



Endorsed by:



FACILITY MANAGEMENT CONFERENCE 2016

"TOWARDS A SMART AND SUSTAINABLE FUTURE"

01 - 02 JUNE 2016

PULLMAN KUALA LUMPUR BANGSAR

20 CCD Points will be
Awarded by Construction
Industry Development Board
Malaysia (CIDB)



MOHD MAZHAR MOHD MARZUKI
Malaysian Association of Facility
Management (MAFM)
Vice President II



MASOUD MOINFAR
FENESTRA MALAYSIA
Managing Director



HASHIM SALLEH
INDEPENDENT MANAGEMENT
CONSULTING PROFESSIONAL



HASSIN MOHD ASRUL
SGS MALAYSIA
Operations Director



PHILIPPE BURIOT
MY EVOLUTION
Chief Executive Officer



DR RENARD SIEW
SIME DARBY GROUP
Group Sustainability
Environmental Advisor



DATUK IR ABDUL KADIR MOHD DIN
INDAH WATER KONSORTIUM
Chief Executive Officer



DR JOHN ROGERS
Building SMART MALAYSIA
Executive Director



GEORGIOS MAVRIDIS
MAXWELL STAMP
Smart Cities Expert



JUGAL MAKWANA
AECOM
BIM DIRECTOR - ASIA PACIFIC



BOBBY VARANASI
MATRYZEL CONSULTING INC
Chairman & Chief Executive Officer



ZAINI ABDUL WAHAB
CONNECSYS (CNS) GROUP
Director of Operations & Principal
Consultant



DUMIDU RANAWEEERA
DR MIKEL J HARRY SIX SIGMA
MANAGEMENT INSTITUTE ASIA
Executive Director/ President

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CONFERENCE



12 FM Experts

2 Days
Networking

2 Days
Conference

1 Central Venue


**'THE GLOBAL FACILITY
MANAGEMENT
MARKET IS EXPECTED
TO GROW FROM USD
27.25 BILLION IN 2015
TO USD 49.44 BILLION
BY 2020, AT A CAGR
OF 12.7%.'**

**- Facility Management
Market Report
By Solution**

WHEN CHANGE IS INEVITABLE, THE GAME PLAN CHANGES...

A myriad of issues which include aging assets, digital revolution, life-cycle sustainability challenges, skill shortages and the rising energy costs are challenging FM professionals to remain relevant. A different way of thinking about the future is what will set a progressive FM apart!

There's no 'one size fits all' strategy to take advantage of changes in the market and secure growth opportunities. Businesses both large and small must devote a considerable amount of energy and capital to ensure their facilities are properly maintained and ready to meet the challenges of the future. While the central task of facility management is to keep a company's physical properties operating smoothly, it also requires the flexibility to adjust to the fresh demands of an ever evolving world. Facility managers also need to remain alert to trends that will affect their responsibilities.

 **FMC** has lined up a faculty of local and international experts who will be sharing insights on how FM professionals can leverage on the current trends as they prepare and manage for the current times. FM professionals will take home new solutions and strategies that will help them increase operational efficiency and minimize cost through the use of smart and sustainable solutions.

"to be forced by others to change, is like being discarded".

THE FMC 2016 CONFERENCE IS INTENDED FOR...

General Managers / CEOs / Directors

Senior Managers / Facility Managers / Real Estate Managers

Asset Managers / Technical Service Consultants / Life Cycle Managers

Finance and Administrative Managers / Auditors

Energy Managers / Architecture & Project Developers / Building

& Construction Engineers / Business Services

Building Owners AND



All are welcome to join us from all industries, public administration and academia to learn the latest developments in FM, industry initiatives as well as steps to be taken for effective management of their facilities.

