



Facilities Management and Ancillary Services

OUR SERVICES

**for McGill-owned spaces/buildings
on the downtown and Macdonald campuses**



Facilities Management and Ancillary Services

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Our Services | |
|--|----|
| INTERIOR / EXTERIOR..... | 4 |
| Cleaning..... | 4 |
| Equipment Purchase..... | 6 |
| Furniture..... | 6 |
| Laboratories..... | 7 |
| Lights..... | 8 |
| Parking Garages..... | 8 |
| Pest Control..... | 9 |
| Repairs..... | 10 |
| Signage..... | 11 |
| Space layout / Decoration..... | 11 |
| Waste..... | 12 |
| Windows..... | 14 |
| EXTERIOR..... | 16 |
| Grounds..... | 16 |
| Repairs..... | 18 |
| Signage..... | 18 |
| Vehicles..... | 19 |
| BUILDING SYSTEMS..... | 21 |
| Electricity..... | 21 |
| Elevators / Escalators / Mechanical lifts..... | 22 |
| Fire Equipment..... | 23 |
| HVAC..... | 23 |
| Maintenance..... | 24 |
| Reports/studies..... | 25 |
| System upgrades..... | 26 |
| Utilities Accounts..... | 26 |
| HEALTH, SAFETY & TRAINING..... | 28 |
| Access..... | 28 |
| Accidents..... | 29 |
| Air quality..... | 29 |
| Ergonomics..... | 29 |
| Health and Safety (general)..... | 30 |
| Laboratories..... | 30 |
| Locks..... | 31 |
| Security..... | 31 |
| Waste..... | 33 |
| Water..... | 33 |
| Training..... | 34 |



Facilities Management and Ancillary Services

Our Services:
INTERIOR/EXTERIOR

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

INTERIOR / EXTERIOR

| Cleaning | | | |
|--|--|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Custodial Services, incl. <ul style="list-style-type: none"> • Cleaning of interior spaces • Floor stripping • Carpet cleaning | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations • Some services outsourced | <ul style="list-style-type: none"> • Downtown: Email Buildings & Grounds • Mac: Email Shane Lenhan, Supervisor, Custodial Macdonald Campus | <p>Downtown: Charge for:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Brown Student Services • University Centre • Thomson House • MNI • Presbyterian College <p>No charge for other units for regular frequency of service (see the schedule for interior spaces)</p> <p>Charge for increased frequency</p> <p>Mac: No charge for regular frequency of service, except for:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Cleaning | | | |
|--|--|--|--|
| Service | Provided by | Contact | Charge/No charge |
| Additional Custodial Services: <ul style="list-style-type: none"> • Cleaning glass partitions • Cleaning microwaves, refrigerators, and other appliances • Requests above and beyond the services listed in the schedule for interior spaces | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations • Some services outsourced | <ul style="list-style-type: none"> • Downtown: Email Buildings & Grounds • Mac: Email Shane Lenhan, Supervisor, Custodial Macdonald Campus <p>Consult the schedule for interior spaces</p> | <ul style="list-style-type: none"> • Charge |
| Winter matting – provide, install and remove matting in spaces OTHER THAN: <ul style="list-style-type: none"> • Main entrances of buildings • Reduced mobility entrances • Emergency exits • Elevators | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations <p>Installation between Oct. 15 and Oct. 31, removal between April 1 and April 30</p> | Email or call Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> • Charge |
| Cleaning of grease and plaster traps, and similar devices | <ul style="list-style-type: none"> • Downtown: Building Operations • Macdonald Campus Operations | Email or call the Facilities Call Centre 514-398-4555 | <p>No charge, except for:</p> <p>Downtown:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Faculty Club • MNI • Brown Student Services • Presbyterian College • Martlet House <p>Mac:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Cleaning | | | |
|----------|-------------|---------|---|
| Service | Provided by | Contact | Charge/No charge |
| | | | <ul style="list-style-type: none"> • Campus/Staff Housing • Daycare • Morgan Arboretum |

