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VISION
Facilities Services is dedicated to providing safe, clean, and comfortable facilities and grounds required by students, staff, and faculty. Our vision is to provide exceptional services and facilities to the Simon Fraser University community.

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

FACILITIES SERVICES
Facilities Services reports to the Vice-President, Finance and Administration. The department comprises three units: Administration & Real Estate Services; Campus Planning & Development; and Maintenance & Operations. Collectively, these units 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 150 staff members plus 140 external contract employees, are our most valuable asset. Our credentials vary widely; we are comprised of skilled technicians and trades persons, custodians, groundskeepers, mechanics, electricians and carpenters, operating engineers, maintenance professionals, clerical assistants, engineers, architects, technologists, managers, administrators and more. As a department, we work together to provide reliable and timely service to support the facility and operational needs of the University community.

Larry Waddell
Chief Facilities Officer
Simon Fraser University
SFU’S FACILITIES SERVICES DEPARTMENT IS COMPRISED OF PROFESSIONALS WHO ARE DEEPLY PASSIONATE ABOUT THE WORK THEY DO.

“I really enjoy contributing to environmental sustainability on the campus.”

Wendy Lee
Development Manager

“You gotta love what you do. Our people are passionate about what they do. They care about the quality of the service they are providing.”

Todd Gattinger
Director, Maintenance & Operations

“I am blessed to really love what I do. It ties together everything that I love.”

Irinel Filip
Building Technologist

“I really think you have to be a team player. Everybody has to work together to come to a common goal.”

Dana Sundmark
Superintendent Electrical

“Conditions change all the time and we’ve got to adapt to deal with them. So you’ve got to be adaptable and flexible.”

Ian Abercrombie
Director, Campus Planning & Development

“It’s the people. We have a great group of people here at Facilities Services.”

Wendy House
Office Coordinator

“I enjoy working at SFU because I feel I’m giving back to the community and the staff are the best.”

Mark Jones
Painter Foreman

“I love the people I work with. It’s like we’ve created our own little work family.”

Krystal Dean
Office Coordinator
“Facilities is all about people and relationships. The ability to juggle and a sense of humor is key as circumstances change all the time.”

Bill Nelson
Project Services Manager

“Step in the shoes of our customers; ask and really get to know what they want, not what they think they want. Together, we can do great things.”

Joyce Chong
Director, Facilities Administration & Real Estate Services

“You always learn something here ‘cause you’re always doing something different. There’s always something new.”

Rick Bray
Relamper

“Working in Facilities Services at SFU for me is about creating opportunities for people to learn and grow so that they can reach their full potential in life.”

John Briggs
Client Services Supervisor

“Despite how busy we all are, everyone is always willing to make the time to answer questions.”

Leslie Mao
Real Estate Services

“Facilities Services requires resourceful people who thrive on continued learning and adaptation.”

Elizabeth Starr
Campus Planner

“As an architect, I thrive on the creativity that’s fostered and the high-quality of work achieved. It’s a great place to work.”

George Venini
Senior Project Manager

“The people in Facilities Services, as well as departmental staff we serve are a great group, who make coming to work worthwhile.”

Stephen Marshall
Foreman, Central Stores

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Stephen Marshall
Foreman, Central Stores
In early 2016, the Facilities Services Leadership Team developed a Vision for Facilities Services, and a strategy to achieve that vision. The Strategy focuses on the key drivers of value (the Processes that we use, how those processes are Planning and Synchronized, our People and Culture, and the Information and Technology that supports our work processes).

### IDEA GENERATION

Over the 2 week period in the summer, all three campuses contributed to generating over 1000 improvement ideas that will be used to help improve FS today and into the future.

### KAIZEN ACTIVITIES

Kaizen is a Japanese word that means “change for the better.” It is a continuous improvement methodology that is based on some guiding principles:
- Good processes bring good results.
- Go see for yourself, to understand the issue properly.
- Speak with data, so that you can manage by facts.
- Take actions to contain and correct the root causes of problems.
- Work as a team.

We held several Kaizen events across the campus...and accomplished a lot as a result. A large number of our Operational Excellence improvement ideas revolved around our own work environment, and many of these were able to be addressed through the 5S methodology.

During the week of November 28, 2016, facilitated by our offsite consultants, SatiStar Corporation, every area within Facilities Services participated in implementing rapid 5S Kaizens. The transformation was fast and impressive. All FS areas, including each of the other shops, stores, projects, and administration also organized their own 5S Kaizen events. It didn’t take long for these improvements to become highly visible.

