European Facility Management Conference & 12th EuroFM Research Symposium
22–24 May 2013, Prague Congress Center, Czech Republic
www.efmc-conference.com

Facility Management for a Sustainable Future

Meet over 700 Facility Management experts at EFMC congress & exhibition!

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Early Bird rates until 15 March 2013

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www.efmc-conference.com

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Quality in Business Information
Welcome to EFMC 2013 in Prague

To our esteemed colleagues in the Facility Management profession, EuroFM and the International Facility Management Association (IFMA) are honored to present the 2013 European Facility Management Conference – the most significant, all-encompassing educational and networking event for Facility Management professionals in Europe. After the outstanding success of the EFMC 2012 in Copenhagen, the 2013 conference is challenged of course to again meet up with the high expectations of our attendees. The beautiful and historical city of Prague will be our host in 2013. A perfect place to meet East and West, North and South and all the cultures in the world.

Be a part of this historical event where FM is showing that sharing our challenges in FM is bringing countries together again even if they have been separated only recently. We are therefore very happy and honored that also the Slovakian EuroFM members from SAFM will join the Czech hosting and together will bring the EFMC 2013 to a unique European and global FM success.

As part of our continued efforts to improve the conference, this year’s focus “FM for a Sustainable Future” is poised to deliver new research, best practices and trends as identified by Facility Management thought leaders the world over. The conferences offer 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 organizational development.

EFMC 2013 will host two symposia: one for business and practice and another for research and education, thus bridging two disciplines with respect to shared challenges. We would like to thank the Czech EuroFM/IFMA and SAFM chapter members for their valuable support in hosting our annual conference.

Attendees are invited to participate also in (pre-conference) events such as the Welcome Reception, Student Poster Gallery Contest, the Gala Dinner, the EuroFM Awards and the Exhibition, each recognizing outstanding achievements in Facility Management.

Please join us as we recognize and share global best practices in Facility Management at EFMC 2013 and its pre-conference events, from 22-24 May 2013, in Prague, Czech Republic, a city that already has brought us quite some big changes in the understanding of global responsibilities. It will prove to be an exciting platform for global responsibility on Sustainability within FM.

We look forward to seeing you there.

Sincerely,

Ron van der Weerd LL.M Msc
Chairman, Euro FM

Marc S. Liciardello, CFM, MBA, CM
IFMA Chair and Chief Elected Officer, 2012-2013 Board of Directors

Who should attend

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

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

from all industries, public administration, academia and press.

For further information please contact:

Stefanie Kluckhuhn
Senior Operations Manager

E-mail: stefanie.kluckhuhn@informa.com

Phone: +49 (0)2 11 / 9686-3754
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

IFMA – International Facility Management Association

IFMA is the world’s largest and most widely recognized international association for professional facility managers, supporting 23,000 members in 78 countries. The association’s members, represented in 130 chapters an institute 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, conducts research, provides educational programs 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

Organised by

Informa Exhibitions operates around 130 trade and consumer events in over 38 cities across the globe. Our main office locations are in London, Sao Paulo, Dubai, Dusseldorf, 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 do business.

For more information visit www.informalexhibitions.com

Program Advisory Group
(Business Conference)

Adrian Anderson, Hein Consulting
Simon Ashworth, Zurich University of Applied Sciences (ZHAW)
Susanna Caravatti Felchlin, University Hospital Zurich
Aleksandra Kreplin, informa exhibitions
Ann Loayza, IFMA
Luis A. Morejon, Johnson Controls GWS
Prof. Alexander Redlein, TU Vienna
Wayne Tantrum, New World Sustainable Solutions Ltd

Scientific Committee
(Research Symposium)

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

CHAIR: Prof. Keith Alexander, Centre for FM
Prof. Knut Boge, Akershus University College
Prof. Antje Junghans, Norwegian University of Science and Technology (NTNU)
Prof. Susanne Balslev Nielsen, Technical University of Denmark
Prof. Siri Blakstad, Norwegian University of Science and Technology (NTNU)
Prof. Jan Bröchner, Chalmers University of Technology, Göteborg
Prof. Inês Flores-Colen, DECivil, IST, Technical University of Lisbon
Prof. Per Anker Jensen, Technical University of Denmark
Prof. Kunibert Lennerts, Karlsruhe Institute of Technology (KIT)
Prof. Göran Lindahl, Chalmers University of Technology, Göteborg
Thomas Madritsch, University of Applied Sciences, Kufstein
Dr. Suvi Nenonen, Aalto University, Finland
Prof. Theo J.M. van der Voordt, Delft University of Technology
Prof. Thomas Wehrmueller, Zurich University of Applied Sciences (ZHAW)
Prof. Keith Jones, University of Greenwich, UK
Prof. Margaret Nelson, University of Bolton, UK
Dr. Brenda H. Groen, Saxion Hospitality Business School, The Netherlands
Prof. Lukas Windlinger, Zurich University of Applied Sciences (ZHAW), Switzerland