| Equipment Purchase | | | |
|---|--|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Advise on conformity or adaptability of research/teaching equipment to building infrastructure (e.g. electrical, HVAC systems) and standards | <ul style="list-style-type: none"> • Downtown: Building Operations • Macdonald Campus Operations | Downtown: Email or call Luc Roy, Director, Building Operations 514-398-2533 | <ul style="list-style-type: none"> • No charge |

| Furniture | | | |
|--|-----------------|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Evaluate condition of existing furniture (reliability, usability) | Design Services | Email or call Jennifer Tomkinson, Interim Design Manager 514-398-5208 | <ul style="list-style-type: none"> • No charge • Charge for larger-scale evaluation |
| Guidance on purchase of office furniture | Design Services | <p>Read the University's standards</p> <p>Email or call Jennifer Tomkinson, Interim Design Manager 514-398-5208</p> | <ul style="list-style-type: none"> • No charge |
| Displays of furniture samples (at Design Services offices) | Design Services | Email or call Jennifer Tomkinson, Interim Design Manager 514-398-5208 | <ul style="list-style-type: none"> • No charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Furniture | | | |
|---|--|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Repair fixed furniture (affixed to the floor) in teaching labs | <ul style="list-style-type: none"> Downtown: Building Operations Macdonald Campus Operations | Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> No charge |

| Laboratories | | | |
|---|--|---|--|
| Service | Provided by | Contact | Charge/No charge |
| <ul style="list-style-type: none"> Commissioning/ decommissioning Decontamination Evaluations Inspections Occupational health services Issuance of permits | Environmental Health & Safety | Call EHS 514-398-4563 | <ul style="list-style-type: none"> Charge for some services |
| Repairs and annual inspection of fume hoods and related ancillary equipment | <ul style="list-style-type: none"> Downtown: Building Operations Macdonald Campus Operations | Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> Charge |
| Removal, storage, or disposal of hazardous materials from laboratories that are: <ul style="list-style-type: none"> Changing vocation Moving Undergoing major renovations Being decommissioned <p>i.e. check space (counter tops, drawers, fume hoods etc.) for hazards and remove all potential hazards and waste</p> | | | <ul style="list-style-type: none"> No charge up to one drum (80 liters) Charge if more than one drum (80 liters) Charge for lab decommissioning |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Laboratories | | | |
|--|--|---|--|
| Service | Provided by | Contact | Charge/No charge |
| Repair and replace lab benches in research laboratories | <ul style="list-style-type: none"> Downtown: Building Operations Macdonald Campus Operations | Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> Charge |

| Lights | | | |
|--------------------------|--|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Change lightbulbs | <ul style="list-style-type: none"> Downtown: Buildings and Grounds & Building Operations Macdonald Campus Operations | <ul style="list-style-type: none"> Downtown: Email Buildings & Grounds Mac: Email Shane Lenhan, Supervisor, Custodial Macdonald Campus | <ul style="list-style-type: none"> No charge |

