Facilities Management and Ancillary Services

Service Catalogue

November 2016

Note all revisions are highlighted in yellow
PREAMBLE ........................................................................................................... 7

DIVISION 1.1 - A NCILLARY SERVICES ................................................................. 8

 ROLE OF A NCILLARY SERVICES .................................................................... 8
 SUPPLEMENTARY SERVICES ............................................................................. 8
  A. BOOKSTORE ........................................................................................... 8
  B. COMPUTER STORE .................................................................................. 9
  C. TRAVEL SERVICES .................................................................................. 11
  D. COURSE PACK SERVICES ...................................................................... 11

DIVISION 1.2 - C AMPUS AND S PACE PLANNING ........................................... 13

 ROLE OF C AMPUS AND S PACE PLANNING .................................................... 13

STANDARD SERVICES .......................................................................................... 13
  A. PHYSICAL MASTER PLANNING .............................................................. 13
  B. NEW CONSTRUCTION PLANNING ......................................................... 14
  C. SPACE PLANNING AND SERVICES ....................................................... 14
  D. CAPITAL BUDGET ALLOCATION .......................................................... 15
  E. COORDINATION WITH LA VILLE DE MONTRÉAL AND OTHER MUNICIPALITIES ...................................................... 15

SUPPLEMENTARY SERVICES .............................................................................. 15

DIVISION 1.3 - O FFICE OF S USTAINABILITY .................................................... 13

 ROLE OF O FFICE OF S USTAINABILITY .............................................................. 13

STANDARD SERVICES .......................................................................................... 13
  A. STRATEGIC PLANNING ........................................................................... 13
  B. FUNDING OF SUSTAINABILITY PROJECTS .............................................. 14
  C. PROMOTION OF BEST PRACTICES ........................................................ 14
  D. NETWORKING & PARTNERSHIPS ............................................................ 15
  E. MONITORING & REPORTING ................................................................. 17
DIVISION 1.4 - CAMPUS PUBLIC SAFETY ......................................................... 16
RULE OF CAMPUS PUBLIC SAFETY ................................................................ 18
STANDARD SERVICES ................................................................................. 18
A. PARKING & TRANSPORTATION SERVICES ......................................... 18
B. FIRE PREVENTION .............................................................................. 19
C. EMERGENCY MANAGEMENT & PREPAREDNESS ................................. 20
D. SECURITY SERVICES .......................................................................... 20
SUPPLEMENTARY SERVICES .................................................................. 26
E. SECURITY SERVICES ........................................................................... 26
F. FIRE PREVENTION .............................................................................. 29
DIVISION 1.5 - ENVIRONMENTAL HEALTH AND SAFETY ..................... 30
ROLE OF ENVIRONMENTAL HEALTH AND SAFETY (EHS) ...................... 30
STANDARD SERVICES ............................................................................. 30
A. HAZARDOUS WASTE MANAGEMENT .................................................. 32
DIVISION 1.6 - FACILITIES OPERATIONS AND DEVELOPMENT ............. 35
ROLE OF FACILITIES OPERATIONS AND DEVELOPMENT ....................... 35
UNIT 1.6.1 - BUILDINGS AND GROUNDS ............................................... 36
ROLE OF BUILDINGS AND GROUNDS ..................................................... 36
STANDARD SERVICES ............................................................................. 36
A. BUILDING SERVICES .......................................................................... 36
B. GROUNDS MAINTENANCE .................................................................... 37
C. EVENTS SUPPORT ............................................................................... 37
D. SPECIAL SERVICES ............................................................................. 37
E. PRINTING SERVICES ............................................................................ 38
F. MAIL SERVICES ................................................................................... 38
SUPPLEMENTARY SERVICES .................................................................. 38
G. BUILDING SERVICES ........................................................................... 39
UNIT 1.6.2 - UTILITIES AND ENERGY MANAGEMENT ........................................42
ROLE OF UTILITIES AND ENERGY MANAGEMENT ........................................42
STANDARD SERVICES ......................................................................................42
A. POWER PLANT .........................................................................................42
B. ELECTRICAL SERVICES ..........................................................................43
C. UTILITIES ................................................................................................43
D. ENERGY MANAGEMENT SERVICES ..........................................................43
E. VENTILATION SCHEDULING MANAGEMENT ............................................44
SUPPLEMENTARY SERVICES .........................................................................44

UNIT 1.6.3 - BUILDING OPERATIONS (DOWNTOWN) .....................................46
ROLE OF BUILDING OPERATIONS .................................................................46
STANDARD SERVICES ......................................................................................46
A. SECTOR OPERATION AND MAINTENANCE ..............................................46
B. HEATING VENTILATION AND AIR CONDITIONING ....................................47
C. ELEVATOR SERVICES ..................................................................................48
D. ROOF MAINTENANCE AND REPAIRS .....................................................48
E. LOCKS AND LOCKSMITHS ........................................................................48
F. TECHNICAL SUPPORT ...............................................................................48
G. ALL DISCIPLINES ......................................................................................49
SUPPLEMENTARY SERVICES .........................................................................44

UNIT 1.6.4 – LOGISTICS ..................................................................................51
ROLE OF LOGISTICS ......................................................................................51
STANDARD SERVICES ......................................................................................51
# UNIT 1.6.5 - MACDONALD CAMPUS OPERATIONS

**STANDARD SERVICES**

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>Building Services</td>
<td>54</td>
</tr>
<tr>
<td>B.</td>
<td>Grounds Maintenance</td>
<td>55</td>
</tr>
<tr>
<td>C.</td>
<td>Events Support</td>
<td>55</td>
</tr>
<tr>
<td>D.</td>
<td>Special Services</td>
<td>55</td>
</tr>
<tr>
<td>E.</td>
<td>Operations and Maintenance</td>
<td>55</td>
</tr>
<tr>
<td>F.</td>
<td>Heating Ventilation and Air Conditioning (HVAC)</td>
<td>56</td>
</tr>
<tr>
<td>G.</td>
<td>Elevator Services</td>
<td>57</td>
</tr>
<tr>
<td>H.</td>
<td>Roof Maintenance and Repairs</td>
<td>57</td>
</tr>
<tr>
<td>I.</td>
<td>Locks and Locksmiths</td>
<td>57</td>
</tr>
<tr>
<td>J.</td>
<td>Technical Support</td>
<td>58</td>
</tr>
<tr>
<td>K.</td>
<td>All Disciplines</td>
<td>58</td>
</tr>
</tbody>
</table>

**SUPPLEMENTARY SERVICES**

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>L.</td>
<td>Building Services</td>
<td>59</td>
</tr>
<tr>
<td>M.</td>
<td>Grounds Maintenance</td>
<td>59</td>
</tr>
<tr>
<td>N.</td>
<td>Events Support</td>
<td>59</td>
</tr>
<tr>
<td>O.</td>
<td>Special Services</td>
<td>60</td>
</tr>
<tr>
<td>P.</td>
<td>Operations and Maintenance</td>
<td>60</td>
</tr>
</tbody>
</table>

# UNIT 1.6.6 - PROJECT MANAGEMENT

**Role of Project Management**

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Role of Project Management</td>
<td>62</td>
</tr>
<tr>
<td></td>
<td>Supplementary Services</td>
<td>62</td>
</tr>
</tbody>
</table>

# UNIT 1.6.7 - DESIGN SERVICES

**Role of Design Services**

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Role of Design Services</td>
<td>65</td>
</tr>
<tr>
<td></td>
<td>Supplementary Services</td>
<td>65</td>
</tr>
</tbody>
</table>
PREAMBLE

The role of this ‘Service Catalogue’ is to communicate the full complement of services provided (or that could be provided) to the McGill University community by Facilities Management and Ancillary Services.

This catalogue identifies the standard services (services considered within the purview of the annual Central Administration Budget) and supplementary services (those that are cost recoverable) of each respective Division in Facilities Management and Ancillary Services.
DIVISION 1.1 - ANCILLARY SERVICES

ROLE OF ANCILLARY SERVICES

The role of Ancillary Services is to ensure that the McGill community (students, faculty, employees, alumni, parents, and visitors) obtains the most efficient and cost effective commercial and support services from all our Units which include Bookstore, Computer Store, Copier Services, Course Pack Services and Travel Services.

This Division manages all resources at their disposal – human, financial and physical – to maintain a portfolio of operations that better serve the broader McGill community in a customer centric and financially responsible manner.

Ancillary Services Units, for the most part are intended to be, as a minimum, financially self-supporting (cost neutral). Any net operating surplus generated by Ancillary Services is a direct source of additional unrestricted funds to the Central Administration Budget.

Ancillary Services provides cost effective services, programs, and products which anticipate the needs of the McGill community and are befitting the mission, standards of excellence, international reputation, and image of McGill.

SUPPLEMENTARY SERVICES

The following are services which are not covered in the Central Administration Budget. These services are provided on a cost recovery basis.

A. BOOKSTORE

The Bookstore will:

- Provide students, faculty and the University community with excellent customer service, a convenient store location and hours of operation, and a wide range of competitively priced merchandise such as textbooks, general books, insignia merchandise, and school supplies.

  **Revenues from the Bookstore enable this Unit to provide customers with the services listed below at no additional cost.**

- Focus on its primary purpose: the timely and accurate ordering, receipt, and display of course materials for classroom use.

- Ensure that its trade book department offers an extensive selection of popular and scholarly books, geared specifically to students, faculty and staff, that encourage academic exploration.
• Maintain an academic reference and professional development section to promote lifelong learning among faculty, staff, alumni and students at all levels as well as members of various professions.

• Offer special order services to our teaching hospitals, alumni and members of the surrounding community.

• Sponsor readings, lectures and book signings by authors, both new and established.

• Offer a convenient location for students to purchase merchandise to both meet their academic needs and enhance their enjoyment of University life. This includes a wide variety of school supplies and other insignia merchandise.

• Offer branded merchandise that portrays the University in a positive light and engenders school spirit. As well, it fosters a collective identity among students, faculty, the community, and alumni who, by using and wearing this merchandise, become ambassadors of the McGill brand.

• Strive to remain a wholly integrated part of life at the University. The Bookstore remains committed to taking an active role in University sponsored events and to supporting initiatives by other departments (e.g. McGill Queen’s Press) by serving as consultants, a resource for event organization, and merchandisers of products. A fee may apply depending on the requirements of the customer.

• Continue to serve as a locus for learning where interested students are hired and encouraged to take part in the running of a retail business and where others can draw upon various aspects of the Bookstore operation as a basis for case studies.

**B. COMPUTER STORE**

Computer Store will:

• Maintain an efficient retail computer operation which involves: keeping up to date on University standards and policies and communicating them to customers; maintaining positive relationships with major manufacturers and suppliers; purchasing, receiving, tracking and reselling IT products; maintaining inventory levels in a responsible manner; advising customers on their needs; promptly processing orders for non-stock items; monitoring and tracking assets through serial number collection and invoices and making information available to individuals and departments who require it.

Revenues from the Computer Store enable this Unit to provide customers with the services listed below at no additional cost.

• Provide support to the McGill community and its affiliated hospitals by providing convenient access to high-quality computer products at competitive prices.
C.1 Non-institutional customers (students and staff)

Computer Store will:

- Assist customers in determining their hardware and software needs.
- Ensure that reasonably priced software licenses are available to staff and students.
- Assist customers with after-sales problems and intervene with manufacturers on behalf of customers, if and when necessary.

C.2 Units within McGill University

Computer Store will:

- Ensure ‘University recommended’ products are available to units outside of University programs, thus encouraging standardization.
- Request special discounts and prepare quotes that meet granting agencies requirements.
- Produce and maintain adequate and accurate records for budget, warranty and audit purposes.

C.3 IT Program Administrators

Computer Store will:

- Participate in the development of product programs (e.g., administrative desktop program; academic laptop program; Engineering laptop program).
- Participate in the purchase process.
- Cooperate with other units involved to ensure a seamless service is offered.
- Deploy equipment for administrative desktop and academic laptop programs and co-ordinate deliveries with those doing installations.
- Ensure that software being distributed meets license requirements and/or agreements.
- Respond to end user requests for pre-sales and post-sales information. **A search fee may be charged for retrieving post-sales information.**
- Maintain demo units for end users to see.
- Manage inventory levels in order to alleviate pressure caused by deadlines and emergencies.
• Offer service continuity and subject matter expertise from year to year through staff development, retention and training programs.

• Produce and maintain adequate and accurate records for budget, warranty and audit purposes.

C.4 University Administrators

Computer Store will:

• Produce and maintain adequate and accurate records.

• Provide, upon request, documentation to departments such as Internal Audit, Office of the CIO and IST Customer Service.

• Share information with other Units to ensure that services are not being duplicated and that costs are kept to a minimum.

C. TRAVEL SERVICES

Travel Services will:

• Assist the McGill community with travel arrangements by acting as a single source of information on preferred vendor programs (such as train services, vehicle rentals, etc.).

