

## REGISTRATION FORM

The closing date of reservation for the July 2003 HK Seminar is  
**Tuesday 1 July 2003**  
Places are limited on a first-come first-served basis



**PARTICIPANT** Please complete and return the form below in **BLOCK LETTERS**

Title:  Dr  Mr  Miss  Mrs

HKIFM Membership No.: \_\_\_\_\_

Surname: \_\_\_\_\_ Given Name: \_\_\_\_\_

Position: \_\_\_\_\_ Organization: \_\_\_\_\_

Correspondence Address: \_\_\_\_\_

Tel: \_\_\_\_\_ (Office) \_\_\_\_\_ (Mobile) Fax: \_\_\_\_\_ Email: \_\_\_\_\_

	Registration Fee (per person)	No. of Reservation	Amount
HKIFM members	HK\$ 250		
Non-members	HK\$ 300		

*\* A 10% discount will be given to group bookings of 10 or more persons*

**PAYMENT** (please put a tick in the appropriate box below)

I enclose a cheque of HK\$ \_\_\_\_\_ payable to "The HKIFM – PSDAS"  
(cheque/bank draft no. \_\_\_\_\_)

Direct Deposit to our Bank Account  
Bank Name: The Bank of East Asia, Limited  
Bank Account No: 015-176-10-09047-8

Please append a copy of the direct deposit slip with your registration and clearly mark the participant's name on the copy.

### NOTE

On the function day, if (1) Black Rain signal is hoisted OR (2) typhoon signal # 8 is still on 4 hours before the function starts, then the function will be postponed. The participants will be notified for a re-scheduled date or cancellation of the seminar, subject to the sole discretion of the organizer and the availability of the speakers. The HKIFM reserves the right to cancel the seminar or change the speakers without prior notice.

I agree to all the terms and conditions as contained in this Registration Form.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please complete and return this form with your payment by POST to the HKIFM, c/o Department of Real Estate and Construction, 5/F., Knowles Building, The University of Hong Kong, Pokfulam Road, Hong Kong.  
Tel: (852) 22415924, Fax: (852) 25599457 (attn: Nadasa Chan), Email: psdas@hkifm.org.hk

**ADMISSION TICKET / OFFICIAL RECEIPT** (The original of this admission ticket must be presented at the event)

"Crisis" in Facility Management  
5 July 2003, Saturday, from 2:00pm to 5:00pm, Wei Hing Theatre, City University of Hong Kong



Please fill in block letters or print

Name in full: \_\_\_\_\_  
Correspondence address: \_\_\_\_\_

For office use only  
Received & confirmed by HKIFM  
Reg. No. \_\_\_\_\_

(Receipt Chop)

(Attendance Chop)

## Quality Facility Management Services For Modern Corporations



The Hong Kong Institute of  
Facility Management

### Seminar on "Crisis" in Facility Management



5 July 2003  
2:00pm - 5:00pm  
Wei Hing Theatre,  
City University of Hong Kong



Organized by  
The Hong Kong Institute of Facility Management (HKIFM)

In collaboration with  
Department of Real Estate and Construction, The University of Hong Kong

Funded by  
The Commerce, Industry and Technology Bureau of the Government of the HKSAR  
under the Professional Services Development Assistance Scheme (PSDAS)





From the 911 incident to the terror attack in Bali and the recent outbreak of SARS, we live from crisis to crisis. These incidents have awakened Facility Managers to the fact that their roles are no longer merely in risk management, but crisis management as well.

Today, crisis management becomes the dominant role that Facility Managers must take. Modern Facility Managers should appreciate the need for contingency and business resumption plans in addition to risk assessment. This seminar would be invaluable for you to be prepared for any unpredictable upcoming crises and disasters in the future.

