Zurich University
of Applied Sciences

Life Sciences and Facility Management

IFM Institute of Facility Management

Evidence-based Facility Management:

IFM Symposium 2018

on Workplace and Sustainable FM

Contents

Institute of Facility Management (IFM)

The Institute of Facility Management (IFM) is a leading player in the field of facility management and the only university-level institution in Switzerland with a broad public mandate for the provision of teaching at BSc and MSc level, further education (MAS), as well as research and development and services. Since Spring 2017 the IFM offers a PhD programme together with its partner universities LJMU and NTNU.

In all areas the institute works closely with business and public institutions. Since the first university degree in FM was issued, more than 800 students have graduated from the institute with a Bachelor, Master, or MAS degree. The IFM has been active for many years in creating education and training opportunities and promoting innovation through research and its application in practice. The focus is on the application of innovative technologies in the age of digitisation.

Welcome

Evidence-based Facility Management:

IFM Symposium 2018

on Workplace and Sustainable FM

I am pleased to invite all academics, students and industry partners in the field of Facility Management to this year's evidence-based facility management IFM symposium on workplace and sustainable FM. Our event aims to boost the insight into research questions concerning well-being in the workplace, sustainable building operations, and innovative FM services.

Our main areas of research are digitisation and sustainability in real estate and facility management, FM in health-care, and workplace management. Therefore, with the increased digitisation, the IFM's applied research and development contributes to a higher innovation potential for owners, operators, and end-users of buildings and services as well as the social environment.

At this year's IFM symposium you will benefit from a carefully chosen selection of presentations from international experts and from our own Institute of Facility Management. Speakers are showing perspectives from Denmark, Germany, the UK, and Switzerland. In addition, the IFM symposium offers workshops and an exciting exchange with the doctoral candidates, students, researchers, and professors of the IFM and our international partners and guests.

A warm Welcome!

Prof. Dr.-Ing. Antje Junghans
Director of Institute

Programme

when	what	where
08:15	**Registration**	Foyer Ground Floor
08:45	**Welcome** Prof. Dr.-Ing. Antje Junghans	Auditorium Ground Floor
	Session 1: Workplace research and its implications	
09:00	Dr. Ying Hua: „Research-based workplace reengineering practice: The US experience“	Auditorium Ground Floor
09:25	Clara Weber: „Why privacy impairment leads to stress and fatigue at work and what we can do about it“	
09:50	Dr. Eleanor Ratcliffe: „Bringing sounds of the outdoors inside: Lessons from restorative environments research“	
10:15	**Coffee Break**	Foyer Ground Floor
	Session 2: Sustainable Facilities Management	
10:45	Prof. Markus Hubbuch and Marcel Janser: „Innovative business models for more sustainable buildings“	Auditorium Ground Floor
11:10	Esmir Maslesa: „IT systems in FM and environmental building performance“	
11:35	Heinz J. Bernegger: „New instruments for decarbonisation and sustainability optimisation of larger real estate portfolios and the leading role of Facility Management in the re-/certification process“	
12:00	**Lunch Break**	2nd Floor
	Session 3: Keynotes	
13:15	Prof. Dr.-Ing. Ulrich Schramm: „From delivery process to life cycle phases: Building performance evaluation of an intelligent campus building“	Auditorium Ground Floor
13:45	Chris Havers: „The Sustainable FM Index – Measuring corporate E,S,G performance“	
14:15	**Parallel thematic workshops on workplace and sustainability in FM**	please see overleaf
	Coffee is available throughout the afternoon	2nd Floor
15:45	**Closing words and future prospects** Prof. Dr.-Ing. Antje Junghans	Auditorium Ground Floor
16:00	**End of Symposium**	Foyer Ground Floor

Detailed Programme

Parallel thematic workshops on workplace and sustainability in FM

when	what	where
14:15	**Workshop 1:** Dr. Ying Hua and Prof. Dr. Lukas Windlinger: “Workplace Reengineering”	RA O3.25 (3rd Floor)
14:15	**Workshop 2:** Dr. Eleanor Ratcliffe and Clara Weber: “Designing for wellbeing in the built environment: Lessons from restorative environments research”	RA O2.31 (2nd Floor)
14:15	**Workshop 3:** Esmir Maslesa and Simon Ashworth: «IT systems in FM and sustainable facilities management»	RA O2.37 (2nd Floor)
14:15	**Workshop 4:** Chris Havers and Prof. Dr. Carsten K. Druhmann: «Measuring sustainability in building operations»	Auditorium (Ground Floor)

Session 1

Workplace Research and its implications

Speakers

Dr. Ying Hua

Research-based workplace reengineering practice: The US experience

Clara Weber

Why Privacy Impairment leads to Stress and Fatigue at Work and What We Can Do about It

