FS VISION
To provide exceptional services and facilities.

FS MISSION
To effectively and efficiently provide stewardship of buildings and lands to support the faculty, staff, and students in the pursuit of excellence in their individual and institutional, academic teaching, research, and community objectives.

Facilities Services is dedicated to providing safe, clean, and comfortable facilities and grounds required by students, staff and faculty, and helping to promote excellence in teaching, research and public service activities at SFU. Our aim is to provide reliable, timely, and cost effective service while continually striving for high levels of service to support the facility and operational needs of the University.

We are responsible for the stewardship of SFU’s lands and buildings that encompass more than 432,000 square metres of campus buildings on 156.8 hectares of land, serving over 26,000 students.

Our staff provide services in campus planning; real estate and property management; development of new buildings; maintenance; operations; building renovations; grounds; utility systems; space and infrastructure inventory record keeping; and support for sustainability initiatives across the three campuses.
Empowering Engagement

Facilities Services provides the stewardship of the buildings that comprise the multiple SFU campuses. Because the work we do comprises diverse and complex projects we have concentrated on instilling the below 6 values into our work. These values encourage not only successful projects but also serve as empowering reminders for why we do what we do and how we can continue to do it better.

**SFU Facilities Services is determined**

to not only provide essential services that secure productive, efficient and comfortable campus spaces but to deliver them with values that show comprehensive community thinking.

**JOY**
- We take pride in our stewardship of the University’s assets.
- We try to have a little fun in carrying out our daily work.

**CARING**
- We care that the SFU experience is welcoming and positive.
- We gain fulfillment by excelling at the work that we do and the relationships that we make.

**RESPECTFUL**
- We have a profound respect for the University’s assets.
- Our respect includes our clients, and their needs.

**TRUSTWORTHY**
- You can count on us to provide you with the best advice that addresses both your short term and long term needs.
- You can rely on us to deliver the best solutions effectively and efficiently.

**INTEGRITY**
- If we say we’re going to do something, we do it.
- I define integrity as the way you act when nobody’s watching.

**INNOVATION**
- We work with our clients to introduce new, original and state of the art solutions to maintain, repair, enhance and build the teaching, research and social environments of the University.
FS Perspectives

BELIEVING IN OUR WORK
The people who work at Facilities Services take not only their jobs seriously, but also the thought behind what they do. We reached out to our staff to get their perspectives on their work.

**If we say we are going to do something, we do it.**
Todd Gattinger

**The values translate to being compassionate with regard to understanding people’s needs.**
Louis Ballerin

**Joy comes from being innovative.**
Bill Nelson

**We can’t exist without trust. This is a big deal. A lot of what we do isn’t written down, so trust is everything.**
Bill Nelson

**Integrity has to be core.**
Wendy Lee

**Underpinning our service to our clients is an innovative approach to create and implement positive, effective outcomes. We work with our clients to introduce new, original and state-of-the-art solutions to repair, maintain, enhance and build the teaching, research and social environments of the campus.**
Marie Schneider

**Value differences, be a good listener. Think beyond your own discipline; listen proactively and respectfully; be honest and flexible.**
Joyce Chong

**We need innovation, and to be open to different solutions.**
Wendy Lee

**Listen to concerns & expectations.**
Louis Ballerin

**The values are all about credibility.**
Louis Ballerin

**The old ways simply won’t cut it anymore.**
Heather Thorne

**If the workplace has these qualities, it will be the best place to work for.**
Irinel Filip

**At Facilities Services we gain fulfillment by excelling in the work that we do and the relationships that we make. We are encouraged to continuously seek better ways to achieve our goals. We try to have a little fun in carrying out our daily work.**
Ian Abercrombie

**Be respectful, honor roles and responsibilities of each person; value different ways of thinking.**
Joyce Chong

**You can count on us in providing you the best advice that addresses both your short and long term needs.**
Joyce Chong

**You can count on us in providing you the best advice that addresses both your short and long term needs.**
Joyce Chong

**Start listening to everyone and care about what they have to say.**
Rod Douglas

**I define integrity as the way you act when nobody’s watching.**
Jay Haynes
Value

JOY

“I’d like to congratulate you on the magnificent work that you have done on the landscaping throughout the Burnaby Campus. And, in particular, the AQ Courtyard and the pyramid. It is so dramatically beautiful that an inactive social media user like me had to snap a pic and share it with the Chancellor (an active Twitter user) who tweeted it out last week.”

