

PRESIDENT'S VIEW

FM comes in all shapes and sizes. And for many of us, this is the attraction of the industry. I am fortunate that I have a regional role and I am exposed to many different forms of the profession. In two of our biggest neighbouring markets, India and China, there are many interesting trends and practices to see.

In India, the FM role is performed predominately by experienced building services engineers, which probably stems from the dependency of occupiers on critical systems; in China, FM managers are again generally building services engineers but typically newcomers to the industry, keen to learn and grow, with the rapidly expanding market in China. To the multi-national corporations who now have substantial presence in both of these countries, the approach taken to FM in their offices elsewhere in the developed world may not be that easy to replicate just yet in China and India.

Both countries benefit from competitive labour costs, so the frequently heard complaint from FM-ers that they don't have enough resources to do the job, is not generally an issue. However, China and India have few structured learning programmes, so the talent pool is limited and the skill base lower. Understanding of some of the core FM competencies is missing and whilst this is changing, most learning and development is coming from on the job. This gap can present opportunities for FM practitioners in Hong Kong and Singapore as many service providers are expanding rapidly in both countries to meet clients increasing demands.

Hong Kong may be a small city, but members of the Chapter, and especially those holding the only internationally recognized FM qualification, CFM, are therefore well placed to expand their horizons beyond the SAR into these two challenging and dynamic markets.

The Chapter has also acknowledged this and we continue to forge ties with the IFMA Chapters in Singapore and India, as well as professionals on the mainland and HKIFM.

Moving back to matters closer to home, I am pleased to announce that we have now appointed a full time administrator. Before introducing the Chapter's first full time resource, I would like to acknowledge the efforts of Michelle So over the past months. Michelle started at the beginning of the Chapter's year and actively helped us to move forward with some new initiatives. She also worked beyond the call of duty to help make our November conference the success it was.

Our full time administrator, Ken Lee, has actively been involved with the Chapter on a voluntary basis since the conference and we are very excited to have Ken on board. We believe that the investment in a full time position will pay dividends to all our Members. There are many initiatives that our volunteer Board and Committee members have simply not been able to progress due to their own work commitments and a full time resource will now help us to drive these forward. Please therefore join me in welcoming Ken to the Chapter. He can be contacted at hk-ifma.administrator@ifma.com.hk.

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NEWS AND VIEWS

IFMA Teams with Alliance to Move Sustainability Practices Forward

Sustainability practices just got easier for the facility management profession as the International Facility Management Association has announced a collaborative agreement with the Alliance for Sustainable Built Environments to develop and deliver sustainability educational programs, as well as provide research and planning tools.

Since 2003, the Alliance, which includes the international companies Johnson Controls, Milliken & Company, Forbo Flooring, Philips Lighting, JohnsonDiversey and Owens Corning, has been working to educate the marketplace and top management on the benefits of reducing the overall impact facilities have on the natural environment and on building occupants.

This new partnership will bring sustainability concepts and state of the art practices to a vital division of all business organizations. Currently, more than 18,400 facility management professionals are members of IFMA, managing nearly 23 billion square feet of workspace combined.

“Fifty-nine percent of IFMA’s North American members are currently implementing some sustainable practices, often without a plan, and another 17 percent plan to do so in the next two years,” said David J. Brady, IFMA president and CEO. “The Alliance has become a focal point for green building practices, with the right resources and unparalleled commitment.”

IFMA/Alliance programming and activities will include a number of environmental metrics, including the U.S. Green Building Council’s Leadership in Energy and Environmental Design (LEED®) programs, Energy Star, Climate Leaders and others.

The Alliance also will take a key role in developing the first dedicated sustainability educational track at IFMA’s annual World Workplace Conference and Expo Oct. 8-10 in San Diego, Calif. More than 5,000 facility management professionals are expected to attend.

“The impact of the facility management community on the environment is profound. Facility managers are critical to the adoption of more energy and environmental solutions because they are the heart and soul of building operations,” said Paul von Paumgarten, director of energy and environmental affairs for Johnson Controls, and a spokesperson for the Alliance. “Facility managers collectively impact the decisions made for 4.5 million commercial, educational and community buildings, comprising more than 60 billion square feet of space. We believe that the best way to achieve high-performance, green buildings is to provide them with the resources they need and tap their commitment, expertise and experience.”