www.efmc-conference.com
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<th>Time</th>
<th>Activity</th>
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<tr>
<td>8.00 – 9.00</td>
<td>Registration and Check-in</td>
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<tr>
<td>9.00 – 9.15</td>
<td>Welcome Notes IFMA / EuroFM / Informa exhibitions</td>
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<tr>
<td>9.15 – 9.45</td>
<td>Presentation Sustainability Award</td>
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<td>Case Study Empire State Building – Clay Nesler, Vice President, Global</td>
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<td>Energy and Sustainability, Johnson Controls, Inc.</td>
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<tr>
<td>9.45 – 10.15</td>
<td>Driving Business Value from Integrated Workplace Management Solutions</td>
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<td>– Experiences with real World Projects</td>
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<td>Tracy Jefferson, Senior Business Consultant Real Estate and Facilities</td>
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<td>Management, Strategic Consulting, CFI and N.N. powered by IBM</td>
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<tr>
<td>10.15 – 11.00</td>
<td>Coffee Break and Networking in the Exhibition Area</td>
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**Business Conference Track I**

**Sustainability**
- Luis A. Morejon
  - Expectations of European Real Estate Investors in Terms of Sustainability
  - Dr. Thomas Beyerle, Head of Corporate Sustainability & Research, IVG Immobilien AG

**Business Conference Track II**

**New Ways of Working**
- Adrian Anderson
  - How the Facility Manager can influence Workplace Productivity
  - John Hanlon, FM and Estates Director, Ministry of Defense

**Research Symposium Track I**

**Added Value**
- Prof. Per Anker Jensen
  - Research Workshop Added Value of FM
  - 11.00 – 12.25

**Research Symposium Track II**

**FM Innovation**
- Separate or Consolidate? – FM in changing Times
  - Jochen Abel, Fachhochschule Frankfurt a.M.

**Added Value**
- Business Efficiency, Business Continuity and Customer Satisfaction Improvement for International Real Estate Partner
  - Yann Gontard, CEO Central Europe, On-site Service Solutions, Sodexo
  - Roman Skowronska, Vice President and Head of Property Management CEE, Prologis

**Student Poster Competition 2013 – Nomination (open to public)**

**Guest Speaker**
- Ian Dunning, Global Facilities Director, Unilever
- Jos Knops, Global Director Product Marketing, Planon

**After each lecture 5 min Q & A and time to switch sessions.**

www.efmc-conference.com
Thursday, May 23 2013

Round Tables – Foyer in front of the Conference Rooms

Feel invited to discuss current and controversial topics under the guideline of our experienced moderators.

**Table 1: “Enhance the Workplace with Activity based acoustic Design”**

Brought to you by: Saint Gobain Ecophon  
**MODERATOR:** Ricardo Canto Leyton, Central Concept Developer Office, Ecophon Group  
**PARTICIPANTS:**  
Rainer Machner, Concept Developer Office, Ecophon Germany  
Yvette Tietema, Concept Developer Office, Ecophon Netherlands  
Paige Hodsm, Concept Developer Office, Ecophon UK

**Table 2: “Development and Characteristics of FM in Eastern European Countries”**

**MODERATOR:** József Czerny, Chairman, Hungarian Facility Management Society  
**PARTICIPANTS:**  
Branimir Preprotić, Project Manager, Facility Management, PLIVA Croatia Ltd  
Richard Mocko, Vice President, ROFMA  
Bartosz Soroczynski, Chairman, IFMA Poland  
Ondřej Štrup, President, IFMA Czech Republic

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**Business Conference Track I**

**Session**  
13.00 – 14.00 Round Tables – Foyer in front of the Conference Rooms  

**Chair**

Wayne Tantum  

**Sustainability**

**Effective Training of Front Line Service Employees**

Morten Kamp Andersen, CEO, Aspector A/S  
Ged Horn, Group HR Director, UK and Ireland, ISS Facility Services