Gloria Chu, Director Ceremonies and Events

Customer Service

REFINING STRATEGIES
Facilities Services endeavours to make the lives of those who share our community better each day. We’re constantly refining our strategies to better provide our essential services.

COURTESY AND PROFESSIONALISM:
Feedback from this past year has shown that customers are impressed not only with the work done by our FS staff, but also by how they act when performing their jobs. Customer comments show the value of relating in a friendly and professional manner that only seeks to build our community.

“Great service and professionalism.”
“The Facilities tradespeople I’ve worked with have always been exceedingly polite, supportive and helpful.”

“I was actually astonished at how quickly this job was completed.”

“Excellent service! Fast and professional.”

QUALITY OF WORK:
We at Facilities Services pride ourselves on the quality of work that maintains our campus grounds. Our community not only relies on but, also truly appreciates when our work is done well and we continue to seek ways of improving our work to better serve those who also enjoy the campus.

“I would like to pass along my appreciation for how well the FM requests system works! The system is easy to use and, importantly, helps your staff deliver very timely results. I am impressed.”

Landon Kleis, Ph.D., Visiting Lecturer

SPEED OF SERVICE:
SFU is a large campus with a diverse and complex range of needs and physical conditions. We strive everyday to provide service as quickly as possible knowing that the comfort and well being of the community is essential to successful stewardship of the campus.

“Excellent service! Fast and professional.”

QUALITY OF WORK:
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Landon Kleis, Ph.D., Visiting Lecturer
DEFINING THE CAMPUS

The range of FS planning is diverse and the examples below show how we’ve sought to make improvements large and small that will improve the lives of those that share our campus.

SURREY SUSTAINABLE ENERGY AND ENGINEERING BUILDING (SE3P):
The planned SE3P building will house Mechatronics labs and a new Sustainable Energy and Environmental Engineering program in Surrey, one of BC’s fastest growing municipalities. Over 800 students, faculty and staff will utilize the research, innovation and commercialization space in the 14,400m² facility. The City of Surrey is committed to supporting an accelerated construction schedule and sees the building as a key player in the city centre revitalization and expansion.

DETAILS:
• SE3P will house approximately 320 undergraduate engineering students and 120 graduate students.
• The building will not only target energy efficient LEED Gold standards, it will also be a living showcase for sustainable building standards.
• Will focus on providing engineering and entrepreneurial opportunities for Aboriginal students.

SURREY CAMPUS TRANSPORTATION CENTRE:
As featured last year, the collaborative plan between SFU, the City of Surrey and Translink to transform the Surrey Centre has continued this year with significant development.

In addition to seeking to address issues of bus circulation and road realignment the plan now also encompasses the advancement of the Transit Couplet as well as new civic plaza area that will reflect the urban design of the location.

VANCOUVER INNOVATION CENTRE AND RESIDENCES:
The new SFU building comprises 6 storeys for mixed use development with a concentration on sustainability.
• Designed by noted architect Ray Letkeman and Associates.
• The building performance has been designed to meet an equivalence of LEED Gold.
• The building will comprise not only residences, but also 3,334 sqf for an Innovation Space and a ground floor cafe.
• The residences have been developed in conformance with the Rental 100 program created by the City of Vancouver.

SCHEDULE:
Construction began in August 2015 and the full build was complete in May 2016.

Value
CARING

“We recognize the importance in establishing universal access to all of the university’s facilities in order to accommodate the needs of everyone coming to SFU. That’s why we diligently work at improving accessibility on an ongoing basis. This year for example we replaced two old wooden ramps leading onto the north and south sides of the stage in Convocation Mall with two new aluminum ramps. The new ramps are more durable and designed to meet the current accessibility code standards providing greater ease of access for everyone.”

John Briggs
Supervisor, Client Services Supervisor
Real Estate Services

A DEVELOPING LANDSCAPE

The SFU community is in continuous growth and Real Estate Services is where new and existing real estate and antennas are managed as well as an essential range of administrative duties.

