

European Facility Management Conference & 12th EuroFM Research Symposium

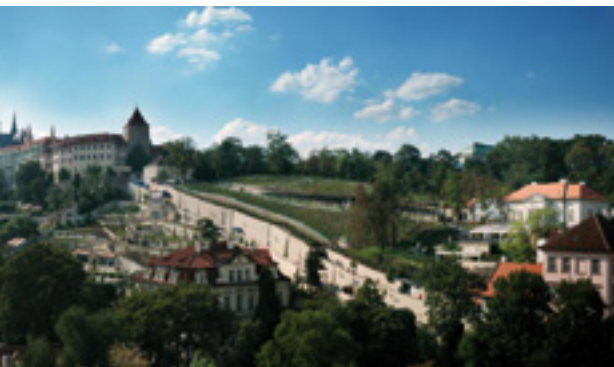
22–24 May 2013, Prague Congress Center, Czech Republic

EFMC 2013

www.efmc-conference.com



Facility Management for a Sustainable Future



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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

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



Marc S. Liciardello

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.

Phone:
+49 (0)2 11 / 9686-37 54

For further information
please contact:



Stefanie Kluckhuhn
Senior Operations
Manager

E-mail:
stefanie.kluckhuhn@informa.com

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, Düsseldorf, 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.

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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

Thursday, May 23 2013

8.00 – 9.00	Registration and Check-in			
9.00 – 9.15	Welcome Notes IFMA / EuroFM / informa exhibitions			
9.15 – 9.45	Presentation Sustainability Award Case Study Empire State Building – Clay Nesler , Vice President, Global Energy and Sustainability, Johnson Controls, Inc. 			
9.45 – 10.15	Driving Business Value from Integrated Workplace Management Solutions - Experiences with real World Projects  Tracy Jefferson , Senior Business Consultant Real Estate and Facilities Management, Strategic Consulting, CFI and N.N. powered by IBM			
10.15 – 11.00	Coffee Break and Networking in the Exhibition Area			
Session	Business Conference Track I	Business Conference Track II	Research Symposium Track I	Research Symposium Track II
	Sustainability	New Ways of Working	Added Value	FM Innovation
	Chair Luis A. Morejon	Chair Adrian Anderson	Chair Prof. Per Anker Jensen	
			Research Workshop Added Value of FM 11.00 – 12.25 	
11.00 – 11.25	Expectations of European Real Estate Investors in Terms of Sustainability Dr. Thomas Beyerle ,  Head of Corporate Sustainability & Research, IVG Immobilien AG	How the Facility Manager can influence Workplace Productivity John Hanlon , FM and Estates Director, Ministry of Defense 		Separate or Consolidate? – FM in changing Times Jochen Abel , Fachhochschule Frankfurt a.M. 
11.30 – 11.55	Real Estate and Facility Management on a sustainable Focus Dr. Karl-Friedrich Weiß ,  Director Corporate Real Estate, Giesecke & Devrient GmbH	Business Efficiency, Business Continuity and Customer Satisfaction Improvement for international Real Estate Partner Yann Gontard , CEO Central Europe, On-site Service Solutions, Sodexo  Roman Skowronski , Vice President and Head of Property Management CEE, Prologis 		Gaps in perceived Quality of Facility Services Herman Kok , Wageningen University 
12.00 – 12.25	How integrated Software enables Unilever to meet FM, CRE & Sustainability Targets Ian Dunning , Global Facilities Director, Unilever  Jos Knops , Global Director Product Marketing, Planon 	The Office of the Future and how it will influence the FM Industry Jeffrey Scott Saunders ,  Futurist, Copenhagen Institute of Future Studies Peter Ankerstjerne ,  Director Business Development & Group Marketing, ISS		Reconstructing the Image of the Cleaner Jorcho van Vlijmen , HAN University of Applied Sciences 
12.25 – 13.55	Lunch Break and Networking in the Exhibition Area			
13.00 – 16.00	Student Poster Competition 2013 – Nomination (open to public)			

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

Thursday, May 23 2013

13.00 – 14.00

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 Hodsman, 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





Session	Business Conference Track I	Business Conference Track II	Research Symposium Track I	Research Symposium Track II
	Sustainability	New Ways of Working	Added Value	FM Innovation
Chair	Wayne Tantrum	Susanna Caravatti-Felchlin	Prof. Per Anker Jensen	Prof. Lukas Windlinger
13.55 – 14.20	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	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	Relationship Value in FM: a Costumer Perspective Prof. Christian Coenen and Ying Ying Schäfer , Zurich University of Applied Sciences (ZHAW)	Research Workshop Workplace Innovation Experience of Place – a 6D Model to capture User Experience Dr. Suvi Nenonen , Aalto University
14.25 – 14.50	How the mobile FM Apps contribute to the Sustainable Program of BPost Fabrice Benoni , Information Manager, Belgian Post Jos Duchamps , Managing Director, PROCOS Group	Discussion Round How can FM contribute to Sustainability – Human Rights, Labor Laws, Environment and Anti Corruption MODERATOR: Dr. Thomas Beyerle , Head of Corporate Sustainability & Research, IVG Immobilien AG PARTICIPANT: Joseph Nazareth , Group Vice President, ISS (and others)	New Ways of Learning in higher Education Ronald Beckers , HAN University of Applied Sciences Prof. Theo van der Voordt , TU Delft	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

