

WFBSC Global Executive Summit

Speakers and Contributors – 12th / 13th March 2025

The premier event for the world's leading Facility Services Contractors.



Master of Ceremonies: Kerri Woodham

Kerre Woodham, who regularly interviews our Prime Minister, will be the Master of Ceremonies. With a wealth of experience in broadcasting, writing, and public speaking, Kerre has become a household name in New Zealand. She is known for her work on NewsTalk ZB, Fair Go, Heartland, and Intrepid Journeys. Currently, she hosts the afternoon show on NewsTalk ZB and writes a weekly column for the Herald on Sunday.

Kerre's journey is filled with inspiring stories and valuable insights. She has authored several books, including "Short Fat Chick in Paris" and "Short Fat Chick to Marathon Runner," which chronicle her personal adventures and challenges. Her candid and humorous approach to life's ups and downs makes her a relatable and motivational speaker.

As our MC, Kerre will bring her unique perspective and vibrant energy to the event, ensuring an engaging and memorable experience for all attendees. Don't miss the chance to be inspired by one of New Zealand's most beloved media personalities!



Panellist: Claude Bigras - *Chief Executive Officer, GDI Integrated Facility Services.*

Claude Bigras, the President and CEO of GDI Integrated Facility Services, is a visionary leader with over 40 years' experience in the construction, janitorial, and facility maintenance industry. Under his leadership, GDI has grown to become the largest janitorial services company in Canada and one of the largest in North America.

Mr. Bigras's expertise in strategic planning, disciplined capital allocation, and successful acquisitions has driven GDI's significant organic and acquisition-based growth¹². His insights into building a strong mechanical services company across North America are invaluable for anyone interested in business growth, leadership, and strategic development.

Attending to hear Claude Bigras at this conference will provide attendees with a unique opportunity to learn from his extensive experience and gain practical knowledge on leading a successful, large-scale organization.



Speaker: Harold Hillman - *Coaching business leaders and executive teams to be more purposeful about leadership w/ Exec Leadership | Change Management*

Hillman earned his Ed.M. from Harvard University and a Ph.D. in clinical psychology from the University of Pittsburgh (USA). With a strong belief that the best leaders are also the most skilled learners, Hillman coaches' business leaders and executive teams to explore what is required to drive deeper levels of engagement.

Over the past two decades, as both a senior executive and external coach, Hillman has coached CEOs, executive teams and leaders in New Zealand, Australia, Singapore, Samoa, Fiji, New Caledonia and the USA.



Speaker: Minas Liarokapis - Co-Founder / CTO, Acumino | Director, New Dexterity research group | Associate Professor, The University of Auckland

Renowned Dr. Minas Liarokapis, a leading expert in robotics and bionics. As the Co-Founder and CTO of Acumino, an Associate Professor at the University of Auckland, and the Director of the New Dexterity research group, Dr. Liarokapis is at the forefront of groundbreaking advancements in robotic dexterity and human augmentation.

Dr. Liarokapis's work focuses on equipping robots with dexterous manipulation capabilities and developing assistive devices that enhance human performance. His innovative research has earned him numerous awards and accolades, including the prestigious IEEE Best Paper Award and the Hackaday Prize.

Attendees will gain invaluable insights into the future of robotics, human-robot interaction, and the transformative potential of bionic technologies. Whether you're a professional in the field, a student, or simply passionate about cutting-edge technology.



Panellist: Sally Schopmeyer - *President of Maintenance, Inc.*

Sally Schopmeyer has over 30 years of experience in the cleaning industry. She started with Maintenance, Inc. in 1990 and has held various leadership roles, including Vice President of Business Development and Executive Vice President, before becoming President in 1999. Her extensive experience and leadership have been instrumental in the company's growth and success.

Sally Schopmeyer is a distinguished leader in the building services industry, bringing a wealth of experience and a passion for innovation. As the President of Maintenance, Inc., and current President of the Building Service Contractors Association International (BSCAI) Sally has been instrumental in driving the company's success and setting new standards in the industry.

Attending to hear Sally will provide you with invaluable insights into effective leadership, operational excellence, and the latest industry trends. Sally's engaging and dynamic speaking style ensures that her sessions are not only informative but also inspiring.

Don't miss this opportunity to learn from a true industry expert and elevate your professional knowledge.



Speaker: Justin Flitter - *Founder of NewZealand.AI | Host of the AI-Roadshow.com Masterclass Events | AI Keynote Speaker | Director of Business Mentors NZ*

Justin Flitter founded AI New Zealand in 2017 to help business leaders discover why, where, and how to leverage Artificial Intelligence. Today he's one of New Zealand's most sought-after AI Keynote speakers, AI workshop facilitator and AI for business advisor.