SPEAKERS



KEYNOTE SPEAKER
MOHD MAZHAR MOHD MARZUKI
VICE PRESIDENT II, MAFM

Mohd Mazhar is the VP II of the Malaysian Association of Facility Management (MAFM), and also the Council Member of the Malaysian Service Provider's Confederation (MSPC). Since his graduation, he has started FM and personally managed various types of prominent buildings such as KL Tower, Rohas Perkasa, Palace of Justice (Putrajaya) and HSBC Data Center (Cyberjaya and Malaysian Stock Exchange). Currently, he is the Lead FM Consultant for the development of MRB's Center of Excellence and the corporate relocation of Celcom Axiata Berhad. He shares his knowledge and experiences through seminars, conferences and public trainings.

DR. RENARD SIEW
ENVIRONMENTAL ADVISOR, GROUP SUSTAINABILITY
SIME DARBY GROUP



Dr Renard is a sustainability professional with Green Star Accreditation (Design & As-Built) and is passionate about making a positive impact in this world. Currently, he is an Environmental Advisor for the Sime Darby Group, a multinational conglomerate based in South East Asia. He has won many awards in Malaysia and abroad for his research work interests on social responsible investment, climate change and sustainable construction for the building/infrastructure sector and has published several international refereed journals.

DUMIDU RANAWEERA
EXECUTIVE DIRECTOR/ PRESIDENT, DR MIKEL J HARRY
SIX SIGMA MANAGEMENT INSTITUTE ASIA



Dumidu is one of the well-known resources in the field of Lean Six Sigma in Asia, frequently speaking in both international & local forums. He was awarded with the 'LSS Coaching Excellence Medal' award by SSMI, USA. For the past 15 years, he has mentored and trained process excellence projects, resources and organizations in 8 countries. He has held many senior management positions at Sigma Sustainability Institute, Dialog, Telekom, Axiata Group, WNS, IPM and Progressive Consultancies. He is a certified Executive MBB, LSS MBB and a Lean Practitioner certification from BMGI.

BOBBY VARANASI
CHAIRMAN & CHIEF EXECUTIVE OFFICER
MATRYZEL CONSULTING INC



Bobby is one of the acknowledged TOP 25 Globalisation Leaders and Founder of Matryzel Consulting Inc which is one of the World's Top 20 'Best Outsourcing Advisory Firms'. He has 20 years of experience and advises Fortune 500 customer organisations and emerging market entrepreneurs on strategy, growth, sourcing and expansions. He is the author of 'Humanomics— Making Sense of Socio-economic Impacts of Global Sourcing'. He is a recipient of many awards including Excellence in Leadership & Outsourcing.

MASOUS MOINFAR
MANAGING DIRECTOR, FENESTRA MALAYSIA



Masoud is the Managing Director of Fenestra Malaysia. He is a mechanical engineer specializing in building services and has over 32 years of professional experience in design and construction management of a wide range of projects. Masoud has extensive experience in various aspects of building services with a strong focus on value engineering and project management. He is passionate about reducing energy consumption of buildings and is an ardent advocate of introduction of green technologies in commercial developments.

HASHIM SALLEH
PRINCIPAL CONSULTANT
INDEPENDENT MANAGEMENT CONSULTING
PROFESSIONAL



Hashim is a Certified Lead Assessor of ISO 9001 Quality and ISO 22301 Business Continuity Management Systems and has worked in various capacities as an Engineer, Engineering Manager, Project Manager and Senior Consultant. His career includes plant wide maintenance in Jengkatimber processing plant, total preventive maintenance in a Japanese automotive parts manufacturing and assembly plant, EPCC of Gas District Cooling at Malaysia Ministry of Foreign Affairs complex and project management of street lighting and weather monitoring system works in Putrajaya.

PHILIPPE BURIOT
CHIEF EXECUTIVE OFFICER
MY EVOLUTION



Philippe is the CEO of My Evolution the first M2M/IoT MVNO company in Asia that was awarded best 2015 M2 M Solution provider by Frost & Sullivan. He is an early advocate of Internet of Things with 12 years of experience the Telecom space to support Mobile Operators, ISPs, and MVNOs for rapid startup and launch of operations in Asia, Middle East and France.