**New Ways of Working**

Susanna Caravatti-Felchlin

**Business Innovation & Flexibility through active Facility Chain Cooperation**

Marcel Broumels, Demand & Supply Manager, Essent (an RWE company)  
Jaap Wijnja, Principal Lecturer Facility Management, Hanze University

**Discussion Round**

How can FM contribute to Sustainability – Human Rights, Labor Laws, Environment and Anti Corruption  
**MODERATOR:** Dr. Thomas Bayerle, Head of Corporate Sustainability & Research, IVG Immobilien AG  
**PARTICIPANT:** Joseph Nazareth, Group Vice President, ISS (and others)

**Added Value**

Prof. Per Anker Jensen  

**Relationship Value in FM: a Costumer Perspective**

Prof. Christian Coenen and Ying Ying Schäfer, Zurich University of Applied Sciences (ZHAW)

**New Ways of Learning in higher Education**

Ronald Beckers, HAN University of Applied Sciences  
Prof. Theo van der Voort, TU Delft

**FM Innovation**

Prof. Lukas Windlinger  

**Research Workshop**

**Workplace Innovation**

Experience of Place – a 6D Model to capture User Experience  
Drs. Suvi Nenonen, Aalto University

**Strategies & Methods to improve Space-Utilization in Companies**

Alexandra Kovacs, GESIM mbh (tbc)

**The Influence of FM on Detainees**

Rachel Kuijlenburg and Mark Mobach, The Hague University of Applied Sciences

**A simulation Tool for increased Space Use Efficiency**

Stefan Emrich, GESIM mbH

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After each lecture 5 min Q & A and time to switch sessions.

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### Thursday, May 23 2013

<table>
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<tr>
<th>Time</th>
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| 14.55 - 15.20 | Sustainable Facility Management through legal Protection for Service Charge Contributions  
Andriana Stancheva, Legal Adviser, Landmark Property Management |
| 15.20 - 16.05 | Coffee Break and Networking in the Exhibition Area                                         |
| 16.05 - 16.50 | Joint Session Business Conference/Research Symposium                                       
Panel Discussion: Towards Reflective Practice in FM  
Co-chaired by Susanna Caravatti-Felchlin (EuroFM PNG) and Prof. Keith Alexander (EuroFM RNG)  
Prof. Siri Blakstad, Head of Workplace Management, Telenor, Prof. John Hinks, Global Head of Innovation, Zurich Insurance, Dr. Sezgin Kaya, EMEA Practice Lead, MRO and Facilities Management, Procurian |
| 16.50 - 17.20 | Presentation Winner of the EuroFM Partners Across Borders Award 2012:  
Marielle Ruiters, EMEA Account Lead for Agilent Technologies, Johnson Controls and Agilent Technologies (tbc) |

### Friday, May 24 2013

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<th>Time</th>
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| 9.00 - 10.00 | D E B A T E O F T H E Y E A R – Insourcing vs. Outsourcing  
Wilfried Hauffen, Manager Purchasing and Supplier Management Germany and EMEA Real Estate Management, Baxter Deutschland GmbH, Luis A. Morejon, VP Global Operations, Continental EU, Johnson Controls GWS, Thomas Polinelli, Head of Infrastructure & Security, IWC, Andrew Price, Global Head of Corporate Clients, ISS, Hans Rijnierse, CEO Benelux, Sodexo,  
MODERATOR: Prof. Alexander Redlein, TU Vienna |
| 10.00 - 10.45 | Coffee Break and Networking in the Exhibition Area                                         |
| 10.45 - 12.40 | Research Symposium                                                                            |
| 10.45 - 11.10 | Business Conference/Track I                                                                 |
| **Sustainability** | Prof. Alexander Redlein  
Large Scale FM Operations supported by advanced Provider’s Help-Desk SW  
Pavel Huml, Real Estate Director, AHOĽD Czech Republic a.s.  
Tomáš Polák, Strategic Business Director, OKIN Group |
| 10.45 - 11.10 | Business Conference/Track II                                                                |
| **FM in the Public Sector** | Simon Ashworth  
Government Soft Landings powered by BIM – Better Buildings through Alignment of FM & Constructing  
Deborah Rowland, Head of Facilities Management, Government Property, Cabinet Office |
| 10.45 - 11.10 | Research Symposium/Track I                                                                   |
| **Sustainability** | Thomas Thijssen  
The FMs Role in Climate Change Adaption  
Prof. Keith Jones, University of Greenwich (tbc) |
| 10.45 - 12.40 | Research Symposium/Track II                                                                 |
| **FM Innovation** | Prof. Christian Coenen  
RESEARCH WORKSHOP  
FM Innovation  
10.45 – 12.40 |