And, along the way, we had some fun!
Lean Six Sigma is a set of tools. Facilities Services has been learning and utilizing to achieve its Operational Excellence goal.

Wikipedia’s definition of Operational Excellence - “a philosophy of leadership, teamwork and problem solving resulting in continuous improvement, throughout the organization by focusing on the needs of the customer, empowering employees, and optimizing existing activities in the process.”

It is about having every level of the organization see the value chain business processes, understand the strengths and weaknesses of these processes using key measurements and benchmarks, and then redesigning, where necessary, to ensure the resources and assets are effectively and efficiently utilized.

It involves collaborative team effort in identifying and removing waste, thus delivering more efficient process, more effective results, and better customers experience.

Lean Six Sigma consists of five phases: define, measure, analyze, improve, and control. The key to making LSS work consists of individuals or teams of individuals to follow the methodology to accomplish the following:

- Prioritizing issues and then defining the problem to be worked on.
- Identifying what to measure based on the process outputs to meet customer requirements.
- Analyzing the root cause of the problem and developing appropriate solutions.
- Identifying robust solutions and improving the process.
- Implementing appropriate controls to ensure the improvements continue to work forever.
IMPROVEMENT PROJECTS

Louis Ballarin, Manager, FM Receiving, FM Stores and Mail Services, wanted to see if mail delivery times could be improved. Prior to the project, the three mail delivery runs would complete around 12:20 each day. Louis thought we could do better. His objective was simple and straightforward - to reduce time to complete mail deliveries. To ensure success his solution was to balance the delivery points of the 3 delivery runs such that there is an equal balance between the 3 runs and that they complete at the same time.

So he started by measuring current delivery points, factoring in constraints such as delays caused by traffic routes. Working with 4 other team members: Stephen Marshall, Wendy Wong, Jim Christian, and Bob Dutta, Louis was able to analyze the current workflow, determine the most probable causes for the delays they were encountering, and develop a solution.

The Result: By balancing the 3 delivery runs, the runs can now be completed by 12:00. The project therefore reduces the delivery runs by about 20 minutes each day, provides better and more consistent service to our customer (all mail delivered by noon), and allows our staff to better plan their lunch break.

We want to thank Louis for his hard work and desire to make improvement happen within the organization. Louis would be happy to talk about his experience, about the Lean Six Sigma Green Belt Program and how he can help you achieve improvement in your area. Take a moment and speak with him; he will be happy to share his experience!
Simon Fraser University has completed negotiations with Corix Multi-Utility Services Inc. to finance, design, construct, own and operate a new Central Energy Plant (CEP).

The CEP, a biomass heating plant that burns organic materials, will service SFU’s Burnaby Campus and the UniverCity community on Burnaby Mountain. At build-out, the plant is expected to reduce campus greenhouse gas (GHG) emissions from heating by 85 per cent, and reduce SFU’s GHG emissions from all sources by 69 per cent.

FU Chief Facilities Officer Larry Waddell says such emission reductions surpass the provincially mandated GHG reduction targets for 2020 and set the University on the path to achieving B.C.’s 2050 reduction target while becoming a public-sector leader in reducing GHG emissions in Canada.

As a model for practical and affordable sustainability, the CEP is proving to be a cost-effective, long-term and environmentally responsible alternative energy system. It uses biomass fuel made of organic materials, including uncontaminated wood waste such as wood chips, shavings and sawdust.

“We’re moving to get ahead of the curve when it comes to greenhouse gas reduction,” says Martin Pochurko, vice-president, finance and administration. “It’s important that, as Canada’s most community-engaged university, we are always driving innovation and excellence on our campuses and within the communities we serve.”
Electronic Central Repository for Project Folders

**Background**
- Project folders were kept in paper format
- Paper records were stored in central warehouse
- Project folders were difficult to search and retrieve.
- Paper folders led to wasted time and duplication of effort.

**Project Objectives**
- Centrally located electronic repository for projects folders
- Locally and remotely accessible secure location
- Seamless access to repository from workstations, laptops and mobile devices
- Ability to automate repetitive and administrative document workflows.
- Easily accessible and searchable during project and after project closure.
- Standard project folder structure
- Transition to a paperless environment

Facilities Services designed and implemented a Records Management system designed to support project management processes and simplify electronic records keeping.

