Facilities Services
2018 - 2019 Annual Report
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message from the CFO</td>
<td>3</td>
</tr>
<tr>
<td>FS Perspectives</td>
<td>4-5</td>
</tr>
<tr>
<td>A vision for success</td>
<td>6-7</td>
</tr>
<tr>
<td>Customer Service</td>
<td></td>
</tr>
<tr>
<td>- Delivering for the community</td>
<td>8</td>
</tr>
<tr>
<td>- New mobility solution enhances field service</td>
<td>9</td>
</tr>
<tr>
<td>- GIS Mapping</td>
<td>10</td>
</tr>
<tr>
<td>- OSIS Migration to Web Central</td>
<td>10</td>
</tr>
<tr>
<td>Accelerating Change</td>
<td></td>
</tr>
<tr>
<td>- Operational Excellence</td>
<td>12</td>
</tr>
<tr>
<td>- Getting down to the nuts &amp; bolts of</td>
<td>13</td>
</tr>
<tr>
<td>Operational Excellence</td>
<td></td>
</tr>
<tr>
<td>- Mechanical division work space</td>
<td>14</td>
</tr>
<tr>
<td>improvements</td>
<td></td>
</tr>
<tr>
<td>- A few bright ideas for change</td>
<td>15</td>
</tr>
<tr>
<td>- SFU Owner’s Technical Requirements</td>
<td>15</td>
</tr>
<tr>
<td>- Kaizen tree</td>
<td>16</td>
</tr>
<tr>
<td>- See a problem - fix a problem</td>
<td>17</td>
</tr>
<tr>
<td>Engaging our Employees</td>
<td></td>
</tr>
<tr>
<td>- Team Awesome Staff Achievement Award</td>
<td>18</td>
</tr>
<tr>
<td>- SFU Mail Team - Gerry Lopez</td>
<td>19</td>
</tr>
<tr>
<td>- President’s Award for Leadership in</td>
<td>19</td>
</tr>
<tr>
<td>Sustainability - Bernard Chan</td>
<td></td>
</tr>
<tr>
<td>- Home sweet home - FS Expansion Project</td>
<td>20</td>
</tr>
<tr>
<td>- Team building - FS branded jackets</td>
<td>21</td>
</tr>
<tr>
<td>- FS Annual Staff BBQ</td>
<td>21</td>
</tr>
<tr>
<td>Sustainability</td>
<td></td>
</tr>
<tr>
<td>- SFU wins APPA 2018 Sustainability</td>
<td>22</td>
</tr>
<tr>
<td>Award</td>
<td></td>
</tr>
<tr>
<td>- New water fountain installation helps</td>
<td>22</td>
</tr>
<tr>
<td>reduce single-use bottles on campus</td>
<td></td>
</tr>
<tr>
<td>- Facilities Services introduces new</td>
<td>23</td>
</tr>
<tr>
<td>procurement process</td>
<td></td>
</tr>
<tr>
<td>- Deferred Maintenance</td>
<td>24</td>
</tr>
<tr>
<td>- Reducing energy use on campus</td>
<td>25</td>
</tr>
<tr>
<td>Engaging Research</td>
<td></td>
</tr>
<tr>
<td>- Sustainable Energy Engineering</td>
<td>26-27</td>
</tr>
<tr>
<td>Engaging Students</td>
<td></td>
</tr>
<tr>
<td>- Supporting students living on campus</td>
<td>28</td>
</tr>
<tr>
<td>- Student Union Building</td>
<td>29</td>
</tr>
<tr>
<td>- Dining Commons expansion project</td>
<td>29</td>
</tr>
<tr>
<td>- Enhancing student spaces</td>
<td>30-31</td>
</tr>
<tr>
<td>Engaging Communities</td>
<td></td>
</tr>
<tr>
<td>- Burnaby 2065 - Campus Master Plan</td>
<td>32</td>
</tr>
<tr>
<td>- Building a Community</td>
<td>33</td>
</tr>
<tr>
<td>- SFU Vancouver campus turns 30</td>
<td>34</td>
</tr>
<tr>
<td>- 312 Main Street - A centre for economic and social innovation</td>
<td>34</td>
</tr>
<tr>
<td>- Campus Plaza renewal</td>
<td>35</td>
</tr>
<tr>
<td>Community Feedback</td>
<td>36-37</td>
</tr>
<tr>
<td>Acknowledgements</td>
<td>38</td>
</tr>
</tbody>
</table>
I am excited and proud to submit this report on the activities of Facilities Services this past year. 2018/19 was by far the busiest and most successful year in the 11 years that I have been at SFU. The contribution of Facilities Services in maintaining and helping SFU move forward was enormous if not unprecedented.

It was an exceptionally busy year on the project side. We successfully completed the Sustainable Energy and Environmental Engineering building in Surrey, broke ground on the Student Residence Phase 1 project and Stadium at Burnaby, and made tremendous progress on the Student Union Building, Plaza Renewal, and Corix Biomass District Energy System projects also at the Burnaby Campus.

In addition, we completed a record $44M worth of deferred maintenance projects and completed 32,000 service and project requests in total. This is significant given the challenges faced in doing this kind of work on busy, crowded campuses.

None of this would be possible without the hard work and dedication of the numerous members of Facilities Services who bring a diverse range of skills and experience needed to fulfill the broad scope of responsibilities of our department. It also requires that all members of our department work together toward the common purpose of providing exceptional services and facilities in support of the University’s mission.

2018/19 was also a significant milestone in our efforts to improve the opportunities for each and every employee to contribute to making our work and our workplace better. The stories shared in this report highlight some of the many ways Facilities Services members helped to create a better workplace and provide better service to not just our customers, but to each other as well. These came about as the result of individual staff members seeing a better way of doing something, and then working with their colleagues to implement a new way. It is this approach that will help Facilities Services continue to effectively meet the changing needs of the University.

There is so much more that has been accomplished by our staff this year than can be contained in a single report. The stories highlighted here are reflective of the extraordinary efforts and accomplishments of our entire department this past year.
The Facilities Services department is comprised of professionals who are deeply passionate about the work they do. They take pride in being stewards of the University’s assets so we asked them: **What’s something you did last year that you’re proud of?** Here’s what some of them had to say.

