

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

Platinum Sponsor:



Partners:



Local Host:



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



Ron van der Weerd,
Chairman, EuroFM



Michael D. Feldman,
FMP, CM,
Chairman, IFMA



Alfredo Romeo,
President, IFMA Italia

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





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

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an informa business

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.informaexhibitions.com

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:

10.00 a.m.



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.

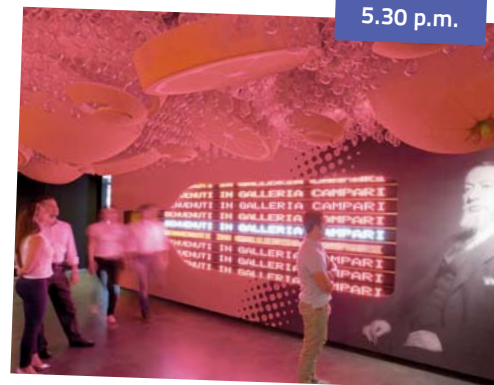
3.00 p.m.



Coca-Cola

Worldwide Coca-Cola is a reality, called "system", composed essentially by to entities: The Coca-Cola Company and the "bottlers" who are national, multinational or local subjects who buy the concentrate from The Coca-Cola Company and with it produce the soft drinks and sell them to the customers of the Modern Trade Channel and Out Of Home Channel. Look behind the scenes of Coca-Cola in Milan.

5.30 p.m.



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.

The Study Tours are free of charge and organised on 'first come first serve' principle.

More information on: www.efmc-conference.com/study-tours

Due to a limited number of places prior registration is required. In order to sign up,

please reach out to: stefanie.pulm@informa.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 Cafè Milano

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

www.ilgattopardocafe.it



GATTOPARDO CAFÈ

European FM Awards Ceremony



Academic and corporate achievements of outstanding individuals and successful companies are celebrated at the EFMC.

Partners Across Boards Award sponsored by:



Student Poster Competitions



8 June 2016,
10.30 a.m. – 5.30 p.m.
Room Amber 5

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

Research Posters



Further research speakers will provide an insight into their FM projects and research papers by means of a research poster exhibition.

Condeco Innovation Lab

8 June 2016
2.30 – 3.30 p.m.
Room Amber 6

Powering change: Big data is saving space
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.

Speaker: Julian Griffith, Sales Director, EMEA, Condeco



ECS EuroFM Student Internship Award



9 June 2016
10.00 – 12.00 a.m.
Room Amber 5

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.



EuroFM contact

For more information regarding the application and selection process please contact:



Phone: +31 (0) 6231 626 82



Mailto: team@office-eurofm.org

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 and Galleria Campari

Wednesday, 8 June 2016

9.00 a.m.: Opening of the EFMC at Milano Congressi (MiCo)

Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	IFMA Italia Track
Disruption & Change management	Value Co-creation	Metropolises of tomorrow: The FM challenge
Networking Break		
Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	IFMA Italia Track
Connectivity & Digitalisation	Value Co-creation	Cultural heritage & FM: State of the art
Lunch & Networking		
Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	IFMA Italia Track
Connectivity & Digitalisation	Disruption & Change management	Smart building, smart technology, smart working
Networking Break		
Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	IFMA Italia Track
Value Co-creation	Transition to sustainable buildings and cities	FM in tourism industry & Enhancement of the territory

Exhibition

7.00 p.m.: Networking Evening Event at Gattopardo Cafè Milano

Thursday, 9 June 2016

9.30 a.m.: Opening of Day 2 at Milano Congressi (MiCo)

Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	IFMA Italia Track
Service excellence	Service excellence & Value Co-creation	Market trends: Facility Managers' expectations
Networking Break		
Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	IFMA Italia Track
Service excellence & Supporting the organisation	Specialisation on sectors	FM in the luxury industry
Lunch & Networking		
Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	IFMA Italia Track
Service excellence & Supporting the organisation	Service excellence & Supporting the organisation	Control systems for the FM market

Exhibition

ECS / EuroFM Student Internship Award ceremony (winner)

Student Poster Competition results (winners)

