

## **PRESIDENT'S VIEW**

It is always a little clichéd to reflect on how quickly a year passes but that certainly seems to be the case as far as the affairs of the Chapter have been concerned. As a very active Chapter, I am happy to say that much has happened in terms of events and progress on initiatives over the course of the year. Our volunteer board and committees have worked hard to try and meet the requirements of our members as expressed in a satisfaction survey last year. We will look to run this survey to our membership again in the next month or two and I hope we will see some increased satisfaction from our efforts.

I will look at our achievements in a review of the year at the Annual General Meeting in June. I will also look at what we have not been able to achieve. Reviewing our strategic plan which we prepared in July last year, it is clear plenty remains to be done. There are never enough hours in the day to balance the requirements of our paid jobs and family, let alone spare additional time for volunteer work. Yet somehow, this is what the volunteers who keep the Chapter running have been able to do.

In recognition of this, we are submitting presentations to IFMA's annual Awards of Excellence. Our newsletter has shone brightly this year, thanks to the efforts of our communications team and one of our sponsors, JLL, and this will be one of categories in which we will submit and entry. We received very positive feedback from IFMA last year and I am hoping that the feedback we received has been turned in to a winning entry.

I mentioned in last month's Presidents View about the planning for a conference in October. Our professional development committee has been working hard and we have now agreed to co-organize a one day conference in Hong Kong with our friends at the Hong Kong Institute of Facility Management. This will be followed by another one day conference in the mainland city of Chong Qing. The topic of the conference will be the development of FM in China. Further details will be released as content and speakers are finalized.

Finally, a couple of reminders. We are always keen to welcome new volunteers to assist in the running of the Chapter. If you, or any of your colleagues, might be interested in working with some of your peers, please do not hesitate to contact me. You will be surprised at how valued your assistance will be and how it contributes to the FM community in Hong Kong. Any amount of time you can spare – whether it is serving on a committee or even writing an article for our newsletter – will be welcomed.

I would also like to remind you that we now have a full time administrator on board who can help you with any issues you may have relating to the Chapter, IFMA or FM generally. Ken Lee can be contacted at [hk-ifma.administrator@ifma.com.hk](mailto:hk-ifma.administrator@ifma.com.hk).

We look forward to hearing from you.

*Brian Crockford MRICS, CFM  
President*

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## **NEWS AND VIEWS**

### **Re-inventing the Light Bulb**

As covered in our Chapter lunch in January of this year, LED lighting technology has progressed to the point where it is cost effective for external display lighting, due to the very limited maintenance requirement. This can significantly affect the economic case where the lights are difficult to get to without scaffold or gondola. Now it seems the progress of LEDs and its organic equivalent

– OLEDs – are set to bring this revolution within the building also.

The traditional LED is an inorganic semiconductor device that emits narrow spectrum light as a form of electroluminescence. The first general visible-spectrum LEDs were produced in 1962 by the General Electric Company. The narrow spectrum meant that the light was only emitted in single colours, but a wide

range was available, dependant on the materials used. The light output was minimal making them effective as indication rather than an effective light source.

In 1993 the blue LED was invented, and became commercially available in 1999. This made white light a possibility, either by combining red, green and blue light, or by covering the LED with a phosphor coating, which efficiently converts part of the blue light to a broad spectrum centered on a yellow colour. The combination of yellow and blue light is perceived as white by the viewer.

Light output from LEDs has increased significantly. In 2002, 5-watt LEDs were available with efficiencies of 18-22 lumens per watt. In 2003 this increased to 65 lumens per watt and in 2005 70 lumens per watt. There is talk of 113 lumens per watt becoming available.

This increase in output becomes significant when it is compared to the development of the incandescent light bulb. Over 125 years this has developed to an efficiency of 15 lumens per watt. Conventional fluorescent tubes are more efficient at around 60 lumens per watt on average.

Cost is an obvious factor in the uptake of commercial LED technology; however this may change in future with the development of OLED light sources. A recent article in Technology Review, also reported by the BBC, identifies that the current developments are changing the relatively low efficiency of these devices by the inclusion of a heavy-metal atom such as platinum in the organic molecule. This allows light generation by both rapid and exceedingly bright phosphorescence.

Outputs of 20 lumens per watt have been demonstrated and a combination of phosphorescence with more conventional fluorescence can make a single OLED structure that produces nearly 30 lumens per watt, with the possibility of 50 to 60 lumens per watt in the near future. Combining red, blue and green light emissions again produces light which is perceived by the viewer to be white.

Their advantage lies in the relative cheapness of the organic materials and the fact that they can be printed

in a thin layer on flexible sheets. This will transform the way we design lighting, as well as reduce the energy used. Imagine the entire ceiling of a room as a light source.

