



**IFMA**™ Hong Kong Chapter  
International Facility Management Association



**integrate** | 2020  
FACILITY MANAGEMENT CONFERENCE

CHANGING THE FM  
**CONVERSATION**

**SUSTAINABILITY  
AND TECHNOLOGY**

NOVEMBER 17, 2020

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# Programme Rundown

From (HKT)	To (HKT)	Speakers	Topics
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## WELCOME ADDRESS AND OPENING KEYNOTE

9:00 - 9:10	<b>Mr. Kendrew LEUNG</b> , President, IFMA Hong Kong Chapter	Welcome Speech
9:10 - 9:30	<b>Mr. Alan SIU</b> , Chief Executive Officer, The Property Management Services Authority	Keynote Speech

## PART 1 - STRATEGIC FM

9:30 - 9:50	<b>Mr. Tuomo SARAMAA</b> , Chief Executive Officer, ISS Hong Kong	Creating Competitiveness with Technology and Sustainability
9:50 - 10:10	<b>Prof. YIP Ngai-ming</b> , Professor / Associate Head, Department of Public Policy, City University of Hong Kong	Smart City, Smart Facility Management
10:10 - 10:30	<b>Mr. Bill CONLEY</b> , IFMA Fellow, National Manager-Facility Services, Yamaha Motor Corporation	Sustainability and Technology: The Human Factor
10:30 - 10:50	<b>Prof. William BAHNFLETH</b> , President of ASHRAE (2013-2014)	Engineering Controls for airborne transmission of COVID-19

10:50 - 11:15 Panel Discussion 1  
**Moderator:** Mr Kenneth FOO, IFMA Fellow/ Immediate Past President, IFMA Hong Kong Chapter/ Executive Director, Hongkong Land Limited  
**Panellists:** Mr. Tuomo SARAMAA, Prof. YIP Ngai-ming, Mr. Bill CONLEY, William BAHNFLETH

## PART 2 - SMART FM

11:15 - 11:35	<b>Ir Barry LAU</b> , Senior Building Services Manager, Technical Services & Sustainable Development, Swire Properties	Sustainability through Digital Solutions
11:35 - 11:55	<b>Mr. Alex KATSANOS</b> , Head of Business Advisory, Hong Kong & Macau at Arcadis	Automation Operations and FM Through Smart Solutions
11:55 - 12:15	<b>Mr. Leo LO</b> , Chief Executive Officer, Fonto Holdings Limited	Five Predictions about Property Sustainability and PropTech

12:15 - 12:40 Panel Discussion 2  
**Moderator:** Mr. Edgar TSE, Senior Director, Head of Projects, Global Workplace Solution (GWS), CBRE  
**Panellists:** Ir Barry LAU, Mr. Alex KATSANOS, Mr. Leo LO

## LUNCH BREAK

12:40 - 13:40 Lunch Break

# Programme Rundown

From (HKT)	To (HKT)	Speakers	Topics
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## PART 3 - ADVANCE FM

13:40 - 14:00		<b>Mr. David TANG</b> Property and Australian Business Director, MTR Corporation Limited	Sustainability and Technology - The MTR Solution
14:00 - 14:20		<b>Mr. Graham TIER</b> , General Manager, District Facility Services at West Kowloon Cultural District Authority	A District Wide Approach to Sustainability & Technology
14:20 - 14:40		<b>Mr. George CHAN</b> , Director – Community & Facilities Management, Hong Kong Science and Technology Parks Corporation	Changing Perspective: The New Norm
14:40 - 15:00		<b>Mr. Andrew DAWSON</b> , Division President, GWS, Local APAC, CBRE	Changing the FM Conversation – Advancing Facilities Management in Hong Kong

15:00 - 15:25 Panel Discussion 3  
**Moderator:** Mr. Gerry Kipling, Managing Director at Oak Tree Property Services Limited  
**Panellists:** Mr. David Tang, Mr. Graham TIER, Mr. George CHAN, Mr. Andrew DAWSON

## PART 4 - FUTURE FM

15:25 - 15:45		<b>Mr. Paul BULLARD</b> , Business Strategy Director, FSI (FM Solutions) Limited UK	Rethinking Facility Management Digitalization in Changing World: A Strategic Perspective
15:45 - 16:05		<b>Mr. Julien WATEL</b> , Executive Director, Southa Holdings – Veolia HK	Fully Engaged in Sustainability Solutions Development for Giving a Brighter Future to the Next Generations
16:05 - 16:25		<b>Prof. Alexi MARMOT</b> , Professor of Facility and Environment Management and Director Bartlett Global Centre, University College London	FM for Future Workplaces: Thoughts from the UK
16:25 - 16:45		<b>Mr. Nicholas HO</b> , Chairman, Ho & Partners Architects Engineers & Development Consultants Limited	Future-proof Your Building Today

16:45 - 17:10 Panel Discussion 4  
**Moderator:** Mr. Danny HO, General Manager - Asia, FSI Limited  
**Panellists:** Mr. Paul BULLARD, Mr. Julien WATEL, Prof. Alexi MARMOT, Mr. Nicholas HO

## STUDENT COMPETITION

17:10 - 17:20		<b>Ms. Jenny YEUNG</b> , IFMA Global Board of Directors	Result of Student Competition
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## CLOSING SPEECH