5.15 p.m.: Closing of the EFMC

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: FM today and beyond: What to expect from future trends in the business?**
Neelie Kroes, Dutch 'Innovation Factory' Initiative & Former EU Commissioner for the Digital Agenda (invited)

10.00 – 10.20 a.m. **Keynote address: Disruptive times: Service excellence in a digital world**
Peter Ankerstjerne, CMO, ISS

10.30 – 11.30 a.m. **PARALLEL CONFERENCE TRACKS** (Presentations of 20 minutes each + Q&A)

	Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	
	Disruption & Change management MODERATOR: Gordon McMillan , EuroFM	Value Co-creation MODERATOR: Karin Schaad , EuroFM	IFMA Italia Track
10.30 a.m.	Sustaining change in FM Paul Wyton , Principal Lecturer, Subject Lead for FM, Sheffield Hallam University	A step-by-step plan to manage and measure adding value by FM/CREM Theo J. M. van der Voordt , Professor, Department of Management in the Built Environment, Faculty of Architecture, Delft University of Technology & Per Anker Jensen , Professor, Centre of Facilities Management, DTU Management Engineering, Technical University of Denmark	
11.00 a.m.	Changing times – What is the impact on culture? Debra Ward , Managing Director EMEA, Condeco	Accommodation strategy 2020 Erika Chiuhan , Property Manager, BP	

11.30 – 12.00 a.m. Networking break with coffee and tea

12.00 a.m. – 1.30 p.m. **PARALLEL CONFERENCE TRACKS** (Presentations of 20 minutes each + Q&A)

	Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)	
	Connectivity & Digitalisation MODERATOR: Adrian Anderson , IFMA Foundation	Value Co-creation MODERATOR: Karin Schaad , EuroFM	Master Student Poster Competition
12.00 a.m.	How can FM and BIM mutually benefit from each other? Gabriella Miltenberger , FM Consultant, Drees & Sommer / ZHAW Zurich University of Applied Sciences	How real estate and FM contribute to value creation in different organisations Knut Boge , Associate Professor & Head of Studies & Alenka Temeljotov Salaj , Professor, Oslo and Akershus University College of Applied Sciences (HIOA)	
12.30 a.m.	BIM for existing buildings – A model driven approach to open data management Gabriele Cesari , Research and Innovation Director, Manutencoop Facility Management	Exploring the issues surrounding strategic FM relationships – A new methodology of measurement, facilitation, alignment and improvement Anne Lennox-Martin , Managing Director, FMP360 & Deborah Rowland , Head of Property Asset Management, Ministry of Justice, Great Britain	
1.00 p.m.	Case Study: Renovation of IATA's state of the art building at Geneva Airport with SageGlass electronically tintable glass Raul Corrales , Technical Director, BIFF Engineering SA & Julien Orillard , Architectural Project Manager, SageGlass®	European FM market data Karin Schaad , EuroFM	

Exhibition

Wednesday, 8 June 2016

EuroFM ENG Meeting
1.30 - 2.30 p.m. / Room Amber 6

1.30 – 2.30 p.m. Lunch and networking in the exhibition area

2.30 – 4.00 p.m. **PARALLEL CONFERENCE TRACKS** (Presentations of 20 minutes each + Q&A)

	Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)
	Connectivity & Digitalisation MODERATOR: Adrian Anderson , IFMA Foundation	Disruption & Change management MODERATOR: Gordon McMillan , EuroFM
2.30 p.m.	Revolutionising FM services through IoT and big data Steven Lambert , COO, MCS	FM as transformation backbone of a former Philips factory into a technology campus Goele Lemmens , Communications & Event Coordinator, Corda Campus & Jos Duchamps , Managing Director, PROCOS Group
3.00 p.m.	Digital transformation to enhance people comfort and safety gaining productivity and compliance Giovanni La Bella , COO, EniServizi & Massimo Varani , Senior Manager, eFM	PANEL DISCUSSION Into the future: Change management processes put into practice Reidar Heyer , VP, Wilh. Wilhelmsen Rune L. Johannessen , Executive Director Advisory Services, EY
3.30 p.m.	Knowledge management: Can you, at any time, locate all information about your facility's assets with ease? Tiffany Hosey , Esquire CEO, BuildDATAanalytics & Ann Belyea , Officer, The Association for the United States Army	Further panelists to be announced