• Provide information about Canada-wide discounts available to McGill staff and students through liaison with CAUBO.

• Recommend a variety of travel related information and services available for both incoming visitors and outgoing travel.

• Maintain and continuously update a dedicated website with all pertinent travel service information. [http://www.mcgill.ca/travelservices/](http://www.mcgill.ca/travelservices/)

Customers are responsible for all travel and travel related costs.

D. COURSE PACK SERVICES

Course Pack Services will charge for the following services:

• Provide quality course pack publications to support the teaching and research objectives of the University.

• Provide a custom publishing process whereby professors can create their own personalized, spiral-bound course pack using a variety of sources (e.g. specific chapters of books, journal articles, lecture notes, past exams).
- Obtain specific copyright permission for materials produced that are covered by the McGill/Copibec and McGill/HBSP agreements and fulfill the University's responsibilities for agreements relating to the reproduction and distribution of copyrighted materials to protect the University against charges of copyright infringement.

- Manage the course pack preparation and printing processes to ensure the timely delivery of materials to students and course instructors.
DIVISION 1.2 - CAMPUS AND SPACE PLANNING

ROLE OF CAMPUS AND SPACE PLANNING

The role of Campus and Space Planning is to support McGill's institutional mission and academic planning efforts by providing analysis and physical planning expertise on issues related to campus physical development, capital budget planning, space planning and sustainable development.

Campus and Space Planning also offers physical planning expertise in liaison with the Provincial government (Ministère de l'Enseignement supérieur, Recherche, Science et Technologie) and municipal governments (Ville de Montréal, Sainte Anne de Bellevue, etc.).

Campus and Space Planning’s role is to ensure that the voice of the University is clear and uncompromising in its ongoing commitment to the principle and practice of sustainable development within the University.

STANDARD SERVICES

The following are services which are provided within the annual approved Central Administration Budget and within regular business hours. Unless otherwise stated, these services are provided at no cost to the customer.

A. PHYSICAL MASTER PLANNING

Campus and Space Planning will:

- Be responsible for the maintenance and application of the University's Master Plan principles and updates.
- Advise on the acquisition and disposal of University real estate.
- Coordinate with Provincial and Municipal authorities to approve the Master Plan priority projects.
- Document the University’s position on a variety of questions pertaining to the future physical development of the University.
B. NEW CONSTRUCTION PLANNING

Campus and Space Planning will:

- Define the conceptual space program for new buildings, in conformance with the University's Physical Master Plan and the University/MEESR space standards.
- Coordinate submission of construction projects to government agencies to ensure compliance with government policies and funding needs.
- Act as liaison with municipal approval agencies and other related interest groups to ensure these projects receive municipal approval.
- Assist project managers, as needed, in finalizing Provincial and Municipal project approval.
- Conduct periodical reviews of aspects of the new construction process, assess effectiveness and recommend improvements.

C. SPACE PLANNING AND SERVICES

Campus and Space Planning will:

- Collect, maintain and analyze statistical information on all aspects of University space and campus physical features (zoning, property values, parking, sidewalks etc.).
- Respond to requests for statistical space data emanating from government, other external agencies, faculties and departments.
- Provide an Annual Space Report to the senior administration and faculties, outlining existing/future space issues, and propose solutions to those issues.
- Act as a physical planning and capital budgeting resource centre for the senior administration and for various University committees. (Toward this end, the Campus and Space Planning Office maintains a collection of books and periodicals on institutional planning, master planning and space planning).
- As required, collaborate with Faculties and Facilities Management and Ancillary Services Units to solve physical development and space allocation issues.
- Conduct periodical reviews of aspects of the space planning process, assess effectiveness and recommend improvements.
D. CAPITAL BUDGET ALLOCATION

Campus and Space Planning will:

- Coordinate the annual capital budget submission to the Quebec Government.

- Represent the University at the Provincial level in matters related to the capital grant, to insure that the University fully exploits all features of the grants. Negotiate with regard to this grant as required.

- Upon receipt of the grant, recommend its internal assignment to projects and departments as appropriate, in support of the Associate Vice-Principal (University Services).

- Conduct periodical reviews of aspects of the capital budgeting process, assess effectiveness and recommend improvements.

E. COORDINATION WITH LA VILLE DE MONTRÉAL AND OTHER MUNICIPALITIES

Campus and Space Planning will:

- Represent the University on all matters related to zoning, urban planning, site development and traffic with the relevant municipal authorities.

SUPPLEMENTARY SERVICES

The following are services which are not covered in the Central Administration Budget. These services are provided on a cost recovery basis.

**Campus and Space Planning will charge for the following services:**

- Undertake special studies, using external consultants, within the University community, to assist the senior administration, Faculties, departments, etc.

- Liaise with Provincial and Municipal bodies, within the Provincial and Municipal context, concerning master planning and zoning issues and undertake special studies, as required, using external consultants.

- Prepare any technical investigations and diagnostic studies that may be required with respect to the application and implementation of sustainability initiatives.

- Conduct baseline studies and/or benchmark studies relative to sustainability practices at other peer institutions.
DIVISION 1.3 - OFFICE OF SUSTAINABILITY

ROLE OF OFFICE OF SUSTAINABILITY

The role of the Office of Sustainability is to support McGill's goal to become an institutional model of sustainability for society and to explore ways in which McGill can integrate social, environmental and economic considerations into University decisions.

The Office constantly seeks to create a culture of sustainability at McGill - to encourage and unite the efforts of students, faculty, staff and administrators to incorporate principles of sustainability in university operations, campus living and learning and in its relations with the broader community.

STANDARD SERVICES

The following are services which are provided within the annual approved Central Administration Budget and within regular business hours. Unless otherwise stated, these services are provided at no cost to the customer.

A. STRATEGIC PLANNING

The Office of Sustainability will:

- Facilitate the development and implementation of a University-wide Sustainability Strategy (Vision 2020).
- Monitor the execution of the actions and deliverables associated with the Sustainability Strategy.
- Steward the Advisory Council on Sustainability, which provides strategic advice to McGill’s administration to position the University as a leader in sustainability in North America.
- Support administrative units who are interested in developing a sustainability strategy or action plan for their own department.
- Maintain McGill’s alignment with the Quebec Sustainable Development Act.

B. FUNDING OF SUSTAINABILITY PROJECTS

The Office of Sustainability will:

- Administer the allocation of seed funding to sustainability initiatives through the Sustainability Projects Fund (SPF).
- Provide guidance and administrative support to project teams (students, faculty, and staff) interested in getting their idea funded by the SPF.
- Assist successful applicants in the implementation of their sustainability project.
- Promote the projects that have been funded through various communication platforms.
• Involve students in the promotion of the SPF through an Ambassadors Program

C. PROMOTION OF BEST PRACTICES

The Office of Sustainability will:

• Organize an annual event (the Catalyst Awards) to recognize students, staff, and faculty who have made meaningful and enduring contributions to the sustainability movement at McGill.
• Participate in events that involve students, staff, faculty members and/or external partners to either promote or enhance McGill’s commitment to sustainability.
• Publicize noteworthy news and information on sustainability at McGill through the Office’s communication platforms and external media.
• Develop and promote concrete tools to support individuals, groups or units in implementing best practices in sustainability (e.g. the Sustainable Events Guide).

D. NETWORKING & PARTNERSHIPS

The Office of Sustainability will:

• Organize a recurring event (Sustainability Fridays) to give students, faculty, and staff involved or interested in sustainability the opportunity to meet and share their latest projects.
• Create partnerships with internal units, student groups and external organizations to further McGill’s contribution to sustainability.
• Connect students interested in Applied Student Research related to sustainability to useful resources within McGill.
• Contribute to Montreal’s Sustainability Plan by acting as an engaged and leading partner.
• Participate in regional, national and international networks around sustainability in the higher education sector.

E. MONITORING & REPORTING

The Office of Sustainability will:

• Keep track of key indicators that reflect McGill’s sustainability performance.
• Periodically obtain McGill’s rating using the Sustainability Tracking and Rating System (STARS) of the Association for the Advancement of Sustainability in Higher Education (AASHE).
• Benchmark best practices in sustainability among peer universities.
DIVISION 1.4 - CAMPUS PUBLIC SAFETY

ROLE OF CAMPUS PUBLIC SAFETY

The role of Campus Public Safety, which includes units responsible for Security Services, Emergency Management & Preparedness, Parking & Transportation Services and Fire Prevention, is to provide advisory, educational, operational and technical support to the McGill community by: (1) working interactively with university personnel to promote a safe workplace and to protect the environment for all students, faculty, staff and visiting public; (2) proactively working with all students, faculty, staff and visiting public to ensure their own protection and safety at both the downtown and Macdonald campuses, and; (3) offering specific crime prevention and fire prevention training programs to ensure the safety of the McGill community's constituents.

Campus Public Safety’s highest priority is the safety of all students, faculty, staff and visiting public.

Campus Public Safety’s focus is on service and they welcome your suggestions for improving safety. They can be reached at any hour of the day or night by contacting the Security Services Operation Centre (514) 398-3000 for the downtown campus and (514) 398-7777 for the Macdonald campus.

STANDARD SERVICES

The following are services which are provided within the annual approved Central Administration Budget and within regular business hours. Unless otherwise stated, these services are provided at no cost to the customer.

A. PARKING & TRANSPORTATION SERVICES

Parking Services will:

- Ensure that indoor garages meet all operating standards and applicable regulations, are maintained to a high level of cleanliness and are accessible.

- Ensure that parking personnel are bilingual, polite, well informed and able to provide the services required.

- Inform customers through signage and e-mail communiqués about disruptions (including special events) to the parking sites.

- Issue permits to qualified personnel and manage the appropriation of available parking spaces to allow visitor parking space and maximize revenue from parking.
• Ensure that all revenue is handled in an auditable, transparent manner consistent with the best practices.

• Provide consulting services on parking/circulation safety for construction and renovation projects as well as special events on campus, and ensure that these sites comply with operating standards and applicable regulations. Advising on parking/circulation implications and make recommendations for minimizing disruptions and maintaining accessibility for the McGill community during these events.

Parking fees charged to users enable this Unit to provide the services listed above at no additional cost. Please refer to our web site for applicable rates.

**B. FIRE PREVENTION**

Fire Prevention will:

• Provide the tools and support necessary to ensure the accomplishment of McGill community’s goals relative to safety.

• Ensure that the following Service Standards are strictly adhered to:
  - Quebec Construction Code – Chapter 1, Building, and National Building Code of Canada.
  - The National Fire Protection Association Standards.
  - The Canadian Standards Association.
  - Le Règlement de prévention des incendies de la Ville de Montréal.

• Inspect fire protection systems and related support equipment. Ensure maintenance and repairs are in accordance to applicable codes and regulations, with manufacturers’ recommendations and/or McGill’ Risk Management.

• Plan and conduct fire drills as required by code.

• Provide a fire prevention officer to support the McGill community 24 hours a day, 7 days a week either on “duty” on campus or on-call.

• Provide support to the McGill community in reviewing projects as well as provide ideas for life saving systems and evacuation protocols and measures.

• Provide assistance to the McGill community in reviewing plans for new and renovation projects relative to fire protective equipment, emergency exits, emergency lighting and other related emergency and fire prevention requirements.

• Review requests for all special events to ensure that safety regulations are respected inclusive of equipment to be used, layout and room capacity limitations (if applicable).
• Provide a one point contact between the McGill community and the Montreal Fire Prevention Office for approval of special events. Provide guidance in the gathering of necessary information and preparation of events to ensure Ville de Montréal regulations are met. Provide the site inspection before and during the event to ensure safety.

• Complete Building Fire Safety Plans (BFSP) for all major buildings and ensure the plans are maintained and updated. The emergency contact list in the EMP and BFSP will be updated when necessary to ensure that the communication network is functional at all times.

• Provide training for building emergency evacuation teams, fire extinguishers, hot work, scheduled interruption of fire protection equipment and all other related fire prevention/protection trainings.

• Respond to all emergencies related to fire prevention/protection.

C. EMERGENCY MANAGEMENT AND PREPAREDNESS

Emergency Management and Preparedness will:

• Protect the university community and visitors by coordinating and integrating activities in order to mitigate against, prepare for, respond to & recover from emergencies.

• Provide the necessary training and conduct regular scenario exercises for the University’s Emergency Response Plan members.

• Ensure that the University’s Emergency Response Plan (UERP) is updated on a regular basis to reflect the needs of the McGill community.

• Maintain the emergency contact list of the Emergency Response Plan members.

• Participate in the installation and maintenance of all mass notification systems.

D. SECURITY SERVICES

Security Services will:

• Protect persons and property against risks and hazards.

• Respond to medical emergencies. (Security staff is First-Aid and AED Certified (defibrillator) and Macdonald staff is First Responder Certified).