Each project manager has his/her own “My Projects” folder which they use to store and retrieve project records. As projects are created, assigned and closed the corresponding projects are automatically added or removed in each project manager’s “My Projects” folder. Access to each project folder is seamless to the user. Folders are synced and accessed as a regular drive on desktops, laptops, mobile devices or in the cloud if required. The standard folder structure is used not only to store files but also corresponding emails. At project close, project files and emails will automatically move from the project manager’s folders & SFU Connect to Facilities’ Central repository for records storage.

Project managers are satisfied with the functionality and are supportive of the system and approach taken. Also the standard folder structure is helping project managers keep organized.

**COMING SOON**

Facilities Services is implementing a one stop shop where users will be able to search for any document of interest. Similar to searching for a product on an e-commerce website by category and subcategory the Facilities Services One Stop Shop for Facilities Records will allow users to filter and refine their search by document attributes.
SFU energy specialist Bernard Chan and his colleagues in Facilities Services are celebrating this month as newly released figures show SFU’s water-saving initiatives are making Burnaby campus a little greener. Stats show water usage across the campus is down 21 per cent compared to 2009.

“We keep track of water consumption every month and we have a tally on a year-by-year basis,” says Chan. “If you look at the chart, you’ll notice that compared to 2009/2010, despite our campus growing by about four per cent, water consumption has actually decreased.”

Chan says these numbers are the result of several water-saving projects initiated under Facilities Services’ Sustainable Operations plan, such as installing low-flow toilets and retrofitting water-intensive facilities. The goal was to reduce water consumption and improve water resource management.

Facilities Services is currently working on a new project to install approximately 360 water-saving showerheads in student residences. Chan says the new showerheads, funded by Fortis BC, will reduce water consumption in the residences by about 8,000 m3—that’s enough water to fill up SFU’s swimming pool 12 times. As a side benefit, it will also reduce greenhouse gas emissions by 90 tonnes CO2e, which is roughly equivalent to the annual emissions produced by 19 passenger vehicles.

Dana Beaton, associate director, residence, Ancillary Services, estimates that the new water-saving showerheads will save the department more than $150,000 in natural gas and water consumption savings over the next five years.

“I think for the students in residence and at SFU, sustainability is an important issue. So when the Fortis BC program was offered, there seemed to be no downside moving forward.”
“When I talk about joy I think of it as deep, lasting satisfaction. It comes from knowing that you were able to do something important to help those who depend on you. It is knowing that you were able to do it well, and that your efforts were supported and appreciated.”
- Larry Waddell, Chief Facilities Officer.

The House that John Built
John McHugh, an HVAC Mechanic at Facilities Services, helped the office get into the holiday spirit by constructing a Facilities Services Gingerbread House for everyone to enjoy.

Pancakes for a Good Cause
A ‘by donation’ pancake breakfast was held in the Facilities Services Lunch Room. Dan Lesko, a member of the Facilities Services Carpentry Shop, organized the event in order to raise money for the Burnaby Food Bank.

The delicious pancake breakfast raised $721.40 and 680lbs of food.
OUR COMMITMENT TO CUSTOMER SERVICE

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.

Courtsey and Professionalism

Staff at Facilities Services strive to always provide courteous and professional service. Feedback continues to show that our customers are not only impressed by the quality of work, but also by the quality of our character.

“"I never thought we’d be done by end of July with the offices - we just hoped it was going to happen before school starts in September. So seeing the offices ready for the furniture is a big, big plus!”
Laura Bologea
Manager, Academic & Administrative Services and Undergraduate Advisor, Department of Philosophy

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.

Quality of Work

We pride ourselves as a department on the quality of work that we provide. Our community not only relies on but also truly appreciates when our work is done well.

“I wanted to mention that Salmon’s Transfer did a fantastic job for the Department of French. The team is very friendly, efficient, and punctual. It has been a pleasure working with Salmon’s.”
Valerie Ceppi
Manager, Academic and Administrative Services, Department of French

A Little Better Each Day

We continue to work on things throughout the Facilities Services department and it is showing progress in our Operational Excellence efforts. As a team focused on “the Facilities Services way,” we’ll continue to strive to make our work and our workplace a little better each day.
Simon Fraser University is moving forward with the expansion of its Surrey campus, with a $126-million investment for a new building. Federal and provincial governments will provide a combined $90 million in funding while the remainder will come from a combination of SFU and private donors.

The five-storey, 15,000-square-meter building will house a proposed Energy Systems and Environmental Engineering Program, an interdisciplinary engineering stream that will support the growing clean tech and sustainable energy sector.