**Title:** "Crisis" in Facility Management  
**Date:** 5 July 2003 (Saturday)  
**Time:** 2:00pm to 5:00pm  
**Venue:** Wei Hing Theatre, City University of Hong Kong, Kowloon Tong  
**Fees:** HK\$250 for HKIFM members / HK\$300 for non-members  
**Enquiries:** Tel: 22415924 Email: psdas@hkifm.org.hk

#### PROGRAMME

Time	Programme	Speaker(s)
2:00 – 2:20pm (20 mins)	- Registration -	
2:20 – 2:30pm (10 mins)	Opening	Dr. Daniel C.W. Ho President, HKIFM
2:30 – 3:00pm (30 mins) <b>SESSION 1</b>	Crisis/Risk Management in Health Care - case study on the recent SARS outbreak	Dr. Fung Hong, JP, Hon. PFM, Cluster Chief Executive (NTE), Hospital Authority
3:00 – 3:30pm (30 mins) <b>SESSION 2</b>	Planning for Crisis in Facility Management	Mr. Michael Price Chairman PFM Committee, HKIS
3:30 – 4:00pm (30 mins)	- Tea Break -	
4:00 – 4:30pm (30 mins) <b>SESSION 3</b>	Protection of Corporate Value through Crisis Management	Mr. Andes Lam Senior Vice President Marsh Risk Consulting (MRC), Marsh (HK) Ltd.
4:30 – 5:00pm (30 mins) <b>SESSION 4</b>	Crisis in a Minute? The Art of Crisis Management	Mr. Kelvin M.F. Yau Senior Assistant General Manager Hong Yip Services Co. Ltd.
After 5:00pm	- Closing -	

#### SESSION 1

Crisis/Risk Management in Health Care - case study on the recent SARS outbreak

**SPEAKER:** Dr. Fung Hong

As one of the focal-points of the media in the SARS epidemic, Dr. Fung Hong, Hon. Fellow of our Institute, will speak as one of the key figures in the fight against SARS, in first-person his views on crisis/risk management in health care. Certainly his experience sharing will be of great value and interest to all Facility Managers.

#### SESSION 2

Planning for Crisis in Facility Management

**SPEAKER:** Mr. Michael Price

The SARS Outbreak has re-emphasised the need for professional crisis management. Properly prepared contingency plans are key, as well as the ability of staff to respond in all situations. Michael Price will share his opinions and experiences in this aspect of facility management. He will underline what facility managers must be doing, in this regard, to protect themselves, and their client's interests. Michael is the Group Estate Manager of Swire Properties Ltd.

#### SESSION 3

Protection of Corporate Value through Crisis Management

**SPEAKER:** Mr. Andes Lam

Mr. Andes Lam, SVP of Marsh Risk Consulting, Marsh (HK) Ltd. will discuss relationship between disaster / crises and corporate values, Risk Management Vs Crisis Management and the Oxford University Study on past catastrophic losses of major enterprises. He will share lessons learnt from cases and propose new approach to crisis management models which ensure quality in FM for modern corporations.

#### SESSION 4

Crisis in a Minute? The Art of Crisis Management

**SPEAKER:** Mr. Kelvin M.F. Yau

Property management is always the front line in the battle against any FM crisis involving the general public. As the Manager of a large variety of facilities and uses in Hong Kong, Mr. Yau will share his invaluable experience in crisis management from a practitioner's point of view.

#### UPCOMING EVENTS

'Crisis' in Facility Management is the first of a series of seminars (3 in H.K., 1 in Beijing) supported by the PSDAS, CIT Bureau, HKSAR Government. The other proposed seminars in the series are:

##### October 2003 HK Seminar

**Title:** Facility Performance Measurements  
**Date:** 28 October 2003 (Tuesday)  
**Venue:** to be confirmed

##### March 2004 HK Seminar

**Title:** New World Order in Facility Management  
**Date:** March 2004  
**Venue:** to be confirmed

##### April 2004 Beijing Seminar

**Title:** New World Order in Facility Management  
**Date:** April 2004  
**Venue:** Tsinghua University, Beijing 100084, P.R.C.

Please visit the PSDAS website at <http://www.hkifm.org.hk/PSDAS>

For enquiries please contact Ms. Nadasa Chan (psdas@hkifm.org.hk), PSDAS Project Assistant, The Hong Kong Institute of Facility Management, c/o Department of Real Estate and Construction, 5/F., Knowles Building, The University of Hong Kong, Pokfulam Road, Hong Kong.