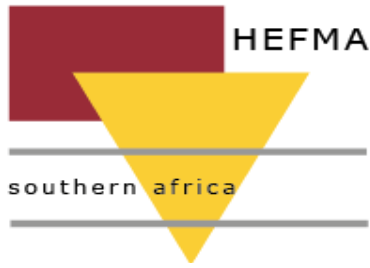# 2024

HEFMA 2024 Conference Post-Conference Report
14th – 17th October 2024 |

Higher Education

Facilities Management

Association

Mpumalanga

11/15/2024

1. Introduction

The Higher Education Facilities Management Association (HEFMA) 2024 Conference, held at the University of Mpumalanga from the 14th to the 17th of October, was an exceptional event aimed at discussing the latest developments, strategies, and innovations in facilities management within the higher education sector. With the theme "Sustainable Campus of the Future," the conference brought together delegates from various universities, industry leaders, and international speakers to exchange knowledge, foster collaborations, and shape the future of campus sustainability.

This post-conference report provides a comprehensive overview of the event, highlighting key presentations, panel discussions, networking sessions, and the outcomes aligned with a detailed program of action. The report also includes feedback, critical observations, and recommendations to guide the planning and execution of future HEFMA conferences.
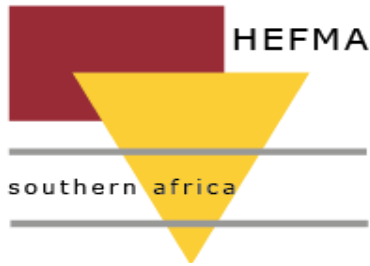
Audience in Attendance

The audience profile reflected the conference's focus on facilities management and sustainability, attracting a diverse group of professionals:

Total Attendance: 225 delegates , 40 Guests and 16 Sponsors and Exhibitors respectively (inclusive of business partners)

- **Job Titles and Roles:**
    - Facilities Management Professionals.
    - Deputy Director General (DHET) and delegation, Vice Chancellors, TVET College Principals and Deputy Principals, Chief Operations Officers, Directors of Estates and Infrastructure etc.
    - Academics, Sustainability experts, and thought leaders.
    - Private-sector vendors and service providers in facilities management.
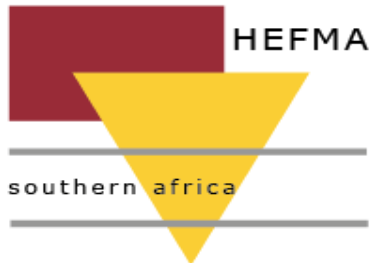
- **Sector Representation:**

  - Higher education institutions, including universities and TVET colleges.

    - 19 TVET Colleges

    - 5 Universities of Technologies

    - 20 Universities

  - Government representatives, including the Department of Higher Education and Training.

  - Private companies specializing in facilities management, energy, and sustainability solutions.

- **Demographics:**

  - **Race:** A representative mix reflecting South Africa's diversity, with a small percentage of international guests.

  - **Age Groups:**

    - 35-50 years (majority, representing mid-career professionals and decision-makers).

    - Under 35 (early-career professionals).

    - Over 50 (senior executives and veteran practitioners).

  - **Gender Representation:** Balanced participation, with increasing representation of women in leadership roles.

- **Geographic Distribution:**

  - Majority from South Africa, with a mix of local and national representation.

  - International attendees from the UK, Australia, and neighbouring African countries such as Botswana and Namibia.

Total Attendance of Sponsors and Exhibitors respectively for the duration of the conference was sixteen (16)

| Armatura	Tsebo Facilities Solution	Impact Cleaning	Swift Consulting	SACPCMP	Evolving Management Solutions
Diba Bes Logo	BIDVEST FM	Gallagher Security	Tsebo FM	Discovery Green	Phambili Services
BVI Consulting	Premo Consulting	BEECA	FS Systems		

2. Survey Results and Analysis of the Post-Conference

2.1. Delegates

Following the 2024 HEFMA Conference, a survey was distributed to attendees to gather feedback on their experiences. The survey focused on five key areas: **Conference Content**, **Event Organization**, **Networking Opportunities**, **Venue and Accommodation**, and **Overall Satisfaction**. 225 **responses** were received from a mix of delegates, speakers, and exhibitors.

A. Overall Satisfaction

- **72%** of respondents rated their overall experience as either **Excellent** (55%) or **Good** (37%).

- **Key feedback:**

  o Positive: High-quality speakers, relevant topics, and professional organised.

  o Improvement areas: More time for networking and better signage at the venue.
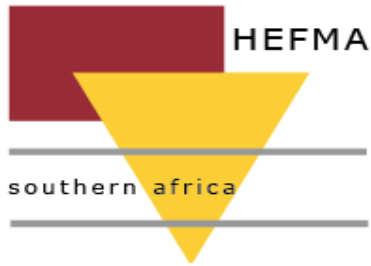
B. Conference Content

- **Ratings**:
    - 60% Excellent
    - 30% Good
    - 8%   Average
    - 2%   Poor

- **Highlights**:
    - Sessions on **VC and COOs Panel Discussion** were praised, with 7**5% of respondents** indicating they found these sessions impactful

- **Recommendations**: Include more case studies and a possible inclusion of African higher institutions.

C. Event Organization

- **Ratings**:
    - 75% Excellent
    - 20% Good
    - 5% Average

- **Feedback**:
    - Respondents appreciated the seamless registration process and the professional event management by TIMO Holdings.
    - Suggestions for improvement included offering more dietary options during meals and increase accreditation stations.

D. Networking Opportunities
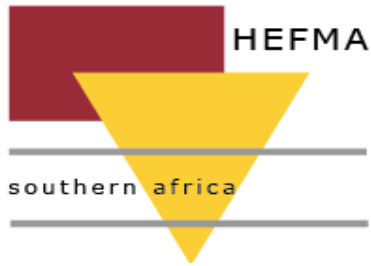
- **Ratings**:
  - 70% Excellent
  - 30% Good
  - 8% Average
  - 2% Poor

- **Key insights**:
  - **82%** of respondents indicated they made valuable professional connections.
  - Delegates suggested scheduling longer breaks between sessions to facilitate informal networking.
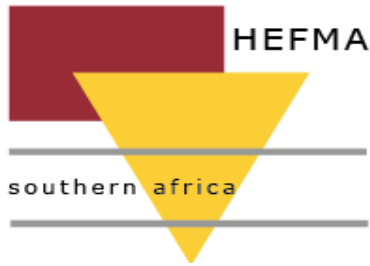
E. Venue and Accommodation

- **Ratings**:
  - 68% Excellent
  - 25% Good
  - 10% Average

- **Comments**:
  - The **Tfokomala Hotel** received high praise for comfort and convenience.
  - Some delegates mentioned difficulties with transportation to off-site events, such as the organised shuttles from hotels to University.

