

# New Age Facilities Management

Developing new FM competencies that generates better, more economically and environmentally viable facilities

Prince Hotel & Residence,  
Kuala Lumpur

17th & 18th August 2009

*“Most properties have hidden potential. It’s your job to find it.”*

Donald J. Trump

Successful organisations in the future will approach FM as an integral part of their strategic plan. Those organisations that treat FM as a commodity overhead will be at a significant strategic disadvantage.



## Honorary chairperson:

**Prof. Dr. Faridah Shafii** Director of The Centre for Sustainable Construction & Tall Buildings  
UTM

*Dr. Faridah's achievements includes receiving the Excellence in Research Award by The International Initiatives for a Sustainable Built Environment Canada & Architectural Institute of Korea and is currently the Coordinator of Sustainable Building & Construction Research for the United Nations Environment Programme & The European Commission projects*

## Featuring a half-day course on:

**Building transformation for sustainability: Roadmap for growth, high performance, energy efficiency, green and profitability**

**Matthias Gelber** Member

**Board International Network of Environment Management**

*He is also the Director of Maleki GmbH and Member for Green Building Council and International Initiative for a Sustainable Built Environment, Voted and winner of "The Greenest Person on the Planet 2008"*

**Gregers Reiman** Senior Engineer

**IEEN Consultants Sdn. Bhd.**

*Past and on-going projects: Zero Energy Office (ZEO), Low Energy Office (LEO), Sime Darby HQ and Public Mutual HQ (both targeting LEED Gold), ST "Diamond" Building (targeting Green Mark Platinum), Asian Development Bank (Daylight Retrofit), Contributor to Malaysian Green Building Index, Online Energy Monitoring and Benchmarking of Buildings*

## Key benefits and learning outcomes:

- **Linking** effective facilities management to strategic cost management
- **Discovering** how to minimise your energy costs by embedding a sustainable energy strategy
- **Mastering** the skills in reducing cost while improving your performance
- **Creating** value through a consistent and globally standardised operation
- **Implementing** Building Information Modelling (BIM) in projects executions and initiatives to support green design
- **Designing** continuity plans that are all-encompassing and covers short-term and long-term disruption
- **Maximising** on the benefits of smart building and LEED certifications

Bronze Sponsor



Endorsers



## Featuring a distinguished panel of speakers:

**Arnfinn Oines** Responsible Conscience

**Six Senses Resort & Spas, Bangkok**

*In 2005, Arnfinn set up an Environmental Management System, which led Evason Phuket to become the first resort in South East Asia to achieve the world-wide recognized ecolabel's highest level – Green Globe Certified*

**Jim Sinopoli** Managing Principal

**Smart Buildings, USA**

*Author of Smart Buildings, A handbook for the design & operation of Building Technology Systems*

**Md Alimuddin Rahim** Head of Facilities Division

**Celcom (M) Bhd.**

**Mick Dalton** Past Chairman

**British Institute of Facilities Management**

*He is also the General Manager of Marafeq Facilities Management, Abu Dhabi*

**Philip Lo Fellow, IFMA Hon. Fellow**

**The Hong Kong Institute of Facility Management (HKIFM)**

CEO

**Lexco Limited Hong Kong**

*Philip was the founding president of the Hong Kong IFMA Chapter and is a pioneer in the development & implementation of FM Technologies in Asia*

**Kevin Fisher** Regional Security Director – Asia Pacific

**Barclays Capital, Singapore**

*Kevin's experiences includes creating a Regional Corporate Security infrastructure from 'ground zero', designing & implementing security systems and conducting security due diligence / audit*

**Colin Henson** Principal

**Arup Australia**

*Colin is also a Governor of the Warren Centre for Advanced Engineering at the University of Sydney has undertaken projects in New Zealand, Singapore, Thailand, Greece Indonesia, Philippines, Kuwait, Dubai, China, South Africa, India and Hong Kong*

