

## Program at a glance

### Wednesday May 12

12:00 - 15:00      **REGISTRATION IN THE LOBBY OF THE HOTEL**

15:00 – 17:00      **For early arrivals:**

***Inspection tour through the Port of Copenhagen.***

A boat tour through the Port of Copenhagen guided by Mr. Verner Henriksen, Chief Consultant. During the approx. 10 km boat tour from the North to the South of the harbour we will of course see the port operation areas. But more interesting you may find the new urbanised areas. *The tour will start at 15:00 Havneparken, along Islands Brygge, between the bridge Langebro and the harbour bath, 10 minutes walk from the conference venue, Hotel SAS Scandinavia, and will end outside King Christian IV's Old Brewery at 17:00 just in time for the welcome reception.* Special fee: 100 DDK (12,50 €) per person paid in advance. The tour will only be carried through by at least 70 participants paid in advance. (Look up at this web site for possible cancellation). The tour is laminated to max. 144 participants.

17:30 – 18:30      **Welcome to the European Facilities Management Conference - and to Copenhagen.**

Mr. Ole Emil Malmstrøm, Chairman of the Danish Facilities Management - network, DFM.

**Welcome address - Keynote**

Mr. Thor Pedersen, Danish Minister of Finance

**Welcome to the European Facilities Management Conference - and to Copenhagen.**

Mr. Lionel Prodgers, Chairman of EuroFM

**The Story of the Royal Brew house**

Architect .m.a.a, Mrs. Charlotte Valerius, The Danish Castle and Property Agency.

18:30 – 20:00      ***Reception with a buffet***

Offered by ADVICE-GROUP ApS., Copenhagen

### Thursday May 13

07:45-08:30      **Registration at the conference venue**

*Radisson SAS Scandinavia Hotel, Amager Boulevard 70, 2300 Copenhagen S.*

08:30 – 08:45      **Opening the European Facilities Management Conference**

Lionel Prodgers, Chairman of EuroFM

08:45 – 09:45      **Addressing Wicked Problems (Opening keynote)**

Franklin Becker, Professor, Chair, Design & Environmental Analysis, Cornell University, USA

09:45 – 10:15      ***Coffee break***

#### **Workplace**

Chaired by / Moderator  
Keith Alexander

#### **Operation & Service management – Outsourcing**

Chaired by / Moderator  
Hans Braat

#### **Research – FM general**

Chaired by / Moderator  
Jan Åke Granath

10:15 – 10:45

**A1  
Managing the Distributed  
Workplace - Blurring the  
boundaries between city  
planning and real estate  
management**  
John Worthington,  
Professor  
DEGW, United Kingdom

**B1  
Re-evaluation the organisation:  
Case study of a changing  
business in a global market**  
Lars Jaeger,  
Ernest & Young, London, United  
Kingdom

**R1  
Managing Facilities in a  
Scandinavian manner - creating  
a research agenda**  
Christian Koch,  
Danish Technical University,  
Denmark

10:50 – 11:20

**A2  
Office 21  
- Soft Factors in the Office**  
Alexander Rieck,  
Dipl.-Ing. Competence Center  
Virtual Reality, Fraunhofer  
Institut, Stuttgart, Germany

**B2  
New world HR Shared Service  
Programme**  
Dr. Paul Morgan, Program  
Development Director, Johnson  
Controls IFM, United Kingdom

**R2  
Space as a cost producing unit in  
hospitals**  
Jochen Abel,  
Universität Karlsruhe Facility  
Management,  
Karlsruhe, Germany

11:25 – 11:55

**A3  
New Workplace Design:  
Trend or strategic tool?**  
Eva Bjerrum & Anne Bøgh  
Hansen, The Alexandra  
Institute, Center for New Ways  
of Working, Denmark

**B3  
Experience from the largest  
Scandinavian outsourcing deal to  
date**  
Ulf Nyberg,  
Vice President,  
Ericsson, Sweden

