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Facilities Services reports to the Vice-President, Finance & Administration. The department comprises three units: Administration & Real Estate Services; Campus Planning & Development; and Maintenance & Operations.

As a department, we pride ourselves on providing welcoming, clean, and comfortable facilities and grounds required by students, staff, and faculty. Our 150 staff members provide reliable, timely, and cost effective services and continually strive to provide a high level of service to support the facility and operational needs of the University community.

2017/2018 HIGHLIGHTS

- Continued oversight of the construction of the Sustainable Energy and Environmental Engineering Building (SE3P) Project
- The Corix Biomass District Energy System project was granted approval by the BC Utilities Commission
- Completed detailed design for the Student Residence Phase 1 expansion at the Burnaby Campus
- Completed schematic design of the Dining Hall expansion project
- Completed $30 million worth of deferred maintenance works
- Continued oversight of the construction of the Student Union Building
- Awarded contract for first Phase of the Plaza Renewal project and began work
- Completed schematic design of the Stadium project
- Continued departmental Organizational Excellence initiative with implementation of numerous process and service improvements
- Received confirmation of LEED Gold designation for Chemistry Renewal Project
- Retained consultant team and initiated the process to update the Burnaby Campus Master Plan
- Retendered and awarded the cleaning services contract
- Negotiated lease of additional space for the expansion of the Beedie School of Business at the Vancouver campus
- Completed 35,000 service and project requests across all three campuses

LARRY WADDELL
CHIEF FACILITIES OFFICER
SIMON FRASER UNIVERSITY
From November 22 to December 6, 2017, Facilities Services employees participated in an Employee Engagement Survey. Among the responses received, 77% of FS staff said they recognized that the work they do is meaningful. So we asked our staff “what makes your work meaningful?” Here’s what a few of them had to say:

“I enjoy helping people. The work I do impacts building and landscape construction and it’s awesome being a part of the campus building process.”
Jessica Li
GIS Technician

“We make tangible in a context that is increasingly virtual. We enable change so change can be enabled.”
Bill Nelson
Project Services Manager

“The work I do positively impacts the work my colleagues do and that’s a great feeling.”
Bonnie Fung
Business Analyst

“My team and I keep the electrical infrastructure and systems operational. We help keep the lights on and make it possible.”
Mike Williams
Superintendent, Electrical

“The Energy Management team significantly contribute to one of the University’s core goals of sustainability. We’re solving problems and that’s making the University a better place.”
Travis Vilac
Energy Specialist

“As a support position, I provide my colleagues guidance on how they can use our technological resources more efficiently.”
Melvin Wong
Senior Business Systems Analyst

“The work we do, painting and signage, is everywhere. Our work makes the University a more vibrant place.”
Mark Jones
Foreman, Paint Shop

“Safety is always a priority. The well-being of our Univeristy community is something we are passionately engaged in.”
Mike Rhodes
Electrician

“Many of us in Campus Planning and Development derive meaning through our jobs by improving places on campus for people to work and play. We work with students and faculty to define their needs and aspirations then work with consultants and contractors to create beautiful but functional learning environments.”
Ian Abercrombie
Director, Campus Planning & Development

“As one team, supporting each other, we help set the stage so students can get an education.”
Olenka Myshko
Customer Service Coordinator
Using our skills and talents to help make our world a little bit better, starting with our own backyard.

Joyce Chong
Director, Administration & Real Estate Services

Our students are the future, be it scientists or politicians or whatever. We are helping our students become future leaders.

Jason Hanson
Driver / Stores Assistant

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Jason Hanson
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“IT’S MUSIC TO OUR EARS WHEN WE HEAR ‘WOW, THIS IS A BEAUTIFUL CAMPUS.’”

Todd Gattinger
Director, Maintenance & Operations

“We provide services to a broad range of external and internal customers. We get things done in a professional manner.”

Novia Chow
Office Coordinator

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“WHEN YOU START SOMETHING, YOU NEED TO HAVE A VISION OF WHAT IT WILL BE - THIS COMES FROM A COMBINATION OF INSTINCT, EXPERIENCE AND AMBITION. PASSION FOR THE IDEAL IS PREREQUISITE.”

Gerald Gongos
Senior Project Manager, Major Projects

“Our work with solving infrastructural issues across the campus helps improve the quality of life for our colleagues across the University.”

Karmen Garner & Krystal Ness
Technologists, Client Services

“We provide services to a broad range of external and internal customers. We get things done in a professional manner.”

Novia Chow
Office Coordinator

“We maintain the campus but it’s all about ensuring students have a quality class to learn in, faculty have a quality class to teach in, and staff have a a quality space to work in.”

Frank De Vita
Superintendent, Buildings & Grounds

“I enjoy working with the professional staff at SFU, the diversity of skills within the FS department and Faculty not to mention the team work approach is very rewarding.”

Adil Jessa
Assistant Director (Mechanical/Electrical/Energy)

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Frank De Vita
Superintendent, Buildings & Grounds

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Dave Gaffney
Painter

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Frank De Vita
Superintendent, Buildings & Grounds

“One word: appreciation.”