• Preserve an atmosphere favourable to the pursuit of our mission in conformity with all applicable regulations, laws and codes.
• Ensure that the following Service Standards are strictly adhered to:
  • R.S.Q., c. S-3.5 Quebec Private Security Act.
  • The Criminal Code of Canada.

• Furnish the security services described as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Operations Centre</td>
<td>Provide a Security Operations Centre, staffed by a Controller, at each campus that the University community can contact via telephone on a 24/7 basis. Each control room will provide the University community with emergency and other services.</td>
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<tr>
<td>Emergencies</td>
<td>Respond to all emergencies. All calls regarding emergencies are prioritized and external agencies (when called) will respond as quickly as possible, supported by McGill staff. The response time, for both McGill staff and external agencies, will depend on various variables such as weather, road conditions and location of incident in relation to the responder's actual/present location.</td>
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<tr>
<td>Non – Emergency calls</td>
<td>Respond, when and where possible, within 20 minutes of the time of receiving notification.</td>
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<td>Campus Patrol Services including ID Verifications</td>
<td>Conduct routine preventive/reassurance patrol services of McGill buildings and grounds on a 24/7 basis at both the downtown and Macdonald campuses. This includes perimeter and interior of buildings (except residences), parking areas and pathways. All patrols are recorded electronically. When deemed necessary, identification checks of individuals are performed for the safety of all personnel on campus.</td>
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<tr>
<td>Adapted Transport Service</td>
<td>Provide a bus and driver for students and staff who require assistance moving around campus because of: (1) a permanent impairment that compromises mobility, or; (2) a temporary injury. This is</td>
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<td>Service</td>
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<td>a free service, but users must register with</td>
<td>the Office for Students with Disabilities (students) or with Human Resource Staff Benefits (employees). This service is available from 08h00-17h30 at the downtown Campus only.</td>
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<td>Central Security Monitoring and Access Control Service</td>
<td>Maintain and operate a central security monitoring and access control system on a 24/7 basis at both the downtown and Macdonald campuses. This service includes: (1) the establishment and execution of appropriate access control protocols where doors controlled by a card reader can be placed on a schedule for openings and closings in accordance with the Area Access Manager’s request. Doors not controlled by a card reader are opened and closed by Building Services as per individual Service Agreements; (2) an alarm response service where by intrusion or environmental alarms are monitored and responded to in accordance with prescribed protocols; and (3) closed circuit camera operations. This central security monitoring service is housed in the Security Operations Centre. The full range of standard and supplementary items regarding this service is available on the Security Services website.</td>
</tr>
<tr>
<td>Security Services Duty Officer</td>
<td>Ensure that a Security Services management team member for each campus is available on a 24/7 basis, either on “duty” on campus or on-call.</td>
</tr>
<tr>
<td>Incident Response and Reporting</td>
<td>Register all service calls or alarms received at the Security Operations Centre monitoring system, provide appropriate response to each call and record and track the incidents.</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------</td>
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</tr>
<tr>
<td>Crimes on Campus and Liaison with Police</td>
<td>Investigate all serious crimes on campus – where resources permit. The priority will always be: 1. Crimes against the person. 2. Crimes against University property, and 3. Crimes against personal property. Security Services will liaise with the Federal, Provincial and Municipal police forces conducting investigations that involve McGill University.</td>
</tr>
<tr>
<td>Security Personnel for Special Events</td>
<td>Make available to the McGill community the services of security agents for special events. Such special events include but are not limited to: 1. Major events on campus such as Frosh and Convocation. 2. Licensed liquor events. 3. Short and long term University building projects. 4. Special faculty or department events that require VIP security, and 5. Special faculty or department events requiring crowd or traffic control.</td>
</tr>
<tr>
<td>Security Consulting Services</td>
<td>Provide consulting services on matters related to physical security to support construction and renovation projects. Provide consulting services, where resources permit, to Building Directors and Department Heads on how to improve security in their areas of responsibility. Such services include but are not limited to: 1. New security hardware recommendations. 2. General safety and security procedures, and 3. Personal safety issues.</td>
</tr>
<tr>
<td>Concerns/Complaints</td>
<td>Respond to any and all concerns and complaints. Any concerns and/or complaints will be dealt with by the senior</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
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<tr>
<td>---------------------------------------------</td>
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</tr>
<tr>
<td>management personnel on duty within 24 hours of receiving the complaint via the campus security email address or via a telephone call (holidays excluded) where the response /turnaround time will be extended.</td>
<td></td>
</tr>
<tr>
<td><strong>Crime Prevention and Personal Safety Services</strong></td>
<td>Undertake to reduce crime on campus through a number of initiatives that include but are not limited to:</td>
</tr>
<tr>
<td>1. Preventing laptop theft through the Security Tracking of Office Property (STOP) Program.</td>
<td></td>
</tr>
<tr>
<td>2. Provision of an anonymous voice box to enable the receiving of tips from the McGill community.</td>
<td></td>
</tr>
<tr>
<td>3. Provision and maintenance of a network of exterior emergency phones that cover the campus.</td>
<td></td>
</tr>
<tr>
<td>4. Provision of telephone or safety visit checks for McGill community members that work or study late at night.</td>
<td></td>
</tr>
<tr>
<td>5. Provision of a safety escort service for McGill community members that work or study late at night.</td>
<td></td>
</tr>
<tr>
<td>6. Provision of lectures, seminars, clinics, and tailored presentations to faculty, staff and students.</td>
<td></td>
</tr>
<tr>
<td>7. Prevention messaging through various media such as pamphlets, posters, digital signage, social media and media display assets (computer monitors, etc.)</td>
<td></td>
</tr>
<tr>
<td>8. Upon request, provide consultative Prevention audits to all McGill community with the aim of assessing physical spaces for procedural weaknesses and make recommendations according to best practices as regards to prevention.</td>
<td></td>
</tr>
<tr>
<td><strong>Employee Background Verifications</strong></td>
<td>Conduct basic background checks on prospective employee candidates upon request (note that this does not include criminal records beyond the Province of Quebec nor does it include credit checks).</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
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</tr>
<tr>
<td>Personal Safety Training</td>
<td>Provide certified staff to conduct training for members of the McGill community for two distinct personal safety courses:</td>
</tr>
<tr>
<td></td>
<td>1. The NONVIOLENT CRISIS INTERVENTION® (NVCI) program that teaches staff to deal effectively with people who lose control, and addresses how staff can deal with their own stress, anxieties and emotions when confronted with these challenging situations. This course is designed for McGill community members and is available during the fall and winter semesters or by special request.</td>
</tr>
<tr>
<td></td>
<td>2. The Rape Aggression Defense System® (RAD) is a program of realistic self-defense tactics and techniques for women. This course is designed for female students, faculty and staff. It is available during the fall and winter semesters or by special request.</td>
</tr>
<tr>
<td></td>
<td>3. Active Shooter Preparedness: Security Services offers training sessions to educate and better prepare individuals to deal with such a situation and to raise awareness of behaviors that represent pre-incident indicators and characteristics of active shooters. These sessions are offered during the Fall and Winter semesters as well as upon request.</td>
</tr>
<tr>
<td>Lost and Found System</td>
<td>Oversee the management of the Lost and Found system whereby articles found by or turned in to Security Services will be collected and catalogued. Reasonable attempts will be made to contact the owner but custody of articles will be held for no longer than sixty (60) days. After the expiry of sixty (60) days, all unclaimed articles will be given to a charitable organization or sold or destroyed. Any remuneration</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
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<td>---------------------------------</td>
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</tr>
<tr>
<td></td>
<td>received from the sale of found articles will be donated to a charitable organization.</td>
</tr>
<tr>
<td>The Medeco Keyway System</td>
<td>Support Building Operations’ Locksmith Services with the administration and implementation of the Medeco key system at McGill University.</td>
</tr>
<tr>
<td>Campus Parking (Macdonald Campus)</td>
<td>Provide faculty, staff, students and visitors with conditional controlled parking through the issuance of daily or longer term parking permits. During peak hours, Security Services agents will perform traffic control to expedite vehicle traffic on campus. Security Services are mandated to enforce traffic and parking regulations through the issuance of tickets for violations.</td>
</tr>
</tbody>
</table>

**SUPPLEMENTARY SERVICES**

The following are services which are not covered in the Central Administration Budget. These services are provided on a cost recovery basis.

**E. SECURITY SERVICES**

Security Services will charge for the following services:

- Provide permanent security personnel. **This service is charged to the customer on an hourly basis.**

- Provide security personnel for special events.

  A mandate must be obtained at least twelve (12) business hours prior to the commencement of the service. Failure to meet this requirement may result in denial of the service or of a late fee being applied.

  **This service is charged to the customer on an hourly basis. The following conditions apply:**

  - A minimum of a four (4) hour charge will apply to every agent request;
• A penalty fee will be charged if a mandate is cancelled within twelve (12) business hours of the planned commencement of the service; and

• Additional charges will apply for other material such as a need for a vehicle, cellular phone, specialized equipment in crowd control and in construction or for specialized training to perform a task.

• Provide the following additional services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>STOP</td>
<td>Installation and registration of the specially-made security plate.</td>
</tr>
<tr>
<td>NVCI</td>
<td>Provision of course materials. Fees will also be applied for late cancelations or for failure to attend the course.</td>
</tr>
<tr>
<td>RAD</td>
<td>Provision of course materials. Registration fees are non-refundable.</td>
</tr>
<tr>
<td>AAM Course</td>
<td>Fees will be applied for late cancelations or for failure to attend the course.</td>
</tr>
<tr>
<td>Medeco Keys</td>
<td>Provision of keys. Requestors are charged for material and labour by Facilities Operations and Development.</td>
</tr>
<tr>
<td>Key Rings</td>
<td>Material and labour costs</td>
</tr>
<tr>
<td>Blank Access Cards and Fobs</td>
<td>Provision of blank access cards for visitors and casual workers. These cards may be used in conjunction with the University’s central alarm and access control system. For more details regarding this service, please visit the Security Services website.</td>
</tr>
<tr>
<td>McGill Service Provider (MSP) Identification Cards</td>
<td>Provision of identification cards with photo for long-term service provider employees working on campus. These cards may be used in conjunction with the University’s central alarm and access control system. For more details regarding this service, please visit the IT Knowledge Base Article # 1005 or access the link via the Security Service website.</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Badge Reels, Lanyards and Badge Holders</strong></td>
<td>Provision of peripheral products for identification cards.</td>
</tr>
<tr>
<td><strong>Programming Access Codes on Intrusion Panels</strong></td>
<td>Service after initial installation is free. Service charges apply thereafter.</td>
</tr>
<tr>
<td><strong>Employee Background Checks</strong></td>
<td>Verification.</td>
</tr>
<tr>
<td><strong>Generation of Evidentiary Assets</strong></td>
<td>In the event of a disciplinary matter, Security Services will produce video evidence, where/when footage is available for a limited time period upon which said evidence will be returned to Security Services for appropriate disposal. There is a fee for this service. Note that this service excluded all and any criminal matters, and as such are not subject to this service.</td>
</tr>
<tr>
<td><strong>Parking Services (Macdonald Campus)</strong></td>
<td>Provision of parking pass.</td>
</tr>
<tr>
<td><strong>Parking Infractions (Macdonald Campus)</strong></td>
<td>Fine for vehicles parked on campus without a parking permit.</td>
</tr>
<tr>
<td></td>
<td>Fine for vehicles parked on campus with an improperly displayed permit.</td>
</tr>
<tr>
<td></td>
<td>Fine for vehicles parked in ‘No Parking’ zones, or in areas otherwise designated.</td>
</tr>
<tr>
<td></td>
<td>Fine for vehicles parked in such a way as to block the free flow of traffic, or blocking emergency exits, or access to fire hydrants, or parked in handicapped areas.</td>
</tr>
<tr>
<td></td>
<td>Fine for dangerous driving.</td>
</tr>
<tr>
<td></td>
<td>Fine for failure to obey regulatory signs.</td>
</tr>
</tbody>
</table>

Please contact Security Services for current rates, charges and/or fees.
## F. Fire Prevention

Fire Prevention will charge for the following services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifesaving systems or devices</td>
<td>For all repairs, inspections or service calls made for lifesaving systems or devices which were damaged as part of building maintenance, repairs, renovations or accidental damages by third party for equipment that are not part of the “base” building.</td>
</tr>
<tr>
<td>Extinguishers</td>
<td>For all theft, accidental damages by third parties or activation of a fire extinguisher for non-emergencies. As well as for special needs/requests.</td>
</tr>
<tr>
<td>All false Fire Alarms</td>
<td>For all fire alarms which have been confirmed as non-warranted (false alarm) by the fire department.</td>
</tr>
<tr>
<td>Equipment</td>
<td>For equipment modifications, repairs and service calls made by self-funding units.</td>
</tr>
<tr>
<td>Overtime</td>
<td>For personnel required during off-hours or holidays.</td>
</tr>
<tr>
<td>Administrative fees</td>
<td>For all tickets opened when an investigation has revealed the cause to be accidental or negligence and when financial transactions are required.</td>
</tr>
<tr>
<td>Scheduled interruption of fire equipment</td>
<td>For any request made that does not respect the 48 hour advance notice (excludes urgent request).</td>
</tr>
</tbody>
</table>

Please contact Fire Prevention for current rates, charges and/or fees.
ENVIRONMENTAL HEALTH AND SAFETY

ROLE OF ENVIRONMENTAL HEALTH AND SAFETY (EHS)

Environmental Health & Safety (EHS) supports the continuous improvement of a safety culture at the University by providing advice, guidance, training, and technical support to the McGill community. The safety culture encompasses a healthy and safe environment achieved through everyone’s understanding of their related responsibilities and compliance with all regulatory requirements and University safety policies. EHS works closely with university personnel and other stakeholders to promote a healthy workplace and to ultimately protect the environment for all students, faculty, staff and visiting public.