17:20 - 17:30		<b>Mr. Kenneth TSANG</b> , Chair, Integrate 2020 OC/ Vice President, The Hong Kong Chapter of IFMA	Closing Speech
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國際物業設施管理協會香港分會  
二零二零年物業設施管理研討會

匯才議策  
裕業展猷

政務司司長張建宗



國際物業設施管理協會香港分會  
二零二零年物業設施管理研討會

誼聯才彥  
協展嘉猷



財政司司長陳茂波



國際物業設施管理協會香港分會  
二零二零年物業設施管理研討會

俊才嘉會  
良謨共商



運輸及房屋局局長陳帆



國際物業設施管理協會香港分會  
二零二零年物業設施管理研討會

弘揚專業  
遠播聲



創新及科技局局長薛永恒



國際物業設施管理協會香港分會  
二零二零年物業設施管理研討會

明 識  
偉 業  
灼 見  
鴻 謨

商務及經濟發展局局長邱騰華





國際物業設施管理協會香港分會  
二零二零年物業設施管理研討會

# 力臻至善 惠澤社群

物業管理業監管局行政總裁蕭如彬

## Keynote Speech



**Mr SIU Yu-bun, Alan**  
Chief Executive Officer  
The Property Management Services Authority

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### Keynote Speaker's Profile

Mr Alan SIU has been appointed as the Chief Executive Officer of the Property Management Services Authority with effect from April 2020. He joined the Administrative Service of the Hong Kong Government in July 1986 and rose to the rank of Administrative Officer Staff Grade A in 2017. He has served in various government bureaux and departments, including the former City and New Territories Administration, the former Transport Branch, the former Television and Entertainment Licensing Authority, the former Finance Branch, the former Information Technology and Broadcasting Bureau, the Leisure and Cultural Services Department and the Home Affairs Bureau. He was Deputy Secretary for Commerce and Economic Development (Communications and Technology) from 2007 to 2011 and Government Property Administrator until 2015. Before joining the PMSA, Mr SIU was Director of Administration and Development of the Department of Justice from 2015 to 2019.

# Creating Competitiveness with Technology and Sustainability



**Mr. Tuomo SARAMAA**  
Chief Executive Officer, ISS Hong Kong

## Speaker's Profile

Mr. Tuomo Saramaa, CEO of ISS Facility Services Hong Kong, has over 16 years international senior leadership experience.

Prior to moving to Hong Kong, Tuomo held executive positions in ISS in Finland and has extensive background leading Facility Management and Services operations, building operations excellence and developing strategy and organizations for ISS in Northern Europe. Prior to joining the Facility Management Services industry, Tuomo worked as an executive in a European industrial products company having responsibility for Asia Pacific and the Middle East regions and being five years based out of Shanghai.

He has a strong track record in strategic transformation and turnaround implementation and has served as a board member for several services and industrial companies in Finland.

## Abstracts

How can technology and sustainability strategies shape the competitiveness in real estate?

How to integrate technology and sustainability into facility services to drive competitiveness and differentiation?

Technology and sustainability are megatrends becoming a prerequisite and also a huge commercial opportunity for many industries globally. The facility management industry is no exception. This can be reflected in the adoption of forward-thinking and visible technology and sustainability strategies delivering both productivity and end user engagement.

How do we see the opportunities? How do they impact day-to-day facilities operations and the end user experience? How can we move from merely piloting point solutions to deploying strategies?

ISS as a global leading Facility Management and Services professional. We are ambitious for leading, implementing, educating, and enabling technology and sustainability strategies in partnership with our customers. They drive productivity and savings. But even more, they open opportunities to end user engagement and experiences. Well deployed, they build culture and image into our places. Connecting people to a bigger purpose and an associated brand reputation. This is competitive advantage in our competitive real estate marketplace.

## Smart City, Smart Facility Management



### Prof. YIP Ngai-ming

Professor / Associate Head, Department of Public Policy, City University of Hong Kong

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#### Speaker's Profile

Yip Ngai-ming is the associate head and professor of housing and urban studies in the department as well as member of the Chartered Institute of Housing, honorary fellow of Hong Kong Institute of Housing, registered social worker and registered professional housing manager. He is also serving as member of the commercial properties committee of the Hong Kong Housing Authority and chairman of the Chartered Institute of Housing Asian Pacific Branch in 2013 and 2014 and is now policy officer of the Branch. His current research work is focused on urban policy, housing policy and housing management. He has been editor of Housing Studies since 2015.

#### Abstracts

Small city is the goal of many city government and Hong Kong is no exception. The government has embarked on an ambitious plan to development Hong Kong “[to] embrace innovation and technology to build a world-famed Smart Hong Kong characterised by a strong economy and high quality of living” (Hong Kong Smart City Blueprint, 2017). In this respect, effort in the private sector is also pivotal and facility management plays an important role. This also echoes the core value of IFMA in innovation and knowledge sharing. However, in the development of smart city, it is not uncommon to put emphasis only on smart devices as well as the collection and manipulation of big data, the humanistic aspect of smart city is easy to be undermined. In my presentation, I shall present a human-driven approach to smart city development and discuss on how facility management can facilitate such approach. It would ensure the investment in smart devices and the utility of big data can be fully explored for the improvement of quality city life as well as to advance facility management as a driving force of social development on top of its valuable contribution to economic development.