Justin will delve into the useful, practical ways businesses within the Building Services Industry can leverage AI to augment, automate and optimise processes, workflows and tasks. From Enterprise-Grade tools to AI Agents this talk showcases what's possible, identifies potential risks and presents practical advice to help businesses advance their AI roadmap and employee adoption.



Speaker: Gareth Marriott - *Managing Director OCS*

Gareth Marriott, the Managing Director for OCS in Australia and New Zealand, brings over 23 years of executive management and professional services experience across several countries. Joining OCS in 2012 as Managing Director for Australia, Gareth expanded his role to include New Zealand in 2015, and by 2017, he was overseeing both regions.

Gareth is recognized for his unwavering high standards, attention to detail, and results-driven approach. He has a strong track record of growth and profit improvement, adopting global best practices, finding operating efficiencies, building strong teams, and providing strategic leadership. Passionate about people and the environment,

Gareth believes that sustainable development is as crucial as a company's financial objectives to ensure long-term sustainability for future generations.

Hearing Gareth Marriott speak will provide valuable insights into strategic leadership, operational excellence, and sustainable business practices. Don't miss the opportunity to learn from a leader who has consistently demonstrated excellence in his field.



Panellist: Stan Doobin - *Chief Executive Officer, Harvard Maintenance Inc.*

Stan Doobin is CEO and majority owner of Harvard Maintenance, Inc. the largest family-owned janitorial service company in the United States.

The company operates in 46 of the 50 states. Stan has been involved in the family company since 1984 and became the President and majority owner in 1995.

Stan Doobin is a highly respected leader in the building services industry, known for his innovative approach and extensive experience. Stan has a wealth of knowledge to share. Don't miss this opportunity to learn from one of the best in the business and elevate your professional skills

Stan, a CPA, holds a Bachelor of Science from Washington & Lee University, as well as an MBA from Emory University. Stan was named Entrepreneur of the Year by Ernst & Young in 2004. He is the Current President of World Federation of Building Service Contractors (WFBSC), and past President of Building Service Contractors Association International (BSCAI).



Panellist: Charles H. Keenum, Jr : *Senior Vice President at The Budd Group / BSCAI Board Member*

Charles H. Keenum Jr., Senior Vice President of Operations at The Budd Group, brings over 20 years of experience in the cleaning industry. His expertise in operational excellence and strategic management has driven significant growth and innovation within the organization.

The Budd Group, a leading facility management company in the Southeast, offers a wide range of services including janitorial, maintenance, landscaping, and more. Founded in 1963, the company is committed to delivering high-quality facility support solutions with a focus on sustainability and customer satisfaction.

As a member of the expert panel discussing robotics, Charles will share his insights on effective leadership, operational strategies, and the latest advancements in robotics technology. His ability to translate complex concepts into actionable strategies makes him a valuable addition to the panel. Don't miss the chance to gain knowledge from his extensive experience and expertise in this cutting-edge field.



Speaker: Bruce Cotterill - Author, Advisor to Business Leaders, Company Director, Keynote Speaker, Podcast Host, Writer.

Bruce Cotterill, a highly regarded business leader, brings extensive experience across various industries. As a five-time CEO, published author, and professional director, Bruce will share insights on transformational leadership.

His expertise spans real estate, media, financial services, technology, and retail.

Bruce Cotterill is a highly respected business leader and speaker with a proven track record of transforming organizations across various industries. His leadership has been instrumental in turning around companies like Colliers, ACP Media, and Canterbury International².

Bruce is known for his ability to simplify complex business challenges and provide practical, actionable insights. He has authored the book "The Best Leaders Don't Shout," which shares his lessons on leadership and business improvement. His engaging speaking style and wealth of experience make him a sought-after keynote speaker at conferences around the world.

Attending a session with Bruce Cotterill will provide you with valuable insights into effective leadership, strategic planning, and business transformation. Don't miss the opportunity to learn from a leader who has consistently demonstrated excellence and inspired countless business professionals.



Panellist: Peter Rundle - *Managing Director, Frontline Support and BSC Australia Vice President*

Peter Rundle stands at the forefront of the cleaning industry with over 25 years of comprehensive experience. His dedication to innovation and technology has significantly advanced the capabilities of industry professionals.

As the Managing Director of Frontline Support, Peter is celebrated for his commitment to integrating state-of-the-art technology, driving forward the industry's capabilities.

Serving as the Vice President of BSCAA National since 2022 and a member of the National Board since 2016, Peter's influence extends through his active representation of BSCAA South Australia. Peter's extensive career and active leadership roles underscore his relentless pursuit of excellence within the industry.