Suggestions for Future Events

The following suggestions emerged as recurring themes:

- Incorporate hybrid attendance options for broader reach.

- Host more breakaway sessions tailored to specific interest groups (e.g., TVET colleges, specific field of practitioners in the industry).

- Enhance exhibitor interactions through dedicated time slots or innovative engagement formats.

2.2. Post-Conference feedback sourcing (Exhibitors and Sponsors)

Overview

Post-conference thank you letters with feedback questions were sent to exhibitors and sponsors who participated in the 2024 HEFMA Conference. This was aimed to gather feedback on their experience, evaluate the value of their participation, and identify areas for improvement in future events.
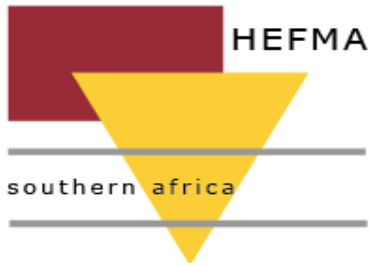
Results Summary

A. Overall Satisfaction

- **Very Satisfied**: 50%

- **Satisfied**: 39%

- **Neutral**: 8%

- **Dissatisfied**: 3%

Analysis: The majority of exhibitors and sponsors expressed satisfaction, with half rating their experience as "Very Satisfied."

B. Event Organization

- **Excellent**: 55%

- **Good**: 34%

- **Fair**: 11%

- **Poor**: 0%

Analysis: Feedback indicated strong appreciation for the event's organization, with specific commendations for clear communication and smooth coordination.

C. ROI (Return on Investment)

- **Exceeded Expectations**: 42%

- **Met Expectations**: 47%

- **Below Expectations**: 11%

Analysis: Nearly 90% of respondents found their participation beneficial, citing increased brand visibility and meaningful networking as key outcomes.
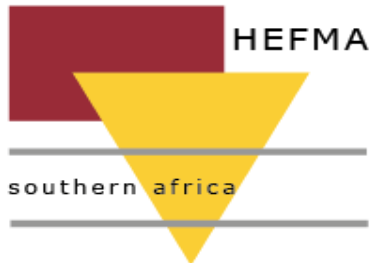

D. Stall Traffic and Engagement

- **Excellent**: 48%

- **Good**: 37%

- **Fair**: 12%

- **Poor**: 3%

Analysis: While most participants were satisfied with visitor engagement, some noted periods of lower foot traffic during afternoon sessions.

E. Sponsorship Benefits

- **Very Satisfied**: 45%

- **Satisfied**: 40%

- **Neutral**: 10%

- **Dissatisfied**: 5%

Analysis: Respondents appreciated branding opportunities, especially digital and stage mentions, though some suggested enhancing on-site banner placements.
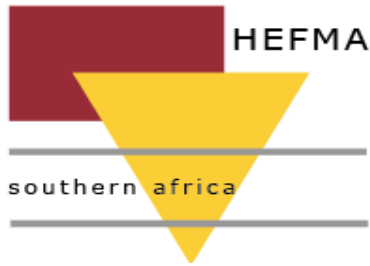

F. Suggestions for Improvement

- Increased networking sessions (35%)

- Enhanced visibility of sponsor booths (25%)

- More attendee engagement activities (20%)

- Streamlined exhibitor registration process (15%)

- Extended exhibition hours (5%)

Analysis: Suggestions focused on improving direct engagement opportunities and logistical enhancements for future events.

Conclusions and Recommendations

- **Success Highlights**: The high satisfaction rate (89%) and positive ROI feedback demonstrate the event's value for exhibitors and sponsors.

- **Improvement Areas**: Enhance booth visibility and attendee engagement by incorporating gamified activities, designated networking times, and strategically placed sponsor branding.

- **Next Steps**: Implement suggested improvements in the 2025 conference planning to ensure an even more rewarding experience for exhibitors and sponsors.

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3. Feedback on Logistics: Location and Venue

3.1. Location and Venue Availability

- **Challenge:** Venue availability became a concern due to late changes from the originally agreed rooms.

- **Impact:** This led to adjustments in planning and coordination, which posed logistical challenges in ensuring the smooth setup of sessions.

- **Recommendation:** Future events should ensure final venue confirmations are secured well in advance to avoid disruptions.

3.2. Hotel Choices

- **Observation:** Hotel options provided for delegates were satisfactory, with no reported complaints about accommodation capacity or quality.

- **Challenge:** While international guests were accommodated effectively, the simplicity and availability of venue choices were affected by proximity concerns for certain attendees.

- **Recommendation:** Consolidating hotel options for 2025 well in advance and closer to the venue may enhance convenience for both local and international guests.

3.3. Cost of Transfers

- **Observation:** The cost of transfers was reasonable, as only international guests required transport arrangements.

- **Recommendation:** Maintain a similar approach for future conferences to ensure cost-effectiveness while prioritizing comfort for international attendees.

3.4. Accommodation and Capacity

- **Observation:** The availability of hotels and accommodation capacity was adequate, with no issues reported by attendees.

- **Recommendation:** Continue to utilize diverse hotel options in the area to cater to varying needs of conference participants.
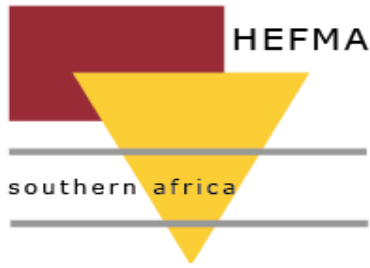
4. Marketing, Media, and Promotion

4.1. Promotional Activities and Outcomes
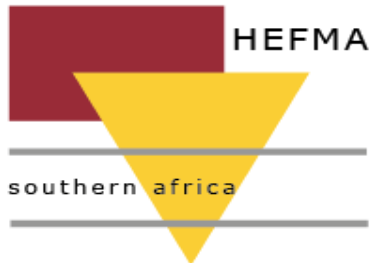
Overview of Campaigns and Platforms Used

- Promotional efforts for the HEFMA 2024 Conference utilized a mix of email marketing, social media, direct invitations, and partnerships with institutional stakeholders.

- Collaboration with AUDE, TEFMA, and the Department of Higher Education and Training helped amplify outreach to target audiences.

- Targeted email campaigns highlighted early registration benefits, key speakers, and event themes like "Sustainable Campus of the Future."

Key Outcomes

- Registration: Exceeded the target of 200 attendees, achieving 270 registrations, including international delegates (guests) from the UK, Namibia, Botswana and Australia.

- Audience Composition:

    o Institutional Representatives: TVET colleges, Universities, DHET.

    o Private Sector (Exhibitors/Sponsors)

    o Other Stakeholders:

- **Infographic Representation: [Attach infographic showing attendee demographics by role, sector, and region].**

Successes

- Early-bird registration campaigns resulted in 82% of total registrations before the deadline.