John McHugh
Foreman, HVAC

“When you start something, you need to have a vision of what it will be - this comes from a combination of instinct, experience and ambition. Passion for the ideal is prerequisite.”

Gerald Gongos
Senior Project Manager, Major Projects

“THE REWARDING PART OF MY WORK COMES FROM THE SATISFACTION OF A WELL-MAINTAINED AND FUNCTIONING CAMPUS. FACILITIES SERVICES WORKS TOGETHER AS A UNIT TO ENSURE THAT THE CAMPUS RUNS SMOOTHLY AND SUPPORTS ALL THE DIFFERENT TYPES OF ACTIVITIES ACROSS CAMPUS.”

Allyson Biro
Manager, Finance & Administration

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Joyce Chong
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CUSTOMER SERVICE
FS BY THE NUMBERS

23,513
Last year, Facilities Services received 23,513 Service Requests across Burnaby Campus.

90.4%
Over 90% of our customers said they were satisfied or very satisfied with our work.

4000 GJ
Departmental energy saving initiatives have resulted in an annual gas consumption reduction of 4000 gigajoules on campus, the equivalent of power consumed by 40 households.

$88,712,868
FS staff helped complete a total of $88,712,868 worth of real estate lot sales on Burnaby mountain.

$400,000,000
We will be spending over $400,000,000 on improvements to the Burnaby campus over the next three years.

432,000 m²
We are proud stewards of buildings and lands that encompass more than 432,000m² of campus buildings.
Everyone can appreciate how frustrating it can be to receive unclear instructions. Several times a week, Novia Chow, Office Coordinator at SFU’s Facilities Services, has had to take time during her day to answer questions from customers regarding auto-generated emails they’ve received when submitting service requests through the Facilities Services website. Whether the email was too wordy or the wording was unclear, the bottom line was that some customers were left confused and frustrated by the emails. As an expert in customer relations, Novia knew there had to be a better way.

THE CHALLENGE
Everyone can appreciate how frustrating it can be to receive unclear instructions. Several times a week, Novia Chow, Office Coordinator at SFU’s Facilities Services, has had to take time during her day to answer questions from customers regarding auto-generated emails they’ve received when submitting service requests through the Facilities Services website. Whether the email was too wordy or the wording was unclear, the bottom line was that some customers were left confused and frustrated by the emails. As an expert in customer relations, Novia knew there had to be a better way.

THE OBJECTIVE
To improve customer service and stakeholder engagement through improvements to auto e-mails to customers.

THE APPROACH
Novia began a consultative process across the department to engage staff at various levels of seniority for feedback. Novia also consulted with several trades personnel who provided excellent feedback providing Novia with a few great ideas.

“When I first started at the service desk, I found that our auto emails were really confusing for the clients because some of the language that was used wasn’t totally clear. For example, if a customer submits a service request and the request is denied, the reason is not immediately clear to some customers. That’s very confusing.”

One of the main points of confusion regarded work orders labelled as completed when clearly the work had not been completed. In her investigation Novia discovered that Facilities Services staff, at times, have to cancel a work order for various reasons (e.g., duplicate work order submitted, unable to provide the service, etc.). The email sent from the automated system indicated such service requests as completed rather than cancelled, generating some frustration and confusion among clients and more phone calls to the Facilities Services Desk. “Customers would be confused when they cancel a work order, and they receive an email saying it is completed. So I proposed that we pull the status out of the system and really just simplify everything. We also follow up with the clients to ensure they better understand the status of their request.”

THE RESULT
Novia’s auto-generated email review plan has completed its consultative process and will be implemented shortly. It is expected that improved messaging in the auto-generated emails will help improve customer satisfaction, reduce potential confusion or frustration, and provide end users with a consistently strong experience.

For working to provide the best foundational service that a great university expects, Novia is helping to drive Operational Excellence at Simon Fraser University. Well done!
Over the last year, the department has undergone significant re-tooling and process changes in order to deliver an improved customer service experience.

“Historically, the feedback we’ve received is that we’re not producing fast enough and that we cost too much,” says Jay Haynes, Manager, Civil Trades. “So over the last year, the Carpentry shop has been carving away at these problems with strategic equipment purchases resulting in faster turnaround times and reduced costs for our customers on campus.”

Some of those purchases include a high-quality edge bander, a device that produces durable and aesthetically pleasing trimmed edges around plywood corners and edges of cabinets and millwork. What used to take three to four hours by hand can now be done in three to four minutes. The shop also recently purchased a panel saw, a machine similar to a table saw that cuts sheets of plywood in the production of wood furniture such as shelving, cabinets and bookcases. The new panel saw saves time and also provides significant safety enhancements as well as more accurate cuts for proper precision woodwork.