## Sustainability and Technology: The Human Factor



### Mr. Bill CONLEY

IFMA Fellow,  
National Manager-Facility Services  
Yamaha Motor Corporation

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#### Speaker's Profile

Bill Conley, CFM, SFP, FMP, IFMA Fellow, has more than 40 years of experience in the facility management profession and has been a proponent of sustainable operations for more than 25 years. During his tenure as a facility manager and through his training and experience with sustainable operations, Bill has come to understand the importance of the facility contribution to the financial success of a company. He has managed facilities for VeriFone, Hewlett-Packard, and SCAN Health Plan and has served as Managing Director of the Sustainable Development Group for Pacific Building Care (PBC). He is a past president of the Orange County Chapter of IFMA, as well as the Facility Management Consultants Council and has served on the IFMA Board of Directors. He is a member of IFMA's Sustainability Strategic Advisory Group (ESUS), serves on IFMA's Certificate Commission for the Facility Management Professional™ and Sustainability Facility Professional® designations and is an IFMA Qualified Instructor. He is a Global Reporting Initiative Certified Reporter for both G3.1 and G4 and currently serves as National Manager/Facility Services for Yamaha Motor Corporation in Cypress, California, USA.

#### Abstracts

In today's world, Technology has become an integral part of Facility Management. Whether it be the use of Computerized Maintenance Management Systems (CMMS), Building Automation Systems (BAS), Energy Management Systems (EMS) or Integrated Work Management Systems (IWMS) or other such tools, the technology is only as good as the professionals who use it.

Nothing is more important than hands-on training, but certificate programs like the FMP and SFP provide concepts, guidelines and resources aimed at assisting FM's in managing technology and making correct decisions.

The presentation will cite a couple of examples of how the Facility Manager at Yamaha Motor Corporation utilized education and technology to measure and monitor energy usage. It will then be explained how that data was used to justify building improvements, resulting in energy conservation, cost savings and an improved working environment for building occupants

# Engineering Controls for Airborne Transmission of COVID-19



**Dr. William BAHNFLETH**  
President of ASHRAE (2013-2014)

## Speaker's Profile

William Bahnfleth is a professor of architectural engineering at the Pennsylvania State University. He held previous positions as Senior Consultant for ZBA, Inc. in Cincinnati, OH and Principal Investigator at the U.S. Army Construction Engineering Research Laboratory in Champaign, IL. He holds BS, MS, and PhD degrees in Mechanical Engineering from the University of Illinois and is a registered professional engineer. At Penn State, Dr. Bahnfleth teaches undergraduate courses in HVAC fundamentals and system design, and graduate courses in district cooling systems and indoor air quality. His research interests cover a wide variety of indoor environmental control topics including chilled water pumping systems, stratified thermal energy storage, protection of building occupants from indoor bioaerosol releases, and ultraviolet germicidal irradiation systems. He is the author or co-author of more than 170 technical papers and articles and 14 books and book chapters. Dr. Bahnfleth is a fellow of ASHRAE, the American Society of Mechanical Engineers (ASME) and the International Society for Indoor Air Quality and Climate (ISIAQ). He served as President of ASHRAE in 2013-2014. His ASHRAE honors include the Louise and Bill Holladay Distinguished Fellow Award, E.K. Campbell Award, and F. Paul Anderson Award. He is also a recipient of the Penn State Engineering Alumni Society's World-Class Engineering Faculty Award.

## Abstracts

The presentation begins with a review of information on airborne infectious disease transmission including disease transmission modes, information on infectious aerosol sources and the characteristics of respiratory aerosols. Next, risk management for infection hazards is discussed, in particular the concept of a layered approach to infection control, the hierarchy of controls, and the quantification of airborne risk using the Wells-Riley model. Engineering controls for airborne infectious diseases then are described and compared. These include ventilation with outdoor air, air distribution, mechanical filtration, air disinfection – in particular, germicidal ultraviolet light – and control of temperature and humidity. Finally, the concept of total equivalent clean air supply is introduced as an approach for developing control strategies that are effective and that have the least impact on energy use.

## Panel Discussion 1 : Strategic FM



### Mr. Kenneth FOO

IFMA Fellow

Immediate Past President, IFMA Hong Kong Chapter  
Executive Director, Hongkong Land Limited

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#### Moderator's Profile

Kenneth Foo was appointed Executive Director of Hongkong Land Limited on 1st January 2016, overseeing all the Company's property management activities. He was previously Head of Building Operations, Property Management.

Mr Foo first joined Hongkong Land in 1998 and has served in a number of capacities for the Company. In his role as Head of Building Operations, he was responsible for the operations and management of prime developments in Hong Kong. During this time he ensured adherence to world-class standards and created safe, sustainable environments for tenants.

Prior to that, he was Director of Facilities Management for Raffles Quay Asset Management in Singapore, where he was responsible for the property management functions of the Marina Bay Financial Centre and One Raffles Quay developments.

Mr Foo has extensive experience in property management and engineering services. Throughout his career he has served as a consultant and project manager for contractors and developers in New Zealand, Indonesia, Thailand and Singapore. He is Past President of the International Facilities Management Association (Singapore Chapter) and a member of the Technical Consultative Panel of the BCA (Building and Construction Authority).

Mr Foo graduated with honours from Auckland University in New Zealand with a Bachelor's Degree in Engineering, majoring in Electrical and Electronics Engineering. He is currently the 2020/2021 Immediate Past President for The Hong Kong Chapter of International Facility Management Association (IFMA), and a member of the Board. He was awarded as IFMA Fellow in 2020.