**CK Tang** Director

**Independent Energy Network**

**Mitch Gelber** Senior Design Architect

**TR Hamzah & Yeang Sdn. Bhd.**

*Originally from the United States, Mitch has studied and practiced in New York, Vancouver, Havana, Tokyo, Kuala Lumpur and Singapore*

**Darion Lim** Member (Technical Expert) of the Working Group

**Singapore Standard Code of Practice on Indoor Air Quality for Air-conditioned Buildings**

*Darion is a US AEE Certified Indoor Air Quality Professional, US AMIAQ Certified Indoor Environmental Consultant, US AMIAQ Certified Indoor Air Quality Manager, US NADCA Certified Ventilation System Inspector, and US NAFA Certified Air Filter Specialist*

**Gouse Am** Director of Engineering – Macau SAR

**Four Seasons Hotels and Resorts**

*Gouse's credits includes the Hospitality Asia Platinum Award (HAPA) for Excellence in engineering in the 5-star hotel category, recognition by Mandarin Oriental Group for "Fire life health safety security & risk management" & "legendary quality experience programme"*

Media Partners



**\*Early Bird & Group Discounts**  
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# Monday 17th August 2009

## 0830 Morning coffee & registration

## 0900 Welcome address by chairperson

**Prof. Dr. Faridah Shafii** Director of The Centre for Sustainable Construction & Tall Buildings  
**UTM**

## 0910 Ice breaker and goal identification

This opening session will allow delegates to determine their goals and what they aim to learn from the conference. It is also an excellent opportunity to start networking immediately.

## 0915 Session One – Opening Keynote Session

### Rolling out a global facility management system successfully to create a competitive edge in an elusive economy

- Investigating the trends of facilities management in key markets in the region
- Redefining the core business of FM: challenging the old fashion perception of FM and the current FM processes
- Contributing to world class performance with a strategic facilities management unit
- Recognising the best practices in implementing a global workplace management system
- Reviewing the business sense of moving towards energy saving / green building

**Mick Dalton** Past Chairman

### British Institute of Facilities Management

*He is also the General Manager of Marafeq Facilities Management, Abu Dhabi*

## 1015 Session Two – Expert presentation

### Reviewing the facilities division in luxurious buildings

- Illustrating the importance of the new role and responsibilities of facilities management in order to create lavish services that are economically and environmentally friendly
- Strategising on new trends and initiatives of energy conservation to ensure optimum performance
- Strengthening your emergency response and recovery plans to alleviate the potential life safety risks in your building

**Gouse Am** Director of Engineering - Macau SAR

### Four Seasons Hotels and Resorts

## 1100 Morning refreshment & networking break

## 1130 Session Three – Expert Presentation

### Paving the way forward for intelligent facilities

- Differentiating facilities that have partial automation capabilities to install a comprehensive state-of-art intelligent building system to those who have none
- Understanding the importance of being involved in the decision making process when upgrading to an intelligent building system
- Demonstrating how building owners and managers can enhanced the performance, functionality and value of their buildings
- Identifying the ROI and cost-benefit analysis when deciding the best choices for the facility
- Learning how can smart building support and effect the LEED certification of a green building

**Jim Sinopoli** Managing Principal  
**Smart Buildings, USA**

## 1215 Session Four – Expert Presentation

### Adopting Building Information Modelling (BIM) in FM to drive growth in building technologies

- Tracing the development of FM technologies
- Learning about the latest development in FM technology integrating with BIM technology
- Understanding the benefits of integrating BIM with FM – risk management, materials management, portfolio management, optimisation of building performance, etc
- Bridging the data gap with BIM – ensuring the continuity in the flow of information from the design and construction of the building to its occupiers and operators
- Maximising the flexibility of BIM to cope with business specific data and requirements
- Case study: Incorporating BIM in facilities management – Science Park, Hong Kong exemplar project

**Philip Lo, IFMA Hon.** Fellow

### The Hong Kong Institute of Facility Management (HKIFM)

## 1300 Networking luncheon

## 1400 Half-day course

### Building transformation for sustainability: Roadmap for growth, high performance, energy efficiency, green and profitability

This intensive session will help you change your organisation's existing culture from 'repair and reaction' to an organised, proactive maintenance system. The session will feature new, effective, self-assessment and implementation tools that will help you realise that an integrated design approach is critical to achieving truly high performance buildings.