“We know that modernization isn’t just about re-tooling but also improving internal processes,” says Alain Pedneault, Carpenter. “Over the last year or so, with the help of these new machines, we’ve begun re-thinking our approach to work flow to increase efficiencies and reduce waste.” Alain says one process improvement is stocking materials that are in demand. “When we get an order for a door, for example, instead of just cutting one door, now we’ll cut five doors and store four of them. When the next orders come, most of the work will already have been done and that saves real time.”

“One of our primary goals is to provide solid customer service for the SFU community,” says Lonnie Oullette, Carpenter. “From installing or replacing windows, doors and bookshelves at no cost to the department, to building furniture such as desks or cabinets, these changes have made us very market competitive. When you factor in support from other business units across Facilities Services, such as the Paint Shop, Electrical or Mechanical, we’re hard to beat.”
MULTI-TASK WORK ORDER PROCESS IMPROVEMENTS - PHASE 1

GERRY LOPEZ, BONNIE FUNG, SAM CRIBB
STRATEGIC INITIATIVES TEAM

THE CHALLENGE
When there’s a facilities related issue on campus to be resolved, a work-order is issued. On occasion, the issue originally tasked by the customer turns out to require a number of different trade shops, transforming the original work order to multi-task work orders.

For instance, when the customer reports a ceiling leak, a Labourer attends to the leak and then may pass the work order to the Plumbers. Under the current system configuration, in order to process this multi-task work order, the customer’s original work order would need to be closed and a new work order be generated for each of the subsequent trade shops.

Customers who submitted the original work order would only receive notifications that the original order they submitted was closed even though the entire work associated with fixing the leak had not been completed.

THE OBJECTIVE
To improve customer service and provide customers with accurate status of their multi-task work order and streamline the multi-trade work order process.

THE APPROACH
Gerry Lopez, Manager, Strategic Initiatives, got his team together and began considering various methods of addressing the issue. After consulting with the stakeholders, including customers and FS Maintenance & Operations, the team recognized that there are various components that need to be fixed. The team has identified 3 phases to address the multi-task work: 2 phases to address the technical aspects of the change, followed by process alignment and change management support.

For the first phase, Bonnie Fung and Co-op student Sam Cribb developed changes to the platform interface such that related tasks associated with a multi-task work can be “grouped” together in one work order. The team then demoed their work to obtain valuable feedback. “The work we’re doing here on phase one is making it possible for us to move towards true multitask service requests where systems are automated and simplified” says Gerry.

THE RESULT
With phase 1 now completed, Gerry, Bonnie and Sam have set the ground work for automated multi-task work order processing. As tasks are completed one by one, the work order will ultimately be closed resulting in better customer service communication and better coordination between shops.

By once again taking on process change improvements, Facilities Services is helping drive Operational Excellence at Simon Fraser University. Well done!
Facilities Services staff are responsible for managing snow and ice across all three University campuses. We all know that winter weather can have a big impact on university operations and that’s why our departmental staff are constantly monitoring winter conditions with the safety of our students, faculty, and staff always the top priority. Our dedicated team of professionals are constantly trying innovative approaches to reduce our salt usage, reduce landscape damage and provide safe access to the campus for the whole community.

The big item this year was the introduction of beet juice to our Liquid Brine production for winter de-icing. The sustainable, renewable and environmentally safe liquid is derived from sugar beet molasses which, when blended with traditional salt brine, provides superior snow and ice control that is 75% less corrosive than salt brine itself.

To improve internal communications, we also launched a Slack channel #snow_service_desk as a centralized hub for information. Service desk staff relayed snow requests as action items to our onsite foreman who, in turn, ensured staff were deployed to deal with the issue.
"Producing high quality signage for the university on durable materials takes a long time when you’re doing it by hand,” says Paint Shop Foreman Mark Jones. “From bathroom signs to convocation, it requires a lot of patience and aptitude especially when working with materials like plastics or wood.”

Jones says that for a while, the team had been looking at options that would help improve efficiencies and save resources and time. After speaking with material suppliers and doing their own research, the team placed an order for the Trotec Speedy 360, a superior flatbed laser engraving machine.

With a working area of 32 x 20, the new Trotec Speedy 360 laser engraver reads the digital design element from an attached computer then marks and engravés the design without any need for manual adjustment to the laser source. With photo-realistic precision, the device settings can be adjusted to provide variations to elements such as the depth of the engraving. Attachments even make it possible to engrave round, cylindrical and conical objects such as glasses or cylinders.

“We started out with pretty simple designs just trying to learn the system and get a sense of the capabilities,” says David Gaffney, Painter. “No matter what material we’re working with, wood or glass, metal or even rock, the quality of the engraving is amazing and that’s going to make it possible for us to provide even more services to the University.”

When news broke recently that two long-time Facilities Services staff members were set to retire, Mark Jones and his team thought this would be a great opportunity to create service awards, something the shop had never done before. “We wanted to do something that our folks would be proud to receive and to hang on their wall,” says Mark Renios, Painter. “We thought if this works out well, this could be a totally new service we’d offer the university. So we had to get it right.”