Dr. Eleanor Ratcliffe

Bringing sounds of the outdoors inside: Lessons from restorative environments research

Dr. Ying Hua

Associate Professor at the Department of Design and Environmental Analysis at Cornell University, United States

Dr. Ying Hua is associate professor at the department of design and environmental analysis at Cornell University, US. She comes from an architecture and behavioral science background. The International Workplace Studies Program (IWSP) at Cornell University led by Dr. Hua conducts both research and consulting work that view workplace as value-enabling platforms for organisations and individuals. Her research reflects a human-centered approach and strong interest in advancing the methodology for workplace studies. Her work spans across multiple phases of project life-cycle, including pre-design strategising and concept development, workplace planning and design solutions, workplace performance diagnosis through POE and workplace reengineering, change management, and branding through workplace strategies. The Workplace Strategy Studio that she teaches at Cornell challenges students to devise solutions for critical issues that affect future work and future workplace.

Research-based workplace reengineering practice: The US experience

Clara Weber

Research Associate at the Institute of Facility Management (IFM), ZHAW, Switzerland

Clara works as a member of research staff at the department of Facility Management and Life Sciences at the University of Applied Sciences Zurich (ZHAW), Switzerland. She is a doctorate student in environmental psychology at the University of Surrey, UK. Alongside her academic career Clara has worked for leading workplace consultancies such as AECOM Strategy Plus in London and the Office Innovation Centre of Fraunhofer Institute in Stuttgart. Clara holds master degrees in architecture and in psychology.

Why privacy impairment leads to stress and fatigue at work and what we can do about it

Dr. Eleanor Ratcliffe

Environmental and Consumer Psychologist at the Imperial College London, United Kingdom

Dr. Eleanor Ratcliffe is an environmental and consumer psychologist. In 2015 she completed her PhD at University of Surrey, UK, on the psychological experience of listening to bird sounds. She has since conducted post-doctoral research at University of Tampere, Finland, on links between place attachment, memory, and wellbeing. Eleanor is currently a postdoctoral research associate at Imperial College London, UK, where she studies consumption rituals.

Bringing sounds of the outdoors inside: Lessons from restorative environments research

Session 2

Sustainable Facilities Management

Speakers

Prof. Markus Hubbuch and Marcel Janser

Innovative business models for more sustainable buildings

Esmir Maslesa

IT systems in FM and environmental building performance

Heinz J. Bernegger

New instruments for decarbonisation and sustainability optimisation of larger real estate portfolios and the leading role of Facility Management in the re-/certification process

Prof. Markus Hubbuch

Lecturer at the Institute of Facility Management (IFM), ZHAW, Switzerland

Prof. Markus Hubbuch obtained the degree of mechanical engineer HTL at IBB (now University of Applied Sciences Northwestern Switzerland) in 1983. Then he studied at the ETH Zurich and in 1987 achieved the master's degree in engineering. From 1988 to 2000 he worked as a senior consultant and project manager for two engineering firms in the fields of regenerative energy, energy efficiency and HVAC concepts. Since 2000 Prof. Markus Hubbuch lectures at the Institute of Facility Management and at the Institute of Environmental Engineering, ZHAW. In 2004 he was awarded Professor ZFH.

He is a member of SIA and of the executive board of Swiss Sustainable Building Council SGNI and is involved in working groups of IFMA Switzerland and the Swiss Association for Geothermal Energy SVG. He is a member of the committees SIA 113 FM-orientated planning and SIA 384/6 borehole heat exchangers. He is representative of Switzerland in the ISO TC 267 Facility Management and the main author of the book „Energy Management", published by vdf, Verlag der Fachvereine der ETH Zürich.

His research projects deal with energy management and business models for sustainable building services.

Innovative business models for sustainable buildings

Marcel Janser

Research Associate at the Institute of Facility Management (IFM), ZHAW, Switzerland

Marcel Janser is researcher, lecturer and PhD candidate at the Institute of Facility Management, Zurich University of Applied Sciences. His main research interest lies in the area of large-scale and effective behaviour change for sustainability and climate-change mitigation. In this context, his current research projects focus on studying and describing energy-relevant motives and practices of different professional actors in the Swiss real estate industry. This in turn shall help to explain the building-related energy performance gap and assist real estate building-owners and service-providers in developing sustainable business models that are profitable for all parties involved. Marcel Janser's teaching responsibilities include lectures on human environment interaction and applied statistics. Before his appointment as a scientist, Marcel Janser completed his degree in social and business psychology, communication science and philosophy at the University of Zurich and gained work experience in personnel development and organisational consultancy.