Whilst there are still problems to overcome in the field, notable to seal the OLEDs from moisture which can cause them to fail through contamination, the technology is promising and could within a few years bring new designs and energy savings to our field.

*Contributed by Tony Garland  
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## Call for Papers

Conference form a major part of the year for organisations such as IFMA. Organisation starts early and work continues up until the last minute – and generally that means the very morning the conference starts.

Other Chapters of IFMA are no different and as we are seeking and gaining links with other Chapter as in the Asia-Pacific region we would like to seek our members help with the Japan Chapter of IFMA conference.

The theme for this conference is “**Managing Productive Workplace**”, and the management of the conference is seeking submission for papers for the conference.

The range of the topics is wide and they are seeking papers to cover the general areas of:

- Managing Facilities
- Advancing the Business
- Leading the Organisation

One thing to bear in mind is that any paper sent in will be recorded in the proceedings in the original language that it was written. There will be no interpreters and no translations.

The conference itself will be a two day event, held on 22nd and 23rd March 2007. The link below will download the full details and a submission form.

[www.ifma.org.hk/download/JFMA\\_FORUM\\_2007.pdf](http://www.ifma.org.hk/download/JFMA_FORUM_2007.pdf)

## Asian Elenex 2006, Asian Building Technologies 2006, and Asian Securitex 2006

Continuing our updating of the information on this major local exhibition and conference, we can now bring you updated information on the Asian Securitex 2006 conference, which supports the exhibition.

This 2-day conference is themed on "Opening the Door to Secure Public Events" and the opening address will be given by Mr. Dick LEE Ming-Kwai, Commissioner of Police, Hong Kong Police. Follow up presentations will be made by:

- **Keynote Speech**  
Mr. TANG King-Shing, Deputy Commissioner (Operations), Hong Kong Police
- **"Large Scale Public Events - Planning Considerations"**  
Mr. Henrique KOO Sii-Hong, Assistant Commissioner (Operations), Hong Kong Police
- **"The Private Security Industry in the New Security Environment – The Singapore Experience"**  
Mr. Anselm LOPEZ, Deputy Assistant Commissioner & Director of the Security Industry Regulatory Department of Singapore Police
- **"WTO MC6 - The Corporate Security Perspective"**  
Mr. David FERNYHOUGH, Executive Vice President, Hill & Associates
- **"Who's afraid of the WTO - A Corporate perspective of MC6"**  
Mr. Michael LINNITT, Area Security Manager, Citigroup Security and Investigative Services (Asia Pacific)
- **"Application of Smart Card & Biometrics Technologies"**  
Mr. Raymond WONG, Assistant Director (Information Systems), Hong Kong Immigration
- **"Security in Casinos" – TBC**  
Invited Speaker from Wynn Resorts (Macau) SA
- **"Security and the Development of the Entertainment**

**Industry - Are we part of the problem or part of the solution?"**

Dr Stephen CHANDLER, Executive Director of Security & Corporate Legal Services, Hong Kong Jockey Club

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## "The Business Case for Energy Efficiency"

Energy efficiency is always close to the heart of facility managers, after all \$1000 saved on the energy bill is apparent directly on the "bottom line".

On 24th May 2006, a diverse group of Hong Kong's leading energy efficiency and building services professionals will gather at a one-day conference, organised by Building Services Professional Magazine, to discuss the technological basis for, and practical implementation of, improving energy use in buildings.

The Presentations and discussions will relate to the conference theme – "The Business Case for Energy Efficiency" and the topics to be covered include:

- Energy technologies and information technologies;
- Design and performance of buildings;
- Energy program design, implementation and evaluation;
- Human and social dimensions of energy use;
- Role of energy service companies;
- Energy and environmental policies.

Appointed speakers will include Hongkong Land's Peter Young and Glan Blake Thomas of the British Council for Offices, who will discuss best practices in cost-effectively advancing energy efficiency in buildings and other facilities in Hong Kong, a city where policies and programs to support energy efficiency are needed most.

The all-day conference will be held in the Ballroom of the J W Marriott Hotel in Pacific Place. The full event includes an optional lunch and a networking cocktail

event to round off the day and discuss the topics in a more relaxed atmosphere.

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## “Quality Building Awards 2006”

The Quality Building Award is a biennial award giving public recognition to buildings of outstanding quality that demonstrate outstanding teamwork. The provision of quality buildings is an essential ingredient of a prosperous and modern society and the Quality Building Award aims to promote a collective commitment by the building industry to maintain the highest standards of professionalism and competitiveness.