With some help from their colleagues in the Carpentry department, the team set a design and chose a beautiful low-grain birch wood as the base. With a remarkable degree of precision engraving in a fraction of the time it might otherwise have taken, the service awards turned out beautifully. Featuring Simon Fraser University’s coat of arms, the name of the individual in bold and a message of thanks, Mark Jones says he’s happy with the result.

“We want these service awards to be a source of pride not just for the recipients but us as well. We’re still developing our skills with the new engraving system but once we get going, I think folks are going to be really impressed with what we can offer.”
**ACCELERATING CHANGE**

**OPERATIONAL EXCELLENCE**

**Operational Excellence** (OE) is all about problem-solving and team work, resulting in continuous improvement.

It involves focusing on customer service, empowering employees and continually improving the current activities in our work place. Our journey to Operational Excellence began when we visited the University of Washington where we learnt how to create a great workforce when people are given the power and means to exercise their talents, knowledge, and focus on making excellence part of their culture.

**Our vision** is to provide exceptional services and facilities. To us, Operational Excellence means being passionate stewards of the University’s facilities.

Here are just a few of the OE Initiatives Facilities Services staff members have completed this year:

1. **Hands free cleaning robots save time, improve efficiencies.**
   Grady Ott gained a lot of efficiency in terms of people-power and resources by introducing hands-free cleaning robots to Burnaby campus.

2. **Customer access procedure improvements**
   Eleanor Cawthorne undertook a collaborative process of engagement to improve customer access procedures and forms improving service quality and saving time.

3. **Electrical safety gear improvements**
   Brent Heard’s safety process initiative resulted in better safety equipment for electrical department staff.
The Strategic Initiatives team introduced changes to departmental financial reporting tools resulting in better financial forecasting ability for senior staff.

Louis Ballarin and his team at FM Receiving undertook a massive space reorganization to improve organizational efficiencies resulting in better space usage.

Krystal Ness simplified the departmental invoicing process by introducing a standardized approach resulting in time savings and quicker invoice turnaround.

Boyoung (Sally) Lee drastically improved financial reporting by amalgamating multiple reports into one and improving efficiencies.

Olenka Myshko streamlined her invoice process resulting in substantial time and paper saving.

Alex Pappas made better use of internal resources by implementing a printing process improvement, saving time and money.

“Kaizen, also known as continuous improvement, is a long-term approach to work that systematically seeks to achieve small, incremental changes in processes in order to improve efficiency and quality.”
ENGAGING OUR EMPLOYEES

25-YEARS OF SERVICE

Five Facilities Services staff members recognized at presidential luncheon for their many years of contribution and service to SFU.

"At the heart of any great organization are its people – the talented and dedicated individuals who every day make a positive difference in their workplaces and communities. As a community-engaged research university – one that is ranked as Canada’s leading comprehensive university and was recently named one of its Top 100 Employers – SFU owes our successes to the hard work and commitment of our employees.

Each year I host a luncheon to celebrate those faculty and staff members who have reached their 25 years of service milestone. Not only have they dedicated their careers to SFU, but these individuals have helped to steer the university through major changes. To those celebrating 25 years – and to all SFU employees who have helped us to grow and flourish – I say thank you and keep up the great work.”

Pictured above: from left to right, Frank De Vita, John Briggs, Rick Bray, Marty Huston & Gus Rempel

OFFICE OF THE PRESIDENT
Andrew Petter, President and Vice-Chancellor

The following excerpt was first published on November 23, 2017, by President Andrew Petter.
FS SOCIAL COMMITTEE
To better facilitate interaction between all teams across the department, Olenka Myshko, Customer Service Coordinator, proposed the idea of a departmental Social Committee. Consisting of volunteers from various FS functional teams, the committee works to promote collaborative activities and events resulting in meaningful staff engagement.

END-OF-YEAR PARTY
The Social Committee’s first organizational event was the 2017 Facilities Services Christmas party. After engaging departmental staff on what kind of event they’d like to have, the team hosted an awesome pub-style buffet with pizza, chicken wings and plenty of beer to go around.

Asides from good food, a 50-50 raffle and secret santa gift exchange were organized giving everyone a good laugh and something to take home. Social Committee members encouraged staff to come dressed in their best holiday outfits and staff didn’t disappoint. The Social Committee is looking forward to doing it again next year.

ST. PATRICKS DAY
With two kinds of incredibly delicious cup cakes made by our very own Krystal Ness, Building Technologist, the FS Social Committee hosted a special St. Patricks Day event for staff. With the objective of breaking down silos and getting people together, a bean bag throwing game provided some fun competition as staff competed for a few sweet prizes. The event proved to be a fun team building excercise.

STAFF AWARDS
To foster exceptional engagement for our staff, the Social Committee established the first ever Facilities Services Staff Recognition Event. Held once a year, the event recognizes the efforts of staff members in a host of categories. This year, awards were presented to 25-year service honorees and Green Belt graduates.
Since 2012, Julie Sawatsky, Carpenter, Facilities Services Department, has been rolling up her sleeves providing service and support to the University community here at Simon Fraser University.