| Parking Garages | | | |
|--|----------------------|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Cleaning, maintenance, and repairs of parking garages and related equipment Examples of issues to report: Water on the floor, several lights out (dark corner), broken elevator, defective gate arm or garage door, pile of construction materials, open gate or garage door, pot holes at garage entrances/alleys | Campus Public Safety | Downtown: Email or call Parking Services 514 398-4559 Mac: Email or call Parking and Security Services 514 398-7770 | <ul style="list-style-type: none"> No charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Pest Control | | | |
|--|--|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Pest control (incl. preventive) | <ul style="list-style-type: none"> Downtown: Buildings and Grounds Macdonald Campus Operations | <ul style="list-style-type: none"> Downtown: Email Buildings & Grounds Mac: Email Shane Lenhan, Supervisor, Custodial Macdonald Campus | No charge, except for: Downtown: <ul style="list-style-type: none"> Athletics and Recreation Student Housing and Hospitality Services Faculty Club Brown Student Services University Centre Thomson House MNI Presbyterian College Mac: <ul style="list-style-type: none"> Athletics and Recreation Student Housing and Hospitality Services Faculty Club Campus Housing, Staff Housing Daycare Morgan Arboretum |
| Extermination services for: Squirrels, birds, raccoons, skunks, wasps, groundhogs and bed bugs | <ul style="list-style-type: none"> Downtown: Buildings and Grounds Macdonald Campus Operations | <ul style="list-style-type: none"> Downtown: Email Buildings & Grounds Mac: Email Shane Lenhan, Supervisor, Custodial Macdonald Campus | <ul style="list-style-type: none"> Charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Repairs | | | |
|--|--|--|---|
| Service | Provided by | Contact | Charge/No charge |
| <p>Repairs to structure and exterior of buildings, incl.:</p> <ul style="list-style-type: none"> • Walls • Windows • Doors • Foundations • Roofs • Emergency exits <p>Examples of issues to report: Open windows, door off hinges, door rubbing against the floor</p> | <ul style="list-style-type: none"> • Downtown: Building Operations • Macdonald Campus Operations | <p>Email or call the Facilities Call Centre 514-398-4555</p> | <p>No charge, except for:</p> <p>Downtown:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Faculty Club • Brown Student Services • MNI • Presbyterian College • Martlet House <p>Mac:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |
| <p>Repairs to interior spaces, incl.:</p> <ul style="list-style-type: none"> • Offices • Hallways • Washroom fixtures <p>Examples of issues to report: Hand dryer not working properly, leak from sink/ceiling/radiator, blocked drain/toilet</p> | <ul style="list-style-type: none"> • Downtown: Building Operations • Macdonald Campus Operations | <p>Email or call the Facilities Call Centre 514-398-4555</p> | <ul style="list-style-type: none"> • No charge • Charge, if not considered maintenance |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Signage | | | |
|---|-----------------|--|--|
| Service | Provided by | Contact | Charge/No charge |
| <p>Production and installation of temporary and permanent signage</p> <p>Examples: Name plates, room numbers, directory listings, wayfinding</p> | Design Services | Evelyne Poulin, Design Administrator 514-398-5758 Email | <ul style="list-style-type: none"> No charge if standard request Charge if special request |

| Space layout / Decoration | | | |
|--|---|---|---|
| Service | Provided by | Contact | Charge/No charge |
| <p>Minor alterations to decoration and furnishings</p> <p>Examples: Hang a painting, install keyboard tray, remove cupboards, install electrical outlet, install distilled water tap, paint walls or ceilings</p> | <ul style="list-style-type: none"> Downtown: Building Operations Macdonald Campus Operations <p><i>(Depending on scope, may be submitted as a renovation project for execution by Design Services/Project Management)</i></p> | Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> Charge |
| <p>Guidance on the application of the University's design and technical standards</p> <p>Examples: Finishes (e.g. carpeting, painting), furnishing (e.g. podiums, window coverings)</p> | Design Services | <p>Read the design and technical standards</p> <p>Email Design Services</p> | <ul style="list-style-type: none"> No charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Space layout / Decoration | | | |
|--|-----------------|---------------------------------------|---|
| Service | Provided by | Contact | Charge/No charge |
| Review design and layout of a space to ensure code compliance Example: Appropriate distance between furniture and exit | Design Services | Email Design Services | <ul style="list-style-type: none"> No charge |
| Guidance on space redecoration Examples: Office furniture, colour schemes for paint, carpeting, sustainable purchases | Design Services | Email Design Services | <ul style="list-style-type: none"> No charge if standard assessment Charge for larger-scale assessments |

