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THE SOFT LANDINGS FRAMEWORK

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WITH THE SUPPORT OF OUR KINDRED ORGANISATIONS AND OUR SPONSORS, CHARTERED INSTITUTION OF BUILDING SERVICES ENGINEERS (CIBSE) IS DELIGHTED TO BRING ROD BUNN TO HOST THE 2015 AUSTRALIA AND NEW ZEALAND SEMINAR SERIES, THE SOFT LANDINGS FRAMEWORK.

The series will cover some of the basic concepts of Soft Landings, before introducing the Australian and New Zealand framework, implementation issues and objectives, how aftercare be treated, when should post occupancy evaluations be undertaken, and some of the learning from the UK (the Australian and New Zealand framework already addresses a key issue that has the potential to derail Soft Landings projects).

To compliment Rod’s presentations Hywel Davies from CIBSE HQ in London, will talk about some of the key tools that can be used to compliment the delivery of better buildings, and some of the key issues around managing design briefs to better enable effective building performance.

This is an important workshop. If the lessons from the UK are anything to go by, Soft Landings could soon be a key feature of all major building projects in Australia and New Zealand.

### Programme

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>1.00PM</td>
<td>» Introduction to Soft Landings</td>
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<tr>
<td></td>
<td>» Key Concepts and the application of the framework</td>
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<tr>
<td></td>
<td>» Complementary tools, their use and application (Dr Hywel Davies)</td>
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<tr>
<td>3.15PM</td>
<td>Afternoon Tea &amp; Group Discussions</td>
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<tr>
<td>3.45PM</td>
<td>» Summary of discussions</td>
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<td>» Problems and insights from the UK</td>
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<td>» Where do we go from here – Implementing Soft Landings</td>
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<td></td>
<td>» How aftercare should be treated</td>
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<td>» Post occupancy surveys</td>
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<td>» Embedding the ANZ Framework in your next project</td>
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<tr>
<td>5.15PM</td>
<td>Session Close</td>
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Note: The Auckland session begins at 9.00am but will run to similar timings.
About Soft Landings

Many buildings suffer a ‘hard landing’ due to the rigid separation between construction and operation, telescoping of commissioning periods and complication, or unfamiliar techniques and technologies.

Soft Landings is not just about better commissioning. It is the golden thread running through the project from inception to post handover.

Over the past decade the property industry has seen a growing expectation for increased sustainability, energy efficiency and occupant satisfaction to be provided in new and existing buildings. Owners, occupiers, Governments, and society are looking to the construction industry to meet increasingly challenging targets: building owners seek robust sustainable investments, economically delivered to meet occupant demands whilst treading lightly on the environment.

Whilst a number of new buildings are being delivered to meet increasingly higher standards of sustainability and energy efficiency, through accreditation systems such as the Green Building Council of Australia Green Star rating, National Australian Built Environmental Rating Scheme (NABERS) and NABERSNZ, the construction industry and its clients do not yet have the right structures in place to reliably and repeatedly deliver these improvements. Surveys of recently completed buildings regularly reveal substantial shortfalls between client and design expectations and delivered performance – the performance gap – especially energy performance.

An underlying problem is that designers and builders are typically appointed on contracts that focus on achieving practical completion with obligations post practical completion focussed on the defects liability period, which is normally only 12 months. They are seldom asked or paid to follow-through afterwards, to pass on their knowledge to occupiers and management, or to learn from the interaction.

Consequently, the industry is missing opportunities for improving the knowledge base and unlocking all the value in the buildings it creates.

The rigid separation between construction and operation means that many buildings are handed over in a state of poor operational readiness and suffer a ‘hard landing’, particularly – as often happens – when delays have led to the telescoping of the commissioning period.

Soft Landings can be used for new construction, refurbishment and alteration. It is designed to smooth the transition into use and to address problems that post-occupancy evaluations (POE) show to be widespread.

Soft Landings starts by raising awareness of performance in use in the early stages of briefing and feasibility, helps to set realistic targets, and assigns responsibilities. It then assists the management of expectations through design, construction and commissioning, and into initial operation, with particular attention to detail in the weeks immediately before and after handover.

For more on Soft landings and the Australia New Zealand Framework visit the CIBSE website.
Dr Hywel Davies is Technical Director of the Chartered Institution of Building Services Engineers, which could be described as the professional body for engineering the energy using systems in our buildings.

Hywel has over 20 years experience of developing technical standards and policy for the construction sector, originally with the Building Research Establishment, and then as an independent consultant prior to joining CIBSE.

He has been actively involved in the UK implementation of the Energy Performance in Buildings Directive, and was a part of the team advising Communities and Local Government on the implementing measures prior to joining CIBSE.

Keynote Speaker, Roderic Bunn is a principal consultant at BSRIA in the UK and has a track record in building performance research. An experienced building researcher and technical author, he edited the Chartered Institution of Building Services Engineers Journal (CIBSE) for 16 years.

Between 1995-2001 he led the ground-breaking PROBE research project, after which he joined BSRIA as a building performance analyst.

Roderic is currently developing Soft Landings into a new professional service for construction industries around the world. The method has been published by BSRIA and the Usable Buildings Trust in the Soft Landings Framework, a generic and open-source method that can be applied by clients and construction firms worldwide.

Roderic runs the BSRIA Soft Landings User Group that aims to promote, educate and support those who wish to adopt Soft Landings for UK construction projects. He is author of a number of guides, the most recent being How to Procure Soft Landings.

Roderic writes and lectures widely on building engineering and on the role of human behaviour in building performance. He is a Building Performance Evaluator for the UK’s £8 million Building Performance Evaluation research project run by the Technology Strategy Board, and is also overseeing projects on the TSB’s Innovative Refurbishment programme. He is a Fellow of the Royal Society of Arts, a former Trustee of the Usable Buildings Trust (UBT), and a Silver Medallist of the CIBSE.

Roderic Bunn is the recognised world authority on Soft Landings. He is also an expert presenter that already has a high profile in our Region - his previous Soft Landings seminar series in 2010 was extremely well attended and received wholesale critical acclaim.
Support for the seminar series, and publication of the Australia and New Zealand version of the Framework, has been provided by ARBS as part of their on-going commitment to the promotion and education of air conditioning, refrigeration and building services engineering.