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

Thursday, May 23 2013


14.55 – 15.20	Sustainable Facility Management through legal Protection for Service Charge Contributions Andriana Stancheva , Legal Adviser, Landmark Property Management	Can FM contribute to Study Success? Herman Kok , Wageningen University	
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

9.00 – 10.00	 DEBATE OF THE YEAR – 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			
Session	Business Conference Track I	Business Conference Track II	Research Symposium Track I	Research Symposium Track II
	Sustainability	FM in the Public Sector	Sustainability	FM Innovation
Chair	Prof. Alexander Redlein	Simon Ashworth	Thomas Thijssen	Prof. Christian Coenen
10.45 – 11.10	Large Scale FM Operations supported by advanced Provider's Help-Desk SW Pavel Huml , Real Estate Director, AHOLD Czech Republic a.s. Tomáš Polák , Strategic Business Director, OKIN Group	Government Soft Landings powered by BIM – Better Buildings through Alignment of FM & Constructing Deborah Rowland , Head of Facilities Management Government Property, Cabinet Office	The FMs Role in Climate Change Adaption Prof. Keith Jones , University of Greenwich (tbc)	RESEARCH WORKSHOP FM Innovation 10.45 – 12.40 

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

Friday, May 24 2013

11.15 – 11.40	Life Cycle Costing of Facilities: Do we have to predict the Future? József Czerny , Chairman, Hungarian FM Society Prof. Svein Bjoerberg , Faculty of Architecture, NTNU	Successful Implementation of integrated FM at Prague Central Railway Station Andrea Odoardi , CEO, Grandi Stazioni CR Massimo Paglialunga , Head of Operations, Grandi Stazioni IT Jan Boháček , CEO, ISS Facility Services s.r.o. Ondřej Štrup , CEO, Hein Consulting	The Effects of Interventions in a sustainable Office Iris de Been and Marion Beijer , Center for People and Buildings, TU Delft	RESEARCH WORKSHOP FM Innovation 10.45 – 12.40 
11.45 – 12.10	Sustainable Development for the Transport of London Christine Peppiatt , Transport for London (tbc)	The Power of Energy Information: Reducing environmental Impact and Costs Thomas Michel , Principal Director General Administration Trevor Musselwhite , Energy Manager, European Patent Office	FM towards Zero Emission Buildings Helen Jøsok Gansmo , ZEB, NTNU	
12.15 – 12.40	FM in tall Buildings in the Middle East Ali Al Suwaidi , Vice President, Idama Facilities Management	Raising the Bar: Enhancing the Strategic Role of Facilities Management Johnny Dunford , MRICS MA BSc (Hons) Global Commercial Property Director, RICS	Evaluation of flexible Intervention Strategies considering uncertain Energy Costs Miriam Esders , Infrastructure Management Group, ETH Zurich (tbc)	
12.40 – 14.05	Lunch Break and Networking in the Exhibition Area			
14.05 – 15.00	Joint Session Presentation by the three Student Poster Competition Finalists Student Poster Award – Winner Announcement Final Remarks and Presentation Destination EFMC 2014			
14.05 – 14.30				
14.30 – 14.45				
14.45 – 15.00				
15.00 – 16.00	Get-Together and End of EFMC 2013			

Phone:
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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