IFMA Italia Track

Condeco Innovation Lab, 2.30 - 3.30 p.m. / Room Amber 6

4.00 – 4.30 p.m. Networking break with coffee and tea

4.30 – 5.30 p.m. **PARALLEL CONFERENCE TRACKS** (Presentations of 20 minutes each + Q&A)

	Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)
	Value Co-creation MODERATOR: Karin Schaad , EuroFM	Transition to sustainable buildings and cities MODERATOR: Goran Milanov , EuroFM
4.30 p.m.	OSCAR – Value for user and owner of buildings – Important findings for early design phase Svein Bjørberg , Professor, Norwegian University of Science and Technology / Multiconsult	Impact of FM to the sustainable global future Richard Mocko , President, ROFMA
5.00 p.m.	The added value of integrated FM from an IFM suppliers' perspective Hester van Sprang , Senior Lecturer & Researcher, Saxion University of Applied Sciences	Aggregating sustainability data for long term success Geoff Williams , General Manager, Centre for Health & Safety Innovation & Ted Ritter , Managing Partner, Verdecom & VP, IFMA FMCC

IFMA Italia Track

TOPdesk Bachelor Student Poster Competition

Exhibition

5.30 p.m. End of conference programme for Day One

7.00 p.m. Networking Evening Event at Gattopardo Cafè Milano

Thursday, 9 June 2016

EuroFM General Members Meeting
8.00 - 9.00 a.m. / Room Amber 5

Opening

9.30 – 10.00 a.m. **Keynote address: A people's business: Why service-orientation matters for clients and employees**
Diana Bracco, Vice President Search and Innovation, Confindustria (invited)

10.10 – 11.40 a.m. **PARALLEL CONFERENCE TRACKS** (Presentations of 20 minutes each + Q&A)