Sawatsky is a rare breed - she’s a professional tradeswoman working in a largely male-dominated field. According to government statistics, over 25% of Canadian males between the ages of 25 and 64 work in trades, transport and equipment operations. Women account for less than 5%. As an executive board member of Build Together, a national program that promotes, supports, and mentors women in the trades, Sawatsky says those are numbers that need to change.

“There are so few women in trades for many reasons,” says Sawatsky. “For starters, it’s just not presented as an option to many women.”

Earlier this year, as part of her professional development plan, Sawatsky sought ways to develop her leadership and community engagement skills while also gaining a better understanding of what kind of role she could play beyond her day-to-day job for women in trades. After consulting with her supervisor, Sawatsky pitched the idea of attending the Women Build Nations Conference in Chicago, the world’s largest all-crafts tradeswomen conference in the world. After further discussions, Sawatsky was given the green light.

“With the support of my manager and SFU’s PDP initiative, I was able to attend. There were over 1600 tradeswomen and all the union trades were present from Labourers and Painters to Ironworkers and Boilermakers, including apprentices and retirees.”

Returning to SFU re-invigorated and with some new skills under her belt, Sawatsky says crushing gender barriers starts when all industry partners work together with gender diversity as a common goal. “Going from being one of only a few women in trades to seeing and meeting so many tradeswomen made an overwhelming difference to me. The support of the sisterhood had a huge impact and it’s something I’ll work hard to support and help grow here at home.”
The Facilities Services building on Burnaby campus houses a mix of functions including staff from Maintenance and Operations, Administration and Real Estate Services and Campus Planning and Development. In order to accommodate a growing team, the building is being expanded. Set for re-opening in December 2018, the addition and upgrades will provide a modern and efficient work environment with wider work spaces, dedicated printing areas as well as new and renovated washrooms.

To accommodate construction, a significant number of Facilities Services staff packed up and relocated to temporary offices in the Discovery Two building. Gordon Zhou, Project Manager overseeing the Facilities Services expansion project, says staff are taking the transition in stride despite the disruption to normal work flow. “The new office spaces are going to be great but there’s been a lot of moving around to accommodate in the meantime. Department staff members have been very supportive during the transition while we work towards creating a brand new space that will help support staff functions.”
Adil Jessa, Assistant Director, Mechanical, Electrical & Energy, says that the University continues to look for opportunities to increase use of environmentally friendly alternative fuel sources. “Sustainability is an institutional priority at SFU and that mindset is reflected in everything we do.”

Adil says that the carbon produced by the proposed biomass facility is from an organic source and thus will be carbon neutral. “It’s great to be part of a project that contributes to our environment in a positive way by harnessing energy from waste material.”

SUSTAINABLE ENERGY AND ENVIRONMENTAL ENGINEERING (SE3P) BUILDING

SFU is expanding our campus presence and continuing our partnership in the revitalization of Surrey’s city centre. The planned SE3P building will house Mechatronics Labs and a new Sustainable Energy and Environmental Engineering program. The 16,066 m² facility will be home to the first dedicated undergraduate energy engineering program in Western Canada. It’s estimated that over 800 students, faculty and staff will utilize the research building once its opens. Highlights include:

- Beautiful interior organized around a grand central atrium intended to be populated with trees
- A 400 seat theatre equipped with state-of-the-art AV equipment
- A unique external facade design derived from circuit board imagery relating to the technological subject matter that will be taught within the building
- First step in the expansion of the SFU Surrey Campus beyond Central City campus
SFU AWARDED REBATE FOR ENERGY REDUCTION PROJECTS

As part of its commitment to reducing energy waste at Burnaby Campus, Facilities Services staff have been hard at work on a number of energy management and reduction programs. With a goal of reducing greenhouse gas emissions by 33% by 2020, Bernard Chan, Energy Manager, and his team at Facilities Services have implemented several projects around Burnaby Campus that are starting to show their value.

Central to SFU’s energy management program has been strategic partnerships. Since 2011, FortisBC has been supporting a number of natural gas reduction programs on Burnaby Campus through their financial incentive programs which recently resulted in a rebate payment of $87,000.

Chan says the money will be re-invested into ongoing projects including the installation of CO$_2$ sensors that automatically optimize ventilation levels according to occupancy in lecture theatres and classrooms.

INNOVATION IN GLASS TECHNOLOGY REDUCES HEAT AND ENERGY FOOTPRINT

Imagine glass that is smart, connected, and anticipates the weather to provide indoor comfort by controlling unwanted solar heat and glare. It sounds like science fiction but View Dynamic Glass is very much a reality. Thanks to the efforts of Facilities Services Energy Manager, Bernard Chan, this technology is now in use on Burnaby campus.

“The south façade of Mathematics building receives a lot of sun,” says Bernard. “Because of solar heat gain, the inside temperature can reach 35 degrees Celsius making occupiable space uncomfortable for staff and faculty.”