DATUK IR ABDUL KADIR MOHD DIN
CHIEF EXECUTIVE OFFICER, INDAH WATER KONSORTIUM



Datuk Ir. Abdul Kadir is the CEO of Indah Water Konsortium, a national sewerage company. He has over 29 years industry experience in the water and sewerage sectors and vast exposure in engineering consultancy firms and public listed companies in Malaysia, UK, Brunei, Darussalam, Middle East and Singapore. He has delivered papers on water and waste management topics and is registered with Board of Engineers, Malaysia (BEM) and Chartered Engineer with the Institution of Civil Engineers, UK (MICE). He is also the Director of Malaysia Water Academy, and Alumni Member of the Confederation of British Industry (CBI).

DR. JOHN ROGERS
EXECUTIVE DIRECTOR, buildingSMART MALAYSIA



Dr. John Rogers is a director of the Malaysian chapter of buildingSMART and Roamef, companies advancing the business and societal benefits of Building Information Modelling (BIM). He previously led corporate change programmes in the UK telecoms and banking sectors that were enabled by digitalization. He now works to propagate the digitalizing of the built environment, as BIM, to achieve built asset, whole-life-cycle value optimization culminating in facilities and operations management. John is also a Research Fellow and leads development of Virtual and Augmented Reality systems.

GEORGIOS MAVRIDIS
SMART CITIES EXPERT, MAXWELL STAMP



Georgios is a Smart Cities Expert for Maxwell Stamp, a UK based company leading in international economics consultancy. Based in Greece, he is involved in several Smart Cities projects, providing consultancy on the design, business and technical operations model. He is a visionary enterprise technologist with diverse experience ranging from start-ups to Fortune 500 corporations. He is energetic and solutions-driven with 30 years of experience in designing, implementing and managing large-scale complex ICT programs and projects in Europe and EMEA region.

JUGAL MAKWANA
BIM DIRECTOR— ASIA PACIFIC, AECOM



Jugal Makwana is a Civil engineering graduate with over 18 years of experience in planning and implementing BIM/information modelling process and approach for building and infrastructure projects. He has implemented and is advising collaborative BIM implementation on large infrastructure projects including Metro/Transit, Roads, Airports and mixed development projects across Asia Pacific.

ZAINI ABDUL WAHAB
DIRECTOR OF OPERATIONS & PRINCIPAL CONSULTANT
CONNECSYS (CNS) GROUP



Zaini is the Director of Connecsys, which specialises in proving total management solutions in Malaysia, Thailand, China and Taiwan. He is a certified Energy Management System Expert by UNIDO, a competent Energy Manager, a Certified Trainer, registered consultant with Asian Development Bank, and workshop facilitator for EE policy workshops by International Energy Agency. He has trained hundreds of executives, managers and directors through energy management programs since 1999 and regularly speaks at local and international seminars and conferences. He was a member of Malaysia Energy Service Companies and Board of Judges for Asean Energy Awards.

HASSIN MOHD ASRUL
OPERATIONS DIRECTOR, SGS MALAYSIA



Caroline is a recognised leader in the workplace and real estate profession, with extensive experience working in Asia. She is sought worldwide for her business leadership and consulting experience spanning over 20 years. Her client experience ranges across banking and finance, technology, pharmaceutical, energy and resources, legal and professional services, consumer goods and public sector.