"I’ve worked closely with Client Services team members Karmen and Michelle and we’ve done some great projects together."
Avinash Wadhera
Painter

"The Team Guide on our internal wiki really helped staff put names to faces. It was a successful staff engagement initiative."
Novia Chow
Office Coordinator

"Hired Azim Mahmoudi. He is a great addition to the AC department"
John McHugh
AC Foreman

"We improved utility data accuracy and provided better quality information to customers."
Jessica Li
GIS Technician

"I think I improved operating statements that include multi-year financial information and analysis. These helped managers monitor monthly expenses more effectively and in a timely manner."
Boyoung (Sally) Lee
Financial Analyst

"We developed better safety protocols and we’re in the midst of improving safety and rescue procedures for the Water Tower."
Mike Rhodes
Electrical Foreman

"I’m proud of making the new employee memos. They help new staff integrate smoothly into the department by ensuring they have all the information they need."
Virginia Cheung
Payroll Coordinator

"I’m proud of being part of several technology initiatives which have benefited the University community."
Melvin Wong
Senior Business Systems Analyst

"Convocation. I think it’s awesome to be a part of it and help make it happen."
Marc Heckhausen
Carpenter

"Hired Azim Mahmoudi. He is a great addition to the AC department”
John McHugh
AC Foreman

"We painted the bus stop in front of the West Mall Centre and it looks beautiful."
Mark Jones
Paint Shop Foreman

"The Team Guide on our internal wiki really helped staff put names to faces. It was a successful staff engagement initiative.”
Novia Chow
Office Coordinator

"Re-tooling the shop. We are way more efficient and that’s helped us keep our costs down."
Alain Pednault
Carpenter

"We produced some effective communication and staff engagement strategies that have helped make a difference across the department.”
Alexandre Pappas
Business Analyst
Integrated Planning & Analysis
“Finishing the last course of my 2nd degree.”
Bonnie Fung
Business Analyst

“I’m very proud of our focus and dedication to continuous improvement. In fact, our small ARES team created 119 Kaizens last fiscal year, resulting in improved work flow as well as a lot of time saved.”
Joyce Chong
Director, Administration & Real Estate Services

“As a team, we connected with stakeholders both internally and across the campus on space management, wayfinding, accessibility, climate resilience/GHG/sustainability, GIS integration. We collaborated on adaptive management/green infrastructure planning, capital renewal...it was a busy year!”
Wendy Lee
Manager, Planning Services

“I was very proud of receiving an SFU Staff Achievement Award because it makes my team and I feel recognized and appreciated for all the great work we do.”
Sophia Gaba
Customer Service Coordinator

“The sign we made for the Faculty of Science turned out awesome.”
David Gaffney
Painter

“I was able to say this University has never looked better and look forward to saying it again next year when it will look even better, through the collective efforts of everyone at Facilities.”
Todd Gattinger
Director, Maintenance & Operations

“Facilities Services improved the building envelope at the Water Tower Building for our IT Services Department. It’s a really ‘cool’ glazing system.”
Adil Jessa
Assistant Director, Mechanical, Electrical, & Energy

“The team engaged in strategic planning with Vice-Provost Wade Parkhouse as well as absorbing the Project Management responsibilities with Surrey Campus.”
Bill Nelson
Manager, Project Services

“Collecting, organizing, and sharing building and campus information gives me joy as part of the FS team.”
Sook Suh
Building Technologist, Planning Services

“I’m proud of my team. By working together, we were able to exceed SFU’s annual energy reduction target by more than 2 per cent.”
Bernard Chan
Energy Manager

“This year saw many strides towards efficiency and process improvements. I am particularly proud of the work that was put into improving our procurement processes to include self-service functionality allowing for fast, reliable and consistent preparation of contracts with our pre-qualified suppliers.”
Allyson Biro
Manager, Finance & Administration

“Last year, I had a chance to go into some areas around campus and apply permanent solutions to long standing issues. That feels like you’ve accomplished something.”
Marty Huston
Building Technologist
A VISION FOR SUCCESS

OUR VISION
To provide exceptional services and facilities

OUR MISSION
Our mission 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

OUR VALUES

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.

Innovative
- We are continuously looking at better ways to improve our services and the ways that we deliver our services.
- 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.

Integrity
- If we say we’re going to do something, we do it.

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

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

Respectful
- We have a profound respect for the University’s assets.
- Our respect includes our clients, and their needs.
Every year, as the winter season approaches, Simon Fraser University’s Facilities Services Labourers team get to work prepping for the coming snow season. With an eye on safety, the Labourers work together to ensure major walkways and stairs across the university are clear of any snow and ice obstruction.

Before most people have poured their first cup of morning coffee, many members of the team are already hard at work ensuring conditions are as safe as possible for the university community. “Safety is always our first priority,” says Russell Machardy, Facilities Services Labourer. “We know that good enough isn’t good enough and that the work we do has to be done right.”

Over the last few years, the university has seen record snowfall around campus at times hampering the ability for students to get to and from class. Being at Mother Nature’s whim means being on-call and ready to go when called upon. “You have to be adaptable,” says Bob Aeichele, Facilities Services Labourer. “The challenges of a university providing solid customer service with minimal disruption is something we take seriously, so being versatile and responsive is one way we measure our success. We aim to fix problems before they become an issue.” Although it’s still unclear what Mother Nature has up her sleeve this winter, one thing is certain: come what may the Facilities Services Labourers will be ready and up to the challenge.

Client Services’ Building Technologists are designers, problem solvers, project managers and customer service experts. They bridge the gap between service work that goes directly to SFU Facilities Trades and large scale construction projects. Within this gap are a wide variety of requests that come in from clients around Burnaby campus. They also provide liaison services for filming and large events such as Convocation.

“Our team works with clients to determine the best way of completing projects while complying with Facilities mandates and standards,” says Karmen Garner, Building Technologist. “We work closely with our trades, numerous contractors and the greater University community to complete our work efficiently and with the best service we are able to provide.”
As stewards of buildings and grounds, Facilities Services staff work hard to maintain SFU’s unique Burnaby Campus landscape. To ensure its manicured lawns, planted areas, and natural green spaces are properly cared for, the University has contracted local business Popular Landscaping to handle the soft landscaping needs such as the maintenance and upkeep of lawns, sports fields, gardens, hedges, trees, and planters. No small feat considering Burnaby campus covers 195 hectares of land with approximately 32.2 hectares of greenery.

“There’s a lot going on at any given time and tracking which Service Requests were completed and when was a challenge for our department” says Jay Haynes, Manager, Civil Trades. “At any given point in time, we had over 100 open Service Requests and it was overwhelming for the manager and foreman to follow up with the contractor and close each request. The old system had the contractor making a visit in person to come to Facilities to pick up each work order.”

Earlier in the year, Jay reached out to Gerry Lopez, Manager of Strategic Initiatives, to discuss potential solutions. After extensive discussions between team members and departmental leadership, Gerry began a project to improve service delivery.

