CONTRIBUTORS

Dr **Oluwatoyin Yetunde Aderiye** is Principal Lecturer and MBA Director at Sheffield Hallam University, UK. She is an advocate for strengthening the links between industry and academia, as she believes research should have practical applications. Her research interests are varied and focus on the effects culture, motivation, people, and service have on organisations particularly in facility management (FM). She is also interested in multidisciplinary research as they create richer results and have the potential for wider influence and reach. A strong believer in applied research, she enjoys tweaking established and new models/ideas to solve modern issues, required in these rapidly changing times. ORCID: 0000-0002-4341-5412

Dr Ir **Rianne Appel-Meulenbroek** is an associate professor in corporate real estate (CRE) and workplace at the Department of the Built Environment at Eindhoven University of Technology, the Netherlands. She is Chair of the Transdisciplinary Workplace Research (TWR) network, co-editor of the *Journal of CRE*, and a regular speaker at international events. In her research, she approaches workplaces as an important strategic resource for knowledge organizations, studying how they should be managed strategically and how workplace design and use aspects impact employee and organizational outcomes. ORCID: 0000-0003-3877-4004

Dr **Monique Arkesteijn** is Assistant Professor of Real Estate Management in the Faculty of Architecture and the Built Environment at the Delft University of Technology, the Netherlands. Her core research focus is the corporate real estate alignment with a specific focus on preference-based design and decision-making. She has worked together with Dr Chris Heywood for most of the last decade on strategic alignment of business and corporate real estate strategies. Next to her academic work, she served on the Global Board of CoreNet Global and currently is a board member of the Dutch knowledge institute Center of People and Building. OR CID: 0000-0001-8852-8034

Prof **Torben Bernhold** is Professor in real estate management and real estate economics at the University of Applied Sciences in Münster, Germany. His research focuses on New Institutional Economics, CREM, and sourcing and process management. Through his practical consulting mandates with Bernhold Nitzsche Immobilienmanagement, Bremen, in various corporate companies, he connects theory and practice. Previously, Prof. Bernhold was managing partner

List of contributors

and scientific director of a real estate consulting company as well as project manager in Germany for major real estate projects at a service company. ORCID: 0000-0001-9863-1211

Susanne Colenberg is a PhD student in human-centered design at the Department of Industrial Design at Delft University of Technology, the Netherlands. She has a degree in both organizational psychology and interior design, and she pursues integration of both disciplines in enhancing workplace experience and well-being. After working for over 20 years as a researcher and workplace consultant, she has started her current PhD project on workplace design for social well-being. Additionally, she is a guest lecturer of environmental psychology at the University of Amsterdam. ORCID: 0000-0003-4835-4572

Dr Vitalija Danivska is a postdoctoral researcher in the Department of Built Environment at Aalto University, Finland. With a background in real estate economics, she is particularly interested in the real estate business and corporate, facilities management areas. In 2018, she obtained her doctoral degree with her thesis studying the 'Workplace-as-a-Service' concept. Besides research and teaching, she is also a member of multiple industry associations, connecting academy and practice. ORCID: 0000-0001-9984-7487

Dr **Brenda Groen** is Professor in Hospitality at Saxion University of Applied Sciences, the Netherlands. Her areas of interest include hospitality, service design, the role of networks in business cooperation, and workspace. ORCID: 0000-0001-6432-511X

Dr **Chris Heywood** is Associate Professor of Property and Management in the Faculty of Architecture, Building and Planning at the University of Melbourne, Australia. His core research focus is the strategic management of corporate real estate, though his work covers many aspects of managing the built environment including asset and facility management. The strategic alignment of business and corporate real estate strategies is a research area in which he has worked with Dr Monique Arkesteijn for most of the last decade. ORCID: 0000-0002-3697-6000

Dr **Jan Gerard Hoendervanger** is an independent consultant specialising in workplace strategy, new ways of working, and corporate real estate. Recently, he finished his PhD thesis 'On workers' fit with activity-based work environments' at the University of Groningen which he produced while working as a researcher and lecturer at Hanze University of Applied Sciences, the Netherlands. OR CID: 0000-0003-2381-8529