The award is conducted every two years and generates a process of project selection and review. On 13th May this year the presentation to the Jury Panel took place and the Award will be announced at the Award Presentation Banquet to be held on 13th July at the Conrad Hotel, Pacific Place. The Guest of Honour will be Mr. Rafael Hui, GBS, JP, Chief Secretary for Administration.

Ten projects have been short-listed to the Jury:

- 1 **Non-Residential Category**
  - a Arsenal House
  - b Diocesan Boys’ School, Primary Division
  - c Millennium City 5
  - d New Territories South Regional Police Headquarters
- 2 **Residential Category**
  - a Bellagio Phase 2
  - b Grandaur Terrace
  - c Yoho Town
- 3 **Sustainable Building Category**
  - a Hong Kong Heritage Discovery Centre
  - b New Territories South Regional Police Headquarters

- c The New Headquarters for the EMSD
- d Penny’s Bay Fire Station cum Ambulance Depot and Police Post

In addition, the QBA06 Conference will be held on 8th July in the Chaing Chen Studio Theatre at the Hong Kong Polytechnic University, to promote the excellent work of all project teams to industry players and professionals.

You can get more details at the QBA web site at [www.QBA2006.com](http://www.QBA2006.com).

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## THE INTERVIEW



We continue our series of interviews with people within the FM industry by interviewing Larry Hamilton-Wright, Chief Operating Officer – Infrastructure and Environmental Maintenance at ISS Facility Services.

The people covered by this section of the newsletter will vary, from senior and well-known members of the industry to graduates just starting in the industry. The intention is to provide information on a cross-section of the industry covering how they first became involved in the industry, what they do, how they relax etc. The interviews are conducted and reported by Santa Raymond for the Hong Kong Chapter of IFMA.

**Q: What do you consider describes the job you do?**

**A:** My responsibilities cover five service areas: Environmental Services include waste (construction, solid and liquid), portable showers, and portable loos (like for remote areas such as county parks, and big annual events in Victoria Park). Environmental Consultancy handles pollution - land, water, air and noise. We also provide services to improve air quality mainly in commercial premises (that’s RoboClean),

pest control (that's ISS Thomas Cowan), design and project management with our Building Conservation division, and dust mats for access hygiene in retail and office situations. I also get involved in IT and in Procurement. We operate seven days a week, 24 hours a day – with a lot of work at night, and about 10% of my three hundred staff are in management roles.

**Q: What is your background?**

**A:** As I was born in Dublin this makes me proper Irish, but I was brought up in London, England, where the family moved when I was five years old. Earlier in my career I got training as an IT systems analyst, and initially pursued a career in IT. This brought me into contact with a whole range of industries looking for the efficiencies that good IT systems can deliver, and eventually I ran my own businesses in retail, and in management consulting to SMEs.

Then, in late ninety-nine, a great friend asked me to come to Hong Kong. This was to do a project related to the millennium bug for a leading HK retailer, which was supposed to last four months. From there, I moved to Colliers Jardine, implementing a complex database project. This then became Eastpoint – still part of Jardine's, and then on 1 December 2005, we merged with ISS. On education, I'm working for an MBA, but I'm not getting on too fast, as there are so many things I try to fit in - though a while ago I did take a certification course with the Association of Project Management.

**Q: Why did you apply for your current job?**

**A:** I was offered this new role shortly after Eastpoint merged with ISS. All my jobs – whether contract or permanent – have always seemed to me to be a series of recurrent or interrelated projects, often very diverse. It's always been about change management, about process, workflows and desired outcomes, business growth, rates of expansion, risk control, targets and budgets – all classical project management type skills. This situation is no different.

**Q: What are your current key projects?**

**A:** Integrating two organisations so that together they are the best in class of both companies – and back to change management - though I guess it's still a bit of a management buzz-word. It puts me in mind of the Darwinian Theory that talks – in fact - not of the survival of the fittest, but says that: 'The survival rate is highest amongst those who adapt most quickly'. A colleague put it another way, describing Hong Kong as: 'An incubator, where people and businesses are unfazed by reinventing themselves'. But I just say that change is normal, natural and in fact change is inevitable, but the pace here in is very different, and it's certainly different to the UK. There, when asked to do something people look at their diaries; here they look at their watches! To me, that's what gives the place the buzz.

With the Eastpoint / ISS integration, the hardest part is managing peoples' expectations, accepting that it will nearly always take twice as long as you think, and helping high performers through an often unsettling period. Now though, we're working on aggressive targets for new business. The economy is recovering, and it's being accepted that FM is a profession, and that outsourcing allows businesses to get on with their core activity, whilst gaining in efficiency and reduced costs. Environmental considerations are coming to the fore, with the wake-up calls of SARS and Avian flu making people more aware of hygiene – which is all good for all of us.