“As we got started, we thought about establishing a system login for the contractors to manage their own Service Requests.” says Gerry. “As we got further into the project, we started thinking that instead of just giving them access why don’t we make it accessible on a mobile device? This would allow them to react in the field or wherever. So we approached this like a pilot project learning about our system on mobile devices and the functionality as well as what the possible challenges would be.”

The team quickly enabled the WebTMA mobile solution and provided the contractor with a mobile device. While there were a few technical bumps along the way, the enhancements not only streamlined the fulfillment process but also eliminated printing paper copies, improved customer service, communication, and coordination between the contractor and SFU managers. Since implementation, still-open work order requests have dropped from 120 to just 10. Additionally, mobile functionality has allowed the contractor to complete work orders on the go as well as monitor the system for new work orders several times a day.

While mobile support for work orders is still quite new for the department, Larry Waddell, Chief Facilities Officer, applauds the initiative as an innovative tool helping departmental personnel make improvements to their work processes. “This project highlights not just how technology can be used to support the work our employees and our contract partners are doing in the field, it shows how true collaboration within Facilities Services can make improvements to the way we do our work. This shows a creative way of doing the ‘paperwork’ that needs to be done, but not letting it get in the way of getting the work done.”
GIS MAPPING

In 2018-2019, Facilities Services completed 31 Geographic Information System (GIS) mapping projects covering broad topics such as planning, space, utilities, and other special needs. GIS provides us the ability to gather, manage, and analyze data. That information is then provided to the SFU community for planning purposes.

The Construction Planning Tool, one of the projects completed last year, provides project managers the ability to map their project’s proposed laydown areas for construction. It effectively helps planning teams to visualize and negotiate site availability for concurrent construction staging and mobile crane setup requirements. It also supports project management teams to improve collaboration and efficiency.

OSIS MIGRATION TO WEB CENTRAL

Effective planning and space management are critical for the optimization of the University’s space resources. That’s why staff are working hard to improve SFU’s planning and space utilization tool. Used by various departmental space representatives across the University, the Online Spatial Information System (OSIS) provided users the ability to search and look up floor plans for rooms across all three SFU campuses.

Slow to load information with a sluggish interface, clients wanted a better way to access spatial information. In response, Facilities Services staff launched a migration project to upgrade existing technical infrastructure, identify gaps in information, and provide a brand new robust system for a better overall customer experience.

In June 2019, the new system was introduced to customers around the university and feedback has been overwhelmingly positive. The new web-based interface, known as Web Central, provides users more functionality, faster access to information, and better insight to space usage across SFU campus buildings. The new Web Central portal will also assist SFU to operationalize its new space management plan and achieve its space utilization and optimization goals.
WE CARE...
AND IT SHOWS
Operational Excellence is all about problem-solving and teamwork, resulting in continuous improvement. To us, Operational Excellence means being passionate stewards of the University’s facilities.
GETTING DOWN TO THE NUTS AND BOLTS OF OPERATIONAL EXCELLENCE

TREENA MILLER
FACILITIES CLERK, SURREY CAMPUS

THE CHALLENGE
As a Facilities Clerk, Treena Miller is responsible for maintenance and repair work on everything from floors and ceiling tiles to overhead lights around the SFU Surrey campus. In order to carry out the work, Treena and the team rely on a variety of hardware like nuts, bolts, screws, and washers to help with the day-to-day repair and maintenance of the campus. The fasteners used by the team were randomly stored in drawers, bins, cups or buckets leaving clerks with no choice but to sift through containers of mixed hardware to find what they needed. “We basically had the fasteners sitting around in cans and jars unsorted and all mixed together,” admits Treena. “So when we needed a specific nut or bolt, it was a time waster to go digging around to find what you needed.” Treena knew there had to be a better way.

THE OBJECTIVE
To have a well-organized collection of fasteners with quick and easy access for clerks. To be able to tell at a glance when fasteners were low on stock.

THE APPROACH
Faced with a limited budget, the team knew they’d have to be resourceful. Luckily, they were able to acquire an old drawer cabinet after an IT renovation project that matched their needs. “The cabinet is about 5 feet tall and very sturdy with shelves deep enough to allow double layers of hardware,” says Treena. “To maximize space, we created a second layer in each drawer by installing sliding trays on rails crafted from discarded metal. With the help of our friends in the Mechatronics machine shop, we were able to fashion metal trays from pieces of discarded metal left over from a recent library renovation. Our only cost was purchasing the Schaller red plastic modular bins to help us keep things organized.”

With the cabinet in place, Treena and her team took the time to sort the fasteners by type and size. The team then organized the fasteners in the drawers accordingly providing them a fully organized fastener system made almost entirely from recycled or re-used materials.

THE RESULT
The Facilities Services team now have an easy to access, easy to view, easy to sort, system of fasteners. All nuts, bolts, screws and other fasteners are now stored in two drawers in the cabinet with the remaining drawers serving as storage for small tools. The modular plastic bins allow clerks to take bins of fasteners to the work site without disturbing the organization or flow of the storage system and saves staff an enormous amount of time and grief. “I’m happy that we were able to put this project together. It makes everybody’s life easier. This improves our efficiency, which ultimately has a positive impact on the service we provide for our campus.”
MECHANICAL DIVISION WORK SPACE IMPROVEMENTS

JOHN MCHUGH
AC FOREMAN

THE CHALLENGE
Nestled in a small office inside the Mechanical Division of the Facilities Services building, AC Foreman John McHugh and his team are responsible for monitoring and responding to HVAC service requests across SFU’s Burnaby campus. Primarily a central base of operations for the team, years of heavy usage and complacency with clutter had taken their toll on the office space making it somewhat chaotic and cluttered. “It was quite disorganized,” admits John. “Staff didn’t have any space to call their own so people just put things anywhere they wanted. We also had leftovers from previous employees such as paperwork, personal receipts, and old work orders creating a jumbled mess. It certainly needed a re-org”. John McHugh knew there had to be a better way.

THE OBJECTIVE
To reorganize the space in order to provide staff with well-defined work stations. To improve communication and organization by introducing message boards and paper trays.

THE APPROACH
During his spare time over the span of several weeks, John began sifting through and recycling old documents and work orders long ago strewn across the office desk. “I knew that the first thing I had to do was a clean sweep and just get rid of all the old stuff. So that’s where I started.” Next, John removed old wall mounted file holders that had fallen into disuse and repurposed a couple of them as centralized document storages. With much more office desk space now available, John then began carving out defined workstations for each staff member. Featuring a paper tray to the left of the employee to manage daily work orders and important documents, each space has a defined work area and comes with custom sized whiteboards to help improve internal communications amongst team members.