SFU will also expand its research capacities in clean tech and will work with the City of Surrey and other public and private sector partners in research and commercialization. The building will also support SFU’s Mechatronics Systems Engineering Program to accommodate research as well as space dedicated to student entrepreneurship through SFU’s Technology Entrepreneurship @SFU program.

Construction is now underway and the building is expected to open in spring 2018.
RESIDENCE EXPANSION

The new Phase 1 Student Residences at SFU will be located on the SFU Burnaby campus on the site of the recently demolished Louis Riel residence building. The mandate of the project is to provide safe, comfortable, attractive, and competitively priced housing that SFU can be proud of, with the flexibility to accommodate students of varying abilities, cultural, food and lifestyle requirements.

Residential floors accommodate 34-44 beds in single occupancy bedrooms. These floors also contain commonly accessed private washrooms, laundry facilities, study rooms, and informal seating areas. Every two floors will share an interconnected double-height floor lounge. The top floor lounge is single-height and serves that floor only.

PLAZA RENEWAL PROJECT

Development continues on the Plaza Renewal project which will provide new outdoor public spaces on the Convocation Mall and the Academic Quadrangle among others. There will include a new convo mall stage, new paving, new fountains, outdoor furniture, lighting, and planting.
REAL ESTATE SERVICES

VANCOUVER RESIDENCE / CHARLES CHANG INNOVATION CENTRE

- SFU purchased the Charles Chang Innovation Centre (which was constructed to SFU’s specifications by a developer) in the summer of 2016.
  - The building has a café/restaurant space on the first floor, social innovation and technology hub on the second floor, and residence on the upper floors.
- RES worked closely with Finance on the property purchase and in the logistical details to finalize the transfer.
- RES and Dining Services collaborated to fill the café/restaurant space on the first floor of the building, with the goal of providing food services to the residences on the upper floors of the building. Nemesis Café opened in February 2017.
- Since the building’s opening, Real Estate Services has continued to work with Ancillary Services (Residence and Dining Services) and Finance on budgeting and operational considerations.

HEALTH AND SAFETY

To ensure continual improvement and alignment with current best practices relative to health and safety, Facilities Services and Environmental Health and Research Safety conducted a detailed review and revision of the Facilities Services Health & Safety manual.

The process involved a review of current work activities and safety programs at Facilities Services, research of other institutions and industries to identify best practices and feedback/input from the Facilities Services Local Joint Health and Safety Committee and key stakeholders. The updated Health and Safety manual will be implemented in the new year (2017) with training provided by Environmental Health and Research Safety for all Facilities Services’ staff members and contractors.

Pictured above: Exterior of the Charles Chang Innovation Centre in Vancouver.
SE3P - SURREY CAMPUS EXPANSION

SE3P, a $126 million project to build a 5-storey, 15,000 square meter building by Spring 2018 is an exciting, complex and challenging project.

The project received funding from different sources: SFU, federal and provincial governments.

RES worked with Development and other stakeholders to obtain the various required approvals:

- Overall project proposal - SFU Board of Governors,
- Various interests in land (easements, rights of way and covenants) - SFU Board of Governors, Ministry of Advanced Education, City of Surrey, BC Hydro

In addition to acquiring the property to build the new project, Real Estate Services (RES) and Development worked with

- the neighboring landowner to the North to arrange for SFU to use their lane way as an access route to SFU’s new building
- the neighbouring landowner to the West for construction activities that would affect them (i.e., temporary airspace rights for crane overswing, etc.)

RES also worked with the City of Surrey, the vendor of the property, to reach creative agreements that would allow the university to begin staging/ pre-construction activities on the land prior to completion of the land purchase.

The SE3P project is a truly exciting undertaking that brings together partnerships and creativity.
MAINTENANCE & OPERATIONS

SNOW REMOVAL

This year was a particularly challenging year. Crews worked around the clock through Christmas Day, Boxing Day and into the New Year. Continuing sub-zero temperatures with daytime melts and overnight freezing did not allow for any relief for our crews. With limited resources our crews were starting to feel the effects of burnout.

A couple of our Managers helped provide relief by coming in and driving plows on several occasions. We were also faced with an unexpected challenge not long after the start of our snow events in December. We were running low on road salt. Local suppliers were all out and could not promise a delivery before mid January. We were forced to bring in sand and blend it with our remaining stock of salt with hope that it would do the job.