## Sustainability through Digital Solutions



### Ir Barry LAU

Senior Building Services Manager, Technical Services & Sustainable Development, Swire Properties

#### Speaker's Profile

Ir Barry Lau is the Senior Building Services Manager, Technical Services & Sustainable Development in Swire Properties Limited. He is responsible for formulating energy saving strategies and digital transformation of technical services, implementing of monitoring-based commissioning (MBCx) of all existing portfolios for deep energy saving and implementing cloud-based smart energy management platform. He has been practicing as a professional consulting engineer for over 20 years in the field of design build-ing services system in Hong Kong and Mainland China. He is a chartered engineer and Fellow Members of Hong Kong Institution of Engineers and the UK Chartered Institution of Mechanical Engineers.

#### Abstracts

With a large stock of buildings in Hong Kong, Chinese mainland, and USA, the operation of over 25.6 million square feet of office, retail, hotels, and serviced apartment, the environmental footprint of Swire Properties is significant. As we strive to be the leading sustainable development performer in our industry globally by 2030, we continue to look for ways to reduce our environmental footprint.

Technology in recent years have been advancing at a rapid pace, with a number of advancements in cloud technology, big data analytics, and AI analytics. At Swire Properties, we have identified digital solutions to be a major contributing factor to advancing sustainability. Through collecting large amounts of real-time data, we are able to conduct big data analytics, enable AI analytics, and provide actionable insights to optimize operational efficiency, achieve decarbonization, enhance indoor environment, and reduce waste. These digital solutions also allow us to better understand all our portfolio's performance, provide benchmarking, and engage with end-users. By enhancing our understanding of our performance through digital solutions, we can better focus our sustainability efforts to continue to provide high quality developments that contribute positively to the communities in which we operate and the environment.

# How Megatrends and Technology are Shaping the Future of Operations in Hong Kong



**Dr. Alex KATSANOS**  
Head of Business Advisory  
Hong Kong & Macau at Arcadis

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## Speaker's Profile

Alex is a management consultant with 22+ years of experience in the infrastructure and operations space for major strategy houses and consulting firms. He is currently Director and the Head of Business Advisory for Arcadis in Hong Kong and Macau. Alex's service offering expertise focuses on Development Strategy for Smart Cities, operational improvement, capital planning, data and productivity strategy and procurement excellence amongst others, and has helped major clients in Hong Kong with policy and transformation of operations. He has worked across several infrastructure sub-sectors in East Asia, Europe, Latin America, Middle East and Africa. He holds a PhD from the University of Surrey, and his work has been published in several international conferences and journals.

## Five Predictions about Property Sustainability and PropTech



**Mr. Leo LO**  
Chief Executive Officer  
Fonto Holdings Limited

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### Speaker's Profile

Mr. Leo Lo is a surveyor-turned-serial entrepreneur. Leo is the CEO of Fonto Holdings, which is an integrated corporate based in Hong Kong, dedicated to real estate investment, development, financing and advisory with technology innovations with futuristic and entrepreneurial views. Fonto delivers solutions in the Asia-Pacific Region for real estate and infrastructure asset projects financing, investment, valuation and asset management.

Leo has been an Estate Surveyor and possesses for over 17 years' experience in the real estate and capital market industry. With branch offices in the Mainland China, Singapore and San Francisco, Fonto has extensive footprint in the Asia-Pacific Region. By leveraging Fonto's digital assets and investment in industry-leading portfolio of companies, Leo is developing real estate as a futurist.

He is also a founder of a real estate technology company (PropBLK) which is working on the A.I. and blockchain applications in the real estate sector, with solutions in AVM and tech-enabled real estate analysis. He is a trailblazer in the PropTech industry and actively forges partnerships with PropTech companies in the globe and building up the ecosystem: Asia PropTech, synergizing the forces and knowledge from PropTech startups, real estate players and investors to co-create ideas and solutions.

Leo is in high demand as a speaker for his thought leadership at different conferences and summits across the globe, he attended over 40 PropTech/real estate conferences as speaker in over 20 countries in the past 2 to 3 years. He is keen to deliver collaborative innovation to the real estate industry.

Leo is the RICS (Royal Institution of Chartered Surveyors) Excellent Young Achiever of the Year 2016 and he is also well connected in the society by being a Chairman Member (PropTech and Blockchain) of Guangdong-Hong Kong-Macao-Bay Area Economic and Trade Association, Executive Committee Member of Shanghai-Hong Kong Coalition of Professionals, Founding member of Hong Kong-ASEAN Economic Cooperation Foundation, etc.

### Abstracts

PropTech is the term to describe the broad landscape of technology used in the real estate building sector, a large sum of PropTech has been dedicated to property management, such as IoT sensors and online management platforms. With the world facing more and more extreme weather events, the PropTech sector has also been looking into enhancing the building energy efficiency as a mean to mitigate global warming.

PropTech is making advancements every day to compete against time and climate change, what does the future hold for property sustainability? In this presentation, five possible trends of PropTech in property sustainability will be discussed.

## Panel Discussion 2 : Smart FM



### Mr. Edgar TSE

Senior Director, Head of Projects, Global Workplace Solution (GWS), CBRE

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#### Moderator's Profile

Edgar is a seasoned corporate real estate professional with over 18 years of experience in both Asia and the UK.