Dr **Ying Hua** is Associate Professor (tenured) in the Cornell Department of Design and Environmental Analysis and Director of the Cornell China Center. Dr Hua is a member of the graduate field and advisor in the Cornell Baker Program in Real Estate, faculty fellow of the Atkinson Center for a Sustainable Future and the Cornell Institute of Healthy Futures, Vice-Chair of the Faculty Advisory Board of the Atkinson Center, and core faculty of the Cornell East Asia Program. Dr Hua leads the International Workplace Studies Program (IWSP) with both research and consulting work. ORCID: 0000-0002-8527-8209

Dr **Per Anker Jensen** is Emeritus Professor in Facilities Management at DTU Management, Technical University of Copenhagen, Denmark. He holds the degrees of MSc in civil engineering, PhD, and MBA. Besides research and teaching he has 20 years of experience from practice as a consultant, project manager, and facilities manager. ORCID: 0000-0001-6980-0506

Prof **Keith G. Jones** is Professor of Facilities Management at Anglia Ruskin University, UK. His expertise covers a wide range of built environment and management issues including: sustainability analyses of existing social, economic, and technical systems within the built environment; design and development of new sustainable systems/practices for facilities management; performance-based built asset management; impacts of climate change and earthquake events on the vulnerability, resilience, and adaptive capacity of business organisations in local communities; and occupant behaviour and carbon reduction in buildings. ORCID: 0000-0002-8883-9673

Dr **Tuuli Jylhä** is Assistant Professor of Real Estate Management at the Department of Management in the Built Environment (MBE), Faculty of Architecture and the Built Environment at Delft University of Technology, the Netherlands. In her research, she is interested in long-term circularity in real estate management (REM). She integrates waste prevention and value delivery theories from lean management into (corporate) real estate management theories to improve resource efficiency and effectiveness. Her passion is to move the REM industry toward near-zero waste. ORCID: 0000-0001-6519-7199

Dr Annette Kämpf-Dern has worked as a professor and science and education entrepreneur of the Built Environment (e.g. Bauhaus-Universität Weimar, HafenCity University Hamburg, TU Darmstadt) and as a start-up founder (e.g. Real Estate & Leadership Foundation, COWORKSTATT Frankfurt; SIM-OFFICE). Her areas of expertise are sustainable development, integrative management of real assets and workspace, and real estate professional services. Annette has also been active as project developer (e.g. EXPO 2000), real estate manager (office and residential), strategic management consultant (BCG), and conference organizer. She has served on various advisory boards (e.g. ULI Germany, BLB NRW) and supports standardization and regulation (DIN/ISO, Arbeitsstättenausschuss). ORCID: 0000-0003-4193-9826

Aino Kavantera is a design and planning leader with over 20 years of experience in the built environment sector. Having lived in Finland, the United Kingdom, the Netherlands, and Hong Kong, Aino has a distinct global perspective to her work, both as a practitioner as well as a researcher. She has a keen interest in understanding the relationship between spaces and behaviour, particularly in relation to cultural constraints and sensitivities in different geographic regions. Aino holds an MBA in Construction and Real Estate from the University College of Estate Management, UK. As part of her postgraduate thesis, she studied agile workplace behaviours in Hong Kong, achieving an Academic Excellence Award nomination for her work. ORCID: 0000-0002-2874-8489

Dr Nora Johanne Klungseth is Associate Professor at the Norwegian University of Science and Technology (NTNU), Norway. She has a PhD in facilities management from NTNU, a master's degree in real estate and facility management from NTNU, and a bachelor's degree in facility and service management from Akershus University College (the present OsloMet). She has experience as a project manager and customer success manager within the software industry, as a consultant from both the business and the engineering side, and from her own family establishment within the facility service industry. ORCID: 0000-0001-6695-3283

Dr **Minyoung Kwon**, a registered Dutch architect, holds a PhD in architecture from Delft University of Technology (2020) and a master of science from the same university (2014). She has been working in architecture offices in between obtaining her degrees. Kwon is a member

List of contributors

of the Korean-American Scientists and Engineers Association in the Netherlands. Dr Kwon's primary research interests are in office renovation, sustainable design, user-focused building design, indoor comfort, and energy-efficient building renovation. She developed user-focused design principles for office renovation based on predicted user satisfaction during her PhD. She currently works on Interreg 2 Seas Mers Zeeen: Triple-A EU project and has served as a climate design tutor for MSc design studios since 2019. OR CID: 0000-0002-0128-4557