Speaker: Trevor Slater - *Chief Operations Officer, Resolution Institute*

Trevor Slater is a highly experienced dispute resolution practitioner specializing in the financial sector. With over 30 years of experience, Trevor has held significant roles, including General Manager of Financial Services Complaints Limited (FSCL) and Conciliation and Case Manager at the NZ Banking Ombudsman. He holds a Master's degree in Conflict Resolution from La Trobe University and is an accredited mediator.

Trevor will delve into the fascinating topic of detecting deception. Trevor's expertise in mediation and negotiation, combined with his extensive background in financial dispute resolution, makes him an invaluable speaker. His practical insights and proven

strategies for resolving conflicts are beneficial for anyone involved in financial services, mediation, or conflict resolution.

Attending a session with Trevor Slater will provide you with the opportunity to learn from a seasoned professional who has successfully navigated complex disputes and provided supervision for conflict resolution practitioners over the last 15 years¹². Don't miss the chance to gain valuable knowledge and skills from one of the leading experts in the field.



Speaker: Amy Muranko - CEO Global Impact Phils Foundation

Amy is the CEO and Founding Director of Global Impact Phils Foundation, an award-winning NGO fighting human trafficking. With over 30 years in leadership and ministry, with a background in Civil Engineering from the University of Illinois.

Amy is also a Co-Founder of Living Pearl Children's Orphanage in Ukraine and a certified life coach who has transformed thousands of lives, especially women, through her Empowerment Coaching programs.

Amy has dedicated her life to combat human trafficking, speaking widely to raise awareness and inspire action, she does this through comprehensive lectures on human trafficking to high-level stakeholders, including government and military officials. She is an active member of the Inter-Agency Council Against Trafficking (IACAT) and honoured for exemplary work in combating human trafficking.



Speaker: Martin Fryer - Head of Strategy and Disclosures at Thinkstep Australia and New Zealand

Martin Fryer, the Head of Strategy and Disclosures at thinkstep-anz, is a leading expert in sustainability with a career dedicated to effecting positive change within large corporate organizations. As a Chartered Environmentalist, Martin has extensive experience in sustainability strategy, climate-related risk, materiality assessments, and corporate disclosures. He has played a pivotal role in helping companies like Auckland Airport publish the first science-based target in New Zealand and improving the maturity of TCFD (Task Force on Climate-related Financial) disclosures at Mercury.

Martin's passion for sustainability and his ability to drive impactful change make him an inspiring speaker. His insights into climate risks, responsible procurement, and science-based targets are invaluable for anyone interested in sustainability and corporate responsibility.

Attending a session with Martin Fryer will provide you with the opportunity to learn from a seasoned professional who is at the forefront of sustainability practices. Don't miss the chance to gain practical knowledge and be inspired by his commitment to creating a sustainable future.



Panellist: Michelle Miles - *Diversey Regional Director for Australia and New Zealand*

Michelle Miles is a prominent leader in the cleaning and hygiene industry, with a career that reflects over two decades of dedication and innovation. Her strategic vision has been pivotal in navigating Diversey through the evolving challenges of the market.

Michelle Miles, the ANZ Country Lead for Diversey, is a seasoned professional with over 12 years of experience within the global Diversey team. Her extensive background includes working in various countries, including South Africa, Australia and New Zealand, where she has driven significant progress in sustainability and operational excellence.

Michelle's leadership has been instrumental in obtaining Eco Label Certifications and expanding Diversey's operations with a new plant in Victoria, enhancing their ability to serve key markets. Her commitment to sustainability and innovation is evident in her strategic initiatives, which have strengthened Diversey's supply chain capabilities and positioned the company for continued success.

Michelle Miles will provide you with valuable insights into sustainable business practices, operational efficiency, and strategic growth. Don't miss the opportunity to learn from a leader who is dedicated to making a positive impact in the industry and driving meaningful change.



Major Sustainability Announcement: Mark Stevens - *General Manager B2B Sales - New Zealand at Essity Australasia*

Mark has led the B2B Professional Hygiene business for Essity in New Zealand for over two decades. Past Director, Australasian Environmental Product Declaration Program, SCA Hygiene Australasia & PEPSCANZ. An industry veteran with a passion for innovation, sustainability and supporting New Zealand enterprises. Mark has led the way in promoting accurate portrayal of the impacts of products on the environment.

With almost a quarter of a century's experience in the washroom area and engaging with the cleaning industry, Mark values long term relationships that encourage true value. An advocate for New Zealand manufacturing and recognition of the unique local value proposition.