- Developing tools to help you springboard into success with achieving sustainability in your facility
- Implementing a sustainable cleaning programme through environmentally preferable materials and products
- Reengineering common building materials and products to create an energy efficient building shell
- Developing key performance indicators and measurements for durability
- Utilising energy saving controls systems to minimise costs and improve performance

**Matthias Gelber** Member

### Board International Network of Environment Management

*He is also the Director of Maleki GmbH and Member for Green Building Council and the IISBE (International Initiative for a Sustainable Built Environment)*

*Voted and winner of "The Greenest Person on the Planet 2008" 3rdwhale.com*

**Gregers Reiman** Senior Engineer

### IEN Consultants Sdn. Bhd.

*Past and on-going projects: Zero Energy Office (ZEO), Low Energy Office (LEO), Sime Darby HQ and Public Mutual HQ (both targeting LEED Gold), ST "Diamond" Building (targeting Green Mark Platinum), Asian Development Bank (Daylight Retrofit), Contributor to Malaysian Green Building Index, Online Energy Monitoring and Benchmarking of Buildings*

\* Afternoon refreshment & networking break will take place at 1530

## 1700 Closing remarks & close of Day One

## About the Bronze Sponsor

**AWC Berhad** was incorporated in 2001 and subsequently listed on the 2nd Board of Bursa Malaysia Securities Berhad in 2003. AWC is one of the few companies in Malaysia able to provide a one-stop integrated facilities management services to building owners and has built a solid reputation for reliable and consistent level of services without compromising safety and quality. The facilities management division has been operating since June 1998 as a concession holder in providing comprehensive facility management services to Government buildings; comprehensive facility management, utility management, facilities management consultancy services, Computerised Maintenance Management System (CMMS) and Building Audit Services.

## Who should attend

This course is specially developed for CEOs, Presidents, Vice Presidents, Directors, General Managers, Managers, Engineers, Head of Departments of:

- Facilities
- Real Estate
- Operations
- Environment & Energy
- Architecture & Design
- Safety & Health
- Property Development
- Asset Management
- Building Management / Building Maintenance
- Project Development & Services
- Construction
- Surveying & Evaluation

From:

- Hotels & Resorts
- Medical centres / hospitals
- Banking & Finance
- Airports
- Manufacturers
- Shopping malls
- Telecommunications
- Universities
- Government / Councils or Municipalities
- Commercial and public buildings

## Why you cannot miss this event

Change has come our way as we face up to the challenge of maintaining a well-managed and highly efficient facility. Creating competitive facilities is no easy task and vital areas need to be taken into consideration. At the same time, increasing awareness of sustainability and energy efficient designs continue as dominant issues for the facilities management community.

As the global environment becomes less predictable, reducing environmental impact has become an integral part of achieving economic stability. FM leaders now have to keep pace with on-going initiatives such as energy efficiency, the going green policy and dealing with fluctuating costs due to the economic instability.

marcus evans is pleased to announce this premier professional course on the use of integrated and sustainable facilities management that focuses on how facility managers and facility management organisations have put their theories into practice to create better, more economically and environmentally viable facilities. This course is designed to incorporate a wide range of topics relating to the FM industry, covering everything from facility planning and design, to workplace productivity and performance and FM technology.