Value

RESPECTFUL

“We believe that great service starts with respect. The best way we know how to demonstrate that respect is never settling for the status quo and always pushing to do better. This year, in effort to continuously improve our service, we have completed professional training, upgraded our system, streamlined various processes, and committed to a department wide program of Operational Excellence. By doing this we recognize and address the needs of the campus and thereby show our community the respect it deserves.”

Joyce Chong
Director, Administration & Real Estate Services

AGREEMENT EXECUTION: RES managed significant executions for new and existing agreements, including:
- BUILD SFU
- Harbour Centre, floors 11 and 12
- ImageTech Lease with Fraser Health
- Innovation Space at Great Northern Way

LAND MANAGEMENT: Successfully decommissioned the Bell Mobility and Mobilicity antenna sites on Burnaby campus.

STANDARDIZED PROCEDURES: Developed and implemented standardized access procedures in order to increase compliance with license agreement terms and SFU safety requirements.

EXPANDING REACH: As the SFU community becomes aware of the services RES can provide, Facilities Services has:
- Created a new Real Estate Analyst position
- SFU RES initiated conversations with other universities in Canada to establish best practices as the department grows.

IMPROVED COST RECOVERY: Assisted in cost recovery for Facilities by implementing:
- Meters for all antenna licensees on Burnaby campus in collaboration with IS electrical.
- Created and managed invoice system for licensee access requiring an antenna location escort.
- Recovered payments retroactively for utilities and under-payment of fees for antenna licensees going back to 2005.

COMMUNITY FEEDBACK:
- “Hi Leslie, thanks for the update, we appreciate your diligence and efforts on our behalf.”
  Ian Hand, Executive Director, Innovation Office
- “I’d like to thank Joyce, Leslie and Dan for their relentless work closing this deal.”
  Mark McLaughlin, Executive Director, Ancillary Services

57%
Negotiated lease rates up to 57% off of market rates for SFU clients.

1,036
Chargeable Requests completed

21,988
Maintenance Requests processed

100+
New and renewed agreements

969
<$1500 Work Requests

410
>$1500 Work Requests
CONTINUOUS ENHANCEMENT

As the three SFU campuses grow we seek to find more ways to maintain the existing spaces and resources that exist through concentrating on enhancing efficiency and innovation.

VANCOUVER CAMPUS:
During 2015/2016 the Vancouver Operations team has focused on finding efficiencies in space use, upgrading and renovating the existing facilities, and working with other departments to deliver the best possible experience.

PRIORITIES:
• Integration of Operations and Campus Security in Burnaby improved the Security detail of the Vancouver campus offering increased support to the security of campus.
• Focus on safety and security, capital projects, event set up, building operations and maintenance and housekeeping.
• Commitment to exceptional conference facilities and prime downtown real estate, the SFU Vancouver campuses are able to host meetings and events of all sizes.

BURNABY CAMPUS:
During 2015/2016 the Burnaby Operations team committed time and money resources to reshaping and adapting campus spaces to make them more efficient and usable. Below are selection of maintenance projects completed in Burnaby.

FUME HOOD EXTRACTION UPGRADE:
Upgrade exhaust system for teaching lab in Biology 8214.
BUDGET: $210k
TIMELINE: September 2015

EDUCATION BUILDING ACOUSTIC DESIGN:
Install acoustic panels and lighting systems.
BUDGET: $200k
TIMELINE: August 2015

PSYCHOLOGY LAB A/C INSTALLATION:
Provide air conditioning system in the research laboratory.
BUDGET: $200k
TIMELINE: August 2015

BURNABY AQ PYRAMID BENCH INSTALLATION:
The renewal of the AQ pyramid and the specially commissioned benches were part of Facilities Services’ commitment to improving our campus landscape features in celebration of SFU’s 50th anniversary and commitment to another 50 years.

DETAILS: The benches were designed by award-winning furniture designer Sholto Scruton and are intended to complement the architectural surroundings without pretending to have been part of the original design. The design reflects the vocabulary of the buildings and plays with the weight and volume of the AQ buildings which are suspended above the ground with minimal support. The benches are designed to quickly drain water from the seat, accommodate a number of positions comfortably and to withstand years of use.