After each lecture 5 min Q & A and time to switch sessions.
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<th>Time</th>
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<tr>
<td>11.15 – 11.40</td>
<td>Life Cycle Costing of Facilities: Do we have to predict the Future?</td>
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<td>József Czerny, Chairman, Hungarian FM Society Prof. Svein Bjoerberg,</td>
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<td>Faculty of Architecture, NTNU</td>
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<td>Successful Implementation of integrated FM at Prague Central Railway</td>
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<td>Station Andrea Odoardi, CEO, Grandi Stazioni CR Massimo Paglialunga,</td>
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<td>Head of Operations, Grandi Stazioni IT Jan Boháček, CEO, ISS Facility</td>
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<td>Services s.r.o. Ondřej Štrup, CEO, Hein Consulting</td>
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<td>The Effects of Interventions in a sustainable Office Iris de Been and</td>
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<td>Marion Beijer, Center for People and Buildings, TU Delf</td>
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<td>RESEARCH WORKSHOP</td>
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<td>FM Innovation</td>
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<td>11.45 – 12.10</td>
<td>Sustainable Development for the Transport of London Christine Peppiatt,</td>
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<td>Transport for London</td>
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<td>The Power of Energy Information: Reducing environmental Impact and Costs</td>
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<td>Thomas Michel, Principal Director General Administration</td>
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<td>Trevor Musselwhite, Energy Manager, European Patent Office</td>
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<td>FM towards Zero Emission Buildings Helen Jøsok Gansmo, ZEB, NTNU</td>
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<td>12.15 – 12.40</td>
<td>FM in tall Buildings in the Middle East Ali Al Suwaidi, Vice President,</td>
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<td>Idama Facilities Management</td>
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<td>Raising the Bar: Enhancing the Strategic Role of Facilities Management</td>
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<td>Johnny Dunford, MRICS MA BSc (Hons) Global Commercial Property Director,</td>
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<td>Evaluation of flexible Intervention Strategies considering uncertain</td>
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<td>Energy Costs Miriam Esders, Infrastructure Management Group, ETH Zurich</td>
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<td>12.40 – 14.05</td>
<td>Lunch Break and Networking in the Exhibition Area</td>
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<td>14.05 – 15.00</td>
<td>Joint Session</td>
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<td>Presentation by the three Student Poster Competition Finalists</td>
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<td>Student Poster Award – Winner Announcement</td>
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<td>Final Remarks and Presentation Destination EFMC 2014</td>
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<td>14.05 – 14.30</td>
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<td>14.30 – 14.45</td>
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<td>14.45 – 15.00</td>
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<tr>
<td>15.00 – 16.00</td>
<td>Get-Together and End of EFMC 2013</td>
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Phone: +49 (0)2 11 / 96 86 – 37 57
Further information regarding the program please contact:
Aleksandra Kreplin
Conference Manager
E-mail: aleksandra.kreplin@informa.com

After each lecture 5 min Q & A and time to switch sessions.

www.efmc-conference.com
Your Speakers and Moderators
EFMC Social Events

Wednesday, 22 May 2013, 18:00 – 21:00
Welcome Reception at Villa Richter

The ice-breaking Welcome Reception will take place on May 22nd at Villa Richter. Villa Richter (a classicist summerhouse from 1836) is an integral part of the St Wenceslas’ Vineyard, which dominates the area above the Old Castle Steps. The whole complex of the St Wenceslas’ Vineyard and Villa Richter is surrounded by a panorama of Prague Castle.

Thursday, 23 May 2013, 18:30 – 23:30
Award Gala Dinner at Žofín Palace

Attend the Black Tie Award Gala Dinner and enjoy an excellent three course menu and the company of your colleagues, other conference delegates and speakers as you celebrate and witness Europe’s best researchers and service providers receive their prestigious European FM Awards for 2013.

Žofín Palace
The neorenaissance Žofín Palace is one of the most notable architectural treasures. The Large Hall regularly hosts the most prominent personalities from business, politics and the arts in this country and abroad. It’s located in a venerable park with a fantastic view over Prague’s historical panorama. The magnificent and gloriously decorated halls with original paintings and stuccowork on the ceilings are featured with modern lighting, sound and projection technology and air conditioning.