Our crews continue to dedicate themselves each and every winter to provide safe passage on our roads, parking lots, walkways and stairs and to ensure that the University remains open for business throughout it all.

Everyone here at Facilities Services and especially our Snow Crew would like to thank the entire Campus Community for their patience and understanding during these severe conditions.

DID YOU KNOW?

IN 2015, FACILITIES SERVICES WAS PRESENTED WITH THE AWARD OF MERIT FROM THE GOVERNMENT OF CANADA IN RECOGNITION OF THE 50 YEARS OF CONTINUED OUTSTANDING SERVICE BY PROVIDING CLIMATOLOGICAL DATA FOR THE CANADIAN CLIMATE ARCHIVE.

FAST FACT

TOTAL SNOWFALL ACCUMULATION ON BURNABY MTN. FROM DECEMBER 5, 2016, TO MARCH 10, 2017 WAS 229.3 CM - JUST OVER 7-1/2 FEET OF SNOW.
LOUNGE UPGRADES

- Applied Science Building - Public Student Lounge
- TASC2 Atrium – Student Lounge Areas and “The Hangar”
- East Theatre Annex Lobby
- Academic Quadrangle, North East Concourse and Study Nooks

A complete furniture upgrade that includes installation of study tables, benches and lounge furniture; re-upholstery and repair of existing modular furniture. Also includes installation of electrical outlets, lighting upgrades and paint!

West Mall Complex
Level 1000 - A complete renewal of a public lounge space that includes installation of new modular furniture, new flooring and electrical installation and paint!
Level 3000 - A furniture upgrade to a shared public space that includes installation of study tables, benches and study bar stools. Also includes electrical and lighting upgrades.
WASHROOM INFRASTRUCTURE UPGRADES

During the 2016/2017 fiscal year, six washroom infrastructure upgrade projects were completed around the Burnaby campus. These infrastructure upgrades are intended to extend the useful life of the existing, dated facilities for many years to come by upgrading mechanical ventilation, plumbing, lighting services infrastructure, and replacement of worn and dated finishes to create clean, easy to maintain facilities to match the new University “standard” for washrooms on campus.

These upgrades will also better comply with accessibility standards and provide for non-gender specific washroom opportunities.

Opportunities to improve life safety; to remove legacy hazardous materials; to clean existing concealed services and to groom redundant services were implemented to provide a safer public environment.

Additionally, there are six more projects currently under construction (see below) and many more projects in various stages of design.

<table>
<thead>
<tr>
<th>Project Location</th>
<th>Floor</th>
<th>Room Numbers</th>
<th>Upgrades</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maggie Benston Centre</td>
<td>3rd, 2nd, 1st</td>
<td>MBC142, MBC143, MBC147, MBC2242, MBC243, MBC247, MBC342, MBC343, MBC347</td>
<td>Sprinklered, Fixture Replacement, Finishes Upgrades, New Unisex Washrooms</td>
<td>2016</td>
</tr>
<tr>
<td>The Water Tower Building</td>
<td>2nd</td>
<td>WTB213 &amp; WTB214</td>
<td>Sprinklered, Fixture Replacement, Finishes Upgrades, Accessible Showers, Unisex Washrooms, Bike Storage</td>
<td>2016</td>
</tr>
<tr>
<td>Academic Quadrangle</td>
<td>5th</td>
<td>AQ5022 &amp; AQ5023</td>
<td>Unsprinklered, Fixture Replacement, Finishes Upgrades</td>
<td>2016</td>
</tr>
<tr>
<td>Academic Quadrangle</td>
<td>5th</td>
<td>AQ5084, AQ5085, AQ5026</td>
<td>Unsprinklered, Fixture Replacement, Finishes Upgrades, New Unisex Washroom</td>
<td>2016</td>
</tr>
<tr>
<td>West Mall Centre</td>
<td>3rd</td>
<td>WMC0355</td>
<td>Sprinklered, Fixture Replacement, Finishes Upgrades</td>
<td>2017</td>
</tr>
<tr>
<td>West Mall Centre</td>
<td>3rd</td>
<td>WMC0321</td>
<td>Sprinklered, Fixture Replacement, Finishes Upgrades</td>
<td>2017</td>
</tr>
</tbody>
</table>

- West Mall Centre 2nd & 3rd Floor
- RC Brown 7th Floor
- Maggie Benston Centre ground
- Shrum Kinesiology 8th floor
- RC Brown 7th Floor (RCB 721, 722 & 743)
- Applied Science Building 8th floor
ENERGY PROJECTS

Animal Care Facility Heating System and DDC Upgrade
As part of the Ministry’s Carbon Neutral Capital Project (CNCP), the primary objective of the project is to reduce the greenhouse gas emissions. It is achieved through replacing an aging boiler with two high-efficiency condensing boilers in the Animal Care Facility and the introduction of direct digital control (DDC) system to the building system. The upgrade has an estimated GHG reductions of 50 tonnes CO2e, equivalent to the annual emissions of 10 vehicles.