Facilities Services partnered with View Inc. and a local glass installer and commissioned the window replacement project at the Department of Mathematics. Dynamic glass contains advanced nano-layer coatings on the interior surface of the window. When a tiny voltage is applied to these coatings, the glass tints. The darker the tint, the more it repels heat and glare resulting in a much more comfortable and productive environment for occupants.

Installation began in February 2017 and completed a few months later. “The exciting part of the project is we found a way to solve an issue for our colleagues without increasing our energy footprint or implementing a large HVAC retrofit project. The glazing project provides an upgrade to the insulation properties of the building’s envelop which translates to direct benefits to energy savings.”
ENGAGING RESEARCH

BPK TEACHING LAB RENOVATION

In order to provide students with the best possible learning space, the Biomedical Physiology and Kinesiology (BPK) laboratories underwent major renovation work with the installation of cutting edge medical equipment and a structural renovation in order to accommodate more students.

“The BPK wing was quite outdated” says Giancarlo Gimang, Building Technologist, Project Services. “And they have an increasing number of students so in order to accommodate that demand, we needed to get to work.”

With only four weeks to complete the project, Gimang and his team set to work bringing in some consultants to work with the team and invited vendors to discuss the medical equipment and give the team options. BPK faculty reviewed the options and decisions were made in an inclusive process. With no time to waste, Gimang put in as much manpower and resources from his area as he could to meet the deadline and admits it was a bit chaotic at times. “I mean, it was two projects simultaneously. Thankfully, we pulled through. I think the real success there is that we were able to collaborate with the contractors to meet the deadline and work with the end users for a great outcome.”

“The renovation of K8605 from a research lab to a teaching lab has provided the BPK Department with a large effective teaching space that is utilized by several courses” says Jim Carter, Lecturer for the BPK department. “This new teaching lab has comfortable seating for 24 students with additional space that is utilized for human physiology and exercise testing.”

Dr. Ken MacFarlane, Director of Facilities and Technical Operations for the Faculty of Science raises the project as a huge success. “A dark old space with an antiquated exhaust system was completely modernized. The space was updated with new flooring, suspended ceiling, proper down draft tables, and overhead surgical lights. The space can also accommodate more students per lab section which was an important consideration during design as the demand for BPK undergraduate courses is very high.”
Renovations to the Maggie Benston Centre began in Fall 2017. Aging envelope and roof components required modernization to prevent water from leaking into the building. As part of the remediation work, landscaping including tiers of new greenery and an extensive rooftop patio were installed. Much of the work was focused on implementing sustainable solutions. Portions of the existing metal trellis were redesigned and reused; existing insulation was taken up and then reapplied to roof decks; much of the roof ballast, rocks and pavers, were removed and reinstalled. Glass skylight panels were replaced to prevent rain penetration into office areas.

Considerations for recycling and adaptive reuse were top of mind as the consultant team specified quantities of materials. These actions helped to manage budget expenditures while extending the lifespan of the building. Reconstruction was completed in early Summer 2018.

“SFU is entering into one of the biggest construction periods since its foundation. We’re building with a vision for the future ensuring that students, faculty, and staff are provided exceptional services and facilities.”
- Larry Waddell

MAGGIE BENSTON CENTRE RENEWAL
ENGAGING STUDENTS

EDUCATION BUILDING RENEWAL

Starting in 2016, the Education Building on Burnaby Campus began receiving a completely new building envelope including new windows, doors, and skylights. Additionally, up to 75% of the interior floor space will be completely renovated to improve accessibility, modernize teaching environments and student learning spaces. The interior renovation includes upgrades to the electrical, mechanical, security and communication systems. Work is slated to complete in the fall of 2018.

7 SISTERS THEATRES AQ - PHASE 2

Completed Spring 2018, the 7 Sisters renovation project began with a goal to improve teaching and learning spaces on campus. Some of the highlights include new furniture, state-of-the-art AV equipment, mechanical systems and energy-efficient lighting systems. The renovations also include a brand new facade that opens up the interior space to increase transparency.

STUDENT UNION BUILDING

SFU’s new Student Union Building will be entirely devoted to students with lounges, study areas, meeting rooms and recreational facilities. Some of the key features include a napping room, a community kitchen, an online gaming lounge, music rooms and a live performance stage. The building is also targeting LEED gold certification, which is the second highest rating in the Leadership in Energy and Environmental Design rating system. Work is slated for completion Fall 2019.