Innovative business models for sustainable buildings

Esmir Maslesa

Industrial PhD student, Technical University of Denmark & KMD, Denmark

Esmir Maslesa is a civil engineer with a master's degree from Technical University of Denmark (DTU) and comes from an urban and construction management background. After the graduation in 2011, he has been working as a research assistant at DTU on various research project regarding sustainability in the built environment. In 2015, he started working as a business specialist on Integrated Workplace Management System (IWMS) in the IT company KMD. He is currently an industrial PhD candidate affiliated with KMD and DTU studying the role of IT systems for improving real estate management and building performance. His research fields cover real estate and facilities management, IT systems in FM, and sustainability, with special focus on environmental building performance.

IT systems in FM and environmental building performance

Heinz J. Bernegger

Lecturer at the Institute of Facility Management (IFM), ZHAW, Switzerland

Heinz J. Bernegger is a graduated architect ETH, lecturer and CAS module manager Life Cycle Management - Real Estate at the Institute of Facility Management, as well as managing director of the Swiss Sustainable Building Council SGNI. His experience and his expert knowledge are in the field of sustainable project development, planning and construction-accompanying facility management, sustainability in architectural competitions, evaluation and certification of buildings and areas in terms of sustainability. His specific strengths are those of concept and instrument development for sustainability assessment, be it at the portfolio, area, or building level. His latest research relates to the sustainability of in-house FM processes and the BIM-based certification of complex new-build projects.

New instruments for decarbonisation and sustainability optimisation of larger real estate portfolios and the leading role of Facility Management in the re-/certification process

Session 3

Keynotes

Speakers

Prof. Dr.-Ing. Ulrich Schramm

From Delivery Process to Life Cycle Phases: Building Performance Evaluation of an Intelligent Campus Building

Chris Havers

The Sustainable FM Index – Measuring corporate E,S,G performance

Prof. Dr.-Ing. Ulrich Schramm

Professor in the Department of Architecture and Civil Engineering at the Bielefeld University of Applied Sciences, Minden Campus, Germany

Ulrich Schramm is professor in the Department of Architecture and Civil Engineering at the Bielefeld University of Applied Sciences, Minden Campus, in Germany. His appointment includes teaching and research responsibilities in the field of facility programming, building performance evaluation, and building technologies.

He is a trained architect and an experienced facility programmer. He received his doctorate in architecture from the University of Stuttgart and a post-doctoral fellowship from the German Research Foundation (Deutsche Forschungsgemeinschaft, DFG) for his stay at the University of Cincinnati as visiting professor of architecture. Results of his studies within the International Building Performance Evaluation (IBPE) consortium and the campus-based research project Intelligent Building Technologies (InteG-F) have been presented at conferences of the Environmental Design Research Association (EDRA) since 1995 and published in several articles and book chapters. Some recent chapters he has written were published in „Architecture beyond Criticism: Expert Judgment and Performance Evaluation“ (Routledge, 2015) and „Adaptive Architecture: Changing Parameters and Practice „(Routledge, 2018).

He also co-authored the first book on Facility Programming in Germany „Nutzerorientierte Bedarfsplanung: Prozessqualität für nachhaltige Gebäude“ (Springer, 2011). His latest book, co-edited with Wolfgang Preiser and Andrea Hardy, is „Building Performance Evaluation: From Delivery Process to Life Cycle Phases“ (Springer, 2018).

From delivery process to life cycle phases: Building performance evaluation of an intelligent campus building

Chris Havers

Programme Director, Principal Sustainability Consultant, Acclaro Advisory, Wokingham, United Kingdom

Chris' environmental background was based on becoming a specialist in environmental corporate reporting and GHG measurement with CDP and other voluntary reporting mechanisms. He managed client relationships with major businesses across the world from industries including Information technology, oil and gas, and metals and mining. He expanded his experience in corporate reporting with experience in UK and EU regulatory reporting in carbon and energy such as GHG mandatory reporting. He also spent two years working on corporate water risk reporting through CDP and has much experience with analysing environmental data for corporate benchmarking.

Chris has also worked on waste audits and energy audits while working for the London Borough of Camden. He led a business facing initiative called the Camden Climate Change Alliance which provided consultancy services for local business facilities. In this time, he also completed the 5-day lead auditor training course for ISO50001.