STANDARD SERVICES

The following are services which are provided within the annual approved Central Administration Budget and within regular business hours. Unless otherwise stated, these services are provided at no cost to the customer.

Environmental Health and Safety will:

- Support the continuous improvement of a safety culture at the University by providing advice, guidance, training, and technical support to the University community.

- Assist the University in ensuring compliance with applicable health and safety legislation by way of liaison with regulatory agencies and the development of processes to monitor compliance.

- Consistently audit and review facilities, processes and practices to ensure that the University is in compliance with government standards and regulations for Environmental Health and Safety, Security and Fire Prevention.

- Ensure that the following Service Standards are adhered to:
  - The Quebec Act Respecting Occupational Health and Safety and related regulations.
  - The Canadian Nuclear Safety and Control Act and related regulations.
  - The Transportation of Dangerous Goods Act and related regulations (Federal and Provincial).
  - Human Pathogens and Toxins Act and Regulation (HPTA/R).
  - Canadian Biosafety Standard, 2nd edition
  - Public Health Agency of Canada (PHAC).
  - Canadian Food Inspection Agency (CFIA).
  - Other requirements specified by Research Granting agencies.
A1. Training

- Provide or organize training courses in health and safety that are legally required, including:

  - WHMIS (Workplace Hazardous Materials Information System) training, as specified by the Quebec Controlled Products Regulation, for employees and researchers who work with or are potentially exposed to Controlled Products.

  - Radiation Safety training, for employees and students who work with nuclear substances, as defined by the Canadian Nuclear Safety and Control Act.

  - Biosafety training, for employees and students who work with biological material, as defined by the HPTA/R.

  - First Aid in the Workplace Training, as specified by the Quebec First Aid Regulation.

  - Environmental Health and Safety will also provide or organize other health and safety courses in support of internal policies and protocols including:
    - Safe handling of hazardous wastes
    - Hazard awareness training for Security Agents and Custodial Employees
    - Internal Responsibility System – Health and Safety for Managers and Supervisors
    - Asbestos Safety training
    - Introduction to Laser Safety
    - Respirator Fit Testing
    - Type A packaging TDG training
    - TDG Division 6.2 & 9 training
    - myLab Chemical Inventory training
    - Lock Out & Tag Out (LOTO) training
    - Construction Site Safety Course

A2. Information Services

- Provide the community with health and safety information services by way of maintaining a web site, telephone number, e-mail and personal contact with constituents, participation in safety committees and other available means of communication.

A3. EHS Duty Officer

- Ensure that an Environmental Health and Safety “Duty” Officer will be available on the downtown campus during normal business days between the hours of 08:30 and 16:30, to manage occupational health and safety requests and matters.

A4. External Regulatory Agency Liaison (CNESST, PHAC, CFIA AND CNSC)

- Act as liaison with health and safety regulatory agencies, specifically the inspection branches of the Commission des norms de l’équité, de la santé et de la sécurité du travail (CNESST).
**Public Health Agency of Canada (PHAC), Canadian Food Inspection Agency (CFIA) and the Canadian Nuclear Safety Commission (CNSC)** by way of hosting them when they intervene, and receiving and replying to their intervention reports.

A5. Permits and Certification Services

- Provide the service of reviewing applications for and issuing internal radiation permits, as per the requirements of the Canadian Nuclear Safety and Control Act (**NSCA**) and for issuing Biohazards Certificates as per the HPTA/R.
- Provide free calibration service for portable radiation survey equipment during designated periods. Outside of these periods, an external service will be used and the cost will be borne by the equipment owner.

A6. Other EHS Services

- Occupation hygiene surveys: Example: Indoor air quality, asbestos assessments, etc.
- Workplace inspections and evaluations.
- Ergonomic office workstation assessments.
- **Review Animal Protocols to ensure compliance with proper safety practices.**
- Accident and incident investigations.
- Occupational health services: For those working with infectious materials, blood-borne pathogens, animals and lasers.
- Laboratory commissioning/decommissioning.
- myLab Hazardous materials management: Inventory system for McGill laboratories.

<table>
<thead>
<tr>
<th>Waste</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazardous Chemicals</td>
<td>Solvents, acids, bases, mercury, toxic materials, paints, pesticides, PCB,</td>
</tr>
<tr>
<td></td>
<td>miscellaneous laboratory chemicals,</td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Radioactive</td>
<td>As defined by the Canadian Nuclear Safety and Control Act.</td>
</tr>
<tr>
<td>Biomedical</td>
<td>As defined by the Québec Biomedical Waste Regulation.</td>
</tr>
<tr>
<td></td>
<td>Non-anatomical waste – sharps which have contacted animal or human blood;</td>
</tr>
<tr>
<td></td>
<td>biological fluids or tissues; tissue or microbial cultures and material</td>
</tr>
<tr>
<td></td>
<td>contaminated by such cultures; live vaccines; containers or materials</td>
</tr>
<tr>
<td></td>
<td>saturated with blood products.</td>
</tr>
<tr>
<td></td>
<td>Human anatomical waste – body parts or organs.</td>
</tr>
<tr>
<td></td>
<td>Animal anatomical waste – carcasses, body parts, organs.</td>
</tr>
<tr>
<td>Autoclaved Waste</td>
<td>Non-anatomical biomedical waste sterilized with an autoclave.</td>
</tr>
<tr>
<td>E-Wastes</td>
<td>Batteries, computers, monitors, printers, faxes and other office machines</td>
</tr>
<tr>
<td></td>
<td>and electronics.</td>
</tr>
<tr>
<td>Fluorescent Lamps</td>
<td>Fluorescent tubes, Compact Fluorescent lamps (CFL), U. V. lights, etc.</td>
</tr>
</tbody>
</table>

- Make arrangements for the handling, transport and eventual disposal of hazardous waste materials in a safe and environmentally sound way and in compliance with all occupational safety, transport of dangerous goods and hazardous waste disposal legislation.

- Monitor and track the types and volumes of hazardous wastes generated.

- Take measures and develop processes that will minimize the quantity and associated costs of hazardous waste generation.

- Promote awareness and best practices among hazardous waste generators by way of a web site, training, and customer contacts.

- Ensure that the following Service Standards are strictly adhered to:
• The Transportation of Dangerous Goods Act and related regulations (Federal and Provincial).
• The Quebec Environmental Quality Act and regulations related to hazardous Wastes.
• The Quebec Act Respecting Occupational Health and Safety and related regulations.
• The Canadian Nuclear Safety and Control Act.

B1. Hazardous Waste Disposal Services

• Provide or arrange for hazardous waste collection and disposal services to McGill campus facilities as per the McGill Hazardous Waste Policy and in conformity with applicable waste disposal regulations.


• Provide assistance or arrange for assistance in the event of a release of hazardous materials in a McGill campus facility. This service includes maintenance of supply and/or spill control protective equipment. Trained personnel will be available during normal business hours and a staff member will be available for after-hours emergency contact.

B3. Laboratory Decommissioning

• Ensure that hazardous materials are removed, stored safely and/or disposed of from laboratories that are to be closed, changing vocations, or undergoing major renovations.
DIVISION 1.6 - FACILITIES OPERATIONS AND DEVELOPMENT

ROLE OF FACILITIES OPERATIONS AND DEVELOPMENT

The role of Facilities Operations and Development is to provide leadership – a leadership that is customer responsive – to ensure that applicable policies, regulations and procedures are adhered to and that the changing needs of customers are captured, addressed and acted upon.

This Division ensures also that an environment that is clean, safe and healthy for students, staff and visitors is provided; that design and project management requirements are identified, defined and professionally managed; that facilities and their operations are maintained; that initiatives promoting continuous facility operations improvements that minimize energy and resource consumption are explored, studied and, where feasible and viable, implemented.

Facilities Operations and Development ensures that comprehensive studies are carried out on all proposed initiatives to assess their respective impact relative to cost, time, resource consumption and performance and that corrective actions and interventions are implemented as required in the most expeditious manner meeting or exceeding customer expectations.

The following six (6) Units report to the Associate Vice-Principal, Facilities Management and Ancillary Services.

- Buildings and Grounds (downtown)
- Utilities and Energy Management
- Building Operations (downtown)
- Logistics
- Macdonald Campus Operations
- Project Management
- Design Services
UNIT 1.6.1 - BUILDINGS AND GROUNDS

ROLE OF BUILDINGS AND GROUNDS

The role of Buildings and Grounds is to provide the downtown McGill campus community with the most efficient and cost effective support services in order to provide an environment that is clean, safe, healthy and responsive to the needs of the McGill community.

Buildings and Grounds provides regular cleaning and custodial services to ensure that all facilities are appropriately cleaned for daily use. The following buildings/departments are not under the mandate of Buildings and Grounds and manage/administer their own services. They are; Residences, Athletics, Thomson House, Faculty Club, University Center/Brown Student Services.

This Unit also provides landscaping services, grounds and turf maintenance and maintenance of outdoor furniture and furnishings.

Buildings and Grounds supports campus social and major events upon request and also ensures that classrooms and seminar rooms are unlocked as required.

STANDARD SERVICES

The following are services which are provided within the annual approved Central Administration Budget and within regular business hours. Unless otherwise stated, these services are provided at no cost to the customer.

A. BUILDING SERVICES

Buildings and Grounds will:

- Replenish washrooms with toilet paper, hand soap and towels.
- Ensure the collection of building recycling materials (cardboard/paper, glass/plastic/metal and florescent tubes).
- Collection of regular daily waste in classrooms, cafeterias, offices, and non-hazardous waste from labs and washrooms.
- Replace individual light bulbs and light tubes. Building Services will place a service call for an electrician for fixtures located over 8 feet high.
- Unlock and lock doors (i.e., building and individual rooms).
- Perform snow removal and provide and apply de-icing material on surfaces near building entrances.
- Remove outdated and non-approved posters.
- Provide monitoring in buildings.
- Manage requests of window cleaning for all facilities.
- Provide pest control.
Refer to Annex A for cleaning details and frequencies.

**B. GROUNDS MAINTENANCE**

Buildings and Grounds will:

- Maintain the downtown campus green spaces, terraces, sidewalks and streets.
- Maintain all horticulture and landscaping within the downtown campus with the exception of areas associated with Athletics and Recreation.
- Perform snow removal on roads, sidewalks, pathways, terraces, entrances, emergency exits, exterior stairways, terraces, handicap ramps, exterior parking lots and roofs and ensure that they are clear of snow and ice at all times.
- For frequency of services and other services offered to customers during regular hours of operation, please refer to Annex B.

**C. EVENTS SUPPORT**

Buildings and Grounds will:

- Provide Events Support under Supplementary Services on a cost recovery basis.

All requests for support services of events booked on campus are to be sent via e-mail to: special.events@mcgill.ca

**D. SPECIAL SERVICES**

Buildings and Grounds will:

- Provide described services to customers at the frequencies indicated in Annex C.
• Ensure that current services are provided when agreed and as needed; applicable charges might apply. These services include, but are not limited to, special needs on campus such as floor stripping, carpet washing and other activities that cannot take place within normal time parameters.

E. **PRINTING SERVICES**

Printing Services will charge for the following services:

• Provide a full complement of printing services that will include; monochrome and full colour printing, stationery, brochures and letterheads, posters and banners, printing of confidential documents and printing of academic material.

• Offer a complete line of bindery services such as mail insertion, lamination, binding, folding and document assembling.

• Assist the University community with its printing requirements through the on-going provision of professional assistance from skilled customer service representatives

F. **MAIL SERVICES**

Mail Services will provide the following services to the McGill Community;

• Delivery and pick up of all McGill University internal mail from the downtown and Macdonald Campus locations; daily processing and expedition of all Canada Post letter mail and parcels; daily processing of all US and International bound letter mail and parcels. The sorting of all incoming Domestic, US and International letter mail and parcels for next day distribution.