He has worked for a broad spectrum of international companies covering project management, commercial management and quantity surveying roles. He has experience in both client-side and service provider roles; and has gained an extensive understanding of the corporate real estate markets in both Asia and the UK.

Edgar leads the Project Management Services Business Line for CBRE Hong Kong. His main responsibilities include supporting both local business initiatives and regional operating platforms to assist clients' overall strategy, and delivery of efficient project management solutions, in addition to building long-term client relationships and driving collaborative business growth for the firm.

## Sustainability and Technology - The MTR Solution



### Mr. David TANG

Property and Australian Business Director  
MTR Corporation Limited

#### Speaker's Profile

Mr Tang joined the Company in August 2004 as Contracts & Commercial Manager – China Business. He has been the Property and Australian Business Director since 1 October 2020 and a Member of the Executive Directorate since October 2011. Prior to his appointment as Property and Australian Business Director, Mr Tang was Property Director and before that he had held various senior management positions in the Legal and Procurement Division, the China and International Business Division and the Property Division.

Mr Tang is principally responsible for all of the property development projects, as well as asset and leasing management of investment properties (including shopping malls and offices) and property management business of the Company in Hong Kong. In addition, he is responsible for overseeing the Company's Australian business. Mr Tang is currently a Director and an Alternate Director of Octopus Holdings Limited and two members of its group.

Before joining the Company, Mr Tang was Commercial Manager – Hong Kong & China Region, and Deputy General Manager – Hong Kong & China Region for Acciona, S.A. He had close to 20 years' working experience in contract administration, project management and quantity surveying in the United Kingdom and Hong Kong after starting his career as a Group Trainee of George Wimpey Plc.

Mr Tang is a co-opted member of the Public Private Partnership Projects Committee under the Board of the West Kowloon Cultural District Authority and a former non-executive director of the Urban Renewal Authority, of the HKSAR Government. He is also an adjunct professor in the Department of Real Estate and Construction at The University of Hong Kong.

Mr Tang is a Chartered Surveyor and a member of each of the Royal Institution of Chartered Surveyors and The Hong Kong Institute of Surveyors. He holds a Bachelor of Science (Honours) degree in Quantity Surveying from the University of the West of England (formerly Bristol Polytechnic) in the United Kingdom.

#### Abstract

MTR manages over 109,000 residential units across 48 residential properties. In addition, we manage 14 shopping malls and 4 office buildings including the world renowned 2IFC. With the expanding portfolio

of over 29,000 residential units and 2 shopping malls of 1.1 million sq.ft. of gross floor area under construction, adopting innovative ways to manage the facilities with sustainable and smart solutions pose opportunities and challenges.

In the presentation, Mr. David Tang, Property and Australian Business Director of MTR Corporation, will share his experience and insights on how MTR rises to the challenges in driving efficiency and sustainability. Under the ever-changing global trends of facilities management, MTR strives for transformation to sustain and create value.

## A District Wide Approach to Sustainability & Technology



### Mr. Graham TIER

General Manager, District Facility Services  
West Kowloon Cultural District Authority

#### Speaker's Profile

Graham Tier, CFM, FMP, MRICS, currently serves as the General Manager, District Facility Services with The West Kowloon Cultural District Authority (WKCD), the largest Cultural and Arts developments under construction in the world. This project will showcase international grade arts and culture stretching across 40 hectares of land right on Hong Kong's wonderful Victoria Harbour. This project will attract visitors from around the world with its iconic buildings and impressive public open spaces.

Tier has more than 25 years of experience in operations and maintenance for leading international companies including British American Tobacco, Johnson & Johnson, McPherson's and Amcor, and shares a network with many blue chip organizations internationally. He has extensive experience in Asia and has been working there for over 16 years and was previously responsible for all FM operations with The Hong Kong Jockey Club.

As an ambassador of FM best practices and innovation in Asia, he has transformed facility services across property segments, including introducing asset health policies and procedures, FM-enabling technology and new forms of FM contracts. This has previously led building technology and its application to sustainable buildings, and one of the first organization in Hong Kong to utilize mobile technology in the management of FM workflows.

Tier has studied at various institutions and has gained qualifications in mechanical engineering, operations management and construction management. He holds international credentials in facility management, including the FMP and CFM designations, and was a former certified trainer for IFMA. He is a senior professional member of RICS and a member of the RICS Asia Board.

Tier joined IFMA in 2005 and has held a number of senior positions in the Hong Kong chapter, including president in 2009-10. In those roles he has advanced IFMA as a custodian of industry best practices and has forged links with many key organizations, including public bodies and other supporting societies. He has been instrumental in the promotion of FM credentials and was the driving force behind Hong Kong's FM community. After joining the IFMA executive committee in 2016/17 and taking on the top position in 2018/19 he was instrumental in driving change within IFMA as the Global Board Chair with remarkable results.

His long service to the profession has included speaking at seminars and conferences around Asia, promoting the FM industry and sharing his insight and experience on wide-ranging topics promoting the profession.

## Changing Perspective: The New Norm



### Mr. George CHAN

Director – Community & Facilities Management,  
Hong Kong Science and Technology Parks Corporation

#### Speaker's Profile

George has accumulated over 20 years of professional experience in facilities and property management as well as investment development fields in Hong Kong and the PRC. Demonstrated robust persistence in his personal career development with the MTR Corporation, Hang Lung Properties, Lan Kwai Fong Properties Group prior to joining the Hong Kong Science and Technology Parks Corporation "HKSTP". George led the setup and operations of top-tier retail and commercial projects such as the Maritime Square, Shanghai Plaza 66, Shenyang Forum 66, Shanghai Dream Center, etc.