AGENDA



DAY ONE . 1 JUNE 2016

- 0900 CHAIRMAN'S REMARK**
- 0910 KEYNOTE ADDRESS**
GLOBAL OVERVIEW OF THE INCREASING DEMAND FOR SUSTAINABLE & COST-EFFECTIVE FM SOLUTIONS & INNOVATIONS
MOHD MAZHAR MOHD MARZUKI
MAFM
Vice President II
- 0950 BUILDING IT 'RIGHT' THE FIRST TIME - BEST PRACTICES**
Dr. John Rogers . buildingSMART Malaysia
- The Whole Building Cycle - Cradle to the Grave
 - How BIM Should Revolutionize FM
 - Current BIM Status in Asia
 - BIM for Global Best Practices
- 1030 COFFEE BREAK AND NETWORKING**
- 1050 EXPLORING FINANCING OPTIONS FOR RETRO-FIT PROJECTS**
Dr Renard Siew . Group Sustainability Sime Darby Group
- Exploring Types of Funding Mechanisms
 - Internal vs External Funding Options
 - Funding Characteristics
- 1130 IWK CASE STUDY: ASSET MANAGEMENT - KEY TOOLS FOR SEWERAGE MANAGEMENT**
Datuk Ir Abdul Kadir Mohd Din . Indah Water Konsortium
- Physical Structure Assets
 - IWK's Strategic Approach
 - BSI Pass 55
- 1210 SOURCING & FACILITIES MANAGEMENT IN THE ERA OF DISRUPTION**
Bobby Varanasi - Matryzel Consulting Inc
- 1240 LUNCHEON**
- 1400 ACHIEVING OPTIMAL SAFETY & QUALITY STANDARDS IN THE BUILT-IN SECTOR**
Hashim Salleh - Independent Management Consulting Professional
- Understanding ISO in the Context of FM
 - Approaching FM Using PDCA Methodology
 - Auditing Facilities
 - Do-Able & Effective Strategies for Implementation
- 1440 WINNING STRATEGIES FOR EFFICIENT ENERGY MANAGEMENT**
Zaini Abdul Wahab- Connecsyst (CNS) Group
- Energy Services - Industry Overview
 - EPC Process for Facility Managers
 - What's Next & The Way Forward
- 1520 COFFEE BREAK & NETWORKING**
- 1540 APPLIED LEAN SIX SIGMA FOR FACILITY MANAGEMENT PROFESSIONALS**
Dumidu Ranaweera . Dr Mikel Harry Six Sigma Management Institute Asia
- Applied Lean Six Sigma Overview
 - Lean Six Sigma for FM Professionals
 - Practical Application Examples
- 1620 FM INVOLVEMENT IN THE CONSTRUCTION PROCESS**
Hassan Mohd Asrul - COWAM
- The Fourth Industrial Revolution has Just Started
 - New Opportunities for Work Choices
 - Workplaces That Create Competitive Advantage
- 1700 END OF DAY 1**

DAY TWO . 2 JUNE 2016

- 0900 CHAIRMAN'S REMARK**
- 0910 DELIVERING SMART BUILDINGS MANAGEMENT VIA ICT TECHNOLOGY OF SMART CITIES**
Saiful Jumaat Osman - Focus Technology Network
- ICT Essential Components
 - Development Pathway to Being Smarter
 - Future Internet & Open Living Labs
 - Sustainable Partnerships
- 0950 TEACHING OLD BUILDINGS NEW TRICKS: VALUE MANAGEMENT FOR SUSTAINABILITY**
Masoud Moinfar - Fenestra Malaysia
- Energy Efficiency
 - Importance of Facade
 - Improving Indoor Environment
 - Reducing Operational Expenditure Costs
- 1030 COFFEE BREAK AND NETWORKING**
- 1050 BIFM - BUILDING INFORMATION FOR FACILITY MANAGEMENT**
Jugal Makwana - AECOM
- 1130 WHAT HAPPENS WHEN THE INTERNET OF THINGS GOES UP?- THE FUTURE OF FACILITIES**
Phillipe Buriot - My Evolution
- 1210 SMART CITY PRESENTATION**
Georgios Mavridis - Maxwell Stamp
- Jubail Smart City Project - Smart Services for Tenants
 - Yanbu Smart City Project - Open Access Network for Multiple SP
 - ITCC Smart City Project - Regional Hub for ITC & Innovation
 - KAFD Smart City Project - An Economic Hub for GCC area
- 1300 END OF CONFERENCE**

