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).

**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

**Coffee break**

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<th>Workplace</th>
<th>Operation &amp; Service management – Outsourcing</th>
<th>Research – FM general</th>
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| Chaired by / Moderator  
Keith Alexander  | Chaired by / Moderator  
Hans Braat  | 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

10:50 – 11:20  A2  
Office 21  
- Soft Factors in the Office
Alexander Rieck,  
Dipl.-Ing. Competence Center Virtual Reality, Fraunhofer Institut, Stuttgart, Germany

11:25 – 11:55  A3  
New Workplace Design: Trend or strategic tool?
Eva Bjerrum & Anne Bagh Hansen, The Alexandra Institute, Center for New Ways of Working, Denmark

12:00 – 12:30  A4  
Psychology of Spaces – Soft Factors for Success!
Margrit Lipczinsky

12:00 – 12:30  B1  
Re-evaluation the organisation: Case study of a changing business in a global market
Lars Jaeger,  
Ernest & Young, London, United Kingdom

12:00 – 12:30  B2  
New world HR Shared Service Programme
Dr. Paul Morgan, Program Development Director, Johnson Controls IFM, United Kingdom

12:00 – 12:30  B3  
Experience from the largest Scandinavian outsourcing deal to date
Ulf Nyberg,  
Vice President, Ericsson, Sweden

12:00 – 12:30  B4  
How does a CEO of the World’s largest Construction Company see the Global Trend towards

12:00 – 12:30  R1  
Managing Facilities in a Scandinavian manner - creating a research agenda
Christian Koch,  
Danish Technical University, Denmark

12:00 – 12:30  R2  
Space as a cost producing unit in hospitals
Jochen Abel,  
Universität Karlsruhe Facility Management, Karlsruhe, Germany

12:00 – 12:30  R3  
Developing Strategic Workplace Management with Network Analysis
Annti Tuomela,  
Senate Properties Business Development, and Jouko Toivonen, Turku, Finland

12:00 – 12:30  R4  
A Generic Model for creating Organizational Change and Innovation in the Building

http://www.vanhauen.dk/extwebs/fm2004org/Site/program/program_glance.asp  
22/06/2004
Lunch

Workplace
Chaired by / Moderator
Ole Emil Malmstrøm

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

Research – Sustainability
Norwegian Stave Churches as Historical Examples of Sustainable Construction
Espen Robertsen and Max Ingar Mark,
Forsbygg Utbyggingsprojektet, Norway

Workplace
Chaired by / Moderator
Pierre Chigot

14:15 – 14:45
A6
Mobile work and Implications for the workplace
Bethany Davis,
Facilities Manager, Nokia, Finland

Operation & Service management – Outsourcing
Chaired by / Moderator
Ingolf Ærbo Jørgensen

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
Substainable 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

Coffee break

Workplace
Chaired by / Moderator
Mogens Kornbo

15:20 – 15:50
A8
The Interaction Between Office Structure and Organisational Development. A new approach for Effective Change Management
Eveline Balogh,
Project Manager
Oesterreichische Kontrolbank AG, Austria

Operation & Service management – Outsourcing
Chaired by / Moderator
Henrik Carlsen