Being the mentor and leader for his professional teams, George has delivered multiple premium facilities management services lines for the organizations that he served. Among the many achievements, he had completed assets enhancement projects, which signifies the cornerstones for a long-term growth of an asset that yielded recurrent incomes and appreciation on asset value. George joined HKSTP in 2019 to spearhead the challenge of transforming the Hong Kong Science Park's facilities management services. The transformation journey set sail on converting the conventional approaches to the one that would adopt changes and embrace technology, the new approach has a greater fundamental goal on enhancing the stakeholders' experiences. Scientific proof-of-concept trials and adoptions of new technologies from HKSTP partners' companies at Hong Kong Science Park and market pioneers.

#### Abstracts

##### Creating Resilience

Research and practice of sustainable facilities management is rapidly evolving with increasing emphasis along the pathway of sustainable development. Facilities managers are at the forefront of organizational behavioural change and in a position to influence the users' behaviour. The unprecedented pandemic outbreak of COVID-19 has propelled us toward adopting the new norm in our lives and works. Over the past year, we have learned that the ingredient to overcome the crisis is resilience, the fast responses we gathered at the face of crisis managed to safeguard us and allow us to contribute back to the community.

Our collaboration within the organisations with partnering companies inside Hong Kong Science Park

had since intensified, HKSTP has enabled the setup of mask production plants within fortnight at the break of the crisis, tracker wristbands to geofence people under quarantine was being invented. Other smart devices such as facial recognition temperature monitoring devices, disinfectant robots are widely used in Science Park today.

### Embracing Change

HKSTP facilities functions is penetrating into certain non-core functions and activities traditionally not associated with the profession. The Hong Kong Science Park is walking the talk by embracing, applauding and encouraging technology and innovation. We have ventured ourselves into many pioneering innovations within the industries such as:

- Robotic carpark
- Robotic helpers that are responsible for cleaning and disinfecting, food delivery, mow the lawn
- Smart building features such as climate control, irrigation systems
- Prototyping of smart toilets and smart lockers

The force-multiplying effects of evolutionary technology i.e. nanotechnology, biotechnology, materials technology, information and communications technology; acceleration of technological development will shape the landscape of technological development beyond 2020. The consequences to the FM and services industry, is that we will benefit from increasing productivity as well as collaborative technology systems.

# Changing the FM Conversation – Advancing Facilities Management in Hong Kong



## Mr. Andrew DAWSON

Division President, GWS, Local APAC, CBRE

### Speaker's Profile

Andrew leads the APAC Local Accounts business for CBRE Global Workplace Solutions; spanning 13 countries with in excess of 6000 employee's across the region. He has lived and worked in Australia, the UK, China and Hong Kong and has been based in Shanghai since 2010 and relocated to Hong Kong in 2017.

Andrew has extensive experience in the Facilities Management and Property Management Industry across the Asia Pacific Region since 2001. Industry verticals experience includes Mining, Oil and Gas, Sports and Leisure Corporate (Finance, Pharmaceutical, Hi-tech, FMCG, and Industrial Manufacturing) and Education.

Andrew joined the Property and Facilities Management Industry in 2001 after 12 years in Hotel Management roles working with Marriott and Accor in Europe and Australia.

### Education or Awards/Accolades

- Business Management – majoring in Hotel Management
- Corporate Management Traineeship with Marriott Hotels
- Post Graduate Studies with Chicago Business School and Centre for Creative Leadership

### Abstract

Times when we lived worked and played freely together seem like another world ago. Yet from every crisis comes opportunity and the challenges of 2020 create great opportunity to Advance the Facilities Management Industry globally and here in Hong Kong.

Thru sharing some recent CBRE research and insights into reopening the worlds workplaces and what the future of work may look like, let's consider as a broad group of industry stakeholders how we can keep things simple and focused on core stakeholders to further collaborate in Advancing a Smart and Sustainable Facilities Management Industry.

## Panel Discussion 3 : Advance FM



**Mr. Gerry KIPLING**  
Managing Director  
Oak Tree Property Services Limited

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### Moderator's Profile

Gerry is an energetic general practice surveyor. Gerry started his professional career with the Greater London Council (GLC) in 1974, and was quickly involved in a wide variety of property challenges in one of the most dynamic inner London boroughs of Islington, qualifying as a Chartered Surveyor at that time. In 1978 Gerry took up a new UK nationwide role with Jones Lang Wootton (JLW), London, working with some of the Firm's most dynamic Investor Clients. In 1982 eager to explore new horizons, Gerry took up a role with JLW Hong Kong, tasked with setting up a new property management division, and good progress was made despite turbulent market conditions, and Gerry went on to the role of Managing Director JLW Hong Kong (1996), and then CEO Asia for the new Jones Lang LaSalle (JLL) in 1999, driving a period of rapid expansion for the Firm in the region. In 2002 keen to set up his own business, Gerry successfully set up a new company PropertyOne Limited, with offices in Hong Kong and Shanghai, the business focus property asset management and consultancy, and well received by select Clients. In 2010 CBRE Limited acquired the PropertyOne business, and Gerry joined the Firm to run their property asset management business. Keen to take up a new challenge, Gerry left CBRE in 2016, and recently established Oak Tree Property Services Limited. Gerry is passionate about Hong Kong, an enthusiastic runner, and hiker, and now keen to work with RICS Hong Kong to add to their fine work to date in the furtherance of the highest professional standards, and value add property advisory input in Hong Kong.

