

Project Final Report for Professional Services Advancement Support Scheme (“PASS”)

1. Project Details

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| 1.1 Project Reference No. | : | <u>PS184009</u> |
| 1.2 Project Title | : | <u>Enhancing the Professionalism of Facility Managers and Their Contribution to the Building Management and Facility Market in Hong Kong</u> |
| 1.3 Grantee | : | <u>International Facility Management Association (Hong Kong Chapter) (IFMA)</u> |
| 1.4 Collaborating Organisation(s) | : | <u>IFMA Foundation Hong Kong Limited</u> |
| 1.5 Implementation Agent(s) | : | <u>Ming Focus Limited</u> |
| 1.6 Sponsoring Organisation(s) | : | <u>N.A.</u> |
| 1.7 Consultant(s) | : | <u>N.A.</u> |
| 1.8 Project Co-ordinator | : | <u>(Name) Yeung Man Wai Jenny</u>
<u>(Post title) Committee Member</u> |
| 1.9 Deputy Project Co-ordinator | : | <u>(Name) Leung Chun Yuen Kendrew</u>
<u>(Post title) Immediate Past President</u> |
| 1.10 Project Period (duration) | : | <u>from 01/07/2020 to 30/09/2021 (15 months)</u> |
| 1.11 Major Beneficiary Sector(s) | : | <u>Building and construction-related services</u> |
| 1.12 Approved PASS Grant (HK\$) | : | <u>452,000</u> |

2. Project Implementation

2.1 Project Summary

(Please give a summary of the project including objectives, deliverables and target professional service sectors within 100 words.)

Objective –

- Enhance Hong Kong's facility and property management professional knowledge through exploring the latest trends in policy developments and relevant impacts; and
- Examine the challenges and opportunities for Hong Kong's facility and property management professional services in the Mainland.

Deliverables-

- Two half-day seminars;
- One 1-day conference; and
- One final report

Target Professional Service Sectors

- Local facility management professionals and Engineers under Engineering services and Real estate services sector.

2.2 Project Deliverables

(Please compare the actual results achieved with the agreed targets for each item.)

Agreed Targets		Actual Results Achieved <i>(Please submit copies of all relevant supporting materials, e.g. proceedings, attendance records.)</i>	
<i>Date / Deliverables (with quantity)</i>	<i>Beneficiaries (estimated no. of local / non-local participants)</i>	<i>Date / Deliverables (with actual quantity)</i>	<i>Beneficiaries (actual no. of local / non-local participants)</i>
01/09/2020 to 31/05/2021 Two half-day seminars in Hong Kong	300 participants, including 220 Hong Kong engineers and facility management professionals; <i>and 80 non-local professionals</i>)	<u>Completed:</u> Two half-day seminars in Hong Kong 1 st seminar: 18/09/2020 2 nd seminar: 05/06/2021	641 participants, including 520 Hong Kong engineers and facility management professionals; <i>and 121 non-local professionals and other participants</i>) (For Hong Kong professionals: 236% of the target met)
01/11/2020 to 30/11/2020 One 1-day conference in Hong Kong	250 participants, including 190 Hong Kong engineers and facility management professionals; <i>and 60 non-local professionals</i>)	<u>Completed:</u> One 1-day conference in Hong Kong 17/11/2020	297 participants, including 257 Hong Kong engineers and facility management professionals; <i>14 non-local professionals and 26 other participants</i>)

Agreed Targets		Actual Results Achieved (Please submit copies of all relevant supporting materials, e.g. proceedings, attendance records.)	
Date / Deliverables (with quantity)	Beneficiaries (estimated no. of local / non-local participants)	Date / Deliverables (with actual quantity)	Beneficiaries (actual no. of local / non-local participants)
			(For Hong Kong professionals: 135% of the target met)
By 30/09/2021 Final report on the project outcome	Browsers on internet	Completed: 25/01/2022 Final report on the project outcome	Browsers on internet

2.3 Project Promotion and Dissemination

(Please compare the actual means used / outcomes with the agreed activities for each item.)

Agreed Activities	Actual Means Used / Outcomes (Please submit copies of all relevant supporting materials, e.g. posters, leaflets, invitation letters, publications, website printouts, dissemination e-mails, newsletters, feedback surveys and analysis.)
(a) For Project Promotion:	
To prepare email broadcast for the conference and seminars.	email broadcast for the conference and seminars were sent to around 3000 contacts. 5 email broadcasts for Half Day Seminar - IFMA Seminar: from FM of the Future to the Future of FM
To place advertisement in the IFMA Hong Kong Chapter Facebook page.	Flyers of Half Day Seminar - IFMA Seminar: from FM of the Future to the Future of FM were posted on the IFMA Hong Kong Chapter Facebook page Link: https://www.facebook.com/share/p/1CWaUKDf3Q/
To issue invitations and distribute promotional leaflets for the conference, seminars and workshops to local facility and property professionals by email	Issued promotional leaflets to local facility and property professionals by email broadcast.
To invite related associations as supporting organizations.	Invited Supporting organizations for helping to circulate the event flyer to their members or staff with no financial commitment: 20 supporting organizations for Half Day Seminar - IFMA Seminar: from FM of the Future to the Future of FM
(b) For Dissemination of Project Deliverables:	
Announcement of final reports of the event and research	Uploaded onto IFMA Hong Kong Chapter's website together with the proceedings and related materials, videos and photos of the seminars and conference. Link: https://www.ifma.org.hk/news-detail.php?id=100