- Speaker announcements on social media significantly boosted engagement **(see below).**

Challenges/Failures

- Low turnout of 38% from TVET Colleges participants despite earlier engagements on executive level marketing in TVET colleges.

- Limited traction on email campaigns after the third round, indicating potential email fatigue.

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5. Social Media Engagement

Pre-Event Campaign

- **Growth in followers across platforms:**
  - **LinkedIn: %**
  - **Facebook: %**

Recommendations for Improvement
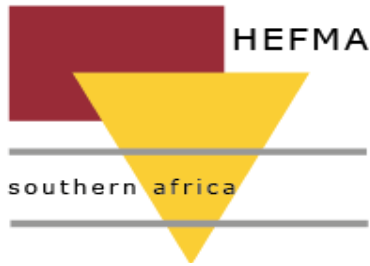
- Boost live-streamed session promotions to enhance virtual participation.

- Incorporate gamification elements to increase interactive engagement online.

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6. Media Coverage

Overview

- Partnerships with local media outlets, including community radio stations and online publications, resulted in notable coverage.

- Positive stories published in:
  - *SABC Coverage*

  o *Ikwekwezi FM*

  o Local MP Radio.

  o University Utube Channel

Positive Outcomes

- Featured interview with Mr. Lindokuhle Mzolo (President) Mr Richard Flame (UMP Executive Director), Mr Samuel Zungu (DHET: Deputy Director General: TVET).

- Articles in *University Focus Journal* highlighted sustainability initiatives shared during the event.

Missed Opportunities

- Limited presence in mainstream national publications due to time and slot availability constraints.
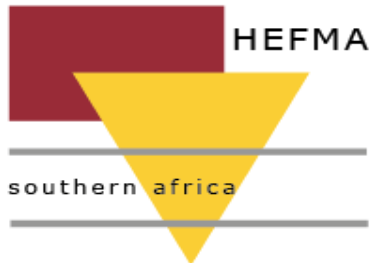

Key Insights

- Social media ad spend achieved a considerable Return.

- Overspending on email marketing due to design/template costs.

- Underutilization of mainstream media left room for improvement.

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7. Program and Speakers

Key Presentations and Program of Action

Welcome and Opening Remarks

- **Speaker:** Lindokuhle (HEFMA President)

- **Summary:** Lindokuhle welcomed delegates and set the tone for the conference, emphasizing the importance of sustainable campuses and the need for global best practices.

Session: VC's and Principals' Panel Discussion

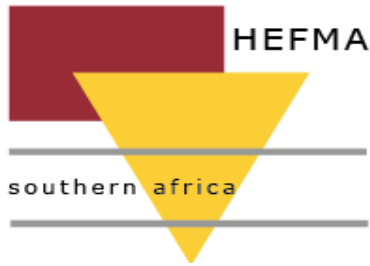**Panelists**: Prof. Andrew Crouch, Mr. P. Modiba, Mr. E.M. Mbuyane

Theme: Planning for Expansions and Infrastructure Development

Discussion Points:

- Prof. Crouch opened with insights on balancing infrastructure needs, highlighting the mix of repurposing existing buildings and new construction. He shared examples of adaptive reuse at his institution, such as repurposing the Northern Cape Provincial Legislature Building and Spoornet Hall. Future expansions focus on connecting campuses for a seamless experience over the next 30 years.

- Mr. Mbuyane emphasized the post-COVID shift in technology needs, stressing the necessity for improved campus Wi-Fi and connectivity to enable online learning. He highlighted gaps in ICT readiness pre-COVID, citing TVET colleges as examples where infrastructure lagged but has since improved.

- Mr. Modiba noted the need for capacitating educators with the skills to use new ICT tools effectively, aligning infrastructure upgrades with user readiness.

Key Questions and Answers:

- *What are institutions doing to plan for further expansions?*

  o Institutions must balance repurposing existing facilities with strategic new builds.

- *What type of infrastructure is needed post-COVID?*

    o Prioritize technology infrastructure, particularly broadband and lecturer training.

Session: Maria Morapedi – Aligning FM Demographics with Technological Trends

Facilitator: Ms Maria Morapedi (Africa FM Vice Chair)

Summary:
The session facilitated group discussions on integrating diversity in FM demographics while leveraging technology to improve campus facilities. Delegates engaged in brainstorming how gender and age diversity can drive innovation in FM practices.

Key Outcomes:

- Foster inclusivity by creating opportunities for underrepresented groups in FM.

- Invest in AI-driven solutions to optimize FM workflows.

Session: The Race to Carbon Zero
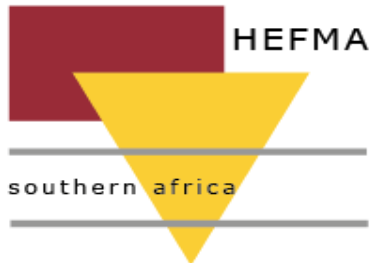
Speaker: Mr. Ian Grimes (AUDE Chair Elect)

Theme: Decarbonization Strategies for Universities

Narrative:
Mr. Grimes outlined the UK's approach to achieving carbon neutrality, emphasizing the importance of energy production, insulation, and control. He introduced the Estate Management Record (EMR) for annual reporting and described the UK's energy mix, noting the absence of coal in the grid. He also addressed the development of a Carbon Costing Tool to aid institutions in planning decarbonization projects.

Key Questions and Answers:

- *What standards are used for reporting?*

    o EMR (optional) and OFS (mandatory) are the UK's primary reporting tools.

- *Can there be a workshop to train Quantity Surveyors on decarbonization costs?*

    o A Carbon Costing Tool is in development and will be shared upon completion.

Session: Renewable Energy

Speaker: Mr. Emash Mahlaba (Zutari)

Theme: Sustainable Energy Transition

Narrative:
Mr. Mahlaba explored renewable energy technologies, focusing on environmental, social, and economic sustainability. He discussed innovations such as hydrogen-based systems and solar panels optimized for efficiency. He acknowledged that while prototypes are promising, deployment costs remain a barrier.
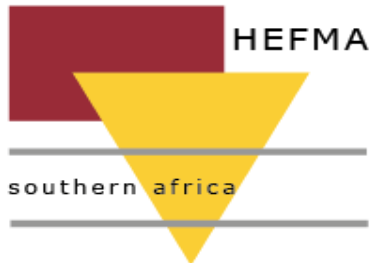
Key Questions and Answers:

- *What measures are in place to balance sustainability's three pillars?*

    o Address environmental, social, and economic factors equally.

- *How practical is scaling hydrogen-based energy?*

    o Still in prototype stage, with efficiency improvements expected.

Session: Smart Campus Solutions
Speaker: Mr. Wandile Mandlazi (Amatura)

Narrative:

- Mr. Mandlazi presented innovative Smart Campus Solutions designed to optimize campus operations, enhance student experiences, and reduce operational costs.