THE RESULT
Although only the first phase of what John sees as a series of potential changes, the Mechanical Division’s work space improvements initiative has been well received. Visually, the office is far more welcoming and functionally the improvements have improved work efficiency through better space management and organization. John says that the biggest change he’s seen might be an internal one. “Having a personalized work space, a place really to call your own, makes a difference in how people work and how they feel about work so that’s been a great benefit.”
A FEW BRIGHT IDEAS FOR CHANGE

In June 2018 Facilities Services’ Energy Management team members Travis Vilac and Bernard Chan, in cooperation with the Sustainability Office, launched the ‘Bright Ideas’ campaign; a three week long contest for departmental staff to submit ideas on ways to save or conserve energy.

The campaign generated 27 idea cards resulting in multiple actionable ideas. As incentives, prizes were donated by industry sponsors SES Consulting and Houle Electric including gift cards and travel mugs. Winning ideas were selected based on how implementable the ideas were and several of these have already been put into action. Some of the winning ideas include:

- Installing motion detecting light switches
- Replacing all 4-foot fluorescent tubes with Philips 10w to save 20 watts of electricity per tube
- Properly seal windows & doors to eliminate drafts and reduce loss of heating or cooling
- Use solar panel charger to charge rechargeable batteries
- Personal heaters with sensors to avoid keeping them on when no one is present
- Use passive cooling, such as trees, to reduce heat and increase occupant comfort

SFU OWNER’S TECHNICAL REQUIREMENTS

In early 2019, after years of consultation with both internal and external stakeholders, Facilities Services introduced the SFU Owner’s Technical Requirements (OTR). The OTR are dynamic documented principles of design and construction that provide contractors an outline of SFU’s performance objectives, recommended practices, sample front end documents and steps on how to navigate through a project at SFU.

“These documents are not intended to be prescriptive, hinder design creativity, or innovation,” says Adil Jessa, Assistant Director, Mechanical, Electrical & Energy. “The OTR serves as a starting point to expedite SFU project delivery and helps communicate our expectations to our service providers.” SFU Owner’s Technical Requirements are available online at www.sfu.ca/fs under the Projects & Initiatives tab.
The Administration & Real Estate Services (ARES) team created a Kaizen tree (pictured right). Whenever a member of the ARES team completes a process improvement, they write down the details of their kaizen on a leaf and add it to the tree.

To date, the ARES team have worked on over 200 (and counting) process improvement initiatives resulting in a beautiful blossoming tree. Some of the recently completed kaizens include:

1. **Spreadsheet to keep track of closed projects**
   Sophia Gaba improved organization by improving how the team keeps track of closed projects

2. **Kaizen process diagram to better engage staff**
   Leslie Watts created a visual representation of what steps to take when doing a process improvement

3. **Tax rebate calculation sheet to help minimize errors**
   Boyoung (Sally) Lee created a user-friendly calculation sheet to minimize entry errors on tax rebates

4. **FS Landing Page redesign to improve staff engagement**
   Sam Cribb redesigned the front page of our SharePoint site to improve user experience

5. **Snow phones expense claims to accelerate change**
   Wendy House created a step-by-step procedure to help the snow crew claim their phone bill as an expense

6. **ARES Dashboard to improve recognition and transparency**
   Joyce Chong created a dashboard to highlight which initiatives each team member is working on
SEE A PROBLEM - FIX A PROBLEM

JAY HAYNES
MANAGER, CIVIL TRADES

THE CHALLENGE
Two years ago, the Facilities Services department underwent a Lean training exercise where departmental staff were asked to come up with ideas for areas of improvement and write them down on green slips. “The green slips were a good idea and lots of ideas were generated. The problem though is that very few of those ideas were getting done” says Jay Haynes, Manager, Civil Trades. His team had in place processes for doing maintenance and projects but no processes existed for Kaizen type improvements.

“Many of the trades had approached their manager or supervisor in the past with suggestions but there was literally no way to get those suggestions done. They know how to put in a work order. But how do you put work orders in to get new uniforms or get jackets or change a process? There weren’t any outlets for their ideas to take shape so that’s something we had to change.”

THE OBJECTIVE
To better facilitate internal process improvements among trade staff by introducing mechanisms to speed up and address needs and concerns.

THE APPROACH
“You need to have all your team gather around together every day and just talk,” says Jay. “That’s one of the best ways to build comradery.” Jay and his team setup an Operational Excellence board where staff have their morning huddle to foster conversation.

“We now make it a part of our daily routine to look at the board and see if any of the ideas on there need a hand to get implemented so we don’t let good ideas die.” Jay and his team then introduced a policy of ‘see a problem - fix a problem’ empowering staff and their managers to address issues right away. “We streamlined the decision making process and removed some of the bureaucracy so now when folks have an idea for a Kaizen type improvement, we have a process in place to address it.”

THE RESULT
To date, the Buildings & Grounds team have completed over 20 Operational Excellence initiatives. Some of the initiatives recently undertaken include improving vehicle assignments by using a truck sign-out board, allowing staff to know who is driving which departmental vehicle on campus. In order to better equip staff, alternative longer rain jackets more suitable for certain kinds of work during the rainy season were approved.

Other improvements also include new equipment and tools like pumps for floods, replacing a broken bandsaw, and building some carts for moving specialty items like the recently constructed firepits. “These improvements empower FS staff to embrace the idea of ‘see a problem fix a problem’ and makes us feel more interconnected. It’s clear now that we’re one team rowing in the same direction.”
As the first line of contact for students, staff, faculty, and members of the community who have questions or concerns regarding the physical aspects of the campus, Team Awesome is instrumental in ensuring that the day-to-day operations of maintaining and building the physical assets of the campus are seamlessly carried out.

On average, the team processes 1,800 service requests per month from customers requiring assistance. These requests consist of a wide range of work, from minor maintenance to larger renovation projects. With a satisfaction rating of 97%, as measured by customer satisfaction surveys, Team Awesome have truly embodied the VPFA’s mission of providing exemplary service to the SFU community.

Team Awesome has also been working tirelessly to support and facilitate an Operational Excellence program for the Facilities Services department in the creation and implementation of new processes and procedures aimed at improving customer service, reducing waste, improving efficiency, and increasing employee engagement. Congratulations on your award.
Demonstrating exemplary collaboration and cooperation between departments, the SFU Mail Team helped transition more than 50,000 students, staff, and faculty onto SFU’s new email platform. Gerry and his local IT team ensured that Facilities Services staff were prepped and ready to go on the day of the transition as well as provided technical assistance when and where it was needed. Congratulations Gerry on your award.