European FM Awards 2013

The first prestigious European FM Awards were held in Zurich in 2007, and we continued this recognition in 2008 (Manchester), 2009 (Amsterdam), 2010 (Madrid) 2011 (Vienna) and 2012 in Copenhagen honoring best practice and excellence within the European Facility Management profession across practice, research and education areas.

The awards highlight the challenge for facility management professionals in light of the current climate whilst still tackling the national, cultural, regulatory and language differences across the different European regions. Since the conference is being held this year in Prague, let us take the opportunity to recognize projects with the involvement of Eastern European Countries/Companies.

Categories:
1. Partners Across Borders – contact: luis.a.morejon@jci.com
2. European FM Researcher of the Year – contact: keithalexander47@gmail.com

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

Supported by
Side Events

EuroFM Student Poster Competition 2013

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 (Thursday, 23 May 2013, 13.00 – 16.00). The three best posters will be presented during the Closing Plenary Session (Friday, 24 May 2013). Your vote will decide the winners who will receive a voucher for IFMA’s World Workplace 2013 Conference & Expo and € 1.000 prize.

Contact details: A.J.M. Otto, Director Academy of Facility Management, The Hague University, A.J.M.Otto@hhs.nl

IFMA Pre-Conference Events

CFM Exam Workshop
Tuesday May 21, 1 – 5 pm & Wednesday May 22, 8 am – 4 pm

Learn how to think like a CFM, gain the right perspective and assess FM issues through systems thinking. The workshop is designed to assist facility professionals seeking certification with preparation for the competency-based examination. Instructors for the course are Certified Facility Managers® who have many years of facility management experience and can inspire participants’ confidence in their ability to successfully complete the examination, earning the distinction and privilege of being a CFM.

Contact details: IFMA, Member Service Team, ifma@ifma.org • Phone: +1 713 623 4362

IFMA Government Leaders Day
Wednesday May 22, 8:30 am – 2 pm

Given the growing role of government in incentivizing and in some cases mandating more effective facility management practices, this year’s EFMC conference will feature an expanded Government Leaders Day which will offer presentations from represented governments, roundtable discussion and best practice sharing.

Contact details: IFMA, Jeff Johnson jeffrey.johnson@ifma.org • Phone: +1 202 746 4484

European IFMA Leaders Conference
Wednesday May 22, 2 – 5 pm

This half-day conference will provide IFMA chapter leaders with the opportunity to make connections, develop leadership skills and learn about resources available from IFMA Headquarters. Conference highlights include: sharing chapter management best practices and IFMA Service center of Excellence.

Phone: +1 (281) 974-5664

EuroFM Meetings

Board Meeting EuroFM
Wednesday May 22, 3:30 – 5:30 pm

Board Meeting EuroFM, not open for public

Contact details: Henri van de Laar, Association Manager, EuroFM, EuroFM@eurofm.org • Phone: +31 6 24 13 88 41
Side Events

EuroFM Research Network Group/ EuroFM Research Workshops

Wednesday 22 May, 10 am – 4 pm

Location: Czech Technical University in Prague, Faculty of Civil Engineering, Department of Construction Technology

Hosted by Czech TU and Slovak University of Technology in Bratislava

EuroFM Research Workshop: FM Frontiers of Research Paper presentations and discussion – FM research, theory and methods

EuroFM Postgraduate Research Workshop: Paper presentations and discussion – FM research, theory and methods

EuroFM Postgraduate Network Group
Open meeting for registered FM postgraduate students

Contact Details: Prof Keith Alexander, Chairman, EuroFM RNG, keith.alexander@eurofm.org • Phone: +44 78 52 42 39 61

The venues for the events will soon be published on our website www.efmc-conference.com/side-events/

EuroFM Network group meetings:

Wednesday May 22, 8.30 – 10.30 am

The Research Network Group (RNG) its objective is to facilitate collaborative research between members that are ‘Centres of Excellence in FM’ and to prioritize and agree on EuroFM research subjects, topics and agenda. Chair: Keith Alexander.