- The focus was on integrating advanced technologies, including IoT, AI, and data analytics, to create smarter, more sustainable campuses.

- Delegates were encouraged to explore detailed product demonstrations at the ARMATURA exhibition stand.

Key Questions and Answers:

- **No questions raised by delegates.** Attendees were invited to visit the exhibition stand for one-on-one consultations and further clarifications.

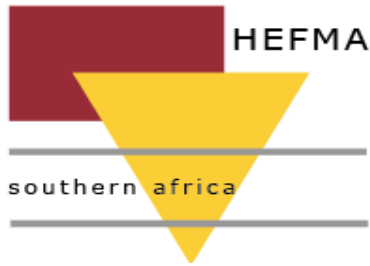
Speaker: Ms. Nicole Eaton (TEFMA)

Session: Sustainability: The International Perspective

Narrative:

- Ms. Eaton shared TEFMA's experience in addressing underutilization of spaces in large academic institutions.

- She emphasized the financial and environmental costs of inefficient space management, particularly in scenarios where facilities like air conditioning and lighting are used unnecessarily.

- The presentation showcased examples of international best practices for driving sustainability through effective resource allocation and stakeholder engagement.

Key Questions and Answers:

- Where you discovered lack use of spaces, was there a correlation between utilities and security?
  A: We haven't specifically measured the impact on utilities and security, but it is clear that underutilized spaces contribute to significant waste. For instance, rooms with air conditioning and lighting left on unnecessarily drive up costs. This inefficiency often arises from academic staff not understanding the broader implications of their actions, such as not utilizing allocated classrooms across a campus of 480,000 sqm. These inefficiencies can result in half of the building being underutilized.

- Once the journey has been completed, what were the most effective metrics that you used to convince academic and research staff to adopt space management solutions?
  A: Engaging directly with academic departments was key. Meetings with staff often began with their complaints about not getting rooms in their building and needing to walk to other buildings. By collecting data and presenting it in an understandable format, I was able to highlight the broader implications and benefits of efficient space use. Regular monitoring and simplifying the data into actionable insights were critical in convincing stakeholders.

Session: COO's Panel Discussion

Panelists: Dr. Mpoti Ralephata, Mr. David Kanguwe, Ms. Akhona Mayosi, Mr. Richard Flame

Theme: Operational Excellence in Sustainability

Narrative:
The panel discussed how universities can establish baselines for carbon footprints, integrate TVETs in sustainability journeys, and address water crises.

- Dr. Ralephata shared UJ's baseline findings, revealing that 80% of its carbon footprint comes from Eskom-powered electricity.
- Ms. Mayosi detailed her institution's strategy for tackling water challenges, including investments in infrastructure and using surplus funds for crisis management.

Key Questions and Answers:

- *How do institutions determine carbon footprint baselines?*

o Use available data to establish benchmarks and identify major contributors (e.g., energy usage).

- *How are water crises addressed?*

    o Invest in alternative water sources like tank systems and recycling.

Session: Time and Motion Studies

Speaker: Mr. Mohammed Salooje (Empowering Growth at Impact Cleaning)
Narrative:

    o Global productivity trends indicate South Africa lags in efficiency compared to Europe and America.

    o South Africa often employs 5 people for tasks handled by one person overseas.

    o Innovations like corridor and toilet cleaning machines can reduce reliance on manual labor (e.g., buckets and mops).

Key Questions and Answers:

    Q:How do we integrate automation in cleaning?
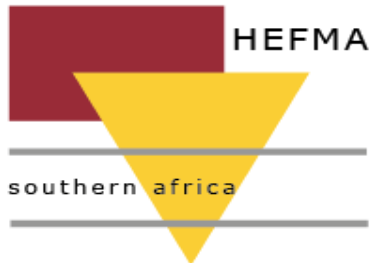
    o Mr Salooje mentioned that understanding global productivity indicators is key Automation, like self-operating cleaning machines, is already revolutionizing efficiency overseas and can be adapted locally.

Session: Sustainability Asset Management Perspective

Speaker: Mr. Simphiwe Hashe

Narrative:

    o Maintenance and replacement of assets require strategic planning.

- Electricity utilities focus solely on electricity, while power utilities handle broader energy needs.

Key Questions and Answers:

- How much should be allocated annually for maintenance and replacement for a portfolio valued at R1 billion over 10 years?
  - Allocate 5–8% annually to optimize maintenance and ensure sustainability.
- How do you differentiate electricity and power utilities?

  - Electricity utilities are energy-focused organizations, while power utilities include broader energy functions.

Session: Sustainable Procurement Strategies

Speaker: Ms. Meshal Moonsamy (PURCO SA)

Narrative:
Ms. Moonsamy emphasized automating procurement processes to enhance efficiency and transparency. She shared PURCO's plans for integrating AI tools into tendering processes, focusing on automating compliance verification.
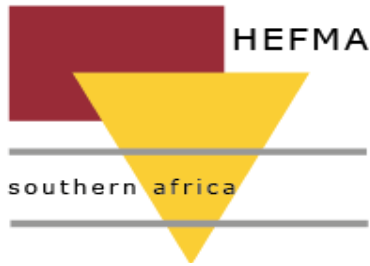
Key Questions and Answers:

- *How do you streamline procurement processes?*

  - Transition to fully electronic systems and integrate AI tools for compliance.

Session: Renewable Energy Strategies for Higher Education in South Africa

Speaker: Ms. Chloe Dugger (Discovery Green)
Narrative:

- Discovery Green has signed PPAs for 1.3GW of renewable energy, South Africa's largest private energy purchase.
- Financing involves banks like Standard Bank and ABSA; Discovery Green guarantees long-term contracts.
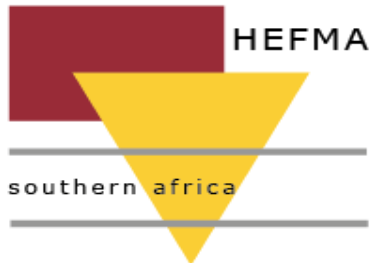
Key Questions and Answers:

- What is your procurement and disposal strategy for renewable energy products?

    - Procurement involves large-scale PPAs; disposal and recycling solutions are under exploration.
- Does Discovery Green sponsor installation and maintenance in IPP projects?

    - Financing is supported by banks, with Discovery Green guaranteeing payments through 25-year contracts.

- Can you assist with energy solutions for new structures?

    - Yes, Discovery Green provides custom quotes based on profiles of existing plants.

Session: Competency Development of Built Environment Professionals for Sustainable Developmental Protection

Speaker: Ms. Sindi Kwenaite (SACPCMP)

Narrative:

- SACPCMP combats issues of plagiarized registration documents using integrated detection software.

   o   The problem arises from third-party agents submitting duplicate reports for multiple candidates.