DEFERRED MAINTENANCE:
This year FS continued to address the back log of deferred maintenance through the planning and execution of the Deferred Maintenance & Renewal Plan with the following projects completed or significantly underway:

• Exterior Wayfinding Signage
• SFU 50th Anniversary Social Space Projects
• Various Washroom Upgrades
• Exterior Light Fixture Replacement
• Shrum K Re-Roofing
• LDC - Centre Gym Hardwood Floor Refinishing
• Stormwater Main Replacement
• HVAC Dampers & Actuators Replacement
• University Drive East Re-Paving
• Campus Wide Exterior Metal Resurfacing
• WMC Re-Roofing
• Convocation Mall “Dry-Ice Blasting” & Re-Sealing of Wooden Structural Members
• EDB - Replace Below Grade Envelope
• AQ Foundation Drains & Courtyard Waterproofing
• WMC - Building Envelope Repairs
• Structural Concrete Cleaning & Re-Sealing
• RCB Skylight Replacement
• AQ Courtyard Precast Stair Tread Replacement
• Domestic Water Main Replacement
• Campus Wide Mechanical Equipment Upgrades
• Sanitary Sewer Main Replacement
• Upgrade Campus Heating System Boiler Controls
• MBC DDC Upgrade & Replacement
• Replace Campus Air Compressor #2 & #3
• Campus Wide Elevator Renewals
• Campus Wide Electrical Equipment Replacement
• High Voltage Distribution Upgrade
• LIB - LED Lighting Replacement & Energy Savings

Value
TRUSTWORTHY

“Our reputation at FS is built on the campus community being able to trust that we will reliably and successfully deliver services. We earn that trust by seeking ways to be more efficient, effective and put the community we serve at the core of our decision making. We want to deliver a level of service that does nothing but strengthen the trust of the SFU community which we are a part of."

Todd Gattinger
Director, Maintenance & Operations
"Renovating the Education Building in Burnaby is not just about repairing it; it is also about redesigning spaces for the curriculum needs of today. We take the integrity of the original architecture seriously. Together with OMB Architects and the Faculty of Education, Facilities Services sought to maintain the integrity stated in the original Arthur Erikson design guidelines, but with a current interpretation through updated materials and aesthetics."

Ian Abercrombie
Director, Campus Planning & Development

**BURNABY EDUCATION BUILDING RENEWAL:**
The Education Building envelope and interior renewal aims to remedy deteriorating conditions which over time have comprised the interior working conditions. The changes will allow Facilities Services to review the functionality of the building and make changes that will better suit the needs of the occupants.

With the renovations complete the building will once again provide a safe and healthy indoor environments for the valuable work that goes in the department.

**EXTERIOR RENEWAL:** The primary goal of the renewal is to address existing water ingress issues. This will include:
- Replacement of all exterior glazing and doors.
- Vertical exterior envelope elements and waterproofing.
- Replacement of existing skylights.

**INTERIOR RENEWAL:**
- New glazing, doors, wall and ceiling finishes and flooring.
- Reworked mechanical and electrical infrastructure.

**VANCOUVER CAMPUSES:**
Vancouver Operations is committed to the continued optimization and improvement to the 5 downtown campus buildings. With a diverse urban campus, the range of renovation projects includes work large and small all with a firm commitment to those in the SFU community.

These investments in renovations lead to overall reduced maintenance and repair costs, and contribute to the visual curb-appeal of the campus.

**BURNABY FOUNTAIN SQUARE RENEWAL:** As part of the 50th anniversary, the fountain and pool surfaces adjoining the Convo Mall have been added to and rejuvenated with four large concrete planters installed on large concrete plinths.

**DETAILS:** Originally designed by Frank Lloyd Wright.
**TIMELINE:** September 2015.

**SURREY MECHATRONICS WET LAB RENOVATION:** A former cannery space at the Surrey campus was converted to a new fully equipped research laboratory.

**BUDGET:** $1.1 million.
**TIMELINE:** Completed in February 2015.

**LEARNING SPACES RENEWAL (PHASE II):** Renovate 6 classrooms on the main floor, including new furniture, lighting, and AV equipment.