| Waste | | | |
|--|--|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Collection of garbage and non-hazardous waste | <ul style="list-style-type: none"> Downtown: Buildings and Grounds Macdonald Campus Operations Some services outsourced | <ul style="list-style-type: none"> Downtown: Email Buildings & Grounds Mac: Email Shane Lenhan, Supervisor, Custodial Macdonald Campus | Downtown: Charge for: <ul style="list-style-type: none"> Athletics and Recreation Student Housing and Hospitality Services Faculty Club Brown Student Services University Centre Thomson House MNI Presbyterian College No charge for other units for regular frequency of service (see the schedule for interior spaces) Charge for increased frequency |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Waste | | | |
|--|--|--|--|
| Service | Provided by | Contact | Charge/No charge |
| | | | Mac: No charge, if regular frequency of service, except for: <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |
| Collection of large items, incl.: <ul style="list-style-type: none"> • Furniture (desks, chairs, doors) • Construction materials (concrete, plywood and other wood or metal materials) • Pallets | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations • Some services outsourced | Read McGill's procedure on the retrieval of pallets Email or call Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> • Charge |
| Collection of used fluorescent lightbulbs (linear, cfl, HID, etc.) | Hazardous Waste Management | Email or call HWM 514-398-5066 | <ul style="list-style-type: none"> • No charge |
| Collection of refrigerators, old electronics, laboratory equipment, and scrap metal Examples: Obsolete computer equipment, batteries, toner cartridge | Hazardous Waste Management | Visit the HWM website for more information Complete the webform to request a pick-up | <ul style="list-style-type: none"> • No charge • Charge for refrigerated units |
| Hazardous waste collection and disposal Examples: Lab waste, chemical, biomedical and radioactive waste, oil from garages, paint | Hazardous Waste Management | Visit the HWM website for more info and to view the waste disposal guidelines | <ul style="list-style-type: none"> • No charge for research-related collection (exceptions below apply) Charge for: <ul style="list-style-type: none"> • Non-research related requests |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Waste | | | |
|--|----------------------------|--|--|
| Service | Provided by | Contact | Charge/No charge |
| | | | <ul style="list-style-type: none"> • If waste is not prepared, packaged or identified according to McGill guidelines • For exceptional volumes exceeding the normal capacity of the operating budget • Analysis costs for unknown compounds |
| Disposal of abandoned hazardous waste | Hazardous Waste Management | Email or call HWM 514-398-5066 | <ul style="list-style-type: none"> • Charge |

| Windows | | | |
|-----------------|-------------|--|--|
| Service | Provided by | Contact | Charge/No charge |
| Cleaning | Outsourced | <ul style="list-style-type: none"> • Downtown: Email Buildings & Grounds • Mac: Email Shane Lenhan, Supervisor, Custodial Macdonald Campus | <ul style="list-style-type: none"> • Charge |



Facilities Management and Ancillary Services

Our Services:

EXTERIOR

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

EXTERIOR

| Grounds | | | |
|---|--|---|--|
| Service | Provided by | Contact | Charge/No charge |
| Snow removal and deicing of: <ul style="list-style-type: none"> • Roads • Sidewalks • Pathways | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations • Some services outsourced | Email or call Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> • No charge |
| Snow removal and deicing of: <ul style="list-style-type: none"> • Terraces • Entrances • Emergency exits • Exterior stairways • Reduced mobility ramps • Exterior parking lots | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations • Some services outsourced | Email or call Facilities Call Centre 514-398-4555 Consult this schedule for info on frequency of service | No charge, except for: Downtown: <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Brown Student Services • University Centre • Thomson House • MNI • Presbyterian College Mac: <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Grounds | | | |
|---|--|--|--|
| Service | Provided by | Contact | Charge/No charge |
| Maintenance of <ul style="list-style-type: none"> • Green spaces (grass, trees, plants, flowers) • Terraces • Sidewalks • Roads • Parking lots <p>Examples of issues to report: Loose steps, potholes on roads, graffiti</p> | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations • Some services outsourced | <p>Email or call Facilities Call Centre 514-398-4555</p> <p>Consult this schedule for info on frequency of service</p> | <p>No charge, except for:</p> <p>Downtown:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Brown Student Services • University Centre • Thomson House • MNI • Presbyterian College <p>Mac:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |
| Horticultural and landscaping services, incl. for <ul style="list-style-type: none"> • Trees • Gardens • Flower beds | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations • Some services outsourced | <p>Email or call Facilities Call Centre 514-398-4555</p> | <ul style="list-style-type: none"> • Charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Repairs | | | |
|--|--|--|---|
| Service | Provided by | Contact | Charge/No charge |
| <p>Repairs to structure and exterior of buildings, incl.:</p> <ul style="list-style-type: none"> • Walls • Windows • Doors • Foundations • Roofs • Emergency exits <p>Examples of issues to report: Open windows, door off hinges, door rubbing against the floor</p> | <ul style="list-style-type: none"> • Downtown: Building Operations • Macdonald Campus Operations | <p>Email or call the Facilities Call Centre 514-398-4555</p> | <p>No charge, except for:</p> <p>Downtown:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Faculty Club • MNI • Brown Student Services • Presbyterian College • Martlet House <p>Mac:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |

| Signage | | | |
|---|-----------------|--|--|
| Service | Provided by | Contact | Charge/No charge |
| <p>Production and installation of temporary and permanent signage</p> <p>Examples: Exterior signs on buildings, wayfinding</p> | Design Services | Evelyne Poulin, Design Administrator 514-398-5758 Email | <ul style="list-style-type: none"> • No charge if standard request • Charge if special request |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Vehicles | | | |
|---|--|--|--|
| Service | Provided by | Contact | Charge/No charge |
| <p>For McGill fleet of vehicles, incl. tractors, trailers, portable generators, and other diesel, electric, and gas-powered equipment</p> <ul style="list-style-type: none"> • Maintenance • Repairs • Fuel • Cleaning • Other mechanical equipment services <p>Examples:</p> <ul style="list-style-type: none"> • Monthly vehicles inspections • Concierge warranty and fabrication services • Oil changes • Change tires • Change breaks • Suspension • Small repairs | <ul style="list-style-type: none"> • Downtown: Buildings and Grounds • Macdonald Campus Operations • Some services outsourced | <p>Email or call Facilities Call Centre 514-398-4555</p> | <ul style="list-style-type: none"> • Charge |



Facilities Management and Ancillary Services

Our Services:
BUILDING SYSTEMS

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

BUILDING SYSTEMS

| Electricity | | | |
|--|---|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Provide electrical distribution systems for temporary needs (e.g. seasonal decorative lighting, special outdoor events, temporary facility hook-ups) | <ul style="list-style-type: none"> Downtown: Building Operations Macdonald Campus Operations | Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> Charge |
| Resetting breakers | <ul style="list-style-type: none"> Downtown: Building Operations Macdonald Campus Operations | Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> No charge |
| Hook-up equipment to emergency power | Utilities and Energy Management & <ul style="list-style-type: none"> Downtown: Building Operations Macdonald Campus Operations Consult this list for more information on categories of equipment and associated priority levels | Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> Charge, depending on equipment and availability of emergency power Additional charge if requires installation of electrical outlet |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Elevators / Escalators / Mechanical lifts | | | |
|--|---|--|---|
| Service | Provided by | Contact | Charge/No charge |
| <p>Repairs</p> <p>Examples of issues to report/changes to request:</p> <ul style="list-style-type: none"> • Elevator not leveling with the floor • Stuck/stopped on a floor • Unusual sound (e.g. knocking) • Disable card reader • Add announcement • Extend maximum opening time of the doors | <p>Downtown: Building Operations</p> <p>Mac: Outsourced</p> | <p>Email or call the Facilities Call Centre 514-398-4555</p> | <p>No charge, except for:</p> <p>Downtown:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Faculty Club • MNI • Brown Student Services • Presbyterian College • Martlet House <p>Mac:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Fire Equipment | | | |
|---|----------------------|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Maintenance, inspections and repairs of fire protection equipment, incl.: <ul style="list-style-type: none"> • Fire sprinklers and sprinkler systems • Fire alarms and alarm systems • Fire alarm control panels • Fire and smoke detectors and alarms • Manual pull stations • Fire extinguishers, special extinguishing systems • Fire hoses • Fire curtains • Firefighter connectors • Fire pumps | Campus Public Safety | Email or call Fire Prevention 514-368-3473 Consult the Fire Prevention website for more information | No charge, except for Downtown: <ul style="list-style-type: none"> • Athletics & Recreation • Student Housing and Hospitality Services • Faculty Club • Brown Student Services Mac: <ul style="list-style-type: none"> • Athletics & Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing |

| HVAC | | | |
|---|---|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Operate heating, ventilation, and air conditioning (HVAC) system outside regular hours | Building Operations / Macdonald Campus Operations & Utilities and Energy Management | Fill out the ventilation schedule change request form | <ul style="list-style-type: none"> • No charge (approval needed) |
| Installation, removal, or storage of window air-conditioning units | <ul style="list-style-type: none"> • Downtown: Outsourced • Macdonald Campus Operations | Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> • Charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Maintenance | | | |
|--|--|--|--|
| Service | Provided by | Contact | Charge/No charge |
| <p>Repairs to building systems :</p> <ul style="list-style-type: none"> • Plumbing • HVAC • Electrical distribution • Drinking water distribution • Other distribution systems (deionized water, distilled water, lab water, natural gas, medical gases, vacuum) • Emergency distribution • Lighting <p>Examples of issues to report: Too hot/cold, broken pipe, leaky ceiling/roof/pipe, not enough air ventilation, bad smell, no power from an outlet</p> | <ul style="list-style-type: none"> • Downtown: Building Operations • Macdonald Campus Operations • Some services outsourced | <p>Email or call Facilities Call Centre 514-398-4555</p> <p>For room temperature, please consult the Office Temperature Standards before reporting an issue.</p> | <p>No charge, except for:</p> <p>Downtown:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Faculty Club • MNI • Brown Student Services • Presbyterian College, • Martlet House <p>Mac:</p> <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |
| <p>[Researchers] Support and maintenance for facilities, building systems, or equipment (e.g. cold rooms, greenhouses, CO2 and other monitors, chillers, UPS units, and emergency power generators) for user-owned or dedicated to the support of user-owned or operated equipment</p> | <ul style="list-style-type: none"> • Downtown: Building Operations • Macdonald Campus Operations | <p>Email or call the Facilities Call Centre 514-398-4555</p> | <ul style="list-style-type: none"> • Based on Memorandum of Agreement |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Reports/studies | | | |
|--|---------------------------------|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Investigate interruptions to the Hydro-Québec power grid (glitches, outages) | Utilities and Energy Management | Contact your Building Director. Your BD will contact your Sector Supervisor, who will contact the UEM team. | <ul style="list-style-type: none"> No charge |
| Prepare budget envelope proposals and funding requests Examples: Energy costs per square foot to include in CFI or other grant applications, costs for current use to forecast budgeting needs | Utilities and Energy Management | Email Jerome Conraud , Director, Utilities and Energy Management | <ul style="list-style-type: none"> No charge |
| For academic purposes, provide information on building energy and water consumption costs, and greenhouse gas emissions | Utilities and Energy Management | Email UEM martha.elvir@mcgill.ca | <ul style="list-style-type: none"> No charge |
| Prepare energy and water consumption reports for a building or space on campus. Examples: Energy consumption, costs, greenhouse gas emissions | Utilities and Energy Management | Email UEM martha.elvir@mcgill.ca | <ul style="list-style-type: none"> No charge |
| Prepare technical investigations and diagnostic studies on utilities and energy management. Examples: Look into replacing a boiler at the end of its lifespan | Utilities and Energy Management | Email Jerome Conraud , Director, Utilities and Energy Management | <ul style="list-style-type: none"> No charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| System upgrades | | | |
|--|---|--|--|
| Service | Provided by | Contact | Charge/No charge |
| <p>Increase capacity of systems</p> <p>Perform work required to enable existing electrical or mechanical systems to meet increased demands arising from a change in function of the space or due to user-owned equipment.</p> | <ul style="list-style-type: none"> Downtown: Building Operations Macdonald Campus Operations <p><i>(Depending on scope, may be submitted as a renovation project for execution by Project Management)</i></p> | <p>Email or call the Facilities Call Centre 514-398-4555</p> | <ul style="list-style-type: none"> Charge |

| Utilities Accounts | | | |
|---|--|--|---|
| Service | Provided by | Contact | Charge/No charge |
| <p>Open and manage Hydro-Québec and Énergir accounts</p> <p>Examples: Add authorized users, change account information</p> <p>NOTE: All new Hydro Quebec accounts must be requested through Utilities and Energy Management who will then contact Hydro-Québec to open the account</p> | <p>Utilities and Energy Management</p> | <p>Email Jerome Conraud, Director, Utilities and Energy Management</p> | <ul style="list-style-type: none"> No charge |