The Education Network Group (ENG) is to act as a platform, from which mutual interest and support can be exchanged. Chair: A.J.M. Otto, Director Academy of Facility Management, The Hague University, A.J.M.Otto@hhs.nl

The Corporate Associates group (CANG) forms a special category aiming to support the EuroFM common interest and is playing an active role in various European activities and projects. Chair: Luis A. Morejon

Contact Details: Henri van de Laar, Association Manager, EuroFM EuroFM@eurofm.org • Phone: +31 6 24 13 88 41

Wednesday May 22, 12 am – 3 pm

The Practice Network Group (PNG) brings together the national organizations representing practitioners in FM to form a European body of FM professionals. Chair: Susanna Caravatti-Felchlin.

Contact Details: Susanna Caravatti-Felchlin, EuroFM Board member, PNG Chair, susanna.caravatti@eurofm.org • Phone: +41 44 255 16 54

Media Partners

Our thanks to these media partners for supporting the promotion of the EFMC 2013!

Supporting Associations:

www.efmc-conference.com
AIM Group International will offer our delegates great and exclusive tours from 18–26 May, for example a Beer Evening, a Jazz Event or a fantastic River Tour with dining on the Vltava. If you are attending EFMC, we recommend you to combine your conference attendance with a longer visit to Prague. Why don’t you bring your wife/husband/partner?

www.efmc-conference.com/touristic

Hotels

A limited number of rooms are available at the following hotels. Please contact the hotel directly to make your reservation, stating EFMC 2013

Holiday Inn Prague Congress Centre
Na Pankraci 15
1684 Prague
Czech Republic
Phone: +420 29689 5050
E-Mail: info@holidayinn.cz
www.holidayinn.cz
Rates from 135,– EUR (including breakfast and the local fee – VAT is not included!)

Corinthia Hotel Prague
Kongresova 1
14069 Prague
Czech Republic
Phone: +420 261 191 111
Fax: +420 261 225 011
E-Mail: prague@corinthia.com
www.corinthia.com
Rates from 129,– EUR (including breakfast, WI-FI connection and Apollo Day Spa access – VAT is not included!)

Explore Prague: Sightseeing

On May 22, the day before the conference, we offer our delegates two interesting FM related tours where they can see behind the scenes of outstanding buildings. The tours are free of charge and limited to 30 participants, please register in due time via mail:
Marie-Christin.Scherer@informa.com
Please note that we have a processing fee of 10,– € for cancellation/no shows.

1 Prague Central station

The station is one of the most important intermodal exchange points in Prague. At present, over 80 thousand persons pass through the station every day to board a mainline/regional or underground train, totalling 35 million persons per year. The concept for the new station was developed in order to preserve the present functional division between the two existing facilities (New Hall and Fanta Building).

The primary and secondary services have been relocated on the basis of visitor flows, operating a distinction between the different functional identities of the various sites operated by Grandi Stazioni under a PPP model.

Date: Wednesday, May 22, 12 am – 1.30 pm
Meeting Point: Ground Floor, Ticket Office
Prague Congress Center is a leading European congress centre. Its capacity means that it can hold congresses for up to 9,300 participants in more than 50 halls, reception rooms and conference rooms of various sizes. The high technical standard and the various ways in which the indoor areas can be arranged mean that not only congresses and conferences, but also exhibitions, social events, receptions, and cultural performances can be hosted here. The largest hall in the building is the Congress Hall with a maximum capacity of 2,764 persons. Thanks to the excellent acoustics it is ranked among the thirteen best concert halls in the world. The hall extends from the first to the fourth floors. A group of Czech and foreign specialists in acoustics helped with its design and the dimensions of the mobile concert shell enable concerts to be performed by orchestras with up to 100 members.

**Date:** Wednesday, May 22, 3–4.30 pm  
**Meeting Point:** Entrance No. 1
EFMC would like to thank the Sponsors

Platinum Sponsor – Solution Provider

IBM Asset and Facility Management Solutions
IBM provides solutions that enable you to gain real time visibility into asset and facility usage, better govern assets, manage asset lifecycle, measure and manage energy consumption and improve your return on assets.

Using advanced technologies, IBM is helping companies meet the changing requirements in multiple industries – confirming compliance, planning maintenance, addressing complex supply chain demands. Our clients have achieved long-term performance improvements, reduced operating costs, increased environmental sustainability and improved flexibility to more quickly address new business opportunities and regulatory requirements.

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Price list

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<th>official prices</th>
<th>Early Bird discounts*</th>
<th>IFMA/EuroFM prices</th>
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All prices including VAT!

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