As Energy Manager for Facilities Services, Bernard helped test and develop low carbon solutions resulting in significant reductions of greenhouse gas emissions and energy costs at SFU. Between 2013 and 2018, Bernard’s innovations and leadership helped the University avert approximately $870,000 in energy costs and reduced its greenhouse gas emissions by about 850 tonnes. Bernard continues to work to advance strategic partnerships into the future, in part, by mentoring students. Congratulations Bernard on your award.
HOME SWEET HOME - FS EXPANSION PROJECT

In early springtime 2019, work on the Facilities Services Building Expansion project officially wrapped up. In order to provide additional services to the University community, the department had to expand its working space. The design of the expansion by Gustavson Wylie Architects led by the Major Projects team under the direction of Ian Abercrombie and George Venini was a collaborative effort. “Ongoing engagement from FS architects, engineers, technologists and project managers was instrumental throughout the delivery process,” says Gloria Kwong, Project Manager. The renovation and new space provides:

- More meeting areas and document access spaces to better engage our staff
- Open office work spaces featuring ample natural light from all sides
- Modernized fixtures, furniture and equipment including ergonomic sit-stand desks with dual monitors to provide staff with better work stations
- Improved energy management and user comfort including zoned temperature and lighting level controls to align with SFU’s strategic sustainability plan
- Updated electrical and mechanical systems for shops and office areas for code compliance
- Updated fire protection systems

To help ensure a smooth transition, local FS IT team members worked over a weekend period moving hardware and setting up computer equipment ensuring that potential technical issues associated with moving were minimized.
TEAM BUILDING - FS BRANDED JACKETS

In order to foster exceptional staff engagement and help departmental employees feel more connected to their work and to each other, Rod Douglass, Plumbing Foreman, proposed an idea of SFU and department-branded jackets for each full-time employee.

“I wanted to do something that would bring us all together as a team instead of as employees of individual business units,” says Rod. “After speaking with the staff, it became clear that high quality jackets were the way to go.”

Sourced locally from Burnaby-based vendor Stormtech, staff were provided the option of university and departmentally branded 3-1 multi-seasonal jackets or light shell jackets. “The reaction we got was amazing. People really love their jackets. It not only instilled a sense of departmental pride but also a sense of unity and common purpose.”

FS ANNUAL STAFF BBQ

As is tradition, the FS Annual Staff BBQ was held this year in June and staff were treated to an exceptional chicken and sausage lunch. More than just a good meal, the event provided an opportunity for Facilities Services staff to socialize and build camaraderie.
Simon Fraser University has been awarded the 2018 Sustainability Innovation Award in Facilities Management at this year’s APPA Annual Conference in Washington D.C. The award recognizes the institution’s efforts to implement a standardized four-stream Zero Waste system uniformly across all three campuses.

“As SFU continues to advance sustainability into all aspects of the university, it is an honour to be recognized for innovation in sustainability by our fellow university facilities family,” says Todd Gattinger, Director, Maintenance & Operations at Facilities Services.

Introduced in 2014, SFU’s Zero Waste Initiative had a strategic target to divert a minimum of 70 per cent of waste from landfills by 2015. Within two years, SFU reached its diversion targets and has since diverted more than 2,700 tonnes of operational waste from the landfill, resulting in large reduction of carbon dioxide and methane emissions. “By implementing a four-stream system, we’ve replaced the ad-hoc waste collection system we previously had in place,” says Grady Ott, Operations Supervisor. “We were able to unify the waste stream systems across all three of our campuses, providing students, staff and faculty a singular message of campus-wide recycling.”

Every year without much fanfare or attention, the Mechanical Department replace on average between 5 to 8 traditional porcelain water fountains with Elkay filtered water cooler stations. “The cooling stations not only offer great tasting water but feature a bottle refill station with each unit,” says Keith Horne, Superintendent, Mechanical. “These refill stations go a long way in helping to reduce single-use plastic bottle usage on campus.”

Each refill station comes equipped with a meter indicating the estimated number of plastic bottles eliminated by use of the refill station. For instance, for the refill station in the LDC Fitness Centre, it’s estimated that a 333,042 single-use bottles have been saved. At the AQ East Concourse, the meter reads over 92,200.

“Historically, the Electrical Department has covered the cost for replacing the water fountains out of its operating budget. We’re always looking for ways to advance the cause of sustainability on campus and if we do it while providing better services or facilities to students, staff and faculty, then I think we’ve done our job” says Keith.
FS CONNECTION

FACILITIES SERVICES INTRODUCES NEW PROCUREMENT PROCESS

From purchasing goods and services to tending bids for construction or renovation projects, procurement is an important component to the University’s overall strategic direction. For a number of years however, Facilities Services staff members had struggled with a procurement process that many felt to be time consuming and unnecessarily cumbersome.

In April 2018, staff from across the department including representatives from Major Capital Projects, Client Services, Maintenance and Operations, Central Receiving, and others came together to finalize a list of pre-qualified suppliers. Known internally as the Request for Supplier Qualifications (RFSQ) project, the list would save considerable time by eliminating the need to competitively bid on some projects individually. “We wanted to make sure we were equitable in terms of providing service and the best service providers to the university,” says Adil Jessa, Assistant Director, Mechanical, Electrical, & Energy.

With the basics in place, Allyson Biro, Manager, Finance and Administration, began overseeing implementation of the new process. “My number one goal was to make it as simple as possible for the end user and to ensure all the logic was built in behind the scenes.” Over the course of several months, Allyson teamed up with her colleagues Boyoung (Sally) Lee, Financial Analyst, Wells Song, Procurement Officer, and Gerry Lopez, Manager, Strategic Initiatives, to gather requirements and develop the necessary tools. After successfully completing an initial testing phase and information training sessions for staff, RFSQ was officially rolled out to the department on July 30, 2018. With basic infrastructure in place the next phase of the project, the transition of manual procedures into an entirely digital platform, could begin.

“From the outset, we wanted to develop a self-service form that staff could use,” says Gerry. “The form would be simply designed, easy to follow, and would also respect the rotational and business rules. We also needed to ensure that we captured the need for auditing the RFSQ rotation.” Bonnie Fung, Business Analyst within the department’s Strategic Initiatives team, got to work. On March 7, 2019, the technical component to the RFSQ process was successfully rolled out. In order to amalgamate the new online RFSQ form with critical financial information, the Strategic Initiatives team also produced a Project Cost Summary report. “The benefit of this report basically brings all the information the Project Manager would need including approved estimates, charged project costs, and initiated or signed contracts into one location on TMA. Now, it’s all just one click away” says Bonnie.