Key Questions and Answers:

-   How does SACPCMP address plagiarized reports in registrations?

      o   SACPCMP uses software to detect and flag copied reports, ensuring authenticity and personal representation.
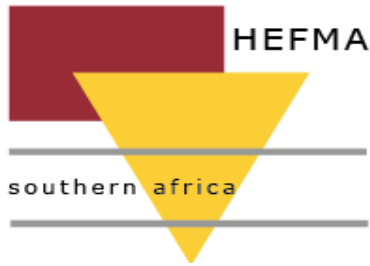

Conclusions and Reflections

-   Institutions demonstrated a strong commitment to aligning infrastructure development with sustainability.

-   The conference-highlighted gaps, such as the need for water crisis solutions, digital transformation, and diversity in FM practices.

-   A roadmap for implementation was suggested during sessions, emphasizing partnerships and knowledge sharing.

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8. Kruger National Park Excursion & Braai

-   **Objective:** Delegates had the opportunity to network informally while exploring the integration of conservation and education in a sustainable environment.

-   **Outcome:** Strengthened relationships between HEFMA delegates, fostering collaborations beyond the conference.

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9. Reflection on the Gala Dinner

The Gala Dinner, held on the final evening of the HEFMA Conference, was a resounding success and served as the perfect culmination of the event. The evening provided a relaxed yet elegant atmosphere that fostered networking, celebration, and recognition of
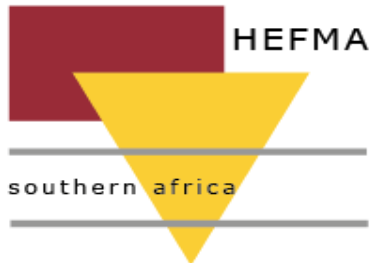
Key Highlights

- **Attendance and Atmosphere**:
The event saw a high turnout, with delegates, speakers, sponsors, and other key stakeholders attending in formal attire, contributing to the sophisticated ambiance of the evening.

- **Program Excellence**:
The dinner program included:

  o A warm welcome speech by the HEFMA President, reflecting on the conference's achievements.

  o An inspiring keynote address emphasizing the importance of collaboration for sustainable campus development.

  o The **Awards Ceremony**, where outstanding contributions to facilities management and sustainability were recognized.

- **Entertainment**:
A blend of live music, cultural performances, and engaging MC interactions ensured that the evening was both entertaining and culturally enriching.

- **Networking Opportunities**:
The layout of the dinner encouraged mingling and informal conversations, further enhancing professional relationships among attendees.

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10. Successes

- **Recognition and Morale Boost**:
The awards ceremony boosted morale among delegates, inspiring them to strive for excellence in their respective roles.

- **Sponsor Engagement**:
  Sponsors were given visibility through mentions, banners, and a sponsor appreciation segment, which strengthened relationships for future partnerships.

- **Showcasing Local Culture**:
  The cultural performances celebrated the local heritage, leaving an impression of inclusivity and respect for diversity.

10.1. Challenges

- **Time Management**:
  The dinner program slightly overran its scheduled time, which may have inconvenienced some attendees.

- **Dietary Preferences**:
  While the catering team did an excellent job, feedback indicated that a broader range of dietary options could have been considered.

10.2. Outcomes and Recommendations

- The Gala Dinner was effective in concluding the conference on a high note, reinforcing the sense of community among stakeholders.

- For future events:

  - **Streamline the program** to ensure adherence to the schedule.

  - **Survey attendees beforehand** to better accommodate dietary requirements.

The Gala Dinner reflected the spirit of the HEFMA Conference – a blend of professionalism, collaboration, and celebration of shared goals. It set a strong foundation for continued relationships and partnerships moving forward.

11. Critical Challenges and Problems Encountered at the 2024 HEFMA Conference

   i. **Collaboration Challenges with University Staff**

      a. **Observed Issue**: A lack of clear understanding and inconsistent implementation of executive decisions by some University of Mpumalanga (UMP) staff members impacted critical deliverables.

      b. **Impact**: Delays in approvals, lack of alignment on operational requirements, and uncoordinated execution of tasks contributed to inefficiencies in meeting key deadlines.

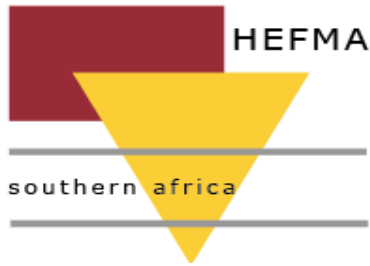   ii. **Unclear Partnership Contributions by the University**

      a. **Observed Issue**: Uncertainty around the university's role and contributions as the host institution caused ambiguity in planning logistics, particularly in areas such as AV equipment, venue sponsorships, and ancillary support.

      b. **Impact**: Misaligned expectations and last-minute adjustments strained planning and financial resources.

   iii. **Delayed Responses from Key Stakeholders**

      a. **Observed Issue**: Several critical stakeholders, including external partners, sponsors, and internal UMP teams, provided delayed responses to queries and decisions, leading to cascading delays in execution.

      b. **Impact**: Compromised the ability to meet timelines for tasks like venue confirmations, sponsor arrangements, and finalizing the program.

   iv. **Venue Changes and Proximity Challenges**

      a. **Observed Issue**: Late changes in venue allocations and the significant distances between key conference venues created logistical challenges for delegate movement.

b. **Impact**: Disruptions to the event schedule and attendee experience, as well as increased transportation costs and logistical complications.

v. **Budget Clarity and Communication**

    a. **Observed Issue**: A lack of clear communication around the conference budget allocation created uncertainty for planning essential items and activities.

    b. **Impact**: Hindered proactive decision-making and led to over-reliance on assumptions, increasing the likelihood of resource shortfalls.

Proposed Solutions and Innovations
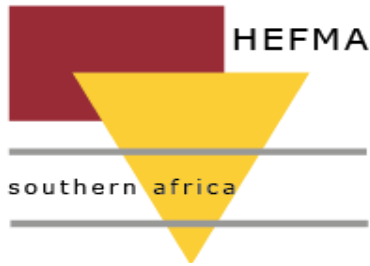
I. **Improved Communication Protocols**

    a. **Solution**: Procurement of a permanent and implementable streamlined communication platform or project management tool to ensure real-time updates, task tracking, and centralized collaboration.

    b. **Benefit**: Enhances clarity, accountability, and timely decision-making.

II. **Defined Host University/TVET binding Contribution Agreements**

    a. **Solution**: Draft a Memorandum of Understanding (MoU) detailing the host university's specific roles, contributions, and deliverables well in advance.

    b. **Benefit**: Aligns expectations and ensures adequate preparation and resource allocation.

