

## **SAFMA CONVENTION AND EXHIBITION 2011**

**Galaxy Room, Focus Rooms, The Core Shopping Centre,  
Sunninghill Gauteng**

**Tuesday 23<sup>rd</sup> August 2011**

Chairperson: Nicolette van den Eijkel

- 07:30 Registration
- 08:30 **Welcome; housekeeping and thank the sponsors:** Keith Thompson, President SAFMA
- 08:45 **Opening Address:** Jason Ngobeni, Executive Director: Economic Development, City of Joburg
- 09:45 **Refreshments and Visit Exhibition**
- 10:15 **How does Legislation affect service delivery?: Panel Discussion:**
1. S197 of the Labour Relations Act and Service Delivery; Nicky van der Westhuizen; Director Edward Nathan Sonnenberg;
  2. How the Consumer Protection Act affects Service Delivery; Roger Hitchcock, Director Honeylane Consulting (SINK or SWIM Seminars).
- 11:30 **The Power of one – how you can make a difference?** Kieno Kummies, Lead SA
- 12:30 **Lunch & Visit Exhibition**
- 13:15 **Interactive session:** Competition & hear from Exhibitors
- 13:45 **Discussion: The FM environment in SA:** Bonang Mohale, Chairman and Vice President: SOPAF South and Shell South Africa Marketing (Pty) Limited
- 14:45 **Refreshments**
- 15:00 **Communication – A foundation for optimal service delivery – Yes, but what about communication?** Hermien Zaaiman, ProjectSuccess
- 16:00 **Keynote Address: Professionalising FM in the US: A case study:** Tony Keane, President and CEO of International Facility Management Association, (IFMA)
- 17:00 **Close for Day 1 and thanks**
- 17:00 **Cocktail party**

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Chairperson: tbc

08:30 **Welcome to Day 2**

08:45 Interactive Session

09:00 **Why Go Green?** Manfred Braune, Green Building Council South Africa

10:00 **What if the lights go out? Operating in the dark.** Andrew Etzinger, Senior General Manager, Eskom

11:00 **Refreshments**

11:30 **Key note: Innovations in FM:** Tony Keane, President and CEO of International Facility Management Association, (IFMA)

12:30 **Lunch**

13:30 **Where To From Here? The Future of Business in SA:** Chris Moerdyk, Marketing Analyst, Fellow of the Institute of Marketing Management

14:30 **Lucky Draw**

14:45 **Refreshments & Close**

15:00 **AGM**