• Assistance in determining if a mailing is eligible to be sent at reduced rates as well as handling the mailing on larger quantities.

• Mail Services will also provide assistance on a daily basis to respond to any inquiries that the McGill community may have regarding mail services, products and invoicing.

• Non-urgent Courier services for Canadian, U.S. International destinations which are charged back to individual departments on a monthly basis. **Departments should handle urgent and local courier needs on an individual basis.**

• All charges related to external mailings will be charged back to the respective department on a monthly basis.

**SUPPLEMENTARY SERVICES**

The following are services which are not covered in the Central Administration Budget. These services are provided on a cost recovery basis.
G. BUILDING SERVICES

Buildings and Grounds may charge for the following services:

- Provide the services described in Annex A at an increased frequency.

- Provide support personnel, as required and/or as requested, in addition to regular weekend staff, and for weekend event support work i.e., work outside regular weekly hours.

- Perform, on request, the removal of large waste which includes: building furniture, desks, chairs, doors, construction materials such as concrete, plywood and other wood or metal materials and other large items. When you have to dispose of bulk garbage (ex.: old furniture, wooden pallets, etc.) which is not considered regular garbage, you must contact the Facilities Call Centre (FCC) at 514-398-4555 and ask them to open a Work Order to have this bulk garbage picked-up. Please note that it will be necessary to furnish a FOAPAL number, when calling the Facilities Call Centre, in order for them to complete the Work Order and have the company mandated by the University pick-up the bulk garbage items. **It is strictly forbidden to place bulk garbage items next to the garbage containers or on the loading dock, at all times.**

- Provide additional pest control services outside the regular contract mandate at the University.
  - Manage outsourcing contracts for waste and recycling pick-up, pest control, window, upholstery and blinds cleaning.

All requests for services are to be sent via e-mail to: fmd_building_serv_managers@campus.mcgill.ca.

H. GROUNDS

Buildings and Grounds will charge for the following services:

- Provide personnel, as required and/or as requested, in addition to regular weekend staff, for weekend work. i.e., work outside regular weekly hours.

- Provide grounds maintenance services for self-financing Units. e.g., asphalt repairs, retaining wall repairs, etc.

- Provide parking lot cleaning and maintenance services.

- Plant new trees, new gardens and new flower beds if requested by a customer.

I. VEHICLE MAINTENANCE

Routine maintenance is essential in extending the operational life of your vehicle, therefore, the vehicle maintenance department is an essential component to our Campus Fleet.
• Provide maintenance, repairs, fuel and other mechanical equipment services. This includes all vehicles, tractors, trailers, portable generators and other diesel, electric and gas powered equipment, etc.

• Preventive Maintenance includes a customized program determined by frequency and usage. Schedules range from monthly vehicle inspections to Concierge Warranty and Fabrication services.

• Vehicle cleaning service is available and can be scheduled to all McGill University Department Vehicles by contacting the Facilities Call Centre (FCC) at 514-398-4555 and requesting that a work order be opened.

• The Vehicle Maintenance department service hours are from 7:30 to 15:45 weekly.

• Hourly repair services are available to McGill University departments and billed at the hourly rate; plus parts and materials.

• All maintenance requests can be made by contacting the Facilities Call Centre (FCC) at 514-398-4555 and requesting that a work order be opened.

J. EVENTS SUPPORT

Buildings and Grounds will charge for the following services:

• Provide personnel as required and/or as requested, in support of events held on campus during regular weekly hours, silent hours, during the weekend and/or on holidays. For work done outside of regular weekly hours, a 4 hour minimum overtime charge per person will apply.

• Supply custodial staff, to act as porters, to work outside regular weekly building hours (silent hours, weekends and legal holidays). A 4 hour minimum overtime charge will apply.

• Supply staff to perform cleaning immediately after the event. A 4 hour minimum overtime charge will apply.

• Provide and/or rent materials and equipment such as tables, chairs, sound system, flags, poster boards, lighting, etc. for events as required, as needed, and as available. An e-mail request is to be sent to: special.events@mcgill.ca

All requests for events support services which will be provided to events held on campus must be submitted to Events Support via e-mail to: special.events@mcgill.ca

K. SPECIAL SERVICES

McGill University – Facilities Management and Ancillary Services
Buildings and Grounds will charge for the following service:

- Provide winter matting as requested by customers.
- The cleaning of microwaves, fridges, and all other appliances.
- Window cleaning as requested by customers.

All requests for services are to be sent via e-mail to: fmd_building_serv_managers@campus.mcgill.ca.
Unit 1.6.2 - Utilities and Energy Management

Role of Utilities and Energy Management

The role of Utilities and Energy Management is to monitor energy usage and develop programs to reduce energy consumption and maximize the efficiency of the University’s utility networks.

Utilities and Energy Management ensures quality stewardship and efficient operation of the University’s chilled water plants, central steam plants, main electrical network, city water main network and used water main network. This Unit is also responsible for providing uninterrupted supply of power, energy, heating, and cooling media to all McGill buildings and facilities and for the maintenance of related distribution tunnels and systems.

In addition, the Utilities and Energy Management Unit serves as a liaison with the City of Montreal, its borough representatives and all utilities providers (Hydro-Quebec, Gaz Metro).

Standard Services

The following are services which are provided within the annual approved Central Administration Budget and within regular business hours. Unless otherwise stated, these services are provided at no cost to the customer.

A. Power Plant

Utilities and Energy Management will:

- Provide the heating media to the downtown campus steam network in an efficient manner and without interruption.

- Operate and maintain the downtown campus power plant, the cooling loops and the high pressure steam distribution network and its components in compliance with applicable regulations.

- Provide a compressed air service to all buildings and to all building Heating, Venting and air conditioning HVAC systems, laboratories and for specialized instrumentation on the downtown campus.

- Act as resource for the Macdonald Campus Operations.

- Manage the energy metering system.

- Manage the city water and used water main networks.
B. ELECTRICAL SERVICES

Utilities and Energy Management will:

- Act as the University’s representative for all electrical installations when interacting with regulatory bodies.
- Maintain all electrical distribution networks including the main and primary distribution systems (12.5 kV and 25 kV).
- Define the maintenance standards for emergency electrical generators. Validate proper operation and ensure ongoing control.
- Act as resource for the Macdonald Campus Operations.
- Ensure that emergency power is available for P-1 and P-2 category equipment as defined in Table 2.
- Utilities and Energy Management will not provide such equipment as UPS units and surge protectors. Nor will it assume the responsibility for user equipment.

C. UTILITIES

Utilities and Energy Management will:

- Manage all relations and contracts with the providers of public utilities for the supply of electricity, natural gas and domestic water.

In addition, Utilities and Energy Management will:

- Serve as liaison with the City of Montreal and its borough representatives concerning any work undertaken that will impact the regular activities of Downtown and Macdonald campuses and the Gault reserve. The impact includes but is not limited to repair work on water pipes, street or sidewalk repairs and vehicle circulation within the perimeters of the University campuses. This communication support is in effect during planned activities of the City of Montreal as well as during emergency situations.
- Serve as liaison with Info-Excavation service for within campuses needs both internal and external requesters.
- Develop a water conservation program.

D. ENERGY MANAGEMENT SERVICES

Utilities and Energy Management will:
• Monitor energy usage so as to develop programs to minimize consumption and increase efficiency.

• Ensure the ongoing development of the University’s energy management program.

• Report on energy consumption to all levels of management as well as to the Ministry (MEESR).

• Develop energy saving projects and validate savings.

• Promote energy savings initiatives within the McGill community.

• Report on GHG emission to all levels of management as well as Federal and Provincial embodies.

• Promote the application of energy conservation standard in daily operations and in projects.

E. VENTILATION SCHEDULING MANAGEMENT

As part of our ongoing efforts to reduce energy consumption at McGill and to better respond to building heating, ventilation & air conditioning (HVAC) needs, The Building Directors along with The Director of Operation and The Director of Utilities & Energy Management have assessed the building occupancy hours. Results have established appropriate (HVAC) operating hours, identifying opportunities for energy savings and provide an agreed ventilation schedule form for each building.

Outside the established (HVAC) operating hours, such as for (conferences, seminars and special events) or for holidays and summer Fridays a 48 hour notice should be provided by completing online the “Ventilation Schedule Change Request Form” which can be found at:


Note 1: Unless otherwise, it is agreed that holidays and summer Fridays are considered as Sundays in terms of ventilation schedule.

Note 2: Temperature and relative humidity ranges are defined in Annex D of this Service Catalogue. These ranges vary based on the occupancy status (occupied/unoccupied).

Note 3: Ventilation schedule details are available through the Building Directors or Deputy Building Directors.

SUPPLEMENTARY SERVICES

The following are services which are not covered in the Central Administration Budget. These services are provided on a cost recovery basis.

Utilities and Energy Management will charge for the following services:
• Prepare selected due diligence reports, detailed estimates, concept and feasibility studies.

• Prepare technical investigations and diagnostic studies with respect to utilities and energy management.

• Prepare budget envelop proposals and funding requests.

Utilities and Energy Management may charge for the following services:

• The hook-up to emergency power of P-3 and P-4 category equipment as defined in Table 2.

• The usage of emergency power.

Note: Only if (P-1) and (P-2) category equipment (See Table 2) is fully supported and the capacity of the emergency power production and distribution system permits, will (P-3) category equipment be added to allow users to continue to occupy the facilities.
UNIT - 1.6.3 BUILDING OPERATIONS (DOWNTOWN)

ROLE OF BUILDING OPERATIONS

Building Operations provides quality stewardship and maintenance of downtown campus facilities and buildings and smooth operation of its building systems.

Building Operations administers downtown campus operations including plumbing, electricity, carpentry, and painting. It also develops and implements programs and schedules for preventive maintenance, equipment replacement, and energy conservation.

STANDARD SERVICES

The following are services which may be provided within the annual approved Central Administration Budget and within regular business hours and therefore at no cost to the customer. Please refer to Table 1 for details.

A. SECTOR OPERATION AND MAINTENANCE

Building Operations will:

- Ensure the proper operation of the downtown campus facilities, building systems and equipment with skilled tradesmen in plumbing, electrical, carpentry and painting disciplines.

- Perform Regular Maintenance i.e., general repairs and additions to downtown facilities, buildings, building systems and equipment.

- Perform Preventive Maintenance i.e., maintenance performed at regular intervals.

- Perform Emergency Maintenance i.e., maintenance in response to unexpected equipment breakdowns, building component failures or vandalism.

- **Plumbing**: Maintain, modify and repair building heating systems, domestic water distribution and specialty distribution system such as gas, vacuum etc. Maintain proper testing and verification procedures of plumbing installations to ensure optimum operation.

- **Plumbing**: report and correct any deficient that are not up to code.
• **Electrical:** Maintain, modify and repair building electrical systems, emergency distribution and lighting systems. Maintain proper procedures of electrical installations to ensure optimum operation.
  
  o Test, verify and maintain all electrical distribution systems, motor control centers, lighting panels, general power panels to ensure optimal performance and reliability.
  
  o Conduct thermal scans, as required, of all electrical panels.
  
  o **Report and correct any deficient that are not up to code.**

• **Carpentry and Painting:** Maintain, modify and repair building facilities, offices, hallways, washrooms and other specialty areas.

• **Carpentry and Painting:** detect and report any structural damage.

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**B. HEATING VENTILATION AND AIR CONDITIONING**

Building Operations will:

• Ensure the proper operation of the downtown campus facilities, building systems and equipment with skilled tradesmen; building operators, lubricators and energy control technicians.

• Perform Regular Maintenance i.e., general repairs or replacement of building mechanical and electronic control components, equipment or operating systems.

• Perform Preventive Maintenance i.e., maintenance performed at regular intervals.

• Perform Emergency Maintenance i.e., maintenance in response to unexpected equipment breakdowns, building component failures or vandalism.

• Manage the buildings’ automation system and energy savings system schedules, and provide troubleshooting and programming support.

• Manage environmental control systems to ensure optimization of heating, ventilation, and air conditioning systems including air distribution, temperature setbacks and rezoning.

• Maintain a level of comfort which meets applicable standards. See Annex D.

• Manage building systems (heating, air-conditioning and ventilation) to reflect occupancy levels to reduce utility consumption.

• Maintain all emergency generator systems based on the manufacturers’ documented maintenance requirements.
• Provide customized reports on environmental conditions as requested. **A fee may apply depending on the requirements of the customer.**

### C. Elevator Services

Building Operations will:

- Ensure optimal operation, safety and reliability of all vertical transportation systems (Ex: elevators, escalators, and mechanical lifts) for McGill buildings.
- Manage the contract(s) with the elevator maintenance service provider(s).
- Ensure that all systems are inspected and maintained as required by code.