STUDENT RESIDENCE DEVELOPMENT

The new Phase 1 Student Residences, located on the site of the old Louis Riel residence building, will provide safe, comfortable, attractive, and competitively priced housing that SFU can be proud of. The buildings will accommodate 482 beds in single occupancy bedrooms and each floor will contain commonly accessed private washrooms, laundry facilities, study rooms, and informal seating areas. Construction is slated to begin Fall 2018.
HARBOUR CENTRE

The main campus building at SFU Vancouver is going through a major renovation and upgrade. Recent projects include:

- Installation of “Welcome Figure”, designed and created by local Musqueam artist Brent Sparrow honouring the Squamish, Tsleil-Waututh, and MusQuam territories on which SFU Vancouver is located
- A living wall, representing West Coast natural beauty, was installed right behind the Welcome figure
- The final phase of renewal of the Registrar and Information Services area was completed
- Another set of washrooms were fully upgraded on the main floor, which were also the first gender neutral washrooms introduced on campus
- 6 classrooms were completely upgraded and redesigned to the newest SFU standards
- Lifelong Learning Study Spaces and Dean’s Conference Room was refreshed with a new design
- 4 new Librarian Offices were created at the mezzanine level of the Belzberg Library along with common area office space

Pictured below: Welcome Figure by local Musqueam artist Brent Sparrow
ENGAGING COMMUNITIES
GOLDCORP CENTRE FOR THE ARTS

Currently under construction, the SFU Goldcorp Centre for the Arts is located in the redeveloped Woodward’s complex on West Hastings Street in downtown Vancouver. The centre is a hub for contemporary and performance art and is home to the SFU School for Contemporary Art, SFU Woodward’s Cultural Unit and the SFU Audain Gallery all of which are important stakeholders in the campus.

The Goldcorp Centre for the Arts contains a multitude of theatrical, cinematic, meeting and academic spaces, all of which are utilized and shared by the three stakeholders.

The main scope of work entails a full renovation of the ground floor lobby and smaller lobby spaces on each floor along with renovations to the Wong Theatre. The focus of this renovation is to:

- Introduce way-finding and exhibition signage through new marquee digital signage.
- Provide external signage upgrades that provide the SFU GCA with a sense of prominence and arrival.
- Provide interactive digital exhibition space to the ground floor lobby along with flexible lounge seating that will enable the space to be better utilized by the students and primary stakeholders.
- Replace the temporal scaffolding seating system in the Wong Theatre with a retractable seating system allowing for a faster turnaround between shows.

Pictured below: Visualization of the interior of the Goldcorp Centre for the Arts renovation
CAMPUS PLAZA RENEWAL
The SFU AQ Plaza Renewal Project is driven by the need to replace waterproofing and paving between the eastern boundary of the Academic Quadrangle to the western boundary of the Transportation Centre. Renovation work includes preventing leaks in the Academic Quadrangle, Convocation Mall, and Transportation Centre buildings, as well as aesthetic upgrades and improvements to the visitor experience. This includes upgrades to plaza and stairway finishes and railings, improvements to drainage, replacement of aged site furniture and planters, as well as renewal of landscape vegetation. Phase 1 of the project, currently underway, is slated for completion Fall 2019.

SIGNAGE ON BURNABY CAMPUS
In consultation with University Communications, the department launched a construction and renovation signage plan to address lack of communication regarding renovation and construction projects on Burnaby Campus. The project set out to:

• Improve the student experience by clearly communicating the details of the project, the value the project will bring to the SFU community, and when the project will be completed

• Support Community Engagement by providing important information on construction / renovation projects happening in the community

• Improve Customer Service by being proactive on potential issues management

In February, 2018, the Project Services Development team completed the first sign under this concept (below) for its Campus Plaza Renewal project.
RESIDENCE DINING COMMONS EXPANSION

SFU’s Residence dining hall, Phase 2 of the Student Residence Development, is slated for a renovation. Functionally, it will remain similar but will be tripled in size adding 700 seats. We will also be building a new Dining Commons consisting of three levels including a mezzanine. The lower level will include the building’s technical spaces. The kitchen, serveries, and dining is on Level 2000 with the rest of the required dining area on the Level 3000 mezzanine. The kitchen and other back of house functions exist below the mezzanine. An atrium will be built an extension of the campus spine and connects the Level 1000 west entrance with the Level 2000 east entrance. Additionally, the new building will also include a public gathering space and convenience store. An RFP has been sent out with a builder identified. Work is slated to be completed Winter 2020.

The new Dining Commons is part of a broader, phased, multi-year residence program to augment the supply and quality of student housing and food services on the Burnaby Mountain campus. The new Dining Commons is the heart of the precinct and will act as a community hub and a lantern signifying the terminus of the campus spine from the academic precinct to the east. Diverse cuisine and do-it-yourself kitchens are a backdrop to building community between the students and a connection to their ‘home away from home’.

Pictured below: An artist rendition of SFU’s Phase 2 Dining Commons Building
Set to be completed in June 2020, SFU’s Stadium project will become a permanent home to Canada’s NCAA teams. The stadium will feature seating for approximately 1,800, a full roof, washroom facilities and a media centre. To the east of the fixed seating area, it is envisioned that there will be landscaped seating to allow for additional casual seating arrangements fit for various usages. The canopy structure is envisioned to be constructed of pre-fabricated wood panels giving the cover a beautiful golden hue.

“The undergraduate survey has listed the lack of culture and the condition of the buildings as the primary concerns for the student body for a number of years” says Max Richter, Senior Architect on the stadium project. “The stadium is important because it will provide a much needed space to build and enhance campus culture.”