But whatever the project, for me it is always a project management approach. I set milestones on small deliverables, keeping focussed on modest steps – not always thinking too far ahead. I like taking a 'prototype' approach - generally it's faster and almost always cheaper. Build a prototype, and try it out. Whether it's a system or a workflow or a departmental structure, it doesn't matter; just see if the wheels fall off and why. Then tweak it, and refine it reiteratively always involving the people concerned, looking for creative input, positive critique and out of the box thinking. Like this the whole team can enjoy these small successes and are motivated to make the next move.

**Q: What do you see as the future for FM?**

**A:** FM as a term has meant different things to different people, I see “FM” in HK really moving towards an Integrated Facility Services model, where a provider like ourselves not only offers a Management service but also provides a much broader service offering in all the areas relating to operating a property including Access control, security, maintenance, asset management, tenancy management, cleaning, environmental and hygiene services.

**Q: What do you do to relax?**

**A:** I’m a home lover, liking to be around with my (second) family. Being pretty health conscious, I jog or hike in the hills above my home in Discovery Bay at weekends. I enjoy good wine and the company of amusing people, but when you ask about relaxation – I have a low threshold for relaxation – I’m relaxed now, and I just don’t get too stressed. Humour helps a lot, I see fun in everything but I can say quite the wrong thing at the wrong time. I remember my first boss in HK saying that my most memorable characteristic was: ‘Having a sense of humour which saved so many bad situations from getting worse!’

**Q: If you didn’t work with facilities, what would you like to do?**

**A:** I love horses and dogs, and in a way I’d just like to be surrounded by them in a rural situation – but that’s not very practical in Hong Kong. But anything can happen here – as one friend reminded me: ‘The harder I work, the luckier I become’. I’ve always felt that this is the right place for me to be at this time, and I accept that things are always changing – so I guess it is likely to continue in the same sort of way. I don’t have any great yearning to be in another business, as I much enjoy what I am doing at present. I am very engaged with my work and with my colleagues who are just a great bunch of people. It always helps working with people you like and respect.

*Contributed by Santa Raymond RIBA*  
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## Professional Development and Networking

The Hong Kong Chapter of IFMA organises many events during the year to enhance your networking opportunities and to further your professional development. We also provide information to members on events organised by other bodies that are closely linked to facility management.

Below we list those events that are confirmed with some of the details for the event. To obtain full details of those events with a venue confirmed, go to the web site to download the associated Acrobat document. For those events without a confirmed venue, we will update the web site as soon as details are available and inform you via this newsletter or occasionally a by a specific e-mail.

<b>Event Title</b>	Continuing Professional Development Course "Making Decisions in Maintenance Management"
<b>Major Sponsor</b>	Jointly Organized by The Hong Kong Institution of Engineers (HKIE) and Management and Executive Development Centre (MEDC)
<b>Date</b>	6th May 2006 (Saturday)
<b>Time</b>	9:30 to 17:00
<b>Venue</b>	The Hong Kong Polytechnic University

<b>Event Title</b>	Asian Building Technologies 2006 The 7th Asian International Showcase for Building Automation and Management Systems, Featuring Asian Facilities Management and HVAC & R Show
<b>Major Sponsor</b>	Hong Kong Exhibition Services Ltd
<b>Date</b>	7th - 9th June 2006 (Wednesday to Friday)
<b>Time</b>	All Day
<b>Venue</b>	Hong Kong Convention & Exhibition Centre

<b>Event Title</b>	"Recent Developments in Project Management in Hong Kong"
<b>Major Sponsor</b>	Centre for Infrastructure & Construction Industry Development (CICID) The University of Hong Kong
<b>Date</b>	12th May 2006 (Friday)
<b>Time</b>	9:00 to 17:15
<b>Venue</b>	Exhibition Hall, Hong Kong Productivity Council, 4/F HKPC Building, Tat Chee Avenue, Kowloon

<b>Event Title</b>	Annual General Meeting and Chapter Networking Lunch. "So Where is the Harbour Now?"
<b>Major Sponsor</b>	Hong Kong Chapter of IFMA
<b>Date</b>	22th June 2006 (Thursday)
<b>Time</b>	11:00 to 14:00
<b>Venue</b>	Club Lusitan, 23/F, 16 Ice House Street, Central

<b>Event Title</b>	One Day Conference "The Business Case for Energy Efficiency"
<b>Major Sponsor</b>	Building Professional Magazine
<b>Date</b>	24th May 2006 (Wednesday)
<b>Time</b>	8:45 to 17:30
<b>Venue</b>	The Ballroom, J W Marriott Hotel, Pacific Place, Admiralty.