# Rethinking Facility Management Digitalization in Changing World: A Strategic Perspective



**Mr. Paul BULLARD**  
Business Strategy Director  
FSI (FM Solutions) Limited (Global)

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## Speaker's Profile

A subject matter expert on Facilities Management and IWMS with a truly global view. Paul Bullard has over 23 years of experience working in the Integrated Workplace Management Systems (IWMS) industry and has held various positions within software development, project management, and operational delivery. He has been personally responsible for some of the world's largest and most prestigious Facilities Management Software implementations. For the past 15 years, he has been in an Operational leadership position at FSI, the leading supplier of IWMS software. His current focus is specifically around FSI's product strategy ensuring the most effective use of technology for Facilities Management. His current areas of interest include the Digital Workplace, Artificial Intelligence, and the Internet of Things. Paul has written numerous articles on technology in Facilities Management for publications across the world, is a long-standing member of the Institute of Workplace and Facilities Management (IWFM), and holds the Associate qualification with the Royal Institute of Chartered Surveyors (RICS).

# Fully Engaged in Sustainability Solutions Development for Giving a Brighter Future to the Next Generations



**Mr. Julien WATEL**  
Executive Director  
Southa Holdings – Veolia HK

## Speaker's Profile

Julien completed in 2002 his Master's Degree of Engineering in Mechanical, Electrical and Thermal Industrial systems at Polytech MARSEILLE (France). After three years in a design office for Cofely (ENGIE) as study Engineer, Julien joined in 2005 the department of new works of Cofely to manage large projects of Heating Ventilation & Air conditioning (HVAC) in France.

In 2011, Julien joined Cegelec (VINCI) as Senior Project Manager for managing the HVAC execution studies of the new hospital of New Caledonia (650 beds – 90 000 m<sup>2</sup>).

In 2012, Julien moved to Nouméa in New Caledonia for KLT (VINCI), where he oversaw the construction of the hospital of New Caledonia for HVAC and pneumatic transportation systems. He successfully reached the technical and financial objectives and managed 40 people for three years.

In 2016 after 14 years in MEP construction and a complete understanding of HVAC systems Julien joined VEOLIA Corporate as district cooling and HVAC Expert at the Technical & Performance

Department to support Business Units worldwide on Design & Construction, Commissioning, Operation & Maintenance and to promote and implement new solutions in Energy Efficiency services.

He was convinced during all these years in the construction sector that room was possible to improve the energy efficiency of HVAC systems during their operating life cycle and he would like to be more engaged in the energy and ecological transition. The COP 21 Paris agreement has given new opportunities and energy management in building services would be a major axis of development.

During this period he has the chance to travel to many countries where VEOLIA is serving and benchmark many successful solutions and favourable public or private policies.

## Abstracts

20 years ago the Facility Management sector was not really popular for young Engineers willing to develop and put into practice their technical and innovative skills. Most FM companies were

classified and recognized in their capabilities to propose a high level of Soft Services (i.e cleaning, security, waste management).

The traditional hard services (i.e HVAC, Fire Services, lighting) was a non negotiable must have to guarantee the comfort of the users but without real added value. More hidden the better it was.

Today things are different because the needs are different both for users and owners. Comfort increasing , Energy savings, traceability and transparency changed the game. Hard Services is returning to the front of the stage and the technological development has radically transformed the role of the Facility Manager and its contractors.

To embrace this new challenges Southa Holdings has operated its digital transformation to propose to its Customers innovative and technological solutions. Energy Monitoring Center (HUBGRADE),

Mobility solutions, predictive maintenance are one of our In-house solutions to fit our FM customers requirements.

# FM, Sustainability, Technology: Reflections from the UK in the Time of Covid



## Prof. Alexi MARMOT

Professor of Facility and Environment Management  
and Director Bartlett Global Centre, University College  
London

### Speaker's Profile

Alexi combines academic and professional roles as Professor of Facility & Environment in the Bartlett Faculty of the Built Environment, University College London, UCL, and Director of UCL Global Centre for Learning Environments, Honorary Professor in University of Sydney's School of Architecture, Design and Planning, and founding director of AMA Alexi Marmot Associates, a London-based consultancy specialising in evidence-based consultative design.

Educated as an architect and urban planner in Australia and the USA, she has authored several books and many academic and professional papers. Her research focuses primarily on the design and management of workplaces, educational estates and libraries. With Joanna Eley she wrote workplace classics: *Understanding Offices: What every organization needs to know about office buildings* (Penguin), *Office Space Planning: Designing for Tomorrow's Workplace* (McGraw-Hill), and *Space on Demand: Coworkspace and Space Matchmaker apps* (British Council for Offices). In Oct 2020, the BCO releases her latest report: *High Office: Fire Safety in tall, supertall and megatall office buildings*.

Alexi has advised numerous multinational companies, central and local government organisations, educational and charitable bodies, on their workspace strategy, design, operations and change management.

As an academic she has held senior leadership roles in UCL, conducted original research, supervised PhD and Masters level research, authored/co-authored many papers and delivered numerous invited lectures at conferences around the world.