**BUDGET:** $665k.

**HC CONCOURSE IMPROVEMENTS:** New colour scheme, furniture, and lighting.

**BUDGET:** $104k.

**HC BOTTLE FILL STATIONS:** 4 Sustainable filtered water stations, which reduce need for buying plastic bottles.

**BUDGET:** $5k.

**HC 1400 SEGAL CENTRE REFRESH:** New carpeting, lighting, paint, and entrance doors for our main event facility.

**BUDGET:** $104k completed over summer 2015.

**HC 1400 SEGAL CENTRE REFRESH:** New carpeting, lighting, paint, and entrance doors for our main event facility.

**BUDGET:** $104k completed over summer 2015.

**HC 7000 COMMUNICATIONS:** 7th floor renovation, with new ergonomic sit stand workstations.

**BUDGET:** $85K.

**SEGAL BUILDING HVAC RECOMMISSIONING:** Optimize use of the HVAC system.

**BUDGET:** $22K.

**HC 1400 SEGAL CENTRE REFRESH:** New carpeting, lighting, paint, and entrance doors for our main event facility.

**BUDGET:** $104k completed over summer 2015.
Extension Services

Facilities Services is a truly diverse department with a multitude of smaller services that serve not only internal projects, but the campus as a whole. It is services such as those described here that ensure Facilities Services work operates efficiently while also serving the needs and interests of the campus.

SUSTAINABILITY

Sustainability is a goal that guides planning and decision making throughout Facilities Services. Below is a snapshot of key work centered on sustainability in Facilities Services in 2015/16.

**TASC 1 AND TASC 2 COPPER TREE ANALYTICS PILOT:**

Buildings such as TASC1 and TASC-2 become less efficient as they age, thus requiring more energy to satisfy comfort. **GOAL:** This project adopted a fault detection and diagnosis software to improve the operating efficiency of the building HVAC system and making adjustment accordingly.

**EDB AND ROBERT C BROWN HALL CONTROLS UPGRADE:**

The project will replace the aging pneumatic control devices with electronic Direct Digital Control (DDC) devices to improve HVAC control system effectiveness. This project helps reduce the natural gas consumption by about 1,250 GJ and the GHG emission by about 62,500 kg CO2e. This is one of the projects funded by the Ministry of Environment’s Carbon Neutral Capital Program (CNCP). In addition, FortisBC also provides incentive ($22,000) to SFU to identify the energy savings opportunities and implement the measures.

**CENTRAL RECEIVING**

Central Receiving is the main storage, receiving and mail service for Burnaby campus. This area of Facilities Services provides work for all receiving, office supplies, paper procurement and surplus removal. Because of the widespread and foundational tasks that Central Receiving performs, the staff of Central Receiving cannot be underestimated.

**TECHNOLOGY SERVICES**

Technology Services is what keeps the department running efficiently. This year, the biggest Technology Services project has been the WebTMA upgrade. Time consuming and complex due to the integration of TMA with other systems, such as Qlikview, StarRez, Archibus, EHS, mobile TMA, Crystal Reports, AutoStore, online service request form, FluidSurvey, and PeopleSoft; it has been a major and necessary undertaking. The upgrade will improve workflow and allow for seamless reporting.

Although often impressive to focus on “projects,” the effort on maintaining and improving the existing technology systems cannot go unnoticed. This includes, but is not limited to, all hardware maintenance (computers, phones, cell phones, printers, PDAs), software support and training, software deployment (installation and updates), and license management. It is work like this, that may often go unnoticed, that is vital in showing how Facilities Services continues to support the campus.

**INNOVATION**

“SFU is a historic campus, but overtime the buildings are less efficient. We strive to sensitively update our campus to optimize building efficiency. Applying fault detection and diagnostics software and electronic control devices allows us to detect and diagnose deviations between optimal and actual building system performance and make adjustments in real-time, making the buildings not only more pleasant but more sustainably innovative through reduced energy and emissions.”

Ron Sue,
Facilities Services Energy Manager

**TOTAL CLIENT SPEND ON SPECIAL EVENTS INCLUDING SET UP & FACILITATION**

$377,000

**719,000 PIECES OF MAIL INCOMING & OUTGOING**

**61,440 LITRES OF GASOLINE FOR THE FS FLEET OF VEHICLES**

**1,059 SPECIAL EVENTS ORGANIZED THROUGH CLIENT SERVICES**

CLIENT SERVICES

For jobs large, small and in-between Client Services guarantees client satisfaction. The range of work completed by this area of FS is very broad; from event facilitation to campus building projects to overseeing films produced on campus, the Client Services has the knowledge and experience to get them all done. From the enormous spectacle and logistical overload that is Convocation to interior office modifications, Client Services receives outstanding reviews from the campus.
Within 20 minutes of putting in the ticket, a friendly HVAC tech came by to trouble shoot and fix the issue. Thanks!!!