### D. Roof Maintenance and Repairs

Building Operations will:

- Coordinate the maintenance and repairs of roofs on the downtown campus.
- Develop a program for the maintenance and repair of roofs on all McGill buildings.

### E. Locks and Locksmiths

Building Operations will:

- Ensure ongoing maintenance of all locks, locking systems and door hardware on the downtown campus.
- Establish lock standards for the University in collaboration with Security Services.
- Provide locksmith services when keys or key cards are lost or misplaced or otherwise compromised through customer negligence. **The customer will be responsible for the cost of re-keying locks or issuing new key cards in such instances.**

### F. Technical Support

Building Operations will:

- Ensure that mechanical and electrical designs and specifications conform to McGill Standards.
- Participate in the preparation and negotiation of contracts for professional design services with Project Management Services.
- Establish standard practices and processes for McGill.
- Establish design standards for electrical and mechanical components.
- Ensure the ongoing development of a maintenance program and preventive maintenance program.
- Manage energy consumption and implement energy conserving measures in McGill facilities.
- Develop new efficiency standards for building design, construction and operation, and recommend practical solutions that may include electronic, electrical or mechanical technology.
- Modify and/or adjust existing mechanical, electrical and lighting systems to improve energy performance.
- Work with Design Services and Project Management to ensure that proposed designs for new and renovated facilities will achieve heightened energy efficiency.

G. ALL DISCIPLINES

Building Operations will:

- Maintain building systems as per manufacturers’ recommendations.
- Plan and execute downtime of facility systems for the performance of maintenance, modifications or repair work with a minimum of disruption to occupants and activity.
- Perform all work in a manner consistent with the requirements of the authorities having jurisdiction while ensuring local, Federal and Provincial code compliance of equipment and building systems.
- Provide management oversight for quality, completeness and conformity of technical work performed by external design consultants.

SUPPLEMENTARY SERVICES

The following are services which are not covered in the Central Administration Budget. These services are provided on a cost recovery basis.

Building Operations will charge for the following services:

- Provide temporary electrical distribution systems for such things as seasonal decorative lighting, special outdoor events, and temporary facility hook-ups.
- Perform additions, deletions and/or modifications to existing facilities and/or building systems when these are needed to accommodate increased demands on the existing electrical and/or mechanical systems due to the changes or renovations or to prevent adjacent areas from being negatively affected. These additions, deletions and/or modifications may be inside or outside the space where the changes or renovations took place.

Note: All modifications and/or additions to facilities and/or building systems, central or dedicated, must be specified and/or approved by Facilities Operations and Development.

- Perform any work that is requested by a customer that is beyond the designed function and planned use of the building and building systems.

Note: The customer may be charged in whole or in part for the purchase, installation and maintenance of facilities, building systems and/or equipment which differ from established University standards.

- Provide support and maintenance for facilities, building systems and/or equipment (Ex: cold rooms, greenhouses, CO₂ monitors and such, chillers, UPS units, emergency power generators) that is or are user owned or dedicated to the support of user owned and/or operated equipment.

- Prepare selected due diligence reports, detailed estimates, concept and feasibility studies.

- Provide professional advice on the selection of equipment needed or requested by the customer.

- Design, or oversee the design, of new building systems or modification to existing building systems needed and/or requested by the customer.

- Install, or have installed, any new equipment needed or requested by the customer.

- Manage the installation, removal and/or storage of window air conditioning units.

- Operate the Heating, Venting and Air Conditioning (HVAC) System outside of established business and or/operating hours.

- Manage the cleaning of grease traps and other such devices

- Maintain, repair and replace furniture in research laboratories. All such furniture must meet the standards established by Design Services.

- Building Operations may provide project support by way of trades (i.e. plumbing, electrical, carpentry, painting and other), when resources are available. This service will be at the discretion of the Director of the Unit.
UNIT 1.6.4 - LOGISTICS

ROLE OF LOGISTICS

Logistics is responsible for Reception Services downtown, Facilities Call Centre and for providing facilities services to McGill’s off campus facilities.

Logistics will also plan and schedule construction projects and the repair and replacement of existing structures and equipment to minimize impact on the McGill community.

LOGISTICS

STANDARD SERVICES

The following are services which are provided within the annual approved Central Administration Budget and within regular business hours. Unless otherwise stated, these services are provided at no cost to the customer.

A. FACILITIES CALL CENTRE

Logistics will:

- Provide a one stop shop for all Facilities Management and Ancillary Services and Facilities Operations and Development related requests through the Facilities Call Centre.

  As the Facilities Call Centre (FCC) receives over 30,000 maintenance related calls a year (over 125 requests per day), calls must be prioritized. Facilities Operations and Development prioritizes these calls by urgency and handles them in the following order:

  - **Emergency** typically implies a failure that constitutes a danger, health hazard or compromises the safety of the occupants and users, i.e. floods and other emergencies.

    Response time: Immediate. Resolved as soon as possible.

  - **Urgent** implies that a service is compromised, i.e. electrical and ventilation systems breakdowns, critical temperature problems, broken guardrails, etc.

    Response time: Investigated within 24 hours. Restored within 48 hours.
• **Serious** implies a repair in circumstances that do not compromise occupational or operational effectiveness, i.e. light bulbs, repairing an electrical outlet, too hot or too cold.

  Response time: Investigated within 48 hours. Full repair within 10 working days.

• **Routine** implies minor improvements and adjustments that if not dealt with could affect operational effectiveness in the long run, i.e. replacing a carpet, workplace modifications, hanging up a picture and installing a coat hook.

  Response time: Investigated within 5 working days. Completion may take more than two weeks.

• Provide information and act as a resource to the McGill Community through the Facilities Call Centre.

• Perform initial sort and adequate routing/distribution of all requests received within 2 working days depending on the urgency level.

• Generate timely and precise shut down notices related to Facilities/Equipment managed by Facilities Operations and Development.

• Provide the McGill community with timely and accurate information on projects and the repairs and replacement of existing structures and equipment.

• Manage the Facilities Enterprise Management System and ensure that it meets the needs of other units’ (Space and Campus Planning, Finance…), individual users and power users (Building Directors, Deans, Unit heads…).

• Manage and maintain McGill’s Deferred Maintenance database.

• Maintain a 5-year Facilities Maintenance and Development Plan that will identify priority projects and capital investment requirements.

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**B. OFF-CAMPUS FACILITIES SERVICES**

Logistics will:

• Provide facilities services to the occupants of the following buildings:
  - New Residence Hall
  - Medical Simulation Center
  - 3465 Durocher
  - Martlet House.
- Manage service contracts with providers of Facilities Management services for all other off-campus facilities.
- Act as liaison between Facilities Operations and Development and local Facilities Management resources for all other off-campus facilities.
ROLE OF MACDONALD CAMPUS OPERATIONS

The role of this Unit is to provide quality stewardship and maintenance of Macdonald campus facilities and buildings and smooth operation of its building systems.

Macdonald Campus Operations will administer all activities related to campus operations including grounds maintenance, housekeeping, plumbing, electricity, carpentry, and painting and will also develop and implement programs and schedules for preventive maintenance, equipment replacement, and energy conservation.

STANDARD SERVICES

The following are services which are provided within the annual approved Central Administration Budget and within regular business hours. Unless otherwise stated, these services are provided at no cost to the customer. Please refer to Table 1 for details.

A. BUILDING SERVICES

Macdonald Campus Operations will:

- Replenish washrooms with toilet paper, hand soap and towels.
- Ensure the collection of building recycling refuse.
- Collect building garbage refuse including waste generated from classrooms, cafeterias, offices, and non-hazardous waste from labs, washrooms and other waste items such as light bulbs or florescent tubes.
- Replace individual light bulbs and light tubes. Building Services will place a service call for an electrician for fixtures located over 8’ above the floor.
- Perform snow removal and provide and apply de-icing material on surfaces near building entrances.
- Remove outdated and non-approved posters.
- Provide monitoring in buildings.
- Perform and/or manage window cleaning for all facilities.
- Provide pest control.
• Provide and install winter matting at main entrances of buildings.

Refer to Annex A for cleaning details and frequencies.

B. GROUNDS MAINTENANCE

Macdonald Campus Operations will:

• Maintain the Macdonald campus green spaces, terraces, sidewalks and streets.

• Maintain all horticulture and landscaping within the Macdonald campus with the exception of areas associated with Athletics and Recreation.

• Perform snow removal on roads, sidewalks, pathways, terraces, entrances, emergency exits, exterior stairways, terraces, handicap ramps, exterior parking lots and roofs and ensure that they are clear of snow and ice at all times.

• Provide parking lot cleaning and maintenance services.

• For frequency of services and other services offered to customers during regular hours of operation, please refer to Annex B.

C. EVENTS SUPPORT

Macdonald Campus Operations will:

• Provide Events Support under Supplementary Services on a cost recovery basis.

D. SPECIAL SERVICES

Macdonald Campus Operations will:

• Provide described services to customers at the frequencies indicated in Annex C.

• Ensure that current services are supplemented when agreed and as needed. These services include, but are not limited to, special needs on campus such as floor stripping, carpet washing and other activities that cannot take place within normal time parameters.

E. OPERATIONS AND MAINTENANCE

Macdonald Campus Operations will:
• Ensure the proper operation of the Macdonald Campus facilities, building systems and equipment with skilled tradesmen in plumbing, electrical, carpentry and painting disciplines.

• Perform Regular Maintenance i.e., general repairs and additions to campus facilities, buildings, building systems and equipment.

• Perform Preventive Maintenance i.e., maintenance performed at regular intervals.

• Perform Emergency Maintenance i.e., maintenance in response to unexpected equipment breakdowns, building component failures or vandalism.

• Plumbing: Maintain, modify and repair building heating systems, domestic water distribution and specialty distribution system such as gas, vacuum etc. Maintain proper testing and verification procedures of plumbing installations to ensure optimum operation.

• Electrical: Maintain, modify and repair building electrical systems, emergency distribution and lighting systems. Maintain proper procedures of electrical installations to ensure optimum operation.
  
  o Test, verify and maintain all electrical distribution systems, motor control centers, lighting panels, general power panels to ensure optimal performance and reliability.

  o Conduct thermal scans, as required, of all electrical panels.

• Carpentry and Painting: Maintain, modify and repair building facilities, offices, hallways, washrooms and other specialty areas.

F. HEATING VENTILATION AND AIR CONDITIONING (HVAC)

Macdonald Campus Operations will:

• Ensure the proper operation of the Macdonald Campus facilities, building systems and equipment with skilled tradesmen; building operators, lubricators and energy control technicians.

• Perform Regular Maintenance i.e., general repairs or replacement of building mechanical and electronic control components, equipment or operating systems.

• Perform Preventive Maintenance i.e., maintenance performed at regular intervals.

• Perform Emergency Maintenance i.e., maintenance in response to unexpected equipment breakdowns, building component failures or vandalism.

• Manage the buildings' automation system and energy savings system schedules, and provide troubleshooting and programming support.
- Manage environmental control systems to ensure optimization of heating, ventilation, and air conditioning systems including air distribution, temperature setbacks and rezoning.

- Maintain a level of comfort which meets applicable standards. See Annex D.

- Manage building systems (heating, air-conditioning and ventilation) to reflect occupancy levels to reduce utility consumption.

- Maintain all emergency generator systems based on the manufacturers’ documented maintenance requirements.

- Provide customized reports on environmental conditions as requested. **A fee may apply depending on the requirements of the customer.**

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**G. Elevator Services**

Macdonald Campus Operations will:

- Ensure optimal operation, safety and reliability of all vertical transportation systems (Ex: elevators, escalators, and mechanical lifts) for Macdonald Campus buildings.

- Manage the contract(s) with the elevator maintenance service provider(s).

- Ensure that all systems are inspected and maintained as required by code.

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**H. Roof Maintenance and Repairs**

Macdonald Campus Operations will:

- Coordinate the maintenance and repairs of roofs on the campus.

- Develop a program for the maintenance and repair of roofs on campus.

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**I. Locks and Locksmiths**

Macdonald Campus Operations will:

- Ensure ongoing maintenance of all locks, locking systems and door hardware on the campus.

- Establish lock standards for the campus in collaboration with Security Services.

- Provide locksmith services when keys or key cards are lost or misplaced or otherwise compromised through customer negligence. **The customer will be responsible for the cost of re-keying locks or issuing new key cards in such instances.**
J. TECHNICAL SUPPORT

Macdonald Campus Operations will:

- Ensure that mechanical and electrical designs and specifications conform to McGill Standards.
- Participate in the preparation and negotiation of contracts for professional design services with Project Management Services.
- Ensure the ongoing development of a maintenance program and preventive maintenance program.
- Manage energy consumption and implement energy conserving measures in Macdonald Campus facilities.
- Modify and/or adjust existing mechanical, electrical and lighting systems to improve energy performance.
- Work with Design Services and Project Management to ensure that proposed designs for new and renovated facilities will achieve heightened energy efficiency.