The Alliance for Sustainable Built Environments is a group of industry leaders who practice and are recognized for leadership in sustainability; that is economic, social and environmental responsibility. It is committed to delivering high performance sustainable solutions for the built environment. For Alliance information, visit www.greenerfacilities.org.

*Contributed by Karen Ellington
Communications Manager*

International Facility Management Association

Update on Disability Discrimination

Last year we published articles in FM Essentials covering disability discrimination legislation in both the UK and Hong Kong. These articles are still available on the web site and I recommend re-reading in the light of the findings below.

Each year the Equal Opportunities Council (EOC) of Hong Kong publishes a Work Review report to highlight the trends in complaints and prosecutions. This looks at the complaints received under the three anti-discrimination ordinances – disability, sex and family status discrimination - and identifies trends in attitudes which have a bearing on the success rate achieved by the EOC.

In all areas the EOC will aim for conciliation rather than prosecution and their success rate in this has increased

from 53% in 2003 to 61% in 2004 and 66% in 2005, a steady progressive increase.

Whilst Facility Managers as general business managers, will always need to consider sex discrimination in the workplace, the area of most concern to us is disability discrimination. It is salutary to note that the property management field was singled out in the report as one of the main work fields contributing to the 175 dismissal cases reported during the year.

However it is in configuring our buildings to allow barrier-free access to all that the Facility Manager can play a major role. In 2004 the number of complaints made directly to the EOC concerning accessibility issues was 13. In 2005 this number increased to 54, a 3 fold increase. This shows that lack of access to premises is still a major barrier to people with disability and that people with disabilities are more prepared to stand up and say so.

As Facility Managers we should all review the needs of people seeking access to our buildings through the eyes of those less fortunate than ourselves, and seek ways to improve their environment. Our goal should be to respect their independence by ensuring they can gain access to our buildings with as little thought as we do ourselves.

*Contributed by Tony Garland
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Pulling the Plug on Standby Power

These days we live by convenience – we eat convenience food, we live by the MRT station for convenient travel, we shop in huge malls for the convenience of doing everything under one roof and we want all our appliances to be there ready for us whenever we need them.

The TV is on standby so that a quick flick of the remote brings up the programme we want, the computer is on standby so that we can continue where we left off without having to restart the programs, our video recorder continually tells the date and time – unless of course we are unable to figure out how to set it!

An article in The Economist in March tells us just how bad this convenience is for the environment. Apparently

a typical microwave oven consumes more electricity to power its digital clock than it does heating food – because the clock is on continuously but we only use the device for a fraction of the time to heat food.

The same is true for many other appliances particularly televisions, DVD player, hi-fi units etc. All use power when in standby mode and this power adds up. Various studies have been carried out to estimate the amount of power consumed and these estimates are staggering. Initial estimates put the standby power usage as 5% of all residential power consumption, but later empirical studies upped this to a possible 10%. Similar studies in other developed nations such as France, the Netherlands, Australia and Japan have come up with similar figures – France 7% – and other estimates are even higher at 13%.

To put this in perspective, in America in 2004 the residential energy consumption was 1.29 billion megawatt hours. A 5% loss through unnecessary standby power equates to 64 million megawatt hours, or the equivalent of 18 typical power stations.

In part the problem lies with the manufacturers of these products. There are designs which maintain the standby function using only a single watt or less whilst the worst offenders consume 20 watts in standby mode. However there is no standard and no way for the consumer to know how much a particular product consumes when they purchase.

One of the main changes to come about in recent years is the change of power supply design from the transformer type to “switch mode” technology. These units incorporate power handling electronic components which are continuously switching on and off at high frequency to create the different power output parameters, voltage, current etc., required by today’s electronic equipment. By incorporating additional circuitry the standby and no-load (plugged in but no load attached) functions can be realised with a consumption of a fraction of a watt.

To see a physical effect of this change check the weight of today’s notebook computer power supplies with those of a few years ago. The iron core transformer has been removed with a dramatic weight reduction. In notebooks weight reduction is a selling point to the consumer so this

is clearly an area where the technology is beneficial. It is less obvious in stationary equipment so the technology may not get used as it costs more to implement. There is no incentive for the manufacturer as it is the consumer who pays for the additional electricity usage in standby mode.