CONFERENCE & WORKSHOP SCHEDULE

day 1

| | |
|-----------------------|------|
| Registration | 0830 |
| Conference Starts | 0900 |
| Morning Refreshment | 1030 |
| Luncheon | 1240 |
| Afternoon Refreshment | 1520 |
| End of the day | 1700 |

day 2

| | |
|---------------------------|------|
| Registration | 0830 |
| Conference Starts | 0900 |
| Morning Refreshment | 1030 |
| End of Conference & Lunch | 1300 |
| 1/2 Day Workshop Tracks | 1400 |
| Afternoon Refreshment | 1520 |
| End of the day | 1700 |

CONCURRENT WORKSHOP TRACKS



2 JUNE 2016

14:00 - 17:00

Track A

Energy Management for Sustainability

- ◇ Energy Management Business Case
- ◇ Fundamentals of Strategic & Sustainable Energy Management System Approach for Business
- ◇ Standards for Best Practices of Adoption



FACILITATED BY: ZAINI ABDUL WAHAB
DIRECTOR OF OPERATIONS & PRINCIPAL CONSULTANT
CONNECSYS (CNS) GROUP

Zaini is a certified Energy Management System Expert by UNIDO, a competent Energy Manager, a Certified Trainer, registered consultant with Asian Development Bank, and workshop facilitator for EE policy workshops by International Energy Agency. He has trained hundreds of executives, managers and directors through energy management programs since 1999 and regularly speaks at local and international seminars and conferences. He was a member of Malaysia Energy Service Companies and Board of Judges for Asean Energy Awards.

Track B

Building Information Modeling (BIM)

- ◇ Getting Smarter with BIM Modeling
- ◇ The Business Value of BIM and Integrated Design
- ◇ Design Collaboration
- ◇ Lean Design and Construction



FACILITATED BY: ADAM SHEATHER
NWA BIM MANAGER
AECOM AUSTRALIA

Adam is a BIM Applications and Technical Development Specialist currently with AECOM. His BIM project management dates back from his experience with YTL (Malaysia), GHD Philippines and ADG Australia. He has been involved in architecture and construction projects including Residential, Commercial, Rail and Power within Malaysia, Singapore, Thailand and Japan. He has presented papers in Australia, Indonesia, Malaysia, Philippines, Singapore, Canada, USA, New Zealand and Papua New Guinea.

Track C

Project Cost Management & Decisioning

- ◇ Estimating Project Times & Costs
- ◇ Identification of PC & Tracking It
- ◇ Calculating Basis for Project Decisioning
- ◇ Project Budgeted Income Statements
- ◇ Project Risk Modeling Skills



FACILITATED BY: DR STEVEN LIEW
FINANCIAL SPECIALIST & TRAINER
SL TRAINING CONSULTANCY

Steven is a Chartered Accountant with over 26 years of experience in finance and cost management. He also brings more than 30 years of working experience in senior financial and operational management positions including as the Chief Financial Controller for several private sector companies. He is now actively involved in speaking and training in the Asia Pacific region.

Track D

Vendor & Contract Management

- ◇ Vendor Screening
- ◇ Vendor SLAs and Support Contracts
- ◇ Database Maintenance
- ◇ Consolidation and Managing Vendor Invoices



FACILITATED BY: DR G VIZAYER RAJ
LECTURER, TRAINER & CONSULTANT

Dr G. Vizayer Raj lectures with various local universities and also serves as a Lecturer and Consultant to the Malaysian Institute of Purchasing and Materials Management (MIPMM) and serves in various international councils providing his invaluable expertise especially Business Management Association UK, the Society of Sales and Marketing UK and the Ministry of Education Malaysia.