**R3  
Developing Strategic Workplace  
Management with Network  
Analysis**  
Annti Tuomela,  
Senate Properties Business  
Development, and Jouko Toivonen,  
Turku, Finland

12:00 – 12:30

**A4  
Psychology of Spaces – Soft  
Factors for Success!**  
Margrit Lipczinsky

**B4  
How does a CEO of the World's  
largest Construction Company  
see the Global Trend towards**

**R4  
A Generic Model for creating  
Organizational Change and  
Innovation in the Building**

Management consultant  
Lipcizinsky & Boerner, Koblenz,  
Germany

**Service.**  
Stuart Graham,  
CEO, Skanska, USA and Sweden

**Process**  
Torbjørn Korsvold,  
Stiftelsen Østfoldforskning, Norway

12:30 – 13:30

**Lunch**

**Workplace**

**Research –  
Sustainability**

Chaired by / Moderator  
Ole Emil Malmstrøm

Chaired by / Moderator  
Jan Bröchner

13:30 – 14:10

**A5 + B5**  
**Combining Social Life and Physical Space - Vision and experiences in the new headquarter of the Danish Broadcasting Corporation**  
Christian S. Nissen,  
General Director, Danish Broadcasting Corporation, Denmark

**Norwegian Stave Churches as Historical Examples of Sustainable Construction**  
Espen Robertsen and Max Ingar Mørk,  
Forsbygg Utbyggingsprojektet, Norway

**Workplace**

**Operation & Service  
management –  
Outsourcing**

**Research –  
Sustainability**

Chaired by / Moderator  
Pierre Chigot

Chaired by / Moderator  
Ingolf Ærbo Jørgensen

Chaired by / Moderator  
Jan Bröhner

14:15 – 14:45

**A6**  
**Mobile work and Implications for the workplace**  
Bethany Davis,  
Facilities Manager, Nokia, Finland

**B6**  
**CEN/TC 348 - European Standardization of FM Presentation of the European Committee for Standardization, CEN's preparation of Facilities Management covering operational, tactical and strategic levels to support primary processes**  
Dipl.-Ing. Paul Stadlöder, CFM, Germany. Chairman of the CEN/TC 348, FM standards..

**R6**  
**Subtainable FM: Lessons to learn from the Danish Housing Sector**  
Lecture Morten Elle,  
Danish Technical University, Denmark

14:50 – 15:20

**A7**  
**New business dimensions in Workplace Design**  
Marcel Storms,  
Concept International, The Netherlands

**B7**  
**Experience in cross-national outsourcing. How to scope and describe service content, how to make supplier/partner evaluation**  
Laura Hill,  
Director,  
Nokia Real Estate & Facilities EMEA (Europe, Middle East & Asia)

**R7**  
**Environmental Management of Facilities in Service and Light Industries**  
Mikko Nousianinen and Seppo Junnila,  
Helsinki University of Technology, Finland

15:20 – 15:50

**Coffee break**

**Workplace**

**Operation & Service  
management –  
Outsourcing**

**Research –  
Health Care**

Chaired by / Moderator  
Mogens Kornbo

Chaired by / Moderator  
Henrik Carlsen

Chaired by / Moderator  
A.F. Van Wagenberg

15:50 – 16:20

**A8**  
**The Interaction Between Office Structure and Organisational Development. A new approach for Effective Change Management**  
Eveline Balogh,  
Project Manager  
Oesterreichische Kontrollbank AG, Austria

**B8**  
**Strategic Facilities Management adds value. The Danish healthcare and biotech Novo Group founded a FM profit centre**  
Mikkel Skov, Business Relation Manager, Novo Nordisk Servicepartner, Denmark

**R8**  
**Models of Care Processes – Implications for the Design Process of New Health Care Environments**  
Marie Elf,  
Centrum för Klinisk forskning/ Chalmers, Sweden

16:25 – 16:55

**A9**  
**Presentation of the book: "The work environment"**  
Karen Mosbech,  
Planning Director,  
The Danish Palace and Property Agency, Denmark