III. **Leveraging Technology for Venue and Delegate Management**

    a. **Solution**: Deploy a conference management app with features like venue navigation, schedule updates, and delegate notifications. Use digital signage to guide attendees effectively.

    b. **Benefit**: Reduces logistical stress and enhances delegate experience.
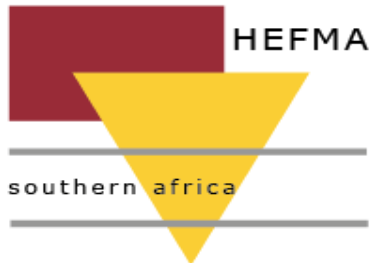
IV. **Structured Decision-Making Timelines**

    a. **Solution**: Develop a conference planning timeline with strict deadlines for all key stakeholders. Engage regular check-ins and escalation processes to mitigate delays.

    b. **Benefit**: Encourages accountability and ensures timely execution of critical tasks.

V. **Centralized Budget Oversight**

    a. **Solution**: Appoint a dedicated budget officer to liaise with all teams and provide real-time updates on financial planning.

    b. **Benefit**: Promotes financial transparency and eliminates resource ambiguity.

Lessons Learned

1. **Early and Comprehensive Planning**: Clear and early communication of roles and responsibilities, coupled with consistent follow-ups, minimizes disruptions.

2. **Partnership Alignment**: Engaging stakeholders through formal multiyear agreements ensures sustainability as well as clarity of expectations and reduces last-minute adjustments.

3. **Proximity Matters**: Future conference venues should prioritize proximity to reduce logistical challenges.

4. **Technology as a Game-Changer**: Investing in a dedicated HEFMA Application technology to improve real-time communication with members, partners, sponsors and stakeholders, navigation, and schedule management significantly improves coordination and attendee satisfaction.


Conclusion

The 2024 HEFMA Conference was a resounding success, bringing together diverse stakeholders from higher education institutions, TVET colleges, and industry experts to explore the theme of **"Sustainable Campus of the Future."** The conference fostered thought-provoking discussions, collaborative engagements, and actionable strategies to drive sustainability, operational excellence, and innovation in campus management.

The robust exchange of ideas during keynote addresses, panel discussions, and networking sessions highlighted the pressing challenges and opportunities within facilities management. It also underscored the pivotal role of HEFMA in linking TVET colleges and universities to foster collaboration, benchmarking, and capacity building.

Significant strides were made in strengthening the partnership with the Department of Higher Education and Training (DHET), laying a foundation for greater policy alignment and shared initiatives. The success of the gala dinner, awards ceremony, and recognition of outstanding contributions further emphasized the collective commitment to advancing the sector.

As we move forward, the post-conference programme of action provides a structured framework to ensure that the insights and outcomes from the event translate into tangible impacts. Through ongoing collaboration, stakeholder engagement, and sustained efforts by HEFMA and its partners, we are well-positioned to achieve the vision of sustainable, resilient, and innovative campuses.

We extend our gratitude to all delegates, speakers, sponsors, and organizing teams for their invaluable contributions. Together, we continue to build a stronger, more sustainable future for higher education facilities management.
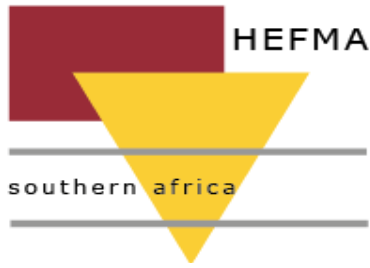
ANNEXURE A

Conference Captured Key Questions and Answers session

VC's and Principals' Panel Discussion

Panelists: Prof. Andrew Crouch, Mr. P. Modiba, Mr. E.M. Mbuyane

Q1: *What are institutions doing to plan for further expansions? Is it a question of repurposing existing infrastructure or buildings or a question of building new ones, and what would you prefer in that scenario?*
A (Prof. Crouch):

- Initially, our university repurposed existing buildings, including the Northern Cape Provincial Legislature Building, which now serves as our main administrative hub.

- Recent expansions include the repurposing of Harry Oppenheimer House and two newly constructed buildings.

- Further expansion is planned for the North Campus, and we are working on acquiring vacant land to connect campuses to meet future higher education demand.

Q2: *What type of infrastructure would you need post-COVID-19?*
A (Mr. Mbuyane):

- Before COVID-19, technology infrastructure in TVET colleges was underdeveloped.

- Improvements now focus on enhancing Wi-Fi connectivity, bandwidth, and capacity for online teaching.

A (Mr. Modiba):

- Post-COVID-19 infrastructure requires alignment between technology upgrades and user readiness.

- Colleges must train lecturers to effectively use new digital tools for online learning and teaching.

Q3: *What are institutions doing to ensure non-academic staff are sufficiently resourced?*
A (Prof. Crouch):

- Non-academic staff play a supportive role for the academic project, which is the university's core focus.

- Resources and workspace are provided based on the nature of their work to ensure efficiency.

Q4: *What is the liability for universities if staff work from home?*
A (Prof. Crouch):

- Staff working from home must prove they have the necessary infrastructure.

- Injuries or health issues occurring during authorized work-from-home arrangements are covered under the university's insurance.

Maria Morapedi: Aligning FM Demographics and Technological Trends

Facilitator: Maria Morapedi

Q: *What are the best practices to integrate diverse demographics into facilities management while leveraging technology?*
A: Discussions focused on creating inclusive opportunities for underrepresented groups and investing in AI to enhance FM processes.

Ian Grimes: The Race to Carbon Zero

Q1: *What sort of standards do you use for reporting?*
A: EMR (optional) and OFS (mandatory) are used in the UK.

Q2: *What is the energy mix in the UK?*
A: The UK grid is moving towards 100% green energy, with no coal-fired power stations remaining.

Q3: *Can HEFMA host a workshop to train Quantity Surveyors on decarbonization costs?*
A: A Carbon Costing Tool is under development, and it will be shared once completed.

Q4: *Are any institutions involved in buying and selling carbon credits?*
A: While discussions are ongoing, AUDE does not participate in buying or selling carbon credits as it doesn't align with their sustainability goals.

Emash Mahlaba: Renewable Energy

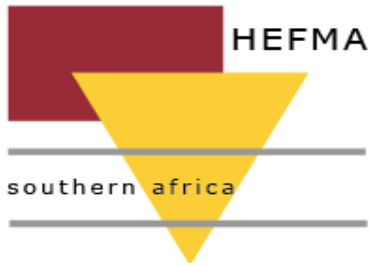**Q1**: *What measures are in place to address environmental, social, and economic sustainability?*
A: Sustainability must balance the three pillars, addressing each comprehensively.

Q2: *How practical is scaling hydrogen-based energy?*
A: Hydrogen-based systems are energy efficient, but deployment costs are still high.

Q3: *Is there a byproduct generated during energy production, and how is carbon dioxide captured?*

A: Technologies like water molecule splitting and carbon capture devices are used, though they are still in prototype stages.

Q4: *What are the costs of deploying these technologies across the value chain?*
A: Prototypes are promising, with costs per square meter currently lower than traditional solar PV panels, but deployment costs are unclear.