Marko Lahti is a PhD student at the University of Turku, Finland, conducting research about digital and physical learning environments. He has an MSc in computer science, University School of Science and Technology (2002). He is also working as Head of Development at the Department of Future Technologies at the University of Turku and has developed a new plug-in campus to Namibia. ORCHID: 0000-0002-8243-0455

Dr **Suvi Nenonen** is a workplace developer in both practice and research. She is an adjunct professor at the universities of Tampere and Turku, Finland, with research interests and projects focused on digital, physical and social spaces, and realities. Her background is in social sciences, and her doctoral thesis, 'The Nature of the Workplace for Knowledge Creation', was conducted in the Department of Real Estate Management at Aalto University (formerly HUT), Finland. She has an extensive European network. She is the Specialist of Future Working and Learning Environments in SYK, University Properties of Finland Ltd. Her passion there is to support and facilitate co-commitment processes in small- and large-scale changes all over Finland. She is also coordinating the RDI activities in the company. ORCID: 0000-0002-0347-524

Abdul Jalil Omar is Associate Professor in Property Management at the Department of Property Management, Faculty of Technology Management and Business, Universiti Tun Hussein Onn Malaysia (UTHM), Malaysia. He is an active researcher in the area of corporate real estate, property management, and property marketing. His experience in property practices, especially in ASEAN, helps to provide the industry and students with a good source of information in creating value from their property assets. OR CID: 0000-0003-3311-367X

Dr **Ruth Pijls** is a senior lecturer and researcher on customer experience at Saxion University of Applied Sciences, the Netherlands. Areas of interest include hospitality, customer experience, sensory perception, and service concepts. ORCID: 0000-0002-1384-8815

Dr **Nicolas Pope** is a postdoctoral research and software developer who is currently responsible for the Remote Presence and live 3D capture platform to be used in the FT-Lab space. He obtained his PhD at the University of Warwick in the UK on a subject related to modelling with dependency as an alternative way to achieve end-user programming. ORCID: 0000-0002-5694-4970

Jenni Poutanen, architect (MSc), is an architectural design university teacher in the School of Architecture at Tampere University, Finland. She is preparing her PhD on learning spaces in higher education. Her research focuses on user-centric design, socio-spatial qualities, and retrofitting of the existing facilities for contemporary and future needs of learning in order to support the life cycle of campus buildings. She is also working with spatial interventions, knowledge work environments, and innovation areas. Along with her research work, she has both consulted and designed learning space retrofits. Prior to joining academia, she worked as a designer in architectural practices for several years. ORCID: 0000-0002-7133-3000

Dr **Hilde Remøy** has a PhD in real estate management and is Associate Professor at Delft University of Technology, Faculty of Architecture, Department of Management in the Built Environment (TU Delft), the Netherlands. She is a board member and past president of the European Real Estate Society (ERES). Hilde is experienced in international and Dutch scientific and practice research, with a wide range of publications, and is an editorial board member of several international journals. Hilde teaches adaptive reuse and redesign of processes at TU Delft and other education institutes. Her work concentrates on resilience and adaptive reuse of real estate, including heritage, specifically focusing on adaptability and value development. ORCID: 0000-0001-6911-0310

Dr **Erkki Sutinen** is Professor of Computer Science (Interaction Design) at the University of Turku, Finland, since 2015. He moved to Namibia in 2019 to set up the first overseas campus of the University of Turku, located currently at the premises of University of Namibia, in its main campus in Windhoek. Erkki received his PhD from the University of Helsinki in 1998, based on his research in string algorithms. From 1999 to 2015, he was a professor at the University of Eastern Finland (1999–2009, University of Joensuu), where he founded a research group in educational technology, hosting an online PhD program, impdet.org. Erkki has been researching educational technology, computing education, ICT4D, and co-design. As an ordained Lutheran priest, his current interests include digital theology. ORCID: 0000–0002–1020–3325