Demand Controlled Ventilation for Shrum Science and East Theatre Annex
Carbon dioxide and occupancy sensors are installed in the theaters to gauge occupancy in order to optimize the energy and ventilation level. Variable Speed Drives (VSD) are also installed to allow the fan system to operate at variable speed based on the demand. Normally, when a building is designed, the system is designed to satisfy the maximum number of occupants in the area, but in reality, those areas are not always at maximum capacity. As a result, the space is over-ventilated. Energy waste can be minimized through the optimization of ventilation level based on the response from the sensors. The project has an estimated electricity reduction of 300,000 kWh and GHG savings of 45 tonnes CO2e, equivalent to the annual electricity consumption of 27 households and the emissions of 9 vehicles, respectively.

FortisBC Rental Apartment Efficiency Program
- Installed over 360 water efficient shower heads and faucet aerators in student residences to reduce water and energy consumption.
- Estimated GHG emissions reduction of 90 tonnes CO2e, which is roughly equivalent to the annual emissions produced by 19 passenger vehicles.
- Water consumption reduction of 90 tonnes CO2e and 8,000 m3, which is enough water to fill up SFU’s swimming pool 12 times. (Please refer to SFU News story on page 9.)

Pictured Above: 4 VSD’s
The Vancouver Campus has been quite active in campus renewal.

Harbour Centre
At Harbour Centre we completed another 6 classrooms last summer, bringing our total to 15. We have also renovated the 2nd floor lounge spaces offering additional study space for students. As part of the lounge renos and keeping up with the healthy campus initiative, we have installed new planters as a way of adding more green space. We have completed our first set of washroom renos at Harbour Centre, and have begun work on our second set. The Belzberg Library ceiling has been refreshed, with new ceiling tile and LED lighting, providing a fresher look and enhanced sustainability. The Harbour Centre staff lounge has also gotten a facelift, with an outdoor patio area and new furniture throughout.

Segal Building
The building exterior has had a bit of freshening up via the masonry repointing project to maintain and preserve a Vancouver heritage site.

Charles Change Innovation Centre
The Charles Change Innovation Centre was opened last Spring and has been a welcome addition to the Hastings street corridor.

The Facilities Services Vancouver department has also seen many changes. Mat Cocuzzi and Ryan Fortin have moved up to Manager and Assistant Manager respectively. Dante Villalobos has been promoted to Coordinator, Facilities Services and Anna Dallakyan replaces him as Senior Service Clerk. Jim Atamanchuk has retired, and replacing him is Augustin Tretinik as Project Coordinator.
SURREY CAMPUS

Our Facilities Services team supports the continued growth of SFU’s Surrey Campus. The new building (see page 14) will be half again as large as our current space at Central City. We also look after facilities moves and coordination for SFU teaching and research being conducted in multiple locations south of the Fraser:

• 10350 University Drive, City Centre Library
  Lifelong Learning and the SFU TD Community Engagement Centre
• 13750 96th Ave, Surrey Memorial Hospital
  Image Tech Lab
  Neurotech Lab
• 13797 96th Ave, City Centre 1, Lark Building
  Autism Research Lab
• 12388 88th Ave, Powertech
  Faculty of Applied Science, School of Mechatronic Systems Engineering research labs

On site at Central City in the plaza adjacent to the brew pub we’ve also leased, outfitted and moved a Laboratory for Alternative Energy Conversion, a new 80 seat classroom and a new suite of offices for Coast Capital Savings Venture Connection.

We’re preparing for the campus expansion with additional staffing resources. Todd Mann has accepted the role as Assistant Manager and we will be bringing on board a Facilities Coordinator and Facilities Clerk to address the maintenance and operations of the new building.

WE’LL TAKE CARE OF THE HEAVY LIFTING

Moving the LAEC lab involved SFU Facilities Services and lab staff plus the able bodies of a Salmon’s Transfer crew to relocate a 1000 kg environmental chamber from the fourth floor around the building to the new lab on the ground floor.