## About the Media Partners

**BCI Asia** project Leads service keeps subscribers informed about future building and construction projects with sufficient lead time for them to demonstrate how their products and services can improve these projects. Over 5,000 companies value BCI Project Leads as a primary source of new business. To provide subscribers with accurate and detailed info, a BCI Asia report has been designed to include:

- Description of a project and its key components
- Stage of planning, design, tender or construction
- Estimated cost and construction timetable
- Key decision makers: developers, architects, design consultants & contractors

Published by media group BCI Asia, **FuturArc** is a quarterly journal that showcases the new and progressive in architecture in Asia-Pacific. Recognising the significant impact the built form has on society and the environment, FuturArc advocates for architecture that demonstrates creativity, social responsibility and sustainability. It encourages architects, engineers and developers to become innovators in design and early adopters of technologies.

## Tuesday 18th August 2009

### 0830 Morning coffee & registration

### 0900 Welcome address by chairperson

**Prof. Dr. Faridah Shafii** Director of The Centre for Sustainable Construction & Tall Buildings  
UTM

### 0915 Session One – Opening Keynote Session

#### Keys to profitability: Alliance for global sustainable facility design and technology

- Understanding that creating sustainable buildings is actually equivalent to facility renewal
- Outlining the benefits of sustainable design for building owners and tenants
- Recognising building science considerations for sustainable structures
- Addressing energy-wasting aspects of a traditional office building, and learn how to prioritise and redesign
- Evaluating technologies that are key to sustainable building concepts
- Identifying the components of a repeatable, integrated design process with specific examples of architectural features, lighting strategies, materials decisions and thermal solutions
- Strategising on waste management, water recycling, energy saving and indoor air quality as a sustainable goal

**Arnfinn Oines** Responsible Conscience  
**Six Senses Resort & Spas, Bangkok**

### 1015 Session Two – Expert Presentation

#### Optimising your environmental audit: Moving towards a zero energy future

- Assessing how the corporate can help reduce the impact of environmental degradation
- Incorporating energy audit with energy cost management planning to identify energy and cost saving opportunities
- Recognising all the energy-wasting aspects of a tradition buildings and learning how to prioritise and redesign
- Identifying the basic and critical requirements to build a green building
- Effective energy and water consumption management strategies to reduce operational costs
- Identifying the components of a repeatable, integrated design process with specific examples of architectural features, lighting strategies, material designs and thermal solutions

**CK Tang** Director  
**Independent Energy Network**

### 1100 Morning refreshment & networking break

### 1130 Session Three – Case study

#### Continuous Green: A sustainable building facilities case study – Solaris Singapore

- Appreciating the value of sustainable designs: meets two pressing objectives when it comes to building management and construction which is energy efficiency and reduced costs
- Exploring the lessons and challenges in sustainable development in the facility design and construction industry
- Recognising the impact of green buildings on property value, image and operational efficiency
- Meeting the revolving needs in the building facility industry for sustainability in design
- Featuring a case on Solaris Singapore; a structure that is covered with sun-shading louvers to mitigate the heat and interpolated by a continuous band of vegetation, running in a spiral from the basement to the roof.

**Mitch Gelber** Senior Design Architect  
**TR Hamzah & Yeang Sdn Bhd**

### 1215 Session Four – Expert presentation

#### Supercharging the quality of your indoor air

- Developing an understanding on what IAQ is, factors affecting IAQ and classifying IAQ problems
- Establishing strategies for achieving good IAQ
- Employing methodologies for investigating and resolving IAQ problems
- Learning best practices in operations and maintenance to positively impact IAQ

**Darion Lim** Member (Technical Expert) of the Working Group  
**Singapore Standard Code of Practice on Indoor Air Quality for Air-conditioned Buildings**

### 1300 Networking luncheon

### 1400 Session Five – Expert Presentation

#### Incorporating innovation and sustainability in adaptive re-use of older buildings to meet current market demands

- Defining how aging buildings can remain relevant in today's market where 'new' is seen as the best
- Maximising both developer and property fund values in existing built stock
- Investigating means of effective revitalisation of commercial and residential buildings to meet new market conditions
- Reviewing case study options and methods of repositioning assets to improve book values
- Establishing creative environmental responses to constraints within existing structure