Jochen Abel



Prof. Keith Alexander

Morten Kamp
Andersen

Adrian Anderson



Peter Ankerstjerne



Simon Ashworth



Fabrice Benoni



Dr. Thomas Beyerle

Prof. Svein
Bjoerberg

Prof. Siri Blakstad



Jan Boháček



Marcel Broumels

Susanna
Caravatti-FelchlinProf. Christian
Coenen

József Czerny



Iris de Been



Jos Duchamps



Johnny Dunford



Ian Dunning



Miriam Esders



Helen Jøsk Gansmo



Yann Gontard



John Hanlon



Wilfried Hauffen



Ged Horn



Pavel Huml



Tracy Jefferson

Prof. Per Anker
Jensen

Jos Knops



Herman Kok



Alexandra Kovacs

Rachel
Kuijlenburg

Rainer Machner



Thomas Michel



Luis A. Morejon



Trevor Musselwhite



Joseph Nazareth



Dr. Suvi Nenonen



Clay Nesler



Andrea Odoardi



Massimo Pagliarunga



Tomáš Polák



Thomas Polinelli



Andrew Price

Prof. Alexander
Redlein

Hans Rijnierse



Deborah Rowland



Marielle Rutgers

Jeffrey Scott
Saunders

Ying Ying Schäfer

Andriana
Stancheva

Ondřej Štrup



Ali Al Suwaidi



Wayne Tantrum

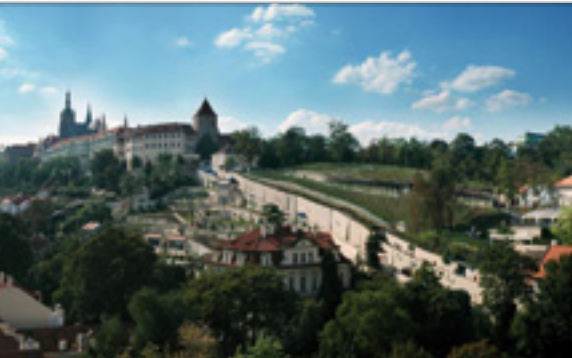
Prof. Theo van der
Voordt

Jorcho van Vlijmen

Dr. Karl-Friedrich
WeißProf. Lukas
Windlinger

Jaap Wijnja

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

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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 7136234362

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

General Members meeting EuroFM

Friday May 24, 3:30 – 5 pm, Congress Center, Club C, 1 Floor

On the GMM the current and proposed policies are discussed, which is executed by the board and to be approved by the members.

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!

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Media Partners



Supporting Associations:



Visit Prague/Hotels

Explore Prague: Sightseeing



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!)



Study Tours

Study Tours

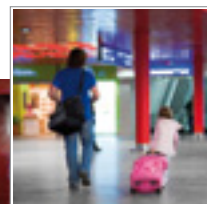
On May 22, the day before the conference, we offer our delegates two interesting FM related tours where they can see behind the scenes of outstanding buildings. The tours are free of charge and limited to 30 participants, **please register** in due time via mail:

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 inter-modal 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



Venue

Exhibitors

Study Tour Venue

2

Prague Congress Centre

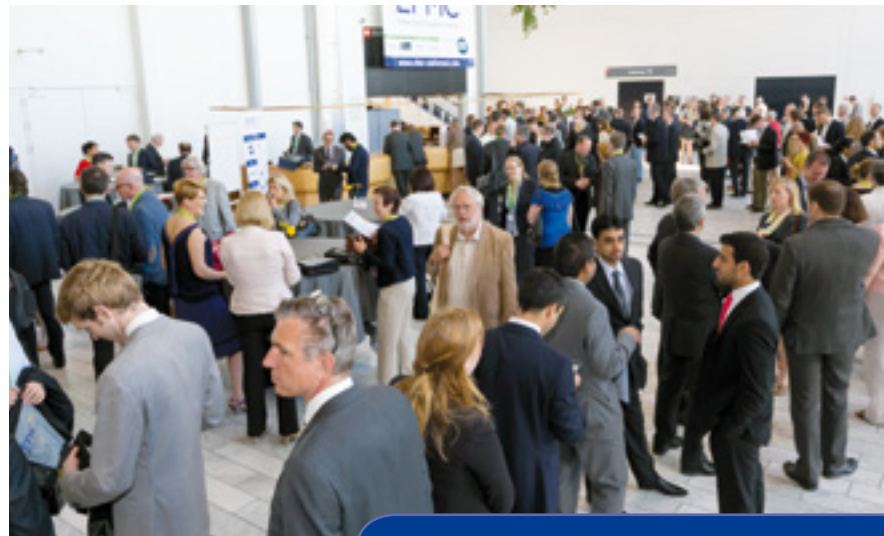
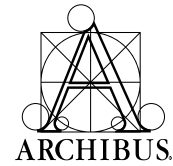
is one of the dominant landmarks of the capital with a wonderful panoramic view of Prague.



Prague Congress Center is a leading European congress centre. Its capacity means that it can hold congresses for up to 9300 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 2764 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



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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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Contact person: Keith Stewart
Business Unit Executive, Enterprise
Asset Management Europe IBM
Software Group Tivoli
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E-mail: keith.stewart@uk.ibm.com

Platinum Sponsor – Facility Provider



ISS – A World of Service

The ISS Group was founded in Copenhagen in 1901 and has grown to become one of the world's leading Facility Services

companies. ISS offers a wide range of services such as: Cleaning, Catering, Security, Property and Support Services as well as Facility Management. Global revenue amounted to DKK 77 billion in 2011 and ISS now has more than 530,000 employees and local operations in more than 50 countries across Europe, Asia, North America, Latin America and Pacific, serving thousands of both public and private sector customers.

For more information on the ISS Group, visit www.issworld.com

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