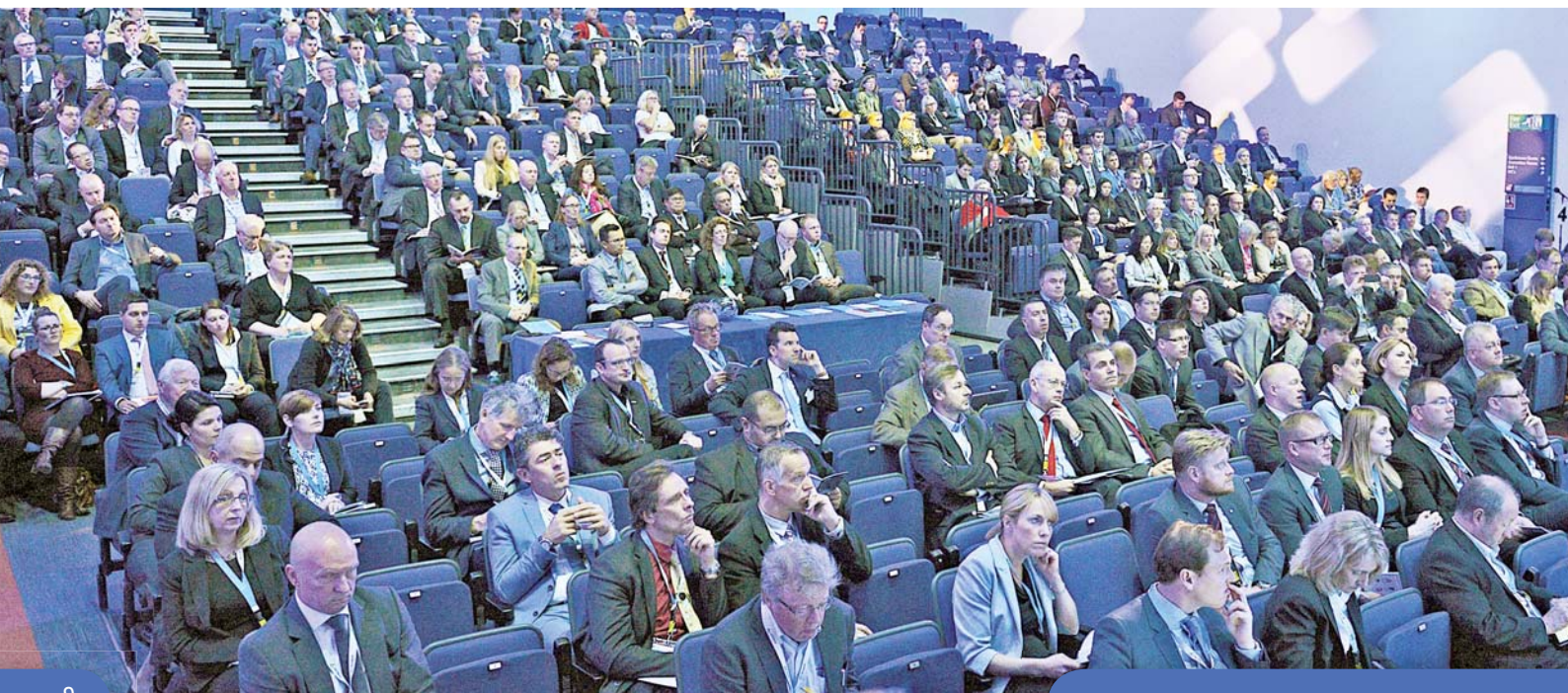
	Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)
	Service excellence MODERATOR: Pekka Matvejeff , EuroFM	Service excellence & Value Co-creation MODERATOR: Mauro Rabolini , EuroFM
10.10 a.m.	Enhancing FM's image in the 21st century world Simon Iatrou , Editor, Information Facilities Management	Scanning customer experience – A tool to close the gap between efficient FM and optimal customer experience Brenda H. Groen , Associate Professor, Saxion University of Applied Sciences & Petra A. Hillenius , Lecturer, Saxion University of Applied Sciences & Owner, Sela-Management
10.40 a.m.	Personality and end-user satisfaction in multi-tenant offices Rianne Appel-Meulenbroek , Assistant Professor, Eindhoven University of Technology	An integrated talent management approach towards sustaining the value of FM Thomas Mitchell , Senior VP, FM3IS Associates & Henk W. Brink , Senior Lecturer, Coach & Researcher, FM Programme, Hanze University of Applied Sciences Groningen
11.10 a.m.	The Facility Manager as an influencer in the C-Suite – Strategic perspective Val Moraes , Director, GregMore Group	FM leaders' mental models and applied leadership style in FM services Simone Sesboüé , Lecturer & Researcher, ZHAW Zurich University of Applied Sciences & Alla Tolstosheeva , Recruitment Specialist, Real Staffing Group

IFMA Italia Track

ECS / EuroFM Student Internship Award, 10.10-12.00 a.m. / Room Amber 5

Exhibition

11.40 – 12.15 a.m. Networking break with coffee and tea



Thursday, 9 June 2016

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

	Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)
	Service excellence & Supporting the organisation MODERATOR: Susanne Balslev Nielsen , EuroFM Research Network Group	Specialisation on sectors MODERATOR: Erik Jaspers , Planon
12.15 a.m.	The Healing Offices® – How to transform buildings into strategic investments Anicee 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
12.45 a.m.	Parameters for comfort: Comparative study of laws and standards Alexander Redlein , Professor, Vienna University of Technology, Institute of Management Science, IFM - Real Estate and Facility Management	Shaping Chinese workspaces based on regional preferences: Two studies in Shanghai and Guangzhou Daibin Xie , PhD Student, Facility and Environment Management, Bartlett Faculty of the Built Environment, University College London
1.15 p.m.	Planning for psychoacoustics: A psychological approach to resolving office noise distraction Frans Davidsson , Concept Development Office Environments, Ecophon Group	Added value of facility design for prisons Rachel Kuijlenburg , Research Group Spatial Environment and the User, The Hague University of Applied Sciences & Hans de Jong , Director, Ministry of Security and Justice, The Netherlands
1.45 p.m.	Wellness in the workplace Hannah Hahn , Global WorkPlace Innovation Manager, CBRE & Matt Cook , Head of Global Workplace Solutions Italy & SeMed, CBRE	Users participation in the design of the hybrid workplace in hospitals – Case study: Winterthur Cantonal Hospital (KSW) Dr Monika Codourey , Senior Workplace Consultant, Offconsult

IFMA Italia Track

Master & TOPdesk Bachelor Student Poster Competition Finals

Exhibition

2.15 – 3.00 p.m.