COO's Panel Discussion

Q1: *Have institutions established carbon footprint baselines?*
A: UJ has a baseline, with 80% of its carbon footprint attributed to electricity. The university is transitioning to electric buses, aiming for a 3.5% reduction over five years.

Q2: *How are institutions addressing water crises?*
A: UJ spends significantly on water, with a focus on alternative sources like tanker water and water recycling systems.

Q3: *How are old facilities managed, especially underground infrastructure?*
A (Ms. Mayosi):

- Campuses with title deeds have fewer challenges. Grants and surplus funds are used for necessary infrastructure projects.

Q4: *How are TVET colleges being integrated into the sustainability journey?*
A:Collaboration at regional levels is key, with conferences like HEFMA fostering partnerships and knowledge sharing.
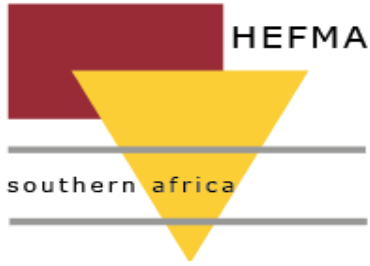
Meshal Moonsamy: Sustainable Procurement Strategies

Q1: *How does PURCO implement extended producer responsibility during procurement?*
A:PURCO negotiates during procurement phases and provides oversight for non-conformance issues.

Q2: *Has PURCO considered AI tools to streamline procurement processes?*
A: PURCO is automating tender processes and exploring AI tools for compliance verification in future phases.
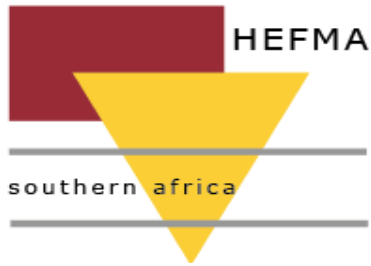
ANNEXURE B

Conference Key Outcomes and Action Programme

Outcomes from Q&A Sessions

Day 1:

VC's & Principals' Panel Discussion

1. **Future Campus Expansion**

   o Institutions balance repurposing existing infrastructure and building new facilities, focusing on long-term scalability.

   o Land acquisition and urban integration are crucial for future-proofing campuses.

2. **Post-COVID Infrastructure Needs**

   o Increased focus on ICT infrastructure, such as enhanced Wi-Fi and digital teaching platforms.

   o Capacity building for educators to adapt to new technological requirements.

3. **Non-Academic Staff Resources**

   o Emphasis on aligning non-academic roles to support academic projects, ensuring adequate workspace and tools.

4. **Remote Work and Liability**

   o Institutions adapt to hybrid working models while adhering to workplace health and safety regulations.

Day 2:

Facilities Management and Sustainability Panels

- **Carbon Neutrality**

  - UJ determined a carbon baseline and implemented electric buses.

  - UK's commitment to green grids and carbon credit discussions highlights global sustainability trends.

- **Water Management**

  - Water scarcity is addressed through emergency water purchases and strategic planning.

- **Renewable Energy and Infrastructure**

  - Emerging technologies, such as advanced solar panels and hydrogen-based energy solutions, highlight the shift toward sustainable energy production.

- **Space Utilization**

  - Strategies to optimize space usage include continuous engagement with academic staff to improve resource management.

- **Automation and Asset Management**

  - Integrating automation into cleaning and maintenance can improve efficiency.

  - Asset management best practices recommend reinvestment of 5-8% of portfolio value annually for sustainability.

ANNEXURE C

Action Programme

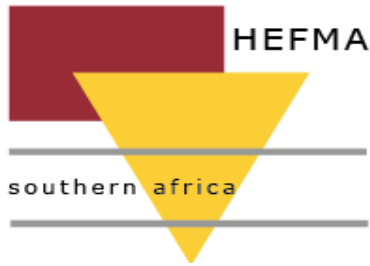| Post-Conference Outcomes and Programme of Action					
Facilitated by TIMO Holdings					
Timeframe: November 2024 – August 2025					
Item	**Outcome**	**Proposed Actions**	**Key Stakeholders Involved**	**Proposed Timeline**	**Responsibility**
1	**Strengthen collaboration between TVET Colleges and Universities**	- Organize quarterly **roundtable discussions** between TVET colleges and universities.	HEFMA, DHET, Universities, TVET Principals	Start: Jan 2025	TIMO to coordinate
		- Develop a **benchmarking framework** with best practices for campus operations and sustainability.	HEFMA, DHET, AUDE, TEFMA	Mar-25	TIMO and HEFMA Academic Committee
2	**Position HEFMA as a collaborative link**	- Launch a **HEFMA Resource Hub** to share reports, guidelines, and benchmarking results.	HEFMA, DHET, Universities, TVET Colleges	May-25	TIMO IT Team
		- Create a space for **robust online discussions** (e.g., webinars) on sustainability and operational excellence topics.	HEFMA, DHET	Feb-25	TIMO and HEFMA Media Team
3	**Promote Sustainable Practices Across Institutions**	- Develop an **annual campus sustainability challenge** for universities and colleges with recognition awards.	HEFMA, AUDE, TEFMA, DHET	Apr-25	HEFMA Sustainability Task Team
		- Publish a **report on biodiversity management** on campuses based on best practices shared during the conference.	HEFMA, Universities, DHET	Jul-25	TIMO Editorial Team
4	**Expand HEFMA's influence in Facility Management Standards**	- Develop a **training series** for facility managers based on lessons from the conference and ongoing discussions.	HEFMA, DHET, Universities, Private Sector (Sponsors)	March – June 2025	TIMO Learning & Development Team
		- Advocate for the inclusion of **standardized facility management metrics** in DHET guidelines for institutions.	DHET, HEFMA, Universities	Start: Dec 2024	HEFMA Executive
5	**Enhance TVET and University Access to Green Funding**	- Facilitate a **workshop for funding proposals** targeting green building and campus projects for TVETs and universities.	HEFMA, DHET, Private Sector (Funders)	Mar-25	TIMO and Songo Didiza
		- Publish a **funding opportunities guide** for sustainability and infrastructure development.	HEFMA, DHET, Universities, TVETs	Jun-25	TIMO Content Team

6	Improve Stakeholder Engagement	- Conduct a **stakeholder needs assessment survey** to guide HEFMA's future engagements with institutions and organizations like DHET.	HEFMA, DHET, Universities, TVETs	Dec 2024 – Feb 2025	TIMO Data Analysis Team
		- Host a **mid-year stakeholder feedback session** to review progress and align goals.	HEFMA, DHET, Institutional Representatives	Jul-25	TIMO Event Team
7	Integrate Water and Energy Management Technologies	- Pilot **technology solutions** for water and energy efficiency in selected campuses based on insights from Ibrahim Patel's session.	HEFMA, DHET, Universities, TVETs	Start: Feb 2025	TIMO Project Management Team
		- Facilitate collaboration between TVETs and universities to adopt Computer-Aided Facilities Management (CAFM) systems with DHET's support.	HEFMA, DHET, Private Sector Partners	Jun-25	TIMO Technology Integration Team

Notes:

TIMO Holdings will serve as the **primary coordinator** to ensure timelines and actions align with the outlined objectives.