Dr Chiara Tagliaro is a postdoctoral researcher in the Real Estate Center of the Department of Architecture, Built Environment and Construction Engineering at Politecnico di Milano, Italy. She obtained her PhD in 2018 with a dissertation on performance indicators for strategic design, management, and use of the workplace. She collaborates in several international research projects including the Erasmus+ Strategic Partnership 'An Innovative Approach in Workplace Management Education', and COST Action CA18214 'The Geography of New Working Spaces and the Impact on the Periphery', which funded her short-term scientific mission at Cornell University. She coordinates the Italian Proptech Network. ORCID: 0000-0002-3023-5340

Dr **Renuka Thakore**, University College of Estate Management, UK, research interests include sustainability and sustainable development. Her passion is to investigate the challenges of societal systems and identify emerging trends that are competent in offering sustainable solutions. She contributes to the knowledge by revealing the strategic reality of real-world problems research through transdisciplinarity and systems thinking. She is trying to widen the knowledge base from concepts to real-world applications – linking technologies, future scenarios, different elements of the built environment, and multi-dimensional integrated framing of sustainable development. ORCID: 0000-0002-2415-1001

Dr **Matthew Thomas** is Assistant Professor in the Department of Strategy and International Business at the University of Birmingham, UK. Matt graduated with an MBA from London Business School in 1988 and has spent most of his career in industry, holding senior positions in multinationals and a strategy consultancy, and running his own business. Matt's research investigates the impact of physical space on organisational outcomes including strategy. ORCID: 0000-0001-8505-390X

Deniz Tuzcuoğlu is a PhD researcher in the Department of Built Environment at the Eindhoven University of Technology, the Netherlands, and in the Department of Architecture at

List of contributors

Yıldız Technical University. Her research focuses on user behaviour and experiences in smart office environments regarding user satisfaction and behavioural adaptation. She graduated in both architecture and civil engineering from the Istanbul Kultur University in 2012, and her master's thesis covered post-occupancy evaluation in the Architectural Design program at Yıldız Technical University in 2014. She has been teaching topics on architecture such as Introduction to Architectural Design and Graphic Design. ORCID: 0000-0002-8297-0208

Dr **Theo J.M. van der Voordt** is Emeritus Associate Professor in Corporate Real Estate and Facilities Management at the Faculty of Architecture and the Built Environment, Delft University of Technology, the Netherlands, and a senior researcher at the Center for People and Buildings in Delft, the Netherlands. His research focus is on user satisfaction and perceived productivity support, adding value by FM and CREM, performance measurement, and adaptive reuse of vacant buildings. ORCID: 0000-0002-1644-0049

Hester van Sprang, MSc, is Senior Lecturer and Researcher at Saxion University of Applied Sciences, the Netherlands. Areas of interest include workspace management, added value of FM and CREM, building performance management, and hospitality. ORCID: 0000-0002-3799-8834

Dr Graeme Whitehall, University College of Estate Management, UK. Research interests sit in a gap between a number of traditional disciplines and include contested intangible and tangible cultural heritage, and sustainable heritage. Using historical, theoretical, and visual lenses, he is interested in cultural hybridity and the impact of new technologies, social orders, ideas, and inter-communal interpersonal relationships. Working on micro and site-specific case studies, and through interrogation of a web of seemingly insignificant 'small things', he tries to explore the relationships between landscape, architecture, cultural identity, and psychology – and the importance of psychological resonance for the creation of sustainable sites and communities. ORCID: 0000-0002-5150-1660

Niklas Wiesweg is a research assistant and PhD candidate at the University of Applied Sciences in Münster, Germany. In his previous professional activity, he worked for a real estate manager and was responsible for several IT and digitalization projects. ORCID: 0000-0002-1017-4579

Ir **Jaap Wijnja** CFM is Senior Lecturer and Researcher in Facility Management and Corporate Real Estate Management at Hanze University of Applied Sciences in Groningen, the Netherlands. Main area of interest is the interaction between organisations, people, and built environment. Besides research and teaching he has 15 years of experience from practice as a consultant, project manager, and facilities manager. ORCID: 0000-0002-3566-9017

Prof **Lukas Windlinger** is a professor at the Institute of Facility Management (IFM) of the Zurich University of Applied Sciences (ZHAW), Switzerland. He has been active in workplace management since 2005 and represents this discipline in the bachelor, master, and continuing education programs of the IFM. Together with his team, Lukas conducts applied research and consultancy projects on the design and management of work environments by focusing on the integration of spatial, human, and organizational factors. OR CID: 0000-0001-9762-8504