K. ALL DISCIPLINES

Macdonald Campus Operations will:

- Maintain building systems as per manufacturers’ recommendations.
- Plan and execute downtime of facility systems for the performance of maintenance, modifications or repair work with a minimum of disruption to occupants and activity.
- Perform all work in a manner consistent with the requirements of the authorities having jurisdiction while ensuring local, Federal and Provincial code compliance of equipment and building systems.
- Provide management oversight for quality, completeness and conformity of technical work performed by external design consultants.

SUPPLEMENTARY SERVICES

The following are services which are not covered in the Central Administration Budget. These services are provided on a cost recovery basis.
L. BUILDING SERVICES

Macdonald Campus Operations will charge for the following services:

- Provide the services described in Annex A at an increased frequency.
- Provide support personnel, as required and/or as requested, in addition to regular weekend staff, and for weekend event support work, i.e., work outside regular weekly hours.
- Perform departmental and individual moves of personal effects and large objects.
- Provide additional pest control services outside the regular contract mandate at the University.
- Manage outsourcing contracts for waste and recycling pick-up, pest control, window cleaning, and disposal services for self-financing Units.

M. GROUNDS MAINTENANCE

Macdonald Campus Operations will charge for the following services:

- Provide personnel, as required and/or as requested, in addition to regular weekend staff, for weekend work, i.e., work outside regular weekly hours.
- Provide grounds maintenance services for self-financing Units. e.g., asphalt repairs, retaining wall repairs, etc.
- Perform, on request, the removal of large waste which includes: building furniture, desks, chairs, doors, construction materials such as concrete, plywood and other wood or metal materials and other large items.
- Plant new trees, new gardens and new flower beds if requested by a customer.
- Provide new garden furniture, ashtrays, garden hardware, etc. if requested by a customer.

N. EVENTS SUPPORT

Macdonald Campus Operations will charge for the following services:

- Provide personnel as required and/or as requested, in support of events held on campus during regular weekly hours, silent hours or during the weekend or on holidays. For work done outside of regular weekly hours, a 4 hour minimum overtime charge per person will apply.
- Supply staff to perform cleaning immediately after the event. A 4 hour minimum overtime charge will apply.
- Provide and/or rent materials and equipment such as tables, chairs, sound system, flags, poster boards, etc. for events as required, as needed, and as available.
Requests for Events Support for events to be held on campus must be submitted to the Events Bookings & Alcohol Administration office.

O. SPECIAL SERVICES

Macdonald Campus Operations will charge for the following services:

- Provide winter matting beyond building entrances as requested by customers.
- The cleaning of microwaves, fridges, and all other appliances

P. OPERATIONS AND MAINTENANCE

Macdonald Campus Operations will charge for the following services:

- Provide temporary electrical distribution systems for such things as seasonal decorative lighting, special outdoor events, and temporary facility hook-ups.
- Perform additions, deletions and/or modifications to existing facilities and/or building systems when these are needed to accommodate increased demands on the existing electrical and/or mechanical systems due to the changes or renovations or to prevent adjacent areas from being negatively affected. These additions, deletions and/or modifications may be inside or outside the space where the changes or renovations took place.

Note: All modifications and/or additions to facilities and/or building systems, central or dedicated, must be specified and/or approved by Facilities Operations and Development.

- Perform any work that is requested by a customer that is beyond the designed function and planned use of the building and building systems.

Note: The customer may be charged in whole or in part for the purchase, installation and maintenance of facilities, building systems and/or equipment which differ from established University standards.

- Provide support and maintenance for facilities, building systems and/or equipment (Ex: cold rooms, greenhouses, CO₂ monitors and such, chillers, UPS units, emergency power generators) that is or are user owned or dedicated to the support of user owned and/or operated equipment.

- Prepare selected due diligence reports, detailed estimates, concept and feasibility studies.

- Provide professional advice on the selection of equipment needed or requested by the customer.
- Design, or oversee the design, of new building systems or modification to existing building systems needed and/or requested by the customer.

- Install, or have installed, any new equipment needed or requested by the customer.

- Manage the installation, removal and/or storage of window air conditioning units.

- Operate the Heating, Venting and Air Conditioning (HVAC) System outside of established business and or/operating hours.

- Manage the cleaning of grease traps and other such devices.

- Maintain, repair and replace furniture in research laboratories. All such furniture must meet the standards established by Design Services.

- Building Operations may provide project support by way of trades (i.e. plumbing, electrical, carpentry, painting and other), when resources are available. This service will be at the discretion of the Director of the Unit.
UNIT 1.6.6 - PROJECT MANAGEMENT

ROLE OF PROJECT MANAGEMENT

The role of Project Management is to lead and direct construction and renovation projects to be performed on McGill property or in McGill facilities and to provide the liaison between the members of the University community and the professionals and contractors operating in the construction industry.

Project Management acts as the delegated representative of McGill University and as owner with respect to the parties with whom McGill conducts business in the construction industry. Under no circumstances should Faculties and Departments planning renovation work approach contractors directly.

Project Management ensures that projects conform to McGill's purchasing policy, building codes, and zoning regulations; that the appropriate process is followed for consultant and contractor tendering, selection, and contract award; that McGill’s design and construction standards are respected; and that a quality product is delivered on time, on budget and to the satisfaction of the customer and the rest of the McGill community.

Project Management interfaces with the Campus and Space Planning Unit which has the leading role in developing space norms and master plan strategies and in reconciling differences over space assignment and usage that may occur.

SUPPLEMENTARY SERVICES

The following services are not covered in the Central Administration Budget. These services are provided on a cost recovery basis. Please refer to the Facilities Operations and Development web site (Policies and Procedures) for Rates and Fees.

Project Management will charge for the following services:

- Assist the customer in defining a scope of work and list of requirements.
- Select and appoint the team of professional consultants - architects and engineers - required for the project, in consultation with Design Services.
- Establish and lead a ‘Project Group,’ as required, to discuss, establish and approve the strategic issues to be addressed by the project.
- Establish and lead the ‘Design Team,’ including the customer, other key McGill stakeholders, and the project consultants, in order to design the project to meet the customer’s needs.
- Prepare detailed project budget estimates for review and approval of the customer and the University administration.
• Prepare graphic presentation materials and proposals for projects that may be required for fundraising and approval purposes.

• Prepare the project schedule and reconcile all scheduling issues that will have an impact on the McGill community.

• Assure that the project respects McGill guidelines with respect to building standards, the University Master Plan, the Environmental Policy and other institutional standards and requirements.

• Initiate and manage the competitive tendering process to engage contractors to perform the work.

• Manage the permit approval process required by authorities having jurisdiction and negotiate with those authorities on behalf of the University when required.

• Act as McGill’s official representative with respect to contracts between McGill and professional consultants and between McGill and construction contractors. This role includes, but is not limited to, the enforcement of contract conditions, the authorization of changes to contracts and mandates and the control and approval of all financial transactions.

• Establish and lead regular construction site meetings as required, involving the customer, the professional consultants, and the contractor(s), to deal with timely issues affecting the course of the construction work on site.

• Provide on-site logistical co-ordination between the contractor, the customer and all members of the University community who are affected by the activities of the contractor(s).

• Provide internal coordination with other University Administrative Units that must interface with the project such as, but not limited to, CCS, TLS, VP Research, Campus and Space Planning, Campus Public Safety, Building Operations, Ancillary Services, Building Services Grounds and Special Events, Legal Services, Insurance and Risk Management and Financial Services.

• Supervise the preparation of lists of deficiencies in the work, their correction by the contractor, and the approval of the work by the customer and the professional consultants.

• Assure that the end of project documentation is compiled and archived for future reference – final budgets and financial statements, as-built drawings, contract documents, manuals, guarantees, etc.

• Assist the customer in preparing reports and submittals with respect to construction projects for external agencies and interested parties as required.

• Assist the customer with the design, selection, purchase and installation of furniture related to the project as needed.

• Assist the customer in planning and coordinating moving and storage and other setup activities as may be required by the project.
• Perform selected due diligence studies.

• Prepare selected feasibility studies.

• Prepare technical investigations and diagnostic studies that may be required with respect to the condition of a building or for major building systems and components (for example: building structure, windows, curtain walls, vibration and noise problems, system malfunctions).

• Prepare budget envelope proposals and funding.

• Prepare and revise McGill’s standard reference documentation with respect to construction projects, contracts, tendering documents, building design standards and etcetera.

• Represent and defend the University’s position with respect to construction claims and legal proceedings that may arise as a result of construction contract/project disputes.

Note: Resident Supervision is not a service provided or offered by this unit. Resident Supervision may be added to the mandate of the Design Professionals at the request of the client. The cost of such services, if required, will be added to the cost of the project.


**UNIT 1.6.7- DESIGN SERVICES**

**ROLE OF DESIGN SERVICES**

The role of Design Services is to lead and direct internal design services and to oversee construction and renovation projects performed by external design consultants on McGill property or in McGill facilities. Internal design services will prepare plans and technical specifications for classroom and laboratory projects as a priority.

Design Services will establish design and construction standards and ensure that McGill’s facilities provide an environment that is aesthetically pleasing, sustainable, and conducive to the learning process and which also enhances the teaching, research and public service functions of the University.

Design Services will ensure that designs are completed on time, to the customer’s satisfaction, in compliance with all internal stakeholders’ requirements, to McGill’s standards, to building codes, and in accordance with all other applicable regulations and standards.

Design Services acts as the designated representative of McGill University with respect to project development for both in-house and external projects.

Under no circumstances should Faculties and Departments planning renovation work approach consultants directly.

**SUPPLEMENTARY SERVICES**

The following services are not covered in the Central Administration Budget. These services are provided on a cost recovery basis. Please refer to the Facilities Operations and Development web site (Policies and Procedures) for Rates and Fees.

Design Services will charge for the following services:

- Examine the feasibility of a project.
- Identify the scope of work.
- Perform space planning.
- Prepare plans and technical specifications to include the requirements of the customer and all stakeholders.
- Prepare interior finish selections for all projects designed in-house.
- Verify the contractor’s work on site to assure that technical requirements are met.
• Participate in construction site meetings as required and prepare all documentation related to changes to the plans and technical specifications.

• Prepare the list of deficiencies in the work and verify corrections of deficiencies for projects designed in-house.

• Assure that construction documentation is archived for future reference.

• Assist the customer with the design, selection, purchase and installation of furniture related to the project.

• Maintain a finish schedule for each building. Ensure that individual color combinations and arrangements are respected.

• Participate in the selection process for professional design consultants.

• Prepare graphic presentation materials and proposals that may be required for project approvals or fundraising purposes.

• Coordinate presentations to the McGill Architectural Advisory Committee.

• Maintain a drawing and technical specifications database for all McGill buildings and maintain historical records in the document management system (plans, archives, etc.).

• Review the work of external design consultants to ensure conformity with McGill Design Standards and University requirements.

• Prepare and revise the McGill Building Design Standards accordingly with the requirements of the different McGill stakeholders (Office for Students with Disability, Office of Sustainability, Building Services, Operations, etc.).

• In consultation with Campus and Space Planning, establish priorities for projects with respect to the University’s Physical Master Plan principals.

• In collaboration with Project Management, manage the competitive qualification process for the engagement of external consultants.

• Prepare finish selection for space redecoration for employee moves and/or for new employees.

• Prepare concept studies.

• Assist Project Management with the preparation of technical investigations and diagnostic studies, and with the development of estimates and budgets.
• Provide guidance to Project Management in the verification of the execution of work to ensure that it is in compliance with McGill Building Design Standards.

• Develop sustainable performance design criteria for products, methods and practices, as to respect the University’s Environmental (Sustainable) Policy.

• Provide technical support for investigations and diagnostic studies that may be required with respect to the condition of a building or for major building systems and components (for example: building structure, windows, curtain walls, vibration and noise problems, system malfunctions).

• Oversee the production and the installation of temporary and permanent, exterior and interior signs. Coordinate with stakeholders and suppliers.

• Maintain appropriate guidelines and policies for interior and exterior signs.

• Evaluate furniture needs on university projects in collaboration with project managers and clients.

• Evaluate the condition of existing furniture in terms of its reliability and future usability.

• Encourage and coordinate the reuse of existing furniture and the procurement of used furniture within the University whenever possible.

• As required, maintain the inventory of furniture for specific projects and coordinate the temporary storage of same.

Note: Resident Supervision is not a service provided or offered by this unit. Resident Supervision may be added to the mandate of the Design Professionals at the request of the client. The cost of such services, if required, will be added to the cost of the project.
NOTE: To have desks, bookshelves, credenzas, etc dusted and cleaned, it is the client's responsibility to remove all items from the furniture.

The frequency of services related to the cleaning of floors may vary on the season.