“The new process streamlined a complex system,” says Jay Haynes, Manager, Civil Trades. “The new system continues to ensure that we function in a fair and equitable way but makes our lives a little bit easier. It’s just a better way of doing business.”
With many institutional buildings at Burnaby Campus now over 30-years old, the importance of a well-planned, adequately funded cyclical renewal plan has become one of our department’s top priorities. The Facilities Services Capital Renewal / Deferred Maintenance program seeks to systematically address the needs of our buildings including improved electrical, plumbing, and energy systems as well as building envelopes and interior and exterior finishes. Five key principles guide the selection, qualification, and prioritization of projects:

- Enhance life safety, code compliance, regulatory framework
- Improve operational reliability
- Improve building enclosure/ envelope
- Enhance aesthetics and appearance
- Extend useful life of systems

This year, Facilities Services is embarking on an extensive process of review through detailed analysis, condition reports, and by consultation with experts, both internal and external. In concluding this review, the department will have reconfirmed Deferred Maintenance requirements and priorities taking the renewal plan beyond 2021/22. Some of the projects undertaken this year include:

- Controls Infrastructure upgrades to the Halpern Centre, ASB, and Shrum Science
- Replacing boilers in the Diamond Alumni Centre & Water Tower building
- Upgrades to lighting across campus including Strand Hall, TASC 1, West Mall, AQ, Shrum C & Discovery 2
- Upgrade electrical substations at Strand Hall, Kinesiology, Physics, & Library
- Fire alarm upgrades in Bee Research Building, Halpern Centre, Strand Hall Annex and Shrum Science Centre Biology
- Elevator upgrades in the Maggie Benston Centre and Transportation Centre
- Replace underground storage tanks
- Roofing replacement for Halpern, RC Brown, and Water Tower building
- West zone district energy heating upgrade (see photos below)
YOU CAN COUNT ON US
Simon Fraser University celebrated its Surrey campus expansion with the opening of its new $126-million building in Surrey’s City Centre—the first major step in expanding the Surrey campus beyond its current home in the Central City complex.

Joining today in an opening ceremony were B.C. Premier John Horgan, Melanie Mark, Minister of Advanced Education, Skills and Training and Joyce Murray, president of the Treasury Board and federal Minister of Digital Government. The federal and provincial governments each provided $45 million towards the new facility.

The five-storey, 20,458 square-meter facility, located adjacent to the existing Surrey campus, will be home to SFU’s new Sustainable Energy Engineering (SEE) program, which launches in September 2019.

“Investing in clean tech innovators here at SFU Surrey will help build a cleaner, brighter future for everyone in B.C.,” said Premier John Horgan. “The skills and experience students gain in this new building will help them succeed in B.C.’s growing clean tech sector and become leaders in the low-carbon economy of the future.” The program will leverage SFU’s strengths in engineering, energy technologies and environmental science, and prepare students to become leaders in high-demand sectors such as renewable energy, sustainable manufacturing, clean power generation, as well as in sustainable food and water solutions.

The new building and program support the first phase of a three-phase expansion plan for Surrey that will strengthen SFU’s mission to be Canada’s engaged university.

“Simon Fraser University is grateful for the significant support received from the federal and provincial governments for this much-needed Surrey campus expansion,” said SFU President Andrew Petter. “The new facility and program will enable SFU to generate the talent and research that B.C. and Canada require to be leaders in the development and application of clean technologies and sustainable energy solutions.”
The new building’s focus on sustainable engineering and SFU’s strengths in entrepreneurship align with the City of Surrey’s priorities as a leader in sustainability and clean technology.

“This state-of-the-art new building in City Centre is indicative of SFU’s commitment to Surrey,” said Mayor Doug McCallum. “SFU was one of the first to lay down roots in our City Centre, and the opening of this new building is a natural evolution for SFU as it takes its first major step in expanding beyond its Central City campus. I want to congratulate SFU for its foresight and commitment to Surrey.”

The building will accommodate 440 new full-time equivalent (FTE) student spaces (320 undergraduate and 120 graduate spaces) and also support SFU’s Mechatronics Systems Engineering (MSE) program with space for research and student entrepreneurship through SFU’s Technology Entrepreneurship@SFU program.

Designed by the late Bing Thom, and delivered and executed by Revery Architecture (formerly Bing Thom Architects), Surrey’s newest landmark features teaching labs, an open atrium and a 400-seat theatre that is available for use by both SFU and the community. The building’s façade is designed to represent ‘circuit board’ imagery symbolic of the technological subject matter that will be taught, and has already garnered a national industry award.

Targeting energy-efficient LEED Gold standards, the building is also a “living lab” fitted with sustainable features that make it an ideal home for the new program. Students will study in one three themes: smart cities, clean transportation and sustainable manufacturing. Students like Surrey’s Danielle Arciaga will be among the first to study in the new building.

“It’s exciting to be pioneers in this super cool new building and a program designed for new engineers who want to pursue the sustainability field,” says Arciaga, a second-year engineering student transferring into the new SEE program. The Surrey resident is weighing both clean tech and smart cities streams. “I’ve been looking for ways to prepare myself for a career where I could really contribute as a green innovator in my own community. The program will show how these new emerging green industries could impact us right here in Surrey, and that’s what really drew me in.”

SFU’s Surrey expansion will address the growing workforce needs of industry for skilled graduates and help meet the increasing demand for accessible post-secondary education south of the Fraser. The new building will welcome full-time students starting this fall while planning continues for future expansion phases that target health and creative technologies.
Surrounded by lush forests and mountaintop views, SFU’s student residence buildings on Burnaby Campus provide the comforts of home at the heart of a vibrant campus community. Supporting the operational day-to-day needs of the residences, as well as the wider campus community, Facilities Services Mechanical Division provides critical maintenance support such as plumbing, mechanical, HVAC, and heating.

“Facilities Services caters to a positive living and learning environment by working in the background to maintain critical systems inclusive of mechanical systems,” says Adil Jessa, Assistant Director, Mechanical, Electrical, & Energy. “Students living on campus should feel like it’s their home away from home while they tend to their academic pursuits. They shouldn’t be burdened by arranging for maintenance services that comes with independence if they were to live off campus. To Facilities Services, that means not only maintaining the building, but also responding quickly with a solution when issues arise.”

For Ali Ibrahim, Plumber, the opportunity to interact with students and assist when trouble occurs is a responsibility taken very seriously. Last week for instance, Ali received a work order notifying him that a boiler in one of the residences was not working properly. As temperatures dropped on Burnaby Mountain, Ali knew that maintaining the hot water supply was of paramount importance. Like a detective in hot pursuit of the culprit, Ali carefully examined the equipment. Through a process of elimination, the plumber with 18-years’ experience zeroed in on the issue — a defective safety switch. Returning a few minutes later with the replacement part in hand, Ali was able to quickly restore hot water to the units in the building. “I can see when I talk to the students on campus that our work impacts the quality of their experience here,” says Ali. “When there is a problem, we know it’s important to solve it quickly. That makes me feel good and satisfied. Proud actually.”