Various voluntary schemes, such as the Energy Star programme, and some mandatory regulations are being brought in to force to manufacturers to comply with new standards but these will only apply to new equipment. With the thousands of items of old style equipment already sold it will be years before standby power reduction benefits demand-side energy reduction at source.

Much of this article applies to domestic appliances. So where does that leave the Facility Manager? Clearly it also applies to the thousands of desktop computers that sit in serried ranks across our office floors. How many are left on overnight or over the weekend waiting for our convenient start up when we get to work? Taking action to reduce the standby load on our computers will, like all such simple energy saving measures, have a direct effect on the bottom line and on the pollution in Hong Kong from our mainly coal-fed power stations.

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

Last month we brought you the first details of Asia's unique 3-in-1 Electrical, Building Technologies and Security Trade Show which returns on 7-9 June 2006 at the Hong Kong Convention & Exhibition Centre. This month we want to bring you updated information on the events running alongside the exhibition.

Asian Elenex & Asian Building Technologies Technical Seminar

The 2006 presentation will be a 3 day event programme providing a broad overview on various applications and on-going researches.

Bringing together 9 key leading experts from different disciplines, they will discuss the different aspects, future applications and current and anticipated developments in the electrical and building fields including:

- Challenges of Ventilation Design for High-rise Residential Buildings
- Elimination of Unnecessary Construction Costs – Application of Flexible Sprinkler Dropper (A Case Study)
- Global Warming
- Immunization Management in Buildings



Indoor Air Quality (IAQ) Forum

Co-organised by Hong Kong Indoor Air Quality Society (HKIAQS) with a theme covering "IAQ Past, Present and Future", the 2-day IAQ Forum is honoured to have invited a number of renowned government officials and experts from different disciplines to discuss the latest indoor air quality (IAQ) issues, strategies and solutions with hundreds of qualified delegates. The hottest discussion topics by these industry experts in the IAQ market include:

- Hong Kong IAQ – Government Initiatives & Certification Scheme
- A New Indoor Air Quality Sampling Protocol
- Coil Cleaning and its Resultant Energy Savings and Maintenance Enhancements
- Characterization of Indoor Air Source Emissions by Using Environmental Test Chambers

Facility Management Seminar

With the increasing popularity and importance of Facility Management in built environment, a seminar with main theme "Facility Management in Building Life Cycle" will be launched for the first time at the Asian Building Technologies exhibition. Aimed to address building management issues and to present a spectrum of building technologies & services needed in facility and commercial settings, it is co-organised by 6 associations including the Hong Kong Chapter of IFMA. This 1-day programme will gather speakers to discuss topics including:

- Optimization of Building Operating Costs
- ISO:10002 Customer Complaint Management

Asian Securitex 2006 Conference

Themed as "Opening the Door to Secure Public Events," the Asian Securitex 2006 Conference has invited elite speakers from the government agencies as well as private corporations to provide coverage of case studies on security issues relating to:

- Planning Considerations of Police Forces
- Application of Smart Card Technologies in Immigration
- Hong Kong Jockey Club, Hong Kong Disneyland, Macau's Casino Developments
- MC-6 Event as well as the 911 incident



Avoid the crush!

Online pre-registration starts on 28 February 2006 at www.asianelenex.com
www.asianbt.com
www.asiansecuritex.com
 and is free to all industry professionals.

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THE INTERVIEW



We continue our series of interviews with people within the FM industry by interviewing Alan Chan, Director of Operations at Ocean Park.

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: With over four million visitors each year, my responsibilities include all front line activities of the Park – from admission control, guest relations, safety and security, crowd control, mechanical rides and cable car operations, cleaning, landscaping to first aid – anything that touches the guests, so that park operations give them a totally enjoyable experience. General maintenance is run by the Maintenance Director.

Apart from this, Ocean Park is undergoing a Major Redevelopment Project (MRP), and the operations

will be continuing whilst this work is going on. The project probably takes 10 to 15% of my time, and interim period operation & planning - 15 to 20%, so it means seven days a week

If you ask about my most dramatic experience, it was when I was acting in this position whilst my boss was away. I was rung at four in the morning to be told that a landslide had cut off the only access road up to the Headland. I rang everyone, and we met up at 8 o'clock, to sort out how to back up without the road access. We had to get food there for sharks, fish, dolphins and animals - without the road. The power supply was also interrupted, and we only had limited supply from the standby generators. The Park had to stay open - and without the Headland, just the Lowland. So we had to figure out how to operate the Park, and how to get additional power fast enough to supply Life Support Systems for both the fish and marine animals.

