Dr. Igal M. Shohet, Ben-Gurion University of the Negev (Israel)
Dr. Danny Then, Hong Kong Polytechnic University (Hong Kong)
Dr. Theo van der Voordt, TU Delft (The Netherlands)
Prof. Thomas Wehrmüller, ZHAW Zurich University of Applied Sciences (Switzerland)

Organising Committee (Research Symposium)

Dr. Margaret Nelson, University of Bolton (UK)
Prof. Dr. Alexander Redlein, IFM Center for Information and Facility Management (Austria)
Prof. Lukas Windlinger, Zurich University of Applied Sciences (Switzerland)

Delegate Profile by Industry Sector (EFMC 2010)



Good reasons to attend

- EFMC 2011 is THE European Facility Management Conference
- More than 60 top speakers from Europe and abroad
- Best Practice + Case Studies + Research
- Up-to-date information and insights
- Valuable experiences and new ideas
- Chairman's View Toast
- Welcome Reception and Award Gala Dinner
- EuroFM Awards & Austrian FM Awards Ceremony
- Networking opportunities
- Students Poster Competition
- Attractive side events

At a glance – Who we are

Hosted by:



EuroFM – European Facility Management Network

This is a network of more than 100 organisations based in more than 22 European countries, all focused on facility management. 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 the development of joint education programmes. EuroFM's mission is the advancement of knowledge in facility management in Europe and its application in practice, education and research. For more information visit the new EuroFM website at www.eurofm.org

Details: fred.kloet@eurofm.org



IFMA – International Facility Management Association

IFMA is the world's largest and most widely recognised international association for professional facility managers, supporting more than 19,000 members in 78 countries. The association's members, represented in 124 chapters and 16 councils worldwide, manage more than 37 billion square feet of property and annually purchase more than US\$100 billion in products and services. Formed in 1980, IFMA certifies facility managers through three credentials: the Facility Management Professional, Certified Facility Manager® and new Sustainability Facility Professional™ designations. The association also conducts research, provides educational programs, recognises facility management certificate programmes and produces World Workplace, the world's largest facility management 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 the IFMA press room or www.ifma.org

Details: tony.keane@ifma.org

Organised by:

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As a wholly owned subsidiary of EUROFORUM Deutschland SE and a sister subsidiary of EUROFORUM Austria GmbH, Informa Business Communication designs integrated communication solutions that allow you to reach your target group without wasting effort and to generate more high-quality leads. Take advantage of the years of event-organising experience and benefit from our exclusive media partnerships with Handelsblatt and WirtschaftsWoche. Our database of high-quality business contacts guarantees you direct sales access to the market.

For further information please contact:



Stephanie Rodowski
(Project Manager)

Phone: +49 (0) 211 96 86 3753

Fax: +49 (0) 211 96 86 4752

E-mail: stephanie.rodowski@informa.com

Media Partners



European Facility Management Conference 2011

[Code]

For registration and further information please contact:

Stephanie Rodowski (Project Manager)
 Postal: Informa Business Communication
 A Division of EUROFORUM Deutschland SE
 Prinzenallee 3, 40549 Duesseldorf, Germany
 Phone: +49 (0)2 11/96 86-37 53
 Fax: +49 (0)2 11/96 86-47 52
 E-mail: stephanie.rodowski@informa.com
 Internet: www.efmc-conference.com

Address Amendments:

Phone: +49 (0)2 11/96 86-33 33
 Fax: +49 (0)2 11/96 86-40 40
 E-mail: info@informa.com

Yes, I wish to participate in the EFMC 2011 from 23 to 25 May 2011

	Early Bird*	Regular	Chairman's View Toast**
Attendance	<input type="checkbox"/> € 1,395.-	<input type="checkbox"/> € 1,595.-	<input type="checkbox"/> I wish to attend
Member IFMA/EuroFM***	<input type="checkbox"/> € 995.-	<input type="checkbox"/> € 1,395.-	<input type="checkbox"/> I wish to attend
organisation: name _____ membership number _____			
Full time academic	-	<input type="checkbox"/> € 695.-	<input type="checkbox"/> I wish to attend
Students	-	<input type="checkbox"/> € 245.-	<input type="checkbox"/> I wish to attend
Combi with ATGA-Conference	<input type="checkbox"/> + € 100.-	<input type="checkbox"/> + € 100.-	<input type="checkbox"/> I wish to attend

Block Bookings: for further information please visit our homepage www.efmc-conference.com VAT at applicable rate
 * Early Bird available until 14 March 2011 *** Member IFMA/EuroFM and their national associations
 ** Included in the conference fee

Additional Options	Attendees	Non Attendees
Award Gala Dinner	<input type="checkbox"/> € 145.-	<input type="checkbox"/> € 245.-
Conference Documentation	(included in the conference fee)	<input type="checkbox"/> € 295.-

- I am interested in exhibition and sponsorship opportunities
- I am interested in Webcast Lead Generation
- I am interested in becoming a EuroFM/IFMA Member
- I am interested in participating in this pre-conference / meeting event _____

Please amend my address as shown:

Name: _____

Position: _____

Department: _____

Euroforum may contact me about various products and services offered by it as well as by companies of the Group and co-operation partners:
 E-mail: yes no Fax: yes no

Organisation: _____

Contact person: _____

Address: _____

Phone.: _____ **Fax:** _____

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Number of employees at your organisation
 up to 20 21-50 51-100 101-250 251-500 501-1000 1001-5000 over 5000

Invoice as receipt of your Credit Card payment to (name): _____

Department: _____

Address: _____

Date, signature: _____

Date and Location
 23 to 25 May 2011

Vienna University of Technology
 Karlsplatz 13, 1040 Vienna, Austria

Hotel Accommodation: See information on: www.efmc-conference.com

Conditions of Participation. The conference fee per person is payable via Credit Card in advance. This fee includes conference documentation, lunches, tea/coffee and Chairman's View Toast. You will be sent a confirmation slip and invoice (as a receipt of your Credit Card payment) upon receipt of your registration. Registrations can be cancelled (in writing) without penalty up to 14 days before the event. For cancellation after this date half of the conference fee will be reimbursed. The full fee will be due if participants do not attend the conference or cancel on the conference date. The registered participant may of course send a substitute. The organisers reserve the right to amend the programme of events if necessary.

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