Lunch and networking in the exhibition area



Thursday, 9 June 2016

3.00 – 4.30 p.m. **PARALLEL CONFERENCE TRACKS** (Presentations of 20 minutes each + Q&A)

	Conference Track 1 (Business/Research)	Conference Track 2 (Business/Research)
	Service excellence & Supporting the organisation MODERATOR: Susanne Balslev Nielsen , EuroFM Research Network Group	Service excellence & Supporting the organisation MODERATOR: Prof Alexander Redlein , EuroFM
3.00 p.m.	Service management 3.0 – The link between employee engagement and customer experience within FM Simon Svegaard , Business Analytics Manager, ISS & Morten Kamp Andersen , Partner, Proacteur	Workplace strategy and culture: A case study of integrated FM with people, property and technology in different sides of the globe Ek Buranakul , Managing Partner, Peoplespace Consulting & Deidre Buzzetto , Director International Real Estate, Lenovo
3.30 p.m.	Destroying productivity with insufficient FM? Daniel von Felten , Lecturer, ZHAW Zurich University of Applied Sciences	Exploring the unquantifiable? Modelling FM service relationships Ilfryn Price , Professor, Sheffield Hallam University & Dr Stephen Dobson , Lecturer, Sheffield Business School
4.00 p.m.	Form should follow function in higher education learning space design Ronald Beckers , Senior Lecturer, Faculty of Economics and Management, HAN University of Applied Sciences	Measuring user satisfaction Christian Huber , Facility & Real Estate Management Research Institute, University of Applied Sciences Kufstein Tirol

IFMA Italia Track
 Master & TOPdesk Bachelor Student Poster Competition Finals
 Exhibition

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:
www.efmc-conference.com/conference-2016/programme



Your contact for the IFMA Italia FM Day:
 Maria Elisa Dalgri: dalgri@ifma.it

Any questions?