Additional to maintenance and repair, Facilities Services is set to begin a residence washroom renovation project across all residence towers. The intention of upgrading 40 tower washrooms across three student Residence buildings on Burnaby campus. “Each student floor has one main washroom consisting of four shower stalls, three toilet stalls and four lavatory sinks,” says Gian Gimang, Project Manager. “The towers were built in 2004 and 2005 and because of the high year-round occupancy, they’ve suffered some wear and tear. So, the renovation is going to ensure those common gender neutral washrooms are refreshed and improved.”

Slated for completion in June 2019, the renovation will replace shower and toilet partitions and install overlapping doors to improve privacy. The projects will also replace countertops, mirrors as well as minor repairs. “We’re confident that these renovations will enhance the safety and comfort of the residence experience,” says Gian. “We’re always striving to foster environments for our students to succeed personally and academically and part of that is ensuring our students feel comfortable at home on campus.”
**STUDENT UNION BUILDING**

Funded by students through the Simon Fraser Student Society, this new building features over 110,000 sq. ft of space to enhance the university experience for current and future students. Envisioned by Perkins+Will Architects and build by ProCan Construction, the building is edging ever closer to completion and will open its doors later this year.

Featuring a stunning view of the North Shore mountains, the new Student Union Building will contain study spaces, meeting rooms, and dining facilities. The building will also contain recreational areas with a gaming lounge, club center, community kitchen, napping room, and music rehearsal rooms.

**DINING COMMONS EXPANSION PROJECT**

Design of the new Dining Commons expansion project is now complete and the construction contract has been issued for tender. The new Dining Commons will provide an additional 700 seats of food service capacity for the 482 new student housing units as well as other planned future student housing units.
ENHANCING STUDENT SPACES

One example of how SFU Facilities is committed to enhancing the student experience is providing spaces where students can study, hang out with friends, or catch a nap or two in between classes. Throughout the years, SFU Project Services have updated several public lounges on Burnaby Campus from the West Mall Complex to the Blusson Hall, and spaces in between. “When designing these spaces, we engage our students to provide us with their creative ideas and thoughts; as well as their likes and dislikes of a lounge space”, says Marcos Olindan, Project Manager.

Many of the lounges feature electrical outlets for computers, flexible furniture that provides comfort, assorted layouts for big and small group meetings, plus individual spaces for those who want to be alone with their studies. We strive to be environmentally friendly by using recycled materials for the flooring and furniture fabrics, efficient LED lights and by using sustainable materials. Where possible, we install art pieces from the SFU Gallery collection, and design lounges beside windows to provide natural lighting. A lot of the furniture has high backs to provide privacy and reduce peripheral sounds.

Recent lounge renovations include areas in Shrum Science Building: Biomedical Physiology and Kinesiology (BPK) and Communications. “I can’t wait to study here!” says one student who saw one of the newly renovated lounges.

BPK Student Lounge

Communications Lounge
HARBOUR CENTRE UPGRADES

Situated in the heart of downtown Vancouver, SFU’s Harbour Centre offers a variety of meeting, classroom, reception, and laboratory spaces. To enhance lounge spaces on the third floor, new furniture was purchased and existing lighting replaced with LEDs. Some plants, artwork, and a full length wall graphic with SFU branding were also added to help beautify the space.

SEGAL STUDY LOUNGE UPGRADES

Student lounges in the Segal Building were also refreshed. “Students had told us that the building felt more like an old bank than a university, so the aim of this project was to make the lobby more inviting to students and give them places to study,” says Mat Cocuzzi, Manager, Facilities Services Vancouver Campus. New furniture and whiteboard partitions were installed to provide a fresh look and enhance student’s comfort. The room was enclosed with glass and indigenous art graphics recognizing the unceded territories.
SFU Campus Planning & Development is in the process of creating the SFU Burnaby 2065 Campus Master Plan, a comprehensive plan that will provide a physical vision and flexible planning and decision-making framework to guide the evolution of the campus over the next 50 years.

The emerging vision for the Campus Master Plan is made up of a series of elements, including the draft Guiding Principles and a physical Vision Framework. The Draft Guiding Principles are broad-based and mutually supportive planning objectives that the Campus Master Plan must achieve, and is grounded in the University community’s values and priorities. These guiding principles are:

- Support Simon Fraser University’s mission
- Build a complete community on the Mountain
- Weave opportunities to support indigenization throughout the campus
- Thoughtfully celebrate Erickson and Massey’s original aspirations for the campus
- Position the Burnaby campus as a destination for active engagement
- Enhance connectivity and movement
- Foster sustainability and resilience

The Interim Report is now available online at www.sfuburnaby2065.ca.
Since opening its doors in 1965, Simon Fraser University (SFU) has strived to contribute to the social, economic, and cultural wellbeing of the communities we serve. As an integral part of its academic mission, SFU works hard to maintain and expand its community connections to create opportunities for practical and experiential learning. To support this vision, the Real Estate Services team works hard to realize the University’s strategic space needs. “We provide a diverse range of services and ensure that the University’s assets are well protected and that they support the University’s strategic goals.” says Joyce Chong, Director, Administration & Real Estate Services.

From strategic acquisition, leasing, granting and obtaining access rights, and other real estate related matters, the Real Estate team works closely with University stakeholders and community partners to build dynamic engaging community environments. In support of SFU’s Five-Year Capital Plan, an ambitious $591 million blueprint for construction, renewal, and expansion across all three campuses, the Real Estate team provides expert advice and oversight on major capital projects, particularly in the areas of land assembly and acquisition. It’s a critical component to the project that Joyce admits takes precision, care, and an attention to detail, as was recently demonstrated in the land assembly required for the SEE building. “Our goal is to support the University’s vision of engaging students, research and community. Our mission is to ensure our students, staff, and faculty have the space they need to provide the quality learning environment we’ve come to expect from our great University.”
Facilities Services has always believed that where there is a will, there is a way; to see potential at every turn and leverage existing resources into new opportunities for engagement and growth.

Thanks in part to the efforts of the Facilities Services Real Estate team, the old Main Street Vancouver Police Department building located at the corner of East Cordova and Main is being transformed into a social and economic hub for the Downtown Eastside community. Occupying approximately 5000 sq. ft. on the 3rd floor, SFU is working to transform the space into a fully integrated community-engaged research and knowledge hub. The space will not only provide significant opportunities for relationship building with residents in the Downtown Eastside, but will also strengthen the capacity of our researchers and students interested in developing meaningful and productive community research partnerships.