<table>
<thead>
<tr>
<th>Location</th>
<th>Services</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom</td>
<td>Clean Blackboards</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Damp Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Dust Mop Floors</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Wash Floors With Auto Scrubber</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Spot Cleaning - General</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Recycling</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Vacuum (Carpets)</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Stains (Carpets)</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Disinfect Waste Receptacles</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Teaching Labs</td>
<td>Spot Cleaning - General</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Damp Mop Floors</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Wash Floors With Auto Scrubber</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Dust Mop Floors</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Recycling</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Stains (Carpets)</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Office Space</td>
<td>Spot Cleaning - General / Low and High Dusting</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Location</td>
<td>Services</td>
<td>Frequency</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------</td>
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</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>WEEKLY</td>
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<tr>
<td></td>
<td>Disinfect Waste Receptacles</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Recycling</td>
<td>WEEKLY</td>
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<tr>
<td></td>
<td>Dust Mop Floors</td>
<td>WEEKLY</td>
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<tr>
<td></td>
<td>Damp Mop Floors</td>
<td>WEEKLY</td>
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<tr>
<td></td>
<td>Vacuum (Carpets)</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Stains (Carpets)</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Scuff Marks</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Clean Sinks and Replenish Dispensers</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Research Labs</td>
<td>Damp Mop Floors</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Dust Mop Floors</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Wash Floors With Auto Scrubber</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Disinfect Waste Receptacles</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Recycling</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Spot Cleaning - General</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Library Space</td>
<td>Clean Drinking Fountains</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Damp Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Dust Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Wash Floors With Auto Scrubber</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Scuff Marks</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Stains (Carpets)</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td>Location</td>
<td>Services</td>
<td>Frequency</td>
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<tr>
<td>-----------------</td>
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</tr>
<tr>
<td></td>
<td>Vacuum (Carpets)</td>
<td>2x WEEKLY</td>
</tr>
<tr>
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<td>Disinfect Waste Receptacles</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Recycling</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Spot Clean Tables</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Cafeteria / Lounge</td>
<td>Clean Sinks and Replenish Dispensers</td>
<td>DAILY</td>
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<tr>
<td></td>
<td>Damp Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Wash Floors With Auto Scrubber</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Disinfect Doors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Dust Mop Floors</td>
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</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Scuff Marks</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Vacuum (Carpets)</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Wash Tables</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Disinfect Waste Receptacles</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Recycling</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Stains (Carpets)</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Daycare Areas</td>
<td>Damp Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Dust Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
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<td>Remove Garbage</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Scuff Marks</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Stains (Carpets)</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Special Disinfectants</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Special Dusting</td>
<td>DAILY</td>
</tr>
<tr>
<td>Location</td>
<td>Services</td>
<td>Frequency</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------------------------------</td>
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<tr>
<td>Vacuum (Carpets)</td>
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<td>DAILY</td>
</tr>
<tr>
<td>Disinfect Waste Receptacles</td>
<td></td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Remove Recycling</td>
<td></td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Washrooms</td>
<td>Clean &amp; Disinfect Entire Washroom Area</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Clean &amp; Disinfect Showers</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Clean &amp; Disinfect Toilets &amp; Urinals</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Clean Accessories</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Clean Mirrors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Clean Sinks</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Graffiti</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Replenish Dispensers</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Sweep Floor Surface</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Wet Mop Floors With Disinfectant Solution</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Disinfect Waste Receptacles</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Pour Solution Down Floor Drains</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Corridors – Primary and Entrances</td>
<td>Clean Drinking Fountains</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Damp Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Dust Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Spot Cleaning - General</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Vacuum (Carpets)</td>
<td>DAILY</td>
</tr>
<tr>
<td>Location</td>
<td>Services</td>
<td>Frequency</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td></td>
<td>Wash Floors With Auto Scrubber</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Wet Vacuum Winter Matting</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Clean Glass Surfaces</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Disinfect Waste Receptacles</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Recycling</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Corridors - Secondary</td>
<td>Clean Drinking Fountains</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Dust Mop Floors</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Garbage</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Spot Cleaning - General</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Vacuum ( Carpets)</td>
<td>WINTER 2x/WK, SUMMER 1x/WK</td>
</tr>
<tr>
<td></td>
<td>Clean Glass Surfaces</td>
<td>2x WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Damp Mop Floors</td>
<td>WINTER 2x/WK, SUMMER 1x/WK</td>
</tr>
<tr>
<td></td>
<td>Disinfect Waste Receptacles</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Recycling</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Wash Floors With Auto Scrubber</td>
<td>WINTER 2x/WK, SUMMER 1x/WK</td>
</tr>
<tr>
<td>Elevators</td>
<td>Clean Stainless Steel</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Remove Graffiti</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Spot Clean</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Damp Mop</td>
<td>WINTER 5x/WK, SUMMER 1x/WK</td>
</tr>
<tr>
<td></td>
<td>Dust Mop</td>
<td>WINTER 5x/WK, SUMMER 1x/WK</td>
</tr>
<tr>
<td></td>
<td>Clean Elevator Tracks</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove Stains</td>
<td>WEEKLY</td>
</tr>
<tr>
<td>Location</td>
<td>Services</td>
<td>Frequency</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Dust Elevators</td>
<td></td>
<td>WEEKLY</td>
</tr>
<tr>
<td><strong>Secondary Staircases</strong></td>
<td>Dust Mop (Emergency or Secondary Stairs)</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Damp Mop (Emergency or Secondary Stairs)</td>
<td>WEEKLY</td>
</tr>
<tr>
<td><strong>Primary Staircases</strong></td>
<td>Dust Mop (Main Stairs)</td>
<td>WINTER 5x/WK, SUMMER 3x/WK</td>
</tr>
<tr>
<td></td>
<td>Damp Mop (Main Stairs)</td>
<td>WINTER 5x/WK, SUMMER 3x/WK</td>
</tr>
<tr>
<td><strong>Relamping</strong></td>
<td>Replace lights</td>
<td>AS NEEDED</td>
</tr>
</tbody>
</table>
### ANNEX B – GROUNDS

<table>
<thead>
<tr>
<th>Description</th>
<th>Services</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regular Services</strong></td>
<td>Remove garbage and recycling from ornamental bins and grounds recycling stations</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Perform housekeeping for loading docks</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Provide truck transport services to trades who request assistance</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Provide support to special events teams on campus</td>
<td>As required</td>
</tr>
<tr>
<td><strong>Winter Season</strong></td>
<td>Perform snow removal on roads, sidewalks, stairs, emergency stairs, pathways and terraces</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Monitor and manage the outsourced removal of snow and ice on all gabled roofs</td>
<td>As required</td>
</tr>
<tr>
<td><strong>Spring – Summer – Fall Season</strong></td>
<td>Remove dust, gravel and cigarette butts from streets, sidewalks and terraces</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Cut grass, trim shrubs, manage outsourced tree trimming, plant flowers and weed both annual and perennial flower beds</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Removal and replanting of shrubs, rose bushes and perennials and small dead trees and manage outsourced removal of large trees</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Provide water for new trees, provide sod for minor needs and repairs, manage outsourced corrective sod placing, water annuals and perennials</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Planting of flower beds and flower display pots around campus</td>
<td>As required</td>
</tr>
<tr>
<td></td>
<td>Perform minor asphalt repairs and manage larger outsourced asphalt repairs</td>
<td>As required</td>
</tr>
<tr>
<td>Description</td>
<td>Services</td>
<td>Frequency</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Mechanical Services</strong></td>
<td>Provide mechanical support and preventive maintenance for the Building, Grounds and Special Events Unit mechanical equipment (tractors, trucks, lawn mowers, tools, etc..)</td>
<td>As required</td>
</tr>
</tbody>
</table>
## Annex C – Special Services

<table>
<thead>
<tr>
<th>Location</th>
<th>Services</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Entrances and Handicap Entrances</td>
<td>Install winter carpeting</td>
<td>Between October 15 and October 31 – every year</td>
</tr>
<tr>
<td></td>
<td>Remove winter carpeting</td>
<td>Between April 1 and April 30 – every year</td>
</tr>
<tr>
<td>Various</td>
<td>Shampoo winter matting</td>
<td>Every second month during winter</td>
</tr>
<tr>
<td></td>
<td>Shampoo carpets in high traffic areas</td>
<td>Once a year</td>
</tr>
<tr>
<td></td>
<td>Shampoo carpets in low traffic areas</td>
<td>Every second year</td>
</tr>
<tr>
<td></td>
<td>Shampoo carpets in office areas</td>
<td>Pending approval by Building Services Manager</td>
</tr>
<tr>
<td></td>
<td>Provide 2 coats of sealer and 3 coats of floor finish in high traffic areas</td>
<td>Pending approval by Building Services Manager</td>
</tr>
<tr>
<td></td>
<td>Provide 2 coats of sealer and 3 coats of floor finish in low traffic areas</td>
<td>Pending approval by Building Services Manager</td>
</tr>
</tbody>
</table>
Office Temperature Standards

The following are Building Operations Standards relative for building temperatures.

1. All general office areas and classrooms will be maintained at 23 degrees Celsius ± 2 degree during both the winter heating season and the summer cooling season during occupied hours (7:00 a.m. to 6:00 p.m. Monday through Friday).*

2. All general office areas and classrooms will be maintained at 17 degrees Celsius ± 4 degrees Celsius during the winter heating season during unoccupied hours (6:00 p.m. to 7:00 a.m. Monday through Friday), and all day Saturday, Sunday, and holidays.*

3. All general office areas and classrooms will be maintained at 27 degrees Celsius ± 4 degrees Celsius during the summer cooling season during unoccupied hours (6:00 p.m. to 7:00 a.m. Monday through Friday) and all day Saturday, Sunday, and holidays.*

4. Relative humidity will be kept above 20% in winter when the outside temperature is minus 20 degrees Celsius or colder.

*Consult the system operating schedules (up to date schedules are available from the FCC) for more detailed information on building system and operating parameters.
# TABLE 1 - BUILDING OPERATION’S SERVICE COSTS

<table>
<thead>
<tr>
<th>Type of Unit: Funded By:</th>
<th>Initial Purchase and Installation Costs</th>
<th>Maintenance and Repair Costs</th>
<th>Upgrade and/or Replacement Costs</th>
<th>Decommissioning Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Users</td>
<td>Facilities</td>
<td>As Per Agreement</td>
<td>Users</td>
</tr>
<tr>
<td><strong>Academic¹ &amp; Administrative Units²</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Central Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>- Dedicated Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>- Non-Standard Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Self-Funded Units³</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Central Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>- Dedicated Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>- Non-Standard Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Research Units⁴</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Central Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>- Dedicated Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>- Non-Standard Systems / Facilities</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

Note: “Systems” may be mechanical or electrical equipment, lighting, monitoring or control equipment. “Facilities” may be cold rooms, greenhouses and the like.

Should there be no agreement in place, all costs will be borne by the user.

1. Units involved in offering courses and teaching programs such as any of the Faculties, Science, Engineering, Medicine, etc.
2. Administrative Supporting Offices of McGill University such as Secretariat
3. Units funded from operating activities and/or student funding such as Parking, Bookstore, Residences, etc.
4. Units operating from granting agencies, government, corporations, donors, McGill University such as Genome Center, Pain Center, etc.
# Table 2: Emergency Power Priority Charges – Utilities and Energy Management

<table>
<thead>
<tr>
<th>P.1</th>
<th>Equipment for People’s Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fire Alarm System</td>
</tr>
<tr>
<td></td>
<td>P.A. System Intercom</td>
</tr>
<tr>
<td></td>
<td>Fire Water Pumps</td>
</tr>
<tr>
<td></td>
<td>Smoke Evacuation System</td>
</tr>
<tr>
<td></td>
<td>Emergency Lighting</td>
</tr>
<tr>
<td></td>
<td>Exit Signalization</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>P.2</th>
<th>Equipment for the Protection of Physical Installations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Heating Systems</td>
</tr>
<tr>
<td></td>
<td>Power House</td>
</tr>
<tr>
<td></td>
<td>Security Devices (Access Control and Cameras)</td>
</tr>
<tr>
<td></td>
<td>Communication Network</td>
</tr>
</tbody>
</table>

**Equipment to Keep Animals Alive**

**Equipment to Preserve Research**

|     | Equipment in Research Laboratories                   |
|     | Refrigerators and Fridges (for research)             |

<table>
<thead>
<tr>
<th>P.3</th>
<th>Equipment to Permit Research and Education</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Computer Rooms</td>
</tr>
<tr>
<td></td>
<td>Computer and Telephone Network</td>
</tr>
<tr>
<td></td>
<td>Uninterrupted Power System</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>P.4</th>
<th>Equipment that Does Not Require Emergency Power</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In Offices (Wall plugs)</td>
</tr>
<tr>
<td></td>
<td>Office Equipment (Printers, Photocopiers, Projectors)</td>
</tr>
<tr>
<td></td>
<td>Maintenance Equipment</td>
</tr>
</tbody>
</table>