Everyone was at our meeting, including the CEO, the Directors, and Government departments. One Government department offered generators, and Flying Services undertook to lift the generators into the park by helicopter. It was agreed that food and other essential items could be delivered by running the cable car twenty-four hours a day. As only the Lowland area could be opened, we dropped the price to \$40. Our special operational plan established that it was safe to get to the dolphin show by cable car - but we had to work with the weather, as it affects cable car operations.

It took 6 to 9 months to get back to normal and, as the road was off-site, we had no control over the mud being cleaned off. The precautions we took for the future included building an internal road and installing a second power cable using a different route. But on that morning, everyone got together to see who could help - it was teamwork that saved the day.

Q: What is your background?

A: Having studied property management at HKPU, I worked for Government in the Parks and Playgrounds (P&P) department. I then went to a property management company before moving back to P&P where I was a recreational FM for fifteen years. Landscaping, recreational facilities, swimming pools, indoor games halls, playgrounds, sports ground facilities - were all part of my job.

My Masters in FM was from Greenwich University at HKU, and I was also trained as a certified mechanical rides operations technician in the US.

Q: Why did you apply for your current job?

A: Having worked for Government for a long time, it was the right time and I wanted new opportunities. This is a big theme park, and I applied for the job running mechanical rides. I'd never done mechanical rides, and it was scary! I started here in 1991 with mechanical rides, operations management and cleaning. In 2001, I took over Operations.

Q: What are your current key projects?

A: Our major redevelopment project starts on site in July or August, and will take five years to complete, in two stages. When the works start there are two interim arrangements - ensuring a smooth project that does not affect the visitors, and temporary attractions or shows to compensate for those closed.

With five major events each year, we are used to working closely with Government - on traffic, crowd control and so on. I've just been involved with a submission to the Southern District Council on guarantees of being a good neighbour, the rebuilding of our sewage without transport being affected, and getting permission to rebuild our public transport interchange (PTI).

During construction, car parking will be a major headache. Of our current 800 places down here, we'll lose most of them to the PTI, and we expect up to 900 cars and 800 coaches daily!

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

A: Facilities Managers must move to a right and good direction and stop being dominated by property managers. We must learn from what happens in the States and look at the whole picture – space, land use, property and facilities management and maintenance, how to organise the total area, and re-plan and re-use buildings. Looking overall, we should leave individual details to property managers.

As a client – which is my function for part of the time now – we need to listen to other people, and be the eyes, ears and mouth of the clients who we in turn serve.

Q: What do you do to relax?

A: I enjoy playing with my son, Calvin, who is 14. We go swimming, play basket ball and go on fishing trips with the family to Sai Kung.

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

A: Teaching – sharing my experience in theme park operations with teenagers and youngsters, and perhaps lecturing, even abroad.

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 by a specific e-mail.

Event Title	Chapter Site Visit to EMSD Headquarters
Major Sponsor	Hong Kong Chapter of IFMA
Date	8th April 2006 (Saturday)
Time	9:30 to 12:30
Venue	EMSD Headquarters 3 Kai Shing Street, Kowloon Bay

Event Title	Chapter Workshop "RICS Membership through Senior Professional Route"
Major Sponsor	Hong Kong Chapter of IFMA
Date	28th April 2006 (Friday)
Time	18:30 to 20:00
Venue	IVE (Morrison Hill), 6 Oi Kwan Road, Wanchai

Event Title	Continuing Professional Development Seminar "Performance Management In Facilities Management – Measuring for Success"
Major Sponsor	The Chartered Institute of Building (Hong Kong)
Date	12th April 2006 (Wednesday)
Time	18:30 to 20:30
Venue	Central Plaza, Wan Chai

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

Event Title	Chapter Network Reception for a Party of Dutch Facility Managers (Note: by invitation only)
Major Sponsor	Hong Kong Chapter of IFMA
Date	21st April 2006 (Friday)
Time	18:30 to 20:00
Venue	DotCod Restaurant, Prince's Building, Central

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