In May, 2019, SFU’s Vancouver Campus turned 30 years old. To celebrate, campus staff ran a year-long series of events to bring together departments, programs and centres from across all nine campus sites around the city. The events showcased the innovative programming, impactful research, and deep community engagement happening at SFU’s Vancouver Campus.

It’s been an incredible 30 years and SFU’s Vancouver Campus continues to engage with communities, organizations, and partners to create, share, and embrace knowledge that improves lives and generates real change.
CAMPUS PLAZA RENEWAL

The rich architectural legacy of the Erickson and Massey vision is being enhanced with the Campus Plaza Renewal project. This renewal seeks to modernize spaces between Convocation Mall and the Transportation Centre and includes:

- Revitalized landscaping with improved plantings and furniture
- Panoramic observation decks overlooking both mountains and cityscape
- Improved accessibility, with upgraded ramps and stairways
- Extensive upgrades to plaza surface and roofing membranes, with a 50-year design life

These significant improvements to active and contemplative outdoor spaces will provide our community with a refreshed look and will be built to last for the enjoyment of present and future generations. To date, 70% of the Academic Quadrangle work is complete, and 30% of the Convocation Mall / Transportation Centre is complete.
COMMUNITY FEEDBACK

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

“The new website looks great.”

“The people who came to my office were friendly and going out of their way to help me.”

“The Service Desk & Trades were able to complete any tasks in a very reasonable timeline.”

“The Carpenter (Sarah) who made the coat hook wooden panels and then installed them was very professional and efficient. She even brought a little handi-vac to clean up the wood shavings which was a nice touch. Thank you!”

“I generally find the SFU trades to be very courteous and professional.”

“I was very suprised at the speed with which the project was initiated and completed. Thank you.”

“The two guys were very nice.”

“Replaced the broken clock right away, the same day.”

“The gentlemen arrived early and delivered the items efficiently; very personable.”

“Everything was done on time and professionally! Great job.”

“The staff member was wonderful! Thank you!”

“Once we figured out what we could do, everyone was very helpful.”

“Dan was quick and efficient at fixing the problem.”

“Request was opened quickly, thank you!”

“Krystal was awesome - thank you!”

“The service desk is always very helpful and responds promptly.”

“Quick order processing by Louis B.”

“Very quick action/response to this request.”

“Sophia is always so helpful! As well, I appreciate Russell phoning to confirm which items were to be moved.”

“Claudio & Phil are great. They’re both professional, courteous and thoughtful when it comes to completing tasks for our area.”

“Everyone demonstrated high level of professionalism.”

“Dave the painter is very efficient and gets things done properly and within a very reasonable amount of time.”
“A very nice woman came to check on my office and see if the heat was turned down.”

“FM request submitted & dealt with the same day .... Really important for our building.”

“The Service Desk staff are excellent! All of them and the trades are very helpful, knowledgeable, friendly and courteous.”

“The request was completed on the same day.”

“The work request was submitted on January 7th. The work was completed on January 17th.”

“Always professional.”

“The carpenter who stopped by to install our cork boards was friendly and fast. Thank you!”

“The Service Desk and Trades people were great at communicating in person, on the phone or via email.”

“I was not in direct contact with any of the staff, but generally I always think they are very polite and helpful!”

“The work on this was started and completed very quickly! Thank you.”

“I am totally happy with the service I got.”

“The carpenter was friendly, courteous, and showed a great deal of care with installing the mailboxes.”

“Exceptional. Always drops by to ensure instructions are clear.”

“Everyone is super friendly and helpful.”

“Exceptional. Always drops by to ensure instructions are clear.”

“Everyone is super friendly and helpful.”

“Never saw original plumber who did the job (and forgot one adapter) but Ed came by right after I had the project re-opened and supplied the missing part within an hour.”

“Electric 16 Stephen arrived promptly after I called Service Desk, and fixed the problem. Thank you so much Facilities Team for the great job you are guys doing! REALLY appreciate it!!”

“We were in a bit of a pickle this afternoon, under a deadline, with a work order we assumed had been submitted but turned out that it was not submitted... Novia went way above the call of duty in helping us out and really went the extra mile for us. I just wanted to let you know. Super helpful.”

“The people who came to my office were friendly and going out of their way to help me.”

“Electric 16 Stephen arrived promptly after I called Service Desk, and fixed the problem. Thank you so much Facilities Team for the great job you are guys doing! REALLY appreciate it!!”

“We were in a bit of a pickle this afternoon, under a deadline, with a work order we assumed had been submitted but turned out that it was not submitted... Novia went way above the call of duty in helping us out and really went the extra mile for us. I just wanted to let you know. Super helpful.”

“The people who came to my office were friendly and going out of their way to help me.”
ACKNOWLEDGEMENTS

RETIREEs
Cedric Yee                               HVAC
Ivan Krcmar                              Painter
James Basir                              HVAC
Mark Endo                                Plumbing Foreman
Rick Bray                                Relamper

MOVED ON
Olenka Myshko                           Meeting, Events & Conference Services

NEW ADDITIONS
Alan Yip                                 Contract Officer, Real Estate Services
Avinash Wadhera                         Painter
Azim Mahmoudi                           HVAC
Dominic Walsh                           Mechanic
Ed Li                                    Shift Engineer
Eduardo Hermano                         Plumber
Ernst Diamant                           Mechanic
Gary Yang                               Electrician
Greg Thrift                             Manager, Exterior Services
Jennifer Cooper                         Real Estate Analyst
Lester Gauthier                         Carpenter
Mark Iversen                            Electrician
Mihaela Tolea                           Painter
Mike Boyd                               Carpenter
Naila Nalupta                           Project Manager
Raymond Rivada                          Project Manager
Stephen Sharkey                         Electrician
Yulia Martynova                         Customer Service Coordinator

SPECIAL MENTION
• Congratulations to Gerry Lopez, Manager, Strategic Initiatives, who recently celebrated his fifteenth anniversary as a Simon Fraser University employee. Thank you Gerry for all your hard work.
<table>
<thead>
<tr>
<th>Campus</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burnaby Campus</td>
<td>(778) 782 3252</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:fs-general@sfu.ca">fs-general@sfu.ca</a></td>
</tr>
<tr>
<td>Surrey Campus</td>
<td>(778) 782 8468</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:scfacil@sfu.ca">scfacil@sfu.ca</a></td>
</tr>
<tr>
<td>Vancouver Campus</td>
<td>(778) 782 7891</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:fsvhelp@sfu.ca">fsvhelp@sfu.ca</a></td>
</tr>
</tbody>
</table>

WWW.SFU.CA/FS