THE STAFF

Our team photo created by staff member Treena Miller is made up of lego avatars created for our Operational Excellence idea generation.
“We consider integrity to be one of the prime values of Facilities Services. Integrity is earned daily through honest communication. We strive to be fair, truthful, and trustworthy, in all our relations with the SFU community.”

- Ian Abercrombie, Director, Campus Planning & Development

**LECTURE THEATRES UPGRADES - “SEVEN SISTERS”**

The “Seven Sisters” are seven lecture theatres located in the Academic Quadrangle Level 3000. Each theatre is similar in age, size, occupancy, and ‘look and feel’ thus the coin “Seven Sisters”. Each theatre is approximately 1500 square feet and occupies about 120 persons.

Phase One of the renovations (AQ3003, AQ3005, AQ3159) was recently completed. Phase Two (AQ3149, AQ3150, AQ3153, AQ3154) is set to be finished by January 2018.

Some of the renovation highlights include a complete re-design of the interior and exterior of each of the theatre spaces. This project was carried out with careful attention to respecting the iconic and expressive building of the original Erickson Massey vision. Other highlights include installation of state-of-the-art A/V equipment, energy efficient mechanical and electrical systems, sprinkler systems and a new glass entrance facade.
RENOVATION

GETTING THE JOB DONE

During the 2017/2018 fiscal year, our small dedicated team of architects and designers filled an impressive number of job requests.

* All classrooms upgrades throughout the campus including Seven Sisters;
* All public lounge upgrades
* Classrooms and wet labs in all Chemistry, Biology, South Science, Physics, Kinesiology, Applied Science
* 101 new washrooms including at least 20 gender neutral/disabled access
* TLC EDB,
* Creative Services EDB,
* Audio Visual Services Physics,
* Education 8620 EDB
* Education entire 7000 level, EDB
* Math Central WMC
* French WMC,
* Business, WMC
* SFU Pub,
* Library Main floor,
* Parking offices MBC,
* Finance,
* Document Solutions, MBC
* Indigenous Studies, AQ

* Book Store, MBC
* Big Data, ASB
* Centre for Disabilities, MBC
* Centre for Disabilities TC
* ChildCare,
* Student Services, MBC
* SFSS, MBC
* MBC Food Court,
* Library 7th floor,
* CODE at WMC,
* Education at WMC,
* EDB Grad Wing,
* Residences Townhouses,
* Data Centre,
* Human Resources, StrandHall
* canoes/welcome poles,
* Advancement, Strand Hall
* Mechatronics (Surrey),
* Academic Relations, Strand Hall
* West Mall terraces,
* West Mall 100 and 1 office rebuilt,
* Multiple envelops,

* Starbucks, WMC
* Tim Hortons, WMC
* Menchies, AQ
* Jugo Juice, AQ
* Presidents residence (continuing)
* DAC,
* Discovery 2 classrooms,
* a thousand and one laboratories,
* SFU ImageTech Lab,
* Surrey Memorial Hospital
SUSTAINABILITY

Energy - with BCH pre-announced electricity costs set to increase over the next 3 years (28% increase starting April 1, 2014 for 5 years), energy management program SEMP puts energy policy into practice SURF projects identification analysis SURF is an self-sustaining capital fund that ensures energy specific retrofits can be implemented. Energy committee continues to identify energy opportunities that can be implemented in the future. Energy dashboards are web enabled to allow monitoring of building level energy use.

GHG emissions - GHG quarterly reporting on Smart Tool continued to monitor performance against 33% reduction targets by 2020 (based on 2007). Progress made in large capital project for fuel shift to biomass in new central heating plant.

Several carbon reduction CNCP projects carried out, including new high efficiency condensing boilers put in (DIS1 and 2), and digital controls replacing old pneumatic controls, to improve efficiency in heating/cooling. DM projects targeting aging infrastructure will include replacing old with modern energy efficient technologies.

Water conservation - ongoing washroom renewal program is making a dent in replacing water closets with low flow fixtures, and sink aerators slow down water flow at faucet. These aerators reduce the flow rate from two gallons per minute to half a gallon per minute, saving more than 50% of the water used. Additionally, this simple retrofit saves natural gas as well, reducing waste heat and energy used for hot water delivered to water taps across campus.

Site Management - storm water management planning, winter operations, creeks protection, landscape planting strategies, diversion of surface water to retain/detain in rain water cisterns, and bioswales. Cross-organizational working group with Stoney Creek streamkeepers, city of burnaby, Operations, and and campus site planners meet regularly on issues.