Alexi is a Governor of WMC, the oldest adult education college in Europe, and Governor of the Royal Female School of Art Foundation, and a Trustee of the IFMA Foundation Board. She received the PFM lifetime achievement award in 2017.

### Abstracts

2020 has placed the FM industry and its workforce firmly in the spotlight, recognising the industry's criticality in making environments safe during the pandemic, while at the same time being mindful of the

need for improved global sustainability. Drawing on examples of policy and practice in UK workplaces, educational settings, and in transportation, this talk focuses on key messages for FM in shaping future environments that are not only productive, but that use people's time and planetary resources wisely. Themes covered include:

- changed regimes for security, cleaning, ventilation and movement through space
- importance of live data streams to monitor people and facilities
- investment in the operation of enclosed space and some external environments
- lessons learnt from mechanical and engineering operations in sensitive environments: hospital operating theatres and intensive care units
- impact on office workplace densities and use
- importance of communication and knowledge sharing
- longer term impact on environmental sustainability of workplaces, cities, and the planet.

## Future-proof Your Building Today



### Mr. Nicholas HO

Chairman, Ho & Partners Architects Engineers & Development Consultants Limited

#### Speaker's Profile

Award-winning architect Nicholas Ho currently serves as Chairman of hpa (Ho & Partners Architects), a leading multi-disciplinary architectural practice headquartered in Hong Kong, and a Strategic Partner of HKTDC's Belt and Road-related initiatives.

With years of design experience across Europe, China, Southeast Asia and the Middle East and his wealth of knowledge and insight, Ho is the Hong Kong, China (HKC)'s alternate representative to the Asia-Pacific Economic Cooperation (APEC) Business Advisory Council (ABAC), member of the HKSAR Youth Development Commission, member of Hong Kong Trade and Industry Advisory Board, member of Hong Kong Trade Development Council (HKTDC) Belt and Road & Greater Bay Area Committee, and council member of Lingnan University.

With landmark projects across 50 cities in 12 countries totaling over 1 billion square feet of construction footprint, hpa has firmly established itself as an international and technologically advanced advisory platform for four decades. Since 2016, hpa has also spearheaded numerous SMART Cities initiatives through partnering with and

investing in dozens of tech partners and solution providers globally, actively nurturing an ecosystem for technology development. Our advisory role and comprehensive services add value to clients' projects, including national governments and private sectors, with whom we have successfully collaborated in over 6 countries.

Ho has a keen interest in exporting Hong Kong professional services abroad, as exemplified by his current projects across Southeast Asia, Europe and the USA. Aligning with the PRC's mandate to develop the Belt and Road Initiative, he has been actively establishing partnership alliances along the New Silk Road.

#### Abstracts

The future is SMART and GREEN! From how we live, work, eat and play, we will gradually transform our habits and environment leading to radical changes to our economies.

Looking forward, now is the best time to start understanding, defining, monitoring and adopting this new evolution to our civilisation, from hardware to software innovation and integration.

## Panel Discussion 4 : Future FM



**Mr. Danny HO**  
General Manager – Asia  
FSI (FM Solutions) Limited

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### Moderator's Profile

Danny is the General Manager – Asia for FSI (FM Solutions) Limited, a global-leader in modern CAFM/ Workplace solutions. He has a vast experience of management in strategic areas ranging from Real Estate, Engineering and Construction, Building Lifecycle, Enterprise Asset Management, Total Facilities Management and BIM. He is placed to further raise the FSI brand and profile in the Greater China and Asia Pacific regions, championing the Concept Evolution CAFM, Concept Advantage Apps, and FSI GO Workforce Mobility solutions from FSI.

Danny has a unique complete set of experience with strategic focus on innovative and disruptive technologies for transforming Real Estate/Property/Construction/Facilities and Asset Management.

Throughout his career, he always act as a Technology Evangelist and Trusted Advisor for senior executives on innovative business transformation in supporting clients in Asia to create extraordinary value and benefits for businesses across many different sectors.

Before working for FSI and other global giant technology vendors such as SAP (ERP and Real Estate), Oracle (ERP and Property Management), Cisco (Connected Real Estate and Workplace Technologies), Workday (Enterprise Cloud) and Argus Software (Commercial real estate software for investment management and development), Danny had been working for ARCHIBUS, Inc. for 14 years. He was responsible for selling, serving and supporting Global 500 clients, local and regional MNCs, governments, higher education and healthcare facilities clients, etc. It gave him a very strong foundation of best practices in managing People, Process, Place and Technology in Workplace across many different sectors. He was also a seasoned speaker at major Real Estate and Facilities Management events in Asia (e.g. Building and Construction Authority Singapore, CoreNet Global, International Facility Management Association), and guest lecturer at major universities in the region such as University of Hong Kong, Hong Kong Polytechnic University, HKMA, Taiwan National University, National University of Singapore, UiTM Malaysia, etc.

Danny holds an Executive MBA degree from The Chinese University of Hong Kong (graduated with honor on Dean's list) and is a lifetime member of Beta Gamma Sigma (Best In Business).

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# Supporting Organizations





**IFMA™** Hong Kong Chapter  
International Facility Management Association

**integrate** | 2020  
FACILITY MANAGEMENT CONFERENCE

CHANGING THE FM  
**CONVERSATION**

**SUSTAINABILITY  
AND TECHNOLOGY**

**The Hong Kong Chapter of IFMA**

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