3. Achievements and Grantee's Evaluation of the Project

3.1 Number of participants and eligible beneficiaries

Project Deliverables	Eligible Number of Beneficiaries (if known)
(i) Two half-day seminars	520 Hong Kong engineers and facility management professionals
(ii) One 1-day conference	257 Hong Kong engineers and facility management professionals
(iii) Final report on the project outcome	Browsers on internet

3.2 Feedback from participants / users / professional services sectors

1) Post-seminar survey to participants for Sustainability Seminar:

Total 190 participants completed the survey forms (62.5% of total participants) regarding the overall rating of the seminar -

- 50 (16.4%) rated excellence
- 118 (38.8%) rated good
- 19 (6.2%) rated average
- 2 (0.6%) rated poor
- 1 (0.3%) rated very poor

The received positive comments like “it can help me to update my knowledge in FM” ; “presentation materials and topic are great and well organize” ; “very useful with insight to our profession” etc. demonstrated excellence outcome in enhancing participants’ understanding of the challenges and opportunities of facility management and building management industry in the sustainability aspect and raising the service standards and external competitiveness of the sector through the inspiration sessions provided by speakers.

Three negative comments received which are all related to technical/ network issue caused by the poor network of the participants.

2) Post-conference survey to participants for Facility and Property Management Conference

Total 154 participants filled the survey forms (53% of total participants) regarding the overall rating of the seminar -

- 72 (46.8%) rated excellence
- 81 (52.6%) rated good
- 1 (0.6%) rated fair

100% participants rated that the sessions improved their understanding of the topic.

Lots of specific positive comments received, like “a great overview and insight on how technology can actually influence people behaviour and how far we can go for sustainability” ; “all the sessions sharing are very useful and inspire me to think, to plan the future development in FM, get ready for the new technology” ; “Explore the challenges and opportunities in FM prospective” ; “ Fully engaged in sustainability solutions development for giving a brighter future to the next generations” showed that the conference successfully broadened participants’ horizons of facility management and building management, and let the participants had a understanding on the challenges and opportunities of the industry. The knowledgeable presentation sessions by speakers demonstrated the best practices for the

industry and inspired participants to continue to raise the service standards and external competitiveness of the sector.

3) Post-seminar survey to participants for Half Day Seminar - IFMA Seminar: from FM of the Future to the Future of FM

Total 149 participants completed the survey forms (45.4 % of total participants) regarding the overall rating of the seminar -

- 70 (46.9 %) rated excellence
- 77 (51.7%) rated good
- 2 (1.3%) rated fair

100% rated the sessions improve their understanding of the topic.

Lots of positive comments received, like “gain Different kind of FM great information.” “Very well organized”, “Wish to arrange few more sessions with shorter time”, “The overall arrangement was very good.” “Successful event, Very good” showed that the seminarsuccessfully broadened participants’ horizons of facility management and building management, and let the participants had more understanding on challenges and opportunities of the industry regarding the latest and future trend of the industry. The knowledgeable presentation sessions by speakers demonstrated the best practices for the industry and inspired participants to continue to raise the service standards and external competitiveness of the sector.

3.3 Dissemination of project deliverables to relevant professionals

Project outcomes to be uploaded to IFMA Hong Kong Chapter’s website, with recording links of the three events.

3.4 PASS and other objectives reached *(May choose more than one)*

- ☒ Increasing the exchanges and co-operation of Hong Kong’s professional services with their counterparts in external markets
- ☒ Promoting relevant publicity activities
- ☒ Enhancing the standards and external competitiveness of Hong Kong’s professional services
- ☐ Others

Please elaborate on how the objective(s) was/were met:

The project period falls into the period of COVID-19 outbreak, although we cannot hold the event physically, we change the three events to online format, so that we can still met the set objectives.

In term of deliverables, from the received comments from participants, they indicated the three events can increase their understanding of the challenges and opportunities in the Mainland and international market, as well as their professional knowledge; and eventually raising the service standards and external competitiveness of the sector.

In term of number of participants, we have met the set target.

3.5 Overall achievements of the project

The overall achievement of the project is very successful.

In term of number of participants, we have met the set target. In term of deliverables, from the received comment from participants, they indicated the three events can increase their understanding of the challenges and opportunities in the Mainland and international market, as well as their professional knowledge; and eventually raising the service standards and external competitiveness of the sector.

The Project Final Report is prepared by the Grantee.