Green Buildings - buildings have completed continuous optimization in new buildings LEED registration for SE3P, Capital Renewal - multiple building envelope projects aims for improvements in energy performance adding insulation replacing glazing with double glazed, adding entry vestibules.

Waste diversion - measurement of waste diversion implemented through waste contractors and documented. Continuous monitoring and operational practices enable continuous improvement in diversion rates.

Materials - investments made with long term durability in mind (overriding g first costs) e.g. rubber flooring or demountable partitions and systems furniture to reduce landfill waste.

IAQ - co2 sensors as standard in classrooms renewal program, allow energy savings while still ensuring indoor air quality is maintained.

Planning and Engagement - energy technology and support of Green Labs/Green Offices initiative continue on into the Sustainable Spaces initiative led by the Sustainability Office. The 2015 commuter transportation census data provides robust data to benchmark and provide rich dataset for student work analysis.

GIS operational initiatives with ongoing collaboration with Geography and Environment to highlight GIS analysis using real operational data and issues.
SFU will pursue ecological, social and economic sustainability through its programs and operations. Through teaching and learning, research and community engagement, SFU will seek and share solutions. In its own operations, it will develop and model best practices, from minimizing its ecological footprint, to maximizing its social health and economic strength.

“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 between optimal and actual building system performances 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
COMMUNITY FEEDBACK

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

“Great job! Great communication from the painter. Thank you.”

“The work was completed soon after the request was submitted. Thanks.”

“Jordan and Ramon were great! They got everything done and were very helpful!”

“Dusan did a great job on the bookcase. He suggested great detail to include in the design (i.e., curved to shape the Observatory and p.lam. On top). Thanks.”

“Again, Phil came that same day and was extremely efficient and helpful.”

“He was quick and saved the day!”

“On time, very professional.”

“Could you please forward a big THANK YOU to the laborers who helped us with our furniture moves today? They were very efficient, friendly, and helpful. They really went above and beyond.”

“I would appreciate it if you could pass on to their supervisor that they have done a great job with shoveling our walkways today. Their hard work is very much appreciated.”
"Meagan and Werner were wonderful to work with."
"Kevin is/ was awesome to work with."
"Very friendly and professional."
"The blinds were installed fairly soon after the request was submitted. An initial incorrect sizing was quickly sorted out."
"The freezer restraints were installed fairly soon after the restraints were delivered."
"It has been a pleasure to have such a conscientious and hard working team in our building. Ben and Jake are exemplary representatives for Donald Flooring."

"I have taken it to be my mission to tell everyone who asks to use the webform, because of my good experiences."
"Phil in Central Stores was great, personable, friendly and very helpful. Thank you."
"Cedric is always great, he really cares and we appreciate it very much."
"Thanks to Todd Gattinger for identifying this safety concern."
"SFU Tradesman was extremely helpful and professional - great service!"
"I was very pleased to receive a phone call shortly after submitted an email request and the problem was addressed before the class the next day."
"The airflow in this office has improved. John did come by to follow up as well. And I received a notification on April 26 that the request had been completed. Thanks to you and Joyce for your prompt attention on this request."
"Two days total to complete the order - very reasonable."
"The request was completely quickly and fully."
"Overall communication was great - I was informed of the process details and expectations."
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Raymond Abbott
Vince Caporale
Gerald Coloma
Robert Crouch
Anna Dallakyan
Gordon Frenke
Gerald Gongos
David Gray
Marck Iversen
Teresa Liem
Steven Meng
Dan Nichols
Mark Renios
Dan Rhodes
Terri Sayer
Novia Show
Augustin Tretinik
Yu Zhang
Gordon Zhou

CO-OP STUDENTS
Chatherine Chang
Bonnie Fung
Jessica Li
Daniel Lim
Devin Sripathy
Jason Wu

SPECIAL MENTION
- Congratulations to Bernard Chan for successfully completing the CEM course and exam. Bernard has scored over 93% on the CEM exam for certification. Bernard’s exam score and file is now being sent to the CEM Board for final approval of certification.

- The Trottier Observatory and Courtyard at SFU’s Burnaby campus was the recipient of a 2017 national award of excellence from the Canadian Society of Landscape Architects (CSLA). Completed in 2015 at a cost of about $3.4 million, the courtyard was designed by PWL Partnership Landscape Architects Inc. in consultation with various SFU departments, including Facilities Services, and physics professor Howard Trottier.