



FM COMMUNICATOR

Caring our members, fostering our professionalism!

Newsletter Issue No.2, 1st May 2008

Development of Energy Efficient and Renewable Energy Installation in Government Buildings

Date: 6 May 2008 Speaker: Ir. Paul P K YU

Why Facilities Management is Strategic?

Date: 27 May 2008

Speaker: Dr Danny Shiem-Shin THEN

Practical means to achieve a better environment – Energy Efficiency & Renewal Energy

Date: 25 June 2008

Speaker: Ir AlfredSIT WingHang

Message from the editor

Any comment and suggestion, please send to

1. The HKIFM [info@hkifm.org.hk] or 2. chankse@ha.org.hk

Welcome to our HKIFM Communicator!

In this issue, we are going to channel all our energy into the first high-profile Shanghai conference in which we will invite a number of prominent and distinguished speakers from overseas to share with us the portfolios and FM strategic management.

FM practice in sanitation

We attach the recently released article in RFP for the effective management of toilet facilities, serious sanitation, in which our HKIFM members have made invaluable comments from FM perspective.

Outstanding Individuals in Industry Awards

It is an honour to have our HKIFM council member, Mr. Eric Chan, to be selected by a distinguished group of judging panel as the Outstanding Individuals in Industry Awards 2007, Corporate Facility Management, as conducted by RFP (real estate, facilities, projects) Magazine in April. The awards are the first in the Asia Pacific Region to recognise the professional who has made exceptional individual contributions to the industry. "By rewarding those who go above and beyond in the pursuit of professional excellence, and it is a concert effort to raise the bar for the industry in Asia. The awards were envisaged as a reward for the unsung heroes of our built environment, but they should not be seen as a competition," said Ashford Pritchard, Editor of RFP Magazine. Mr. Eric Chan shared with us that he has consistently outperformed in the following areas:

1. Development of a risk-based system for the management of health care facilities;
2. Implementation of an integrated management system, namely ISO9001, ISO14001 and OHSAS18001 in hospital facility management;
3. Introduction of a participative energy management contract, performance contracting, in 3 hospitals to reduce pollution and save millions of dollar.

Technical taskforce on the mandatory implementation of the Building Energy Code (BEC) Corporate Facility Management

HKIFM has been actively involved and participated in this consultation as initiated by EMSD to allay the concern about the impact of the enforcement of the BEC in HK. With a growing concern over the environmental protection and energy efficiency in a way to combat pollution and waste generation, it is about time to think about the feasibility of embarking on a new form of BEC approach to demonstrating compliance for prescriptive, performance-based and benchmark data through legislation in managing the ultimate performance in energy efficiency both for new and existing buildings. Members of HKIFM are welcome to write to us to share your view on energy efficiency through BEC.



Mr P C LAU, Immediate Past President of HKIFM, presented the certificate to Mr Eric CHAN



Mr Eric CHAN, award winner of Outstanding Individuals in Industry Awards 2007, Corporate Facility Management

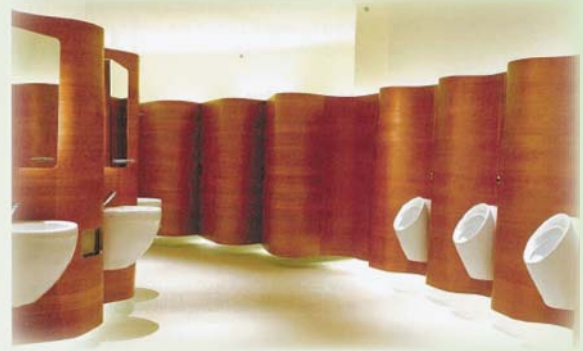


An extract from RFP Magazine Issue 40 (April 2008)

Serious sanitation

“Even aficionados of toilet humour will agree that sanitation is a serious matter for the real estate business”

2008 is the United Nations Year of Sanitation, and on 22 March World Water Day brought the important issue of water access for 2.6 billion people to global attention. Yet those of us who have become accustomed to the luxury of a flushing toilet and a running tap often overlook the importance of the restroom in commercial real estate.



“Toilets remain a misunderstood area. Owners need to know that they offer a great return on investment,” says Jack Sim, Founding Director, World Toilet Organization. He believes that “loos” form part of the 3Ls of real estate (along with the lobby and lifts) but notes that while common areas are generally well maintained washroom facilities are all too often considered to be of secondary importance.

While some may scoff at what is known as “The other WTO”, and laugh at Sim’s “toiletman” media persona, the World Toilet Organization is no joke. Members of the advisory board committee include Willie Cheng, former Managing Director, Accenture Singapore, and Wong Lee, Director of Strategic Philanthropy, BNP Paribas Bank. Besides holding a global “World Toilet Summit” the Organization researches and lobbies governments and businesses on sanitation and toilet related matters.

restrooms can lead to low morale, low productivity and high staff turnover.” says Sim. He adds that, from a landlord’s perspective, bad toilets is bad business as in many cases the problems they cause will lead to lower demand and eventually lower rents. The importance of having well designed and kept toilets can be seen very clearly in retail premises. Sim cites the statistic of shoppers toilet needs (every 2.5hrs), and points out that if the facilities aren’t up to scratch the customer will have no choice but to leave.

an FM perspective

For certain types of facilities, toilets become a mission critical area. Eric Chan, Senior Facility Manager, Hospital Authority (Hong Kong) and committee member for HKIFM (Hong Kong Institute of Facility Management) notes that “In the hospital sector, toilets and washrooms are one of the key areas that Facilities Managers need to pay particular attention to.” With the current school closures in Hong Kong reminiscent of the SARS crises, addressing matters such as hygiene and cleanliness to help halt the spread of contagious bacteria and viruses is no laughing matter for FMs.