**B9**  
**New methods in outsourcing Facility Support Functions**  
Albert M. M. Pilger,  
Managing Director,  
Pilger Facility Management GmbH., Austria

**R9**  
**An Integrated Healthcare FM-model**  
Sarel Lavy,  
Technion – Israel Institute of Technology Faculty of Civil and Environmental engineering, Israel

**Break**

18:30 – 22:30

**Conference dinner at Tivoli Gardens, The H. C. Lumbye room, Restaurant Nimb**  
**Entrance includes ticket to Tivoli (Formal dress)**

**Friday May 14**

	<b>Workplace</b>	<b>PPP Public Private Partnership</b>	<b>Research – Operation &amp; Service Management</b>
	Chaired by / Moderator Andreas van Wagenberg	Chaired by / Moderator Mick Dalton	Chaired by / Moderator Tore Haugen
08:00 – 08:30	<b>A11</b> <b>Managerial Aspects of Acoustic Improvement in Offices. The Experience of a Major French Company</b> Oliver Wiel, Saint-Gobin Ecophon SA, France	<b>B11</b> <b>PPP in Central Europe – What is the issue?</b> Mike Pearce, EC Harris, Central Europe	<b>R11</b> <b>User-Centric Facilities Management - A Decentralised Approach</b> Gerard C. Gabriel, Facility Management Office, University of Sydney, Australia
08:35 – 09:05	<b>A12</b> <b>The Competent Choice</b> Kasper Danielsen, Managing director, ADVICE-GROUP, Denmark	<b>B12</b> <b>The Financial Investor's View on the Service Provision Part of PFI/PPP Projects</b> Tim Pearson, Innisfree, United Kingdom	<b>R12</b> <b>Operations and Service Management - Concept of the Contracting Procedure for the Finnish Municipalities</b> Mika Siltala, Helsinki University of Technology, Finland
09:10 – 09:40	<b>A13</b> <b>Translating Corporate Values to the Physical Environment using the Corporate brand in Architecture and Design</b> Steen Enrico Andersen, Architect, Director, PLH Architects, Denmark	<b>B13</b> <b>The way PPP/PFI is dealt with in the local authority context</b> Tim Costello, Partner, Product Group Head, United Kingdom	<b>R13</b> <b>Managing outsourced support services</b> Anssi Salonen, Helsinki University of Technology, Finland
09:40 – 10:00	<b>Coffee break</b>		
	<b>Education in Facilities Management</b>	<b>PPP Public Private Partnership</b>	<b>Research – Operation &amp; Service Management</b>
	Chaired by / Moderator Anja Kiersgaard	Chaired by / Moderator Olav Egil Sæbøe	Chaired by / Moderator Kari I. Leväinen
10:00 – 10:30	<b>A14</b> <b>Education as a way to professional development in Finland of Facilities Management</b> Suvi Nenonen, Turku Polytechnic, Finland	<b>B14</b> <b>PPP and outsourcing in Denmark</b> Carsten Jarlov, General Manager, The Danish Palace and Property Agency, Denmark	<b>R14</b> <b>Assessing the Innovative Ability of FM Teams: a Review</b> Tomas Mudrak, Wageningen University, The Netherlands
10:35 – 11:05	<b>A15</b> <b>Sustainable Development in FM: Good urban governance initiatives in Malaysia</b> L. Haron and A. Fawzi, School of Building and Planning, University Sains, Malaysia	<b>B15</b> <b>Public Private Partnership, State of the art in Italy</b> Prof. Silvano Curcio, Director of Terotec – Laboratory for the Innovation of Urban and Real Estate Patrimony Maintenance and Management, Italy	<b>R15</b> <b>Building Users, Owners and Service Providers: New Relations and their Effects</b> Anna Kadefors and Jan Bröchner, Chalmers, S
11:10 – 11:40	<b>A16</b> <b>Going Green won't cost the earth</b> Preben Gramstrup, Facilities Manager VKR Holding A/S, Denmark	<b>B16</b> <b>PPP in Iceland / PPP Reality in Iceland</b> Sigfús Jónsson, Managing Director, Nysir AS, Iceland	<b>R16</b> <b>Ten years of flexible officing: Lessons learnt</b> Dr. Juriaan van Meel, TU Delft, The Netherlands
11:40 – 12:20	<b>Lunch</b>		