Facilities Management and Ancillary Services

Our Services:

HEALTH, SAFETY & TRAINING

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

HEALTH, SAFETY & TRAINING

| Access | | | |
|--|----------------------|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Process requests for Service Provider cards (used for identification purposes and for access to buildings and rooms) | Campus Public Safety | Read this IT Knowledge base article for more info | <ul style="list-style-type: none"> • Charge |
| Supply and configure Blank Access Cards for casuals and visitors to the campus as well as supply additional badge accessories (cardholders, lanyards, etc.) | Campus Public Safety | Consult the Security Services website for more information Only Area Access Managers may submit requests | <ul style="list-style-type: none"> • Charge |
| Arrange for access to campus and/or parking for moves (for transport truck) and over-sized deliveries | Campus Public Safety | Downtown: Call Parking Services 514-398-4559 Mac: Call Parking and Security Services 514-398-7770 | <ul style="list-style-type: none"> • Depends on location and duration |
| Arrange for parking when contractors need to leave equipment parked overnight | Campus Public Safety | Downtown: Call Parking Services 514-398-4559 Mac: Call Parking and Security Services 514 398-7770 Consult the Parking website for more information | <ul style="list-style-type: none"> • Charge |
| Lend keys (e.g. to NCS managers, sector supervisors, FMAS employees) to access the electrical, mechanical, telecom and elevator rooms | Campus Public Safety | Submit this form | <ul style="list-style-type: none"> • No charge • Requestor is charged a penalty for lost keys (see details in form) |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Accidents | | | |
|--|-------------------------------|--|--|
| Service | Provided by | Contact | Charge/No charge |
| Investigate workplace accidents/incidents (e.g. slips and falls, cuts and bruises, animal bites and scratches, etc.) | Environmental Health & Safety | Fill out this form | <ul style="list-style-type: none"> No charge |
| Provide assistance or arrange for assistance in the event of an accidental release of hazardous materials | Hazardous Waste Management | Call Security Services Downtown: 514-398-3000 Macdonald Campus: 514-398-7777 | <ul style="list-style-type: none"> Charge if it is the result of gross negligence |

| Air quality | | | |
|--|-------------------------------|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Air quality testing / environmental studies (in response to concerns about temperature, humidity, ventilation, odours, air pollutants, etc.) | Environmental Health & Safety | Fill out this form Email /call EHS 514-398-4563 | <ul style="list-style-type: none"> No charge if standard assessment Charge for larger-scale assessments |

| Ergonomics | | | |
|---|-------------------------------|--|--|
| Service | Provided by | Contact | Charge/No charge |
| Ergonomic assessments of work spaces | Environmental Health & Safety | More info here Email /call EHS 514-398-4563 | <ul style="list-style-type: none"> No charge if standard assessment Charge if external ergonomist needed |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Health and Safety (general) | | | |
|--|---------------------------------|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Adherence to occupational and environmental health and safety standards | Environmental Health and Safety | Email /call EHS 514-398-4563 | <ul style="list-style-type: none"> No charge if standard assessment Charge for larger-scale assessments |
| Building materials testing <ul style="list-style-type: none"> Paint (lead detection) Asbestos bulk analysis | Environmental Health and Safety | Email /call EHS 514-398-4563 | <ul style="list-style-type: none"> No charge if standard assessment Charge for larger-scale assessments |
| Vaccines | Environmental Health and Safety | Email or call EHS 514-398-4563 | <ul style="list-style-type: none"> Charge |