Werner was considerate and helpful as we worked together to find a date that works for both his schedule and the room’s availability; he had good suggestions for the scope of work and understood our need to keep the cost down. His work was excellent too.

Thank you everyone for your hard work! What a great team we have in Surrey!!

Stephen Dooley, Executive Director, SFU Surrey

I was truly impressed by the quick response, creativity of a solution and overall care for students safety, kudos to the electrical staff.

Clayton and the paint shop is always very accommodating with our flag requests!

The lab turned out very nice. Thanks for the efforts of Rob and Marcos.

Bill Whitehead is awesome, one of the best always.

Wanda and Cedric were always very responsive to my HVAC concerns.

Bill is very good!

We want to express our thanks to Herman for always doing a great job. We greatly appreciate his efficiency, hard work, courteous attitude, and excellent work ethic. I hope he realizes what a great asset he is to your department.

Catherine Shapko, TLC

Excellent help from Heather Thorne, Gus and Marc. Thanks everyone.

Mike and Graham showed up right away and fixed our issue very quick - thank you.

Graham, Dan and Roddy to a great job in our area, very timely in providing service.

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Catherine Shapko, TLC

Hi Thanks Michelle, you’re so quick and organized. I enjoy working with you, things get done!

Jessica Jutra, MECS Associate Director

I submitted a request a few months ago about the cleanliness of the AQ stairwells. I’ve noticed in the New Year that the AQ stairwells are pleasantly and consistently clean. It makes for a better start for my workday to enter a clean space—please give this positive feedback to the cleaning crew.

Jeremy Brown, Associate Professor

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Graham, Dan and Roddy to a great job in our area, very timely in providing service.

Wanda and Cedric are always very responsive to my HVAC concerns.

This collaborative effort between Facilities Services and IT has been nothing short of spectacular, and the results speak for themselves. I see this as a model for how we can work with our other partners across the University. Congratulations to everyone on a job well done!

Keith Fung

Werner was considerate and helpful as we worked together to find a date that works for both his schedule and the room’s availability; he had good suggestions for the scope of work and understood our need to keep the cost down. His work was excellent too.

Clayton and the paint shop is always very accommodating with our flag requests!

The lab turned out very nice. Thanks for the efforts of Rob and Marcos.

Bill Whitehead is awesome, one of the best always.

Kevin is awesome to work with. Would like to have his services everytime. Rob Bartram is great too.

Wanda and Cedric are always very responsive to my HVAC concerns.

Bill is very good!

We want to express our thanks to Herman for always doing a great job. We greatly appreciate his efficiency, hard work, courteous attitude, and excellent work ethic. I hope he realizes what a great asset he is to your department.

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Jeremy Brown, Associate Professor
Acknowledgements

AWARDS
• Energy Specialist Program Award, presented to Ron Sue and Bernard Chan from Fortis BC

RETIREES
• Rob Bartram
• Bev Davey
• Jon De La Cruz

• Kelvin Petroff
• Mike Ross
• Gary Traynor

CO-OP STUDENTS
• Catherine Chang
• Maia Janz
• Jessica Li

• Steve Sanders
• Jordan Wilson
• Sawyer Zhang

NEW ADDITIONS
• Julie Alcock, Manager, Exterior Services
• James Baur, Plumbing and Pipefitting
• Joseph Chan, System Consultant
• Nassor Da-Silva, Plumbing and Pipefitting
• Krystal Dean, Office Coordinator
• Darren Duff, Assistant Director - Buildings & Grounds
• Bob Dutta, Driver/Stores Assistant
• Meagan Gautheir, Building Technologist - Operations
• Giancarlo Gimang, Building Technologist - CP&D
• Denae Gropp, Driver/Stores Assistant
• Jay Haynes, Building Technologist - CP&D
• Brent Heard, Manager - Electrical Trades
• Addi Jesu, Assistant Director - Maintenance & Operations
• Scott Lenardon, Plumbing and Pipefitting
• Bryan Price, Plumbing and Pipefitting
• Himanshu Sohpaul, Shift Engineer
• George Venini, Senior Project Manager - Major Projects

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