## ICT in Facilities Management

Chaired by / Moderator  
Kjeld Nielsen

## PPP Public Private Partnership

Chaired by / Moderator  
Jose Luis Garcia Cuartero

## Research – Workplace

Chaired by / Moderator  
Siri Blakstad

12:20 – 12:50	<b>A17</b> <b>A State of Profession Review of World-Class Infrastructure and Successes and Failures</b> Bruce Kenneth Forbes, Archibus Inc.,USA	<b>B17</b> <b>The First Survey of German PPP Projects</b> Dr. Frank Riemenschneider, Professor, Fachhochschule Münster, Germany	<b>R17</b> <b>What impact does place attachment have on employee´s perception of change?</b> Edward Finch, University of Reading, School of Construction Management and Engineering, United Kingdom
12:55 – 13:25	<b>A18</b> <b>Integrated Management Information Systems – an Holistic Approach concerning IT, Telecommunication</b> A. Bolhár-Nordenkampf, CAFM-Consultance, Teletch Facilities Management Service GmbH., Austria	<b>B18</b> <b>PPP in Healthcare - Dreams &amp; Delivery Theory into Practice</b> Trevor Payne, Oxford Radcliffe Hospitals NHS Trust, United Kingdom	<b>R18</b> <b>The Elements of Knowledge Workplace</b> Göran Lindal, Chalmers, Sweden and Suvi Nenonen, Turku Polytechnic, Finland
13:30 – 14:00	<b>A19</b> <b>CAFM in Europe - Quo Vadis?</b> Michael May, Professor, University of Applied Sciences, Berlin, Germany	<b>B19</b> <b>PFI's role in delivering the “New Government Workplace” in the UK</b> Douglas Brown, FRIAS, RIBA, DEGW, Scotland	<b>R19</b> <b>Roundtable: European Cultures in Facilities Management</b> Keith Alexander , Lisbeth Birgersson, Tore Haugen, Jan Åke Granath, Jan Bröchner and others
14:00 – 14:20	<b>Coffee break</b>		
14:20 – 15:00	<b>The future of Facilities Management – from a Harvard experience. (Closing keynote)</b> Mrs. Sheila Sheridan, Chairman of IFMA		
15:00 – 15:15	<b>Announcement of winner of students poster session</b> Mr. Lionel Proddgers, Chairman of EuroFM, and Mrs. Suvi Nenonen, Chairman of EuroFM Education Group.		
15:15 – 15:20	<b>Closing address</b> Mr. Ole Emil Malmstrøm, Chairman of DFM.		
15:20 – 15:30	<b>Welcome address The European Facilities Management Conference 2005 in Frankfurt</b> Dr. Eberhard Sasse, Chairman of GEFMA.		
<b>Break</b>			
15:30 – 17:30	<b>Social gathering in the conference foyer and exhibition - Watching The Royal Wedding</b> Social gathering in the foyer and exhibition - TV-screen watching the Royal wedding between the Danish Crown Prince Frederik and Miss Mary Donaldson, Australia. The royal wedding will take place in the Copenhagen Cathedral at 16:00. After the ceremony (approx. 17:00) the new married couple will ride in a golden horse coach through the City to the royal residence at Amalienborg Castle. Participants, who want to watch the parade live in the streets of Copenhagen, can reach the city centre within 20 minutes on foot.		
<b>Break</b>			
19:00– 23:45	<b>Social excursion through the harbour - Dinner in Nyhavn</b> Sightseeing boat will depart from Gammel Strand at 19:00. After a boat trip through the old Copenhagen Canals and Harbour, dinner is served in restaurant Cap Horn, Nyhavn at 20:00. (Number of participants are limited) Special fee: 515 DDK (70 €) per person paid in advance.		