



**The Auditorium  
( Ground Floor )**

**The Club  
( Ground Floor )**

**The Creative Lab  
( First Floor )**

**The Pitch  
( First Floor )**

9:00-9:10: Opening Speech IFMA/FMN - Graham Tier/Natalie Hofman

9:10-9:50: Nigel Risner: How to Create Impact & Have Your Best Year Ever

9:50-10:30: Kate Vitasek: The New Economics of Commerce

**Coffee break**

11:00-11:30: What will be the workplace of the robot  
- Sakia Nijs

11:30-12:00: How FM providers can improve end-user  
satisfaction by using fact-based research - George Maas

12:00-12:30: The Added value of FM, HR, ICT - Ton Rutten

12:30-13:00: FM Developments in Ikea  
- Johan Ohlsson/Kris Brans

11:00-12:00: HR Debate: From Facility Management to People  
Management - Moderator: Leo Laanen

12:00-13:00: C-level debate: How can FM help to reach the  
strategic goals of an organization - Moderator: Gerard de Bruijn

11:00-12:00: Blockchain for RE and FM - Ted Ritter/Erik  
Jaspers/Geoff Williams/Rick Schmitz

12:00-13:00: How are multifaceted Millenials discussing  
the workplace - Flore Pradere/Marie Puybaraud

11:00-11:30: Trends & developments within the facility and  
workplace market - Corinna van Diepen

11:30-12:30: How Vested Outsourcing® can help taking  
business relations to the next level - Kate Vitasek,  
Maurice Verwer, Kyrсна De Bruine

12:30-12:45: Increase your BIM capability - Marc Schlaghecke

12:45-13:00: How to use the power of BIM for FM - Ronnie Lauxen

**Networking Lunch**

14:00-15:00: Metrics that matter  
- Marie Puybaraud/Flore Pradere

15:00-15:30: The future of FM is... Plastic Waste Free  
- Marijke Paalvast

14:00 - 15:00: EU Debate: By 2050, the European Commission  
wants Europe to reach zero greenhouse emissions  
- Moderator: Frédéric Aertssen

15:00-15:30: EU FM Associations debate  
- Moderator: Ian van der Pool

14:00-14:30: The FM guide to ICT - Joachim Hohmann

14:30-15:30: Personal Leadership and Goal-setting in  
Facilities - Gerhard te Velde

14:00-15:00: FM Community learning in the Expertise  
community - Sandy Brouwer

15:00-15:30: Buying Innovations?! - Fanny Nagelmaeker

**Coffee break**

16:00-17:00: James Dearsley: Will PropTech make all Facility Managers redundant?

**Charity Dinner (ticket required)**



**The Auditorium  
( Ground Level )**

**9:00-10:00: AI and the Human Experience**  
- Kay Sargent/Trina Marshall

**10:00-10:30: Workplace Maturity model<sup>®</sup>** - Vincent le Noble

**11:00-12:00: Collaboration in the world's best workplaces**  
- Peggie Rothe/Harold Coenders

**12:00-12:30: Partnerships - make them work!** - Sergej Bos

**12:30-13:00: Better facilities, better performance**  
- Mark Mobach

**14:00-14:30: Brilliant failures in collaboration** - Paul Iske

**14:30-15:00: PropTech NL: Collaboration of RE, FM, Tech**  
- Herman Knevel

**15:00-15:30: How artificial intelligence can help in outsourcing business of FM** - Lawrence Lok

**The Club  
( Ground Level )**

**9:00-10:00: Future trends in ESG** - Moderator: Lisa Broos

**10:00-10:30: Trends and developments in workplace management** - Bote Scholtens

**11:00-12:00: Disruption or distraction: flexspace transforming RE** - Moderator: Tom Carol

**12:00-13:00: WE: Inconvenient Conversations**  
- Moderator: Kate North

**14:00 - 15:00: Facility Management in the future world of digital twins. How the industry will look like in the future?**  
- Moderator: Maciej Wisniewski

**15:00 - 15:30: Does workplace matter?**  
- Moderator: Chris Hood

**The Creative Lab  
( First Level )**

**9:00-9:30: The impact of circular ambitions**  
- Gerard de Bruijn

**9:30-10:30: Gamification for Adult Education**  
- Antonin Vacek

**11:00-12:00: The Planet needs you! Call for Action to Facility Managers and Asset owners** - M.C. Vader

**12:00-13:00: The next exciting step in FM evolution, based on ISO41001** - Ine Schaeps/Jan vd Pool

**14:00-14:30: Sustainable in 30 min** - Bert van Rinselaar

**14:30-15:30: Circular FM: there's no such thing as trash**  
- Expertgroup Circular Economy/Yvette Watson

**The Pitch  
( First Level )**

**9:00-9:15: Mutual motivation** - Pitch by IFMA's Facility Management Consultants Council (FMCC)

**9:15-9:30: Why IT matters, the true value of the Workplace and the IT community** - Pitch by IFMA's Information Technology Community (ITC)

**9:30-9:45: WE change the world together - one workplace at a time** - Pitch by IFMA's Workplace Evolutionaries Community (WE)

**9:45-10:00: The IFMA Foundation** - Pitch by The IFMA Foundation

**10:00-10:30 : The secret ingredient to building a great service culture** - Ron van Haasteren

**11:00-11:30: The Waste Factory** - 3 pitches - Maarten Schellekens

**11:30-12:00: Game changers** - 3 pitches - Herman Knevel

**12:00-12:30: Startups in building digitalization** - 3 pitches - Spaceti/Simaxx/Intelliclean

**12:30-13:00: Startups & Corporates: are you ready to team-up?**  
- Fred Van Ommen

**14:00-14:30: Let's invent how to organize FM innovation**  
- 4 pitches - Michael van der Meer

**14:30-15:00: Start-ups Healthy working (Pharos case)**  
- Marco Sothewes

**15:00-15:30: F\*ckup Afternoon: Catwalk of the best failures from FM innovators** - Karolien Niederer

**Coffee Break**

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**Networking Lunch**

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**Coffee Break**

**16:00-17:00: Nancy Rademakers: Extreme Customer Centricity in a Networked World**

**FM Party**