An extract from RFP Magazine Issue 40 (April 2008)

The Hong Kong hospital authority monitors and measures the effectiveness of washroom management both quantitatively and qualitatively. The quantitative approach, records the frequency of cleaning, a checklist for methodology and performance measurements. The qualitative approach uses customers and end-users satisfaction survey, as well as internal and external audits. Chan reveals that, in the annual ISO9001:2000 customer satisfaction survey. "The concern over the standard and quality of services provided by the FM providers is a hot potato, and it is the most frequent cause of complaint."

In response, the authority has formed a task force consisting of a service management team with representatives of all stakeholders concerned. This team has been tasked with implementing a water management plan which includes supply and waste water management. This will include the effective monitoring of the performance in terms cleanliness, hygiene and infection concerns. Chan believes that only by working together with FM service providers can the matter be dealt with properly. "It is a concerted by all parties to improve these facilities being properly managed." he says.

design equality

Lau Po-chi, past president of HKIFM, feels strongly that facility managers are in a strong position to improve something that affects all of us. "Let's go back to the users needs. Are the fundamental questions being answered? Are the design, construction and on-going management of washrooms ensuring that toilet facilities are sustainable, healthy and comfortable?"

He feels that there is substantial room for improvement, even in something as simple as providing enough space. "The ratios between the gentlemen's and the ladies' toilet are totally out of proportion. We notice that during peak hours there is a long queue outside the ladies toilets in practically all public facilities."

In Hong Kong, shopping malls have begun to pay more attention to washroom facilities. Elements mall (project profile RFP Issue 37) features washroom facilities comparable to a five star hotel. This was a key component of the design, explains Simon Blore, Managing Director, Benoy (design architects for the project), and was used to differentiate the mall from competitors.

Not to be outdone, Swire Properties have put restrooms at the centre of a series of upgrading initiatives to provide an even more people-focused environment in Pacific Place. Leading British designer Thomas Heatherwick, is responsible for the changes. "To provide more personalised services, we have introduced spacious and tastefully designed restrooms, as well as a new baby changing room." said a spokesperson, from Swire Properties. Gender inequality has also been faced, with a significant number of extra cubicles added to the female restroom.

the unsung hero of FM

Even the best designed and built toilet facility will have problems if the cleaning team is not up to scratch. "Washroom attendants are unsung heroes, often paid too little and given no training. The job itself becomes a stigma." says Sim. To break this concept, the WTO has formed a "World Toilet

College" and brought in Japanese trainers to teach professional courses. This concept of up-skilling is one that will resonate with facility management professionals across the board who are trying to raise service levels and boost the industries reputaton.

Knowing that the average person spends three years of their life on the lavatory, and we visit the washroom six to eight times a day, it is safe to say that the toilet plays a central role in our lives. For designers, facility managers and real estate planners, it is clear that flushing out complacency when it comes to toilets and washroom facility can only be beneficial.





CPD Talk Series #4

Development of Energy Efficient and Renewable Energy Installation in Government Buildings



Location map of HKU Space Island East Campus

“The engineering knowledge and techniques have grown noticeably during the last few years, which enhance to build a better environment through ongoing environment conservation, protection and improvement programme. Especially in government buildings, the development of energy efficient and renewable energy installations are of crucial importance for raising public awareness and makes a proactive contribution to energy saving. The energy efficient and renewable energy installations in EMSD Headquarters will be introduced and the experience gained will also be discussed.”

Speaker: Ir Paul P K YU

Date: 6 May 2008 (Tuesday)

Time: 7:00pm - 9:00pm

Venue: Room 1203, 12/F Island East Campus, 494 King's Rd, North Point, HK

CPD Talk Series #5

Why Facilities Management is Strategic?

“Ultimately, the practice of FM is concerned with the delivery of the enabling workplace environment—the optimum functional space that supports the business processes and human resources. The FM role is to meet the business challenges that confront the organization it is supporting, as an enabler in the first instance. In the long term, a sustainable FM role within organizations must be built upon an aspiration to continuously add value by providing appropriate and innovative ‘facilities solutions’ to business challenges through the skillful manipulation of all business resources—the optimum balance between people, physical assets and technology.”

Speaker: Dr Danny Shiem-Shin THEN

Date: 27 May 2008 (Tuesday)

CPD Talk Series #6

Practical means to achieve a better environment – Energy Efficiency & Renewal Energy

“The speaker will present various proven engineering measures to enhance energy performance in buildings as well as practical renewal energy solutions in the Hong Kong community, such as the proposed mandatory implementation of the building energy codes, carbon audit in buildings, will also be introduced.”

Speaker: Ir Alfred SIT

Date: 25 June 2008 (Wednesday)