Please contact:
Stefanie Pulm
 Senior Operations Manager



Phone: **+49 (0) 211 96 86 – 37 54**



Mailto: **stefanie.pulm@informa.com**

International Business & Research Speakers

- **Morten Kamp Andersen**, Partner, Proacteur
- **Rianne Appel-Meulenbroek**, Assistant Professor, Eindhoven University of Technology
- **Anicee Bauer**, Design Researcher, D/Science
- **Ronald Beckers**, Senior Lecturer, Faculty of Economics and Management, HAN University of Applied Sciences
- **Ann Belyea**, Officer, The Association for the United States Army
- **Svein Bjørberg**, Professor, Norwegian University of Science and Technology/Multiconsult
- **Knut Boge**, Associate Professor & Head of Studies, Oslo and Akershus University College of Applied Sciences (HIOA)
- **Henk W. Brink**, Senior Lecturer, Coach & Researcher, FM Programme, Hanze University of Applied Sciences Groningen
- **Ek Buranakul**, Managing Partner, Peoplespace Consulting
- **Deidre Buzzetto**, Director International Real Estate, Lenovo
- **Gabriele Cesari**, Research and Innovation Director, Manutencoop Facility Management
- **Erika Chiuhan**, Property Manager, BP
- **Dr Monika Codourey**, Senior Workplace Consultant, Offconsult
- **Frans Davidsson**, Concept Development Office Environments, Ecophone Group
- **Hans de Jong**, Director, Ministry of Security and Justice, The Netherlands
- **Dr Stephen Dobson**, Lecturer, Sheffield Business School
- **Jos Duchamps**, Managing Director, PROCOS Group
- **Poul Henrik Due**, Chief Advisor FM and O&M Consulting, Sweco Danmark
- **Brenda H. Groen**, Associate Professor, Saxion University of Applied Sciences
- **Reidar Heyer**, VP, Wilh. Wilhelmsen
- **Petra A. Hillenius**, Lecturer, Saxion University of Applied Sciences & Owner, Sela-Management
- **Tiffany Hosey**, Esquire CEO, BuilDATAAnalytics
- **Christian Huber**, Facility & Real Estate Management Research Institute, University of Applied Sciences Kufstein Tirol
- **Simon Iatrou**, Editor, Information Facilities Management
- **Per Anker Jensen**, Professor, Centre of Facilities Management, DTU Management Engineering, Technical University of Denmark
- **Rune L. Johannessen**, Executive Director Advisory Services, EY
- **Rachel Kuijlenburg**, Research Group Spatial Environment and the User, The Hague University of Applied Sciences
- **Giovanni La Bella**, COO, EniServizi
- **Steven Lambert**, COO, MCS
- **Jesper Larsen**, VP, Novo Nordisk
- **Anne Lennox-Martin**, Managing Director, FMP360
- **Gabriella Miltenberger**, FM Consultant, Drees & Sommer/ ZHAW Zurich University of Applied Sciences
- **Thomas Mitchell**, Senior VP, FM3IS Associates
- **Richard Mocko**, President, ROFMA
- **Val Moraes**, Director, GregMore Group
- **Ilfryn Price**, Professor, Sheffield Hallam University
- **Alexander Redlein**, Professor, Vienna University of Technology, Institute of Management Science Department IFM - Real Estate and Facility Management
- **Ted Ritter**, Managing Partner, Verdecom & VP, IFMA FMCC
- **Deborah Rowland**, Head of Property Asset Management, Ministry of Justice, Great Britain
- **Enzo Scudellari**, Director, City of Bologna
- **Simone Sesbouë**, Lecturer & Researcher, ZHAW Zurich University of Applied Sciences
- **Kate Smith**, EMEAR Account Lead, CBRE
- **Simon Svegaard**, Business Analytics Manager, ISS
- **Alenka Temeljotov Salaj**, Professor, Oslo and Akershus University College of Applied Sciences (HIOA)
- **Alla Tolstosheeva**, Recruitment Specialist, Real Staffing Group
- **Theo J. M. van der Voordt**, Professor, Department of Management in the Built Environment, Faculty of Architecture, Delft University of Technology
- **Ronald van Es**, CFO, Macaw
- **Hester van Sprang**, Senior Lecturer & Researcher, Saxion University of Applied Sciences
- **Kristof Vanvelk**, Operations Manager, Corda Campus
- **Massimo Varani**, Senior Manager, eFM
- **Daniel von Felten**, Lecturer, ZHAW Zurich University of Applied Sciences
- **Debra Ward**, Managing Director EMEA, Condecó
- **Geoff Williams**, General Manager, Centre for Health & Safety Innovation
- **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

Scientific Committee & Moderators

The Scientific Committee conducted a double blind review process of all abstracts and papers.

Chair:

Susanne Balslev Nielsen, Technical University of Denmark

- **Assoc. Prof. Knut Boge**, Oslo and Akershus University College of Applied Sciences
- **Assoc. Prof. Brenda H. Groen**, Saxion University of Applied Sciences
- **Prof. Per Anker Jensen**, Technical University of Denmark
- **Prof. Keith Jones**, Anglia Ruskin University
- **Prof. Antje Junghans**, Norwegian University of Science and Technology
- **Prof. Mark Mobach**, The Hague University of Applied Sciences
- **Assoc. Prof. Suvi Nenonen**, Tampere University of Technology
- **Prof. Ilfryn Price**, Sheffield Hallam University
- **Prof. Kathy Roper**, Georgia Institute of Technology
- **Assoc. Prof. Theo J. M. van der Voordt**, Delft University of Technology
- **Prof. Sergio Vega**, Technical University of Madrid

The EFMC Team



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Italian Shareholding Partner of ECS



La LucenteZZA S.r.l. is a cleaning company with registered office in Bari, Italy.

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La LucenteZZa S.r.l.

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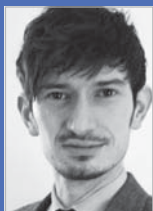
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