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

15:50 – 16:20
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

16:25 – 16:55
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)*

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**Friday May 14**

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<th>Time</th>
<th>Session A</th>
<th>Session B</th>
<th>Session R</th>
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<td>08:00 – 08:30</td>
<td>A11 Managerial Aspects of Acoustic Improvement in Offices. The Experience of a Major French Company Oliver Wiel, Saint-Gobin Ecophon SA, France</td>
<td>B11 PPP in Central Europe – What is the issue? Mike Pearce, EC Harris, Central Europe</td>
<td>R11 User-Centric Facilities Management - A Decentralised Approach Gerard C. Gabriel, Facility Management Office, University of Sydney, Australia</td>
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<tr>
<td>09:10 – 09:40</td>
<td>A13 Translating Corporate Values to the Physical Environment using the Corporate brand in Architecture and Design Steen Enrico Andersen, Architect, Director, PLH Architects, Denmark</td>
<td>B13 The way PPP/PFI is dealt with in the local authority context Tim Costello, Partner, Product Group Head, United Kingdom</td>
<td>R13 Managing outsourced support services Anssi Salonen, Helsinki University of Technology, Finland</td>
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<tr>
<td>09:40 – 10:00</td>
<td><strong>Coffee break</strong></td>
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<td>10:00 – 10:30</td>
<td>A14 Education as a way to professional development in Finland of Facilities Management Suvi Nenonen, Turku Polytechnic, Finland</td>
<td>B14 PPP and outsourcing in Denmark Carsten Jarlov, General Manager, The Danish Palace and Property Agency, Denmark</td>
<td>R14 Assessing the Innovative Ability of FM Teams: a Review Tomas Mudrak, Wageningen University, The Netherlands</td>
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<tr>
<td>10:35 – 11:05</td>
<td>A15 Sustainable Development in FM: Good urban governance initiatives in Malaysia L. Haron and A. Fawzi, School of Building and Planning, University Sains, Malaysia</td>
<td>B15 Public Private Partnership, State of the art in Italy Prof. Silvano Curcio, Director of Terotec – Laboratory for the Innovation of Urban and Real Estate Patrimony Maintenance and Management, Italy</td>
<td>R15 Building Users, Owners and Service Providers: New Relations and their Effects Anna Kadeffors and Jan Bröchner, Chalmers, S</td>
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<tr>
<td>11:10 – 11:40</td>
<td>A16 Going Green won’t cost the earth Preben Gramstrup, Facilities Manager VKR Holding A/S, Denmark</td>
<td>B16 PPP in Iceland / PPP Reality in Iceland Sigríó Jónsdóttir, Managing Director, Nysir AS, Iceland</td>
<td>R16 Ten years of flexible officing: Lessons learnt Dr. Juriaan van Meel, TU Delft, The Netherlands</td>
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<tr>
<td>11:40 – 12:20</td>
<td><strong>Lunch</strong></td>
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**Workplace**

Chaired by / Moderator Andreas van Wagenberg

**PPP**

Public Private Partnership

Chaired by / Moderator Mick Dalton

**Research – Operation & Service Management**

Chaired by / Moderator Tore Haugen
12:20 – 12:50
ICT
A17 A State of Profession Review of World-Class Infrastructure and Successes and Failures
Bruce Kenneth Forbes, Archibus Inc., USA

PPP
B17 The First Survey of German PPP Projects
Dr. Frank Riemenschneider, Professor, Fachhochschule Münster, Germany

Research – Workplace
R17 What impact does place attachment have on employee’s perception of change?
Edward Finch, University of Reading, School of Construction Management and Engineering, United Kingdom

12:55 – 13:25
ICT
A18 Integrated Management Information Systems – an Holistic Approach concerning IT, Telecommunication
A. Bolhár-Nordenkampf, CAFM-Consultance, Teletech Facilities Management Service GmbH, Austria

PPP
B18 PPP in Healthcare - Dreams & Delivery Theory into Practice
Trevor Payne, Oxford Radcliffe Hospitals NHS Trust, United Kingdom

Research – Workplace
R18 The Elements of Knowledge Workplace
Göran Lindal, Chalmers, Sweden and Suvi Nenonen, Turku Polytechnic, Finland

13:30 – 14:00
ICT
A19 CAFM in Europe - Quo Vadis?
Michael May, Professor, University of Applied Sciences, Berlin, Germany

PPP
B19 PFI’s role in delivering the ”New Government Workplace” in the UK
Douglas Brown, FRIAS, RIBA, DEGW, Scotland

Research – Workplace
R19 Roundtable: European Cultures in Facilities Management
Keith Alexander, Lisbeth Birgersson, Tore Haugen, Jan Åke Granath, Jan Brøchner and others

14:00 – 14:20
Coffee break

14:20 – 15:00
ICT
The future of Facilities Management – from a Harvard experience. (Closing keynote)
Mrs. Sheila Sheridan, Chairman of IFMA

PPP
Announcement of winner of students poster session
Mr. Lionel Prodgers, Chairman of EuroFM, and Mrs. Suvi Nenonen, Chairman of EuroFM Education Group.

Research – Workplace
Closing address
Mr. Ole Emil Malmstrøm, Chairman of DFM.

15:20 – 15:30
Welcome address The European Facilities Management Conference 2005 in Frankfurt
Dr. Eberhard Sasse, Chairman of GEFMA.

Break
15:30 – 17:30
Social gathering in the conference foyer and exhibition - Watching The Royal Wedding
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.

Break
19:00– 23:45
Social excursion through the harbour - Dinner in Nyhavn
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.