DHET's involvement is crucial in providing policy support, funding alignment, and participation in engagements.

This program emphasizes **continuity** by fostering regular collaboration, monitoring progress, and aligning activities with the strategic goals of HEFMA and DHET.
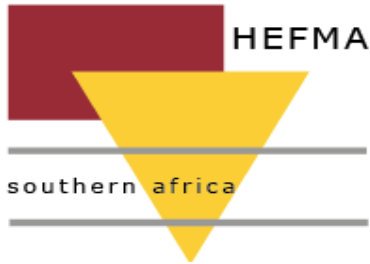
ANNEXURE D

Financial Report Overview

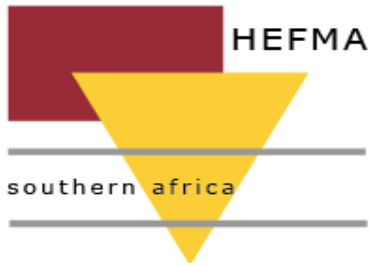|	EXPENSE BREAKDOWN				
Item	Quotation Amount	Paid	Invoiced Amount	Outsanding	Notes
Conference Catering (UMP Conference package - R92,500)	R628 950,00	R0,00	R669 390,00	R628 950,00	Tea/Coffee, Lunch + 1 soft drink and afternoon tea/coffee (Initial Quotation was based on 200 Delegates and did not include Alcohol for the Welcome Cocktail - Light finger meal and drinks, Stakeholders Dinner and Gala Dinner). The updated Invoice is inclusive of everything for 250 delegates.
Day 2. Conference Catering (UMP Conference package - R92,500 per day)					
Day 3. Conference Catering (UMP Conference package - R92,500 per day)					
Day 4. Conference Catering (UMP Conference package - R92,500 per day)					
Gala Dinner (R100,00.00 - UMP package)					
Welcome Cocktail at the University (R55,000)					
Stakeholders Dinner (Institutional Members, Guests, Sponsors & Business Partners)					
Gala Dinner Music Entertainment	R20 000,00	R15 000,00	R15 000,00	R0,00	This item is paid and settled
Okya Guests Gift Sets	R16,250.00	R16 250,00	R16 250,00	R0,00	This item is paid and settled
Serendipio muggs with plastic lid	R41,250.00	R41 250,00	R41 250,00	R0,00	This item is paid and settled
Branded Tshirts	R73,750.00	R73 750,00	R73 750,00	R0,00	This item is paid and settled
Safari Hats	R33,750.01	R33 750,00	R33 750,00	R0,00	This item is paid and settled
Vehicle Hire and Delivery of Corporate Gifts From GP to MP	R6,785.00	R6,785.01	R6,785.02	R0,00	This item is paid and settled
55 inch Smart TV Screens Extensions & Stands Crews	R39 962,00	R33 000,00	R33 000,00	R0,00	This item is paid and settled
Event Technology & Logistics	R68 500,00	R68 500,00	R68 500,00	R0,00	This item is paid and settled
Kruger Sunset Game Drive & Bush Braai(R210,000) x3 UMP-Phabeni Gate - round trip (R47,400 per Bus)	R257 400,00	R285 400,00	R285 400,00	R0,00	Transport, park fees, Bush Braai catering and Game Drive - Luxury Coach (79 seater) - overpayment of R28000 was made into the INKOSI DMC, Utilised towards drinks at braai - R1600.00 Refund was made into HEFMA
International Guests Shuttle Services	R6,100.00	R6,100.01	R6,100.02	R0,00	This item is paid and settled
TIMO Holdings Event Organising Services (August - October 2024)	R177 515,00	R107 666,00	R69 849,06	R69 849,06	All Conference Activities and work done by the team Planning, Preparations, Execution and Post Conference tasks for Four months (16) weeks - Excluding VALUE ADDED TAX (VAT)
Event Organiser - Team of Eight (8) members Travel and Accomodation Claim	R20 586,00	R0,00	R20 586,00	R20 586,00	Team travel and stay in Mpumalanga - Excluding Food and Refreshments from 10 October for preparations until end of Conference
Expenses:	**R1 212 913,00**	**R674 566,00**	**R1 326 725,06**	**R719 385,06**	

The HEFMA 2024 conference hosted **225 delegates** from various institutions, including international attendees. This report provides a financial expenses overview, highlights cost-saving measures, and demonstrates fiscal responsibility in organizing the event.

Cost-Saving Strategies

a) **Venue Sponsorship:** Partnered with the University of Mpumalanga to reduce venue hire costs. Utilized existing university infrastructure, including AV equipment.

b) **Catering Optimization:** Made attempts to work closely with the service provider (UMP) to negotiate discounts based on delegate numbers.

c) **Bulk Discounts:** Negotiated reduced rates for delegate kits and promotional materials by ordering in bulk.

d) **Efficient Transportation:** Collaborated with local service providers for competitive rates on transport and excursion logistics.

e) **Streamlined Marketing:** Made efforts to maximized use of social media and partnerships to reduce traditional marketing costs.

f) **Volunteer Utilization:** Engaged student volunteers for on-site support, reducing staff costs. This fiscal responsibility reflects

TIMO Holdings' commitment to delivering value while maintaining standards of event management excellence.

CONFERENCE MEDIA FOLDER AND LINKS

    A. **LINK TO ACCESS HEFMA 2024 CONFERENCE PRESENTATIONS;**

- **Kindly open conference presentation folders by clicking below;**

Click here;

    B. **LINKS OF VIDEO RECORDINGS FOR THE HEFMA 2024 CONFERENCE;**

- **Day 2 HEFMA 2024 CONFERENCE**

https://www.youtube.com/live/Yp3mf59SIXo?si=Tary75SX48BcGJnK

- **Day 3 HEFMA 2024 CONFERENCE**

https://www.youtube.com/live/Du9ZwN-3zJ0?si=tewN_ujVzaiQrDz7

- **Day 4 HEFMA 2024 CONFERENCE**

https://www.youtube.com/live/SSu23cq1hYQ?si=6Eb7TijbDKDpv9rY

    C. **Click on the link for access to more photos https://www.hefma.org/forums.html**
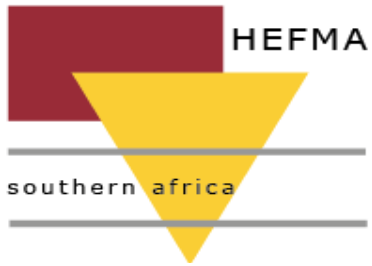
SOME CONFERENCE GALLERY