The Sustainable FM Index – Measuring corporate E,S,G performance

How to get there

Public Transport

— from Zurich airport: train IR Interregio, IC or ICN Intercity to Zurich main station

— from Zurich mainstation (Zurich HB): train S2, S8, S25 or RE (regional train to Chur) timetable please refer to www.sbb.ch

— from Wädenswil train station : 10 min walk from train station

By car

— No parking at building RA (parking at the train station), 10 min walk to RA

Map - RA building, Reidbach Campus
Seestrasse 55, 8820 Wädenswil

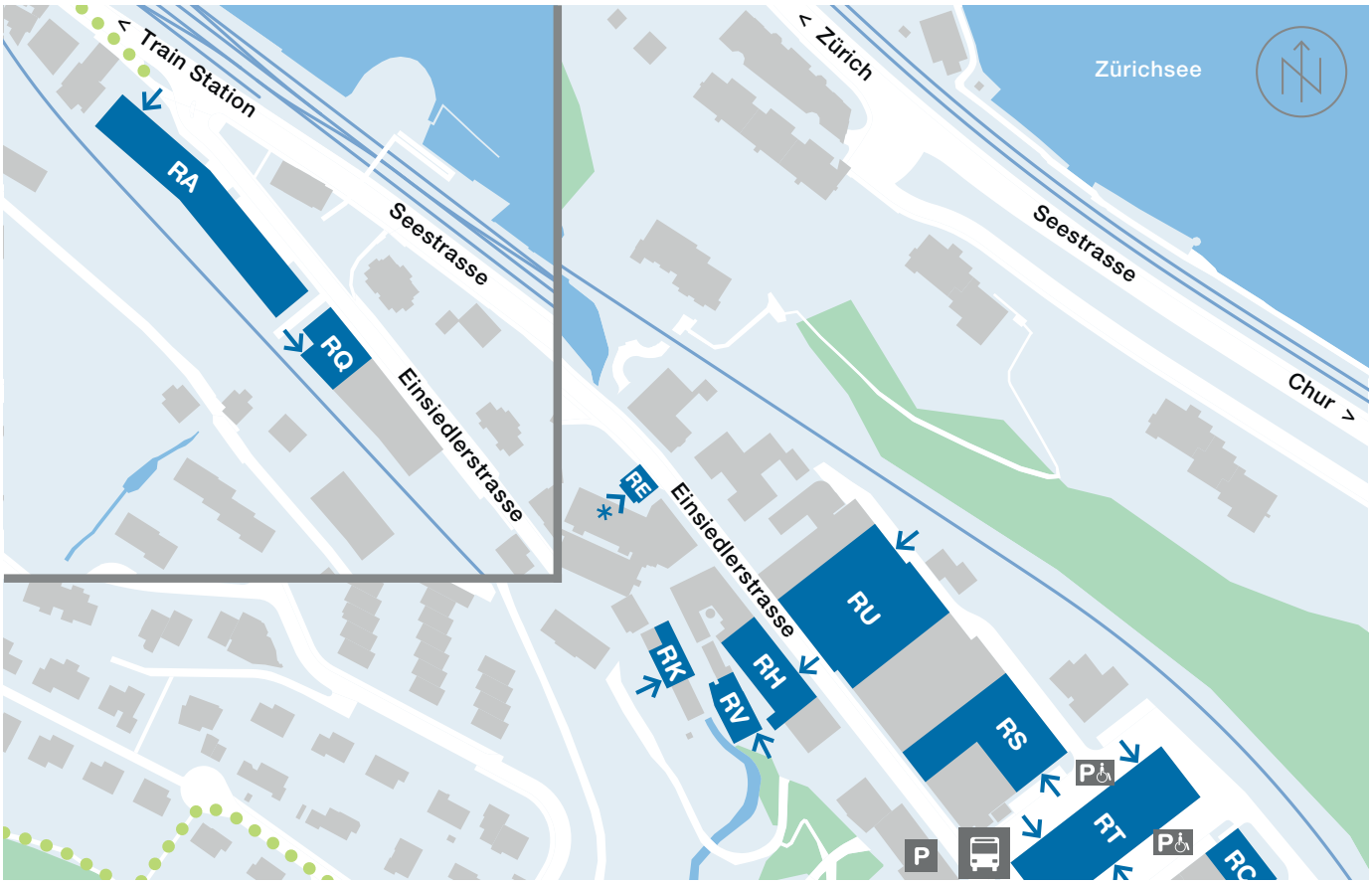
Zurich University
of Applied Sciences

Wädenswil – Campus Reidbach

School of Life Sciences and Facility Management
Grüentalstrasse 14, Postfach, 8820 Wädenswil
Phone +41 58 934 50 00, info.lsfm@zhaw.ch, www.zhaw.ch/lsfm

Arrival by public transport:
Building RA: 10 minutes walk from Wädenswil train station

Arrival by private transport:
Building RA: Seestrasse 55 (Exit Wädenswil). Please use public parking at Wädenswil train station. There is no parking at the Building RA.



Contact Details

ZHAW Zurich University of Applied Sciences
School of Life Sciences and Facility Management

Institute of Facility Management
Marianne Kupferschmid
Grüental / RA
CH-8820 Wädenswil
www.zhaw.ch/ifm