FACILITY MANAGEMENT CONFERENCE 2016

"TOWARDS A SMART AND SUSTAINABLE FUTURE"

GET **10% OFF**
WHEN YOU
REGISTER & PAY
BEFORE
11 APRIL 2016

01 - 02 June 2016
**Pullman
Kuala Lumpur
Bangsar**

REGISTRATION FORM



INVESTMENT

| DETAILS | FEE |
|---|---------|
| PREMIUM PLUS: 1 1/2 Day CONFERENCE + (1) 1/2 DAY WORKSHOP* | RM 4480 |
| 1 1/2 Days CONFERENCE FEE | RM 3990 |
| HALF DAY WORKSHOP TRACKS | |
| Track A: Energy Management for Sustainability | RM 990 |
| Track B: Building Information Modeling | RM 990 |
| Track C: Project Cost Management & Decisioning | RM 990 |
| Track D: Vendor & Contract Management | RM 990 |

IBN

PLEASE COMPLETE THIS FORM IMMEDIATELY AND FAX TO 603 9206 7946

Members of the following organisations are entitled to 10% discount:
Please state your membership details when registering:



PARTICIPANT DETAILS

| | |
|-------------------------------|--|
| Name 1 | Job title |
| <i>I would like to attend</i> | <input type="checkbox"/> Conference + Workshop <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Conference Only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Workshop only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Membership ID : _____ Organisation: _____ |
| Name 2 | Job title |
| <i>I would like to attend</i> | <input type="checkbox"/> Conference + Workshop <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Conference Only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Workshop only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Membership ID : _____ Organisation: _____ |
| Name 3 | Job title |
| <i>I would like to attend</i> | <input type="checkbox"/> Conference + Workshop <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Conference Only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Workshop only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Membership ID : _____ Organisation: _____ |
| Name 4 | Job title |
| <i>I would like to attend</i> | <input type="checkbox"/> Conference + Workshop <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Conference Only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Workshop only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Membership ID : _____ Organisation: _____ |
| Name 5 | Job title |
| <i>I would like to attend</i> | <input type="checkbox"/> Conference + Workshop <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Conference Only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Workshop only <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Membership ID : _____ Organisation: _____ |

INVOICE SHOULD BE DIRECTED TO

Company _____

Business _____

Name _____ Job title _____ Dept _____

Email _____ Tel No _____ Fax No _____

Name of Authorizing Manager _____ Job title _____

Signature _____ Date _____

This Booking Is Invalid Without A Signature

2 WAYS TO REGISTER



FAX your
registration to
+603 9206 7946



SCAN & E-MAIL to
ibnglobal@intel-biznet.com

PAYMENT

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Two easy ways to pay:

• Telegraphic Transfer

Bank : CIMB Islamic Bank Berhad
Branch : Taman Maluri, Kuala Lumpur
Malaysia
A/C No : 86-0008454-1
Swift Code : CTBBMYKL

All payments by cheque should be made in favour of:

IBN Global Networks Sdn Bhd
152-4-13, Kompleks Maluri
Jalan Jejaka, Taman Maluri
55100 Kuala Lumpur

Note: Payments must be received within 7 days upon issuance of invoice.

CANCELLATION POLICY

Due to contractual obligations, cancellation charges are as follow:

*Upon Signing Contract: 50% of the workshop fee
*30 days notice : 70% of the workshop fee
*14 days or less notice : 100% of the workshop fee
(*Based on working days only)

However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing.

Note: It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue, every effort will be made to inform the participants of the change.

HOTEL DETAILS

Pullman Kuala Lumpur Bangsar
No 1, Jalan Pantai Jaya, Tower 3
59200 Kuala Lumpur, Malaysia
Tel: 603 2298 1888
Fax: 603 2298 1999



Room Reservation can be made by delegates directly with the hotel. To enjoy privileged room rates, please state you're attending an event organised by IBN Global Networks.

Please call Nik Aidil Isyaz at Tel: 03-2298 1888
Fax: 03-2298 1999 or email at
H7962-SL9@accor.com