As the only Canadian university offering a National Collegiate Athletic Association (NCAA) experience, the stadium will play an instrumental role in supporting SFU Clan student athletes and raising the profile of the University’s profile. The design team is currently completing construction drawings for submission to the City of Burnaby with the intention of beginning construction late 2018.

“The stadium project will be a game changer for our campus community as a whole,” says Theresa Hanson, Senior Director, Athletics and Recreation. “From athletics and recreation to campus events, it will provide in essence a gathering place that will build school spirit and enhance the student experience at SFU for years to come.”
COMMUNITY FEEDBACK

CUSTOMER FEEDBACK IS IMPORTANT TO US. HERE’S WHAT SOME OF OUR CLIENTS HAD TO SAY.

“Dave Kay was fantastic to work with. Did a great job and very timely.”

“Completed within same day requested, Excellent response time.”

“Burnt light was quickly replaced once reported, and actually improved! Area is now well lit. Thanks for the Facilities team.”

“I was very pleased to work with Karmen Garner. She is professional and very on top of things.”

“Excellent service and delivery.”

“Bill is fantastic and very valuable to our department. He is proud of his work and nice to communicate with.”

“Greg and the painter whose name I forgot, sorry, were great. They both communicated very well and kept us in the loop during the job!”

“Steven was very courteous and spent 2 hours on Wednesday trying to set it up. When the setup wasn’t completed, he came back next day and spent another 40 minutes completing the set up.”

“Krystal Ness was very pleasant and professional to work with on this project. She was very responsive and got the work done very quickly. I look forward to working with her again.”

“Our lab and office had a heating problem. I would like to thank John for his help with this issue. The members of our lab are very satisfied with the completion of the work and his courtesy and professionalism.”

“Dan from plumbing completed this request in a very timely manner!!”
“It was a great experience working with Marcos Olindan. Thank you.”

“Hi, wonderful Facilities team! No request here - just a note to thank you all so much for all your incredible work supporting [the Women’s Centre] during the past two and a half years.

“Dave did a great job and did so in the time space provided. Fantastic work.”

“Carpenter showed up within a day or two. So very good response time.”

“On behalf of Residence & Housing, I’d like to express our great appreciation for this incredible effort that you and your crews and contractors put in to get this repair completed in the shortest possible time. I’m aware that some people worked all day yesterday right through the night and through the day today to get this done. This is teamwork at its best.”

“This is to advise you that we are so pleased on your prompt attention and help for our room temperature.”

“Dear Martin and Larry, At Deans Council today the deans commented on the recent tour of ongoing construction projects on Burnaby Mountain as part of VP Deans. The Deans were unanimous in their praise for the tour and the speakers introducing the different projects.”

“The turnaround time on the finished product is impressive. Wasn’t expecting the job to be done so quickly!”

“The people were very professional and efficient. Great job!”

“Satisfaction is due to the Customer Service Coordinators who respond to the emails, and to the tradesmen, particularly German. He’s the best.”

“Thanks for your efforts. It looks awesome! What a difference!”

“Hello. I would like to send a big THANK YOU! to German and his partner for disposing of our old, extremely heavy and large glassware washer (FM-709659). It was not easy to move that piece of equipment.”

“IT was a great experience working with Marcos Olindan. Thank you.”

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ACKNOWLEDGEMENTS

RETIREES
Dana Sundmark  Superintendant, Electrical
Graham McAusland  Plumber
Jim Christian  Driver / Stores Assistant
Miro Virgovic  Mechanic
Peter Hackett  Mechanic
Ron Sue  Energy Manager

NEW ADDITIONS
Ahmed Mansour  Labourer
Alain Pedneault  Carpenter
Alexandre Pappas  Business Analyst - Integrated Planning & Analysis
Ali Ibrahim  Plumber
Allyson Biro  Manager, Finance & Administration
Boyoung (Sally) Lee  Financial Analyst
Catherine Heckhausen  Driver / Stores Assistant
Chad Evans  Business Solutions & Change Management Consultant
David Gray  Driver / Stores Assistant
David Monks  Painter
Darren McGovern  Driver / Stores Assistant
Dean Miclash  Labourer
Dominic Walsh  Mechanic
Eleanor Cawthorne  Contract Coordinator
Ernest Diamant  Mechanic
Gloria Kwong  Project Manager, Major Projects
Karmen Garner  Technologist, Client Services
Krystal Ness  Technologist, Client Services
Laura El Hanouni  Real Estate Analyst
Michelle Webb  Technologist, Client Services
Mike Rhodes  Electrician
Mike Williams  Superintendant, Electrical
Novia Chow  Customer Service / Office Coordinator
Nye Owen Montesclaros  Technologist, Project Services
Scott Chyzowski  Labourer
Sophia Gaba  Customer Service Coordinator
Travis Vilac  Energy Specialist

CO-OP STUDENTS
Sam Cribb