**Colin Henson** Principal  
**Arup Australia**

### 1445 Session Six – Expert Presentation

#### Formulating a roadmap towards upgrading the performance of existing buildings

- Incorporating the maintenance strategy and planning management into the daily operation task
- Identifying the right equipment to help maintain your facilities to extend their usage life span
- Strategising effective ways to cut down energy usage in the highly consumed energy areas
- Maximising spacing efficiency towards company business expansion needs
- Is refurbishment a truly sustainable approach?
- Disposal methodology by using buyback, open tender and FFF recycle with vendors

**Md Alimuiddin Rahim** Head of Facilities Division  
**Celcom (M) Bhd.**

### 1530 Afternoon refreshment & networking break

### 1600 Session Seven – Expert Presentation

#### Harnessing on the importance of physical security: preparing, monitoring and responding

- Being prepared to meet external threats by appreciating the often intangible benefits of investing in security
- Accepting the role of security as more than just a cost but a critical support function
- Comprehending the principles of emergency management and establishing effective responding techniques
- Building partnerships within the security environment and leveraging off the knowledge of your neighbours
- Addressing the principles of business continuity in facility management

**Kevin Fisher** Regional Security Director – Asia Pacific  
**Barclays Capital, Singapore**

### 1700 Closing remarks & close of Day Two

## About the Endorsers

The **Hong Kong Institute of Facility Management (HKIFM)** is a non-profit making organisation inaugurated in 2000. It was formed by a group of professional people who are actively involved in the field of facility management. The Institute is run by an elected Council that has a number of committees covering aspects on membership, education, corporate affairs, research and communications.

The main objective of the HKIFM is to promote facility management as one of the leading disciplines and professions in the management of built asset and facilities in Hong Kong. The HKIFM aims to provide the opportunity for practitioners from different professional background to acquire a recognised professional facility management qualification. The HKIFM will involve in the training of facility managers, maintenance of professional standard as well as being the focus of excellence in the development and promotion of facility management techniques and know-how in the region. The Institute is working to develop ties and mutual recognition with other facility management organisations world-wide and particularly those within China and the neighbouring region.

The **International Facility Management Association** is the largest and most widely recognized professional association for facility management. IFMA operates through an international network of 'Chapters'. The Singapore 'Chapter' was locally registered in August 2001. For thousands of international members, IFMA offers opportunities for professional and personal advancement through seminars and conferences, as well as professional support through networking with individuals on the local, national and international levels. For more details, visit [www.ifma.org](http://www.ifma.org) (IFMA), [www.ifmasingapore.org.sg](http://www.ifmasingapore.org.sg) (IFMA-Singapore Chapter. Contact its Professional Development Chair [steven@fms-1.com](mailto:steven@fms-1.com)

The **Building Safety Inspectors and Officers Association (BSA)** is a national nonprofit organization for the profession in Thailand. BSA is dedicated to building safety and fire protection. Since the increase of sophisticated buildings in Thailand, there has been development by government for the building inspection law and a need to produce certified inspectors. BSA represents those individuals and also others who are involved in the field. BSA provides training courses, sets standards for high quality professional and coordinates with authorities to support high level of safety for Thai buildings. BSA aims to be the center for exchange knowledge including promote ethics code of the profession in Thailand. [www.bsa.or.th](http://www.bsa.or.th)

**marcus evans** would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.

## Professional In-House Courses

If you have a number of delegates with similar event needs, then you may wish to consider having a professional in-house course delivered locally on-site. Course can be tailored to specific requirements.

Please contact **Sarah Faradilla** on +603 2723 6600 or email [sarahf@marcusevanskl.com](mailto:sarahf@marcusevanskl.com) to discuss further possibilities.