| Laboratories | | | |
|--|----------------------------|--|--|
| Service | Provided by | Contact | Charge/No charge |
| Removal, storage, or disposal of hazardous materials from laboratories that are: <ul style="list-style-type: none"> changing vocation moving undergoing major renovations being decommissioned <p>i.e. check space (counter tops, drawers, fume hoods etc.) for hazards and remove all potential hazards and wastes</p> | Hazardous Waste Management | Email or call HWM 514-398-5056 | <ul style="list-style-type: none"> No charge up to one drum (80 liters) Charge if more than one drum (80 liters) Charge for lab decommissioning |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Locks | | | |
|---|---|--|---|
| Service | Provided by | Contact | Charge/No charge |
| Install, change, re-pin and re-key locks | Campus Public Safety & <ul style="list-style-type: none"> • Building Operations (Downtown) • Outsourced (Mac) | See this document for more info Email or call the Facilities Call Centre 514-398-4555 | <ul style="list-style-type: none"> • Charge |
| Repairs to locks, locking systems, and door hardware Examples of issues to report: <ul style="list-style-type: none"> • Broken lock • Cannot close door • Push-bar handle not working properly • Key keeps getting stuck • Card reader won't unlock door | Downtown: Building Operations Mac: Outsourced | Email or call the Facilities Call Centre 514-398-4555 | No charge, except for: Downtown: <ul style="list-style-type: none"> • Athletics and Recreation • Faculty Club • MNI • Brown Student Services • Presbyterian College • Martlet House Mac: <ul style="list-style-type: none"> • Athletics and Recreation • Student Housing and Hospitality Services • Faculty Club • Campus/Staff Housing • Daycare • Morgan Arboretum |

| Security | | | |
|--|----------------------|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Safety escort and check-in service if working late or alone | Campus Public Safety | Call Security Services 514-398-3000 Consult the Security Services website for more information | <ul style="list-style-type: none"> • No charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Security | | | |
|--|---|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Procurement and installation of security devices, incl.: <ul style="list-style-type: none"> • Card readers • Intrusion alarm systems • Panic button alarms • Security cameras | Campus Public Safety (in conjunction with Network and Communication Services) | Obtain approval from your Building Director first and then email Security Services | <ul style="list-style-type: none"> • Charge |
| Security audit/survey of a room/building and recommendations in response to concerns raised | Campus Public Safety (may be outsourced depending on request) | Consult the Security Services website for a Self-Service Physical Security Assessment Speak with your Building Director first and then email Security Services | <ul style="list-style-type: none"> • No charge |
| Provide extra surveillance/special patrols in special circumstances Examples: Threat to a unit/person, concern over/fear of aggressive behavior, lost keys to certain areas | Campus Public Safety | Downtown: Email or call Security Services: 514-398-3000 Mac: Call Security Services 514-398-7770 | <ul style="list-style-type: none"> • Charge if deemed beyond reasonable accommodations / available resources (i.e. requestor must book an agent) |
| Installation of Security Tracking of Office Property (STOP) plate for laptops | Campus Public Safety | In-person at Burnside Hall, room 120 Consult the Security Services website for more information | <ul style="list-style-type: none"> • Charge |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Waste | | | |
|--|----------------------------|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Hazardous waste collection and disposal Examples: Lab waste, chemical, biomedical and radioactive waste, oil from garages, paint | Hazardous Waste Management | Visit the HWM website for more info and to view the waste disposal guidelines | <ul style="list-style-type: none"> No charge for research-related collection (exceptions below apply) Charge for: <ul style="list-style-type: none"> Non-research related requests If waste is not prepared, packaged or identified according to McGill standards For exceptional volumes exceeding the normal capacity of the operating budget Analysis costs for unknown compounds |

| Water | | | |
|------------------------------|-------------------------------|---|---|
| Service | Provided by | Contact | Charge/No charge |
| Water quality testing | Environmental Health & Safety | <ul style="list-style-type: none"> Email/call EHS 514-398-4563 | <ul style="list-style-type: none"> No charge if standard assessment Charge for larger-scale assessments |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Training | | | |
|---|-------------------------------|--|--|
| Service | Provided by | Contact | Charge/No charge |
| Active Shooter Training Workshop | Campus Public Safety | See this page for info | • No charge |
| Ad hoc training on safety issues Examples: Dealing with suspicious persons, how to react in a demonstration | Campus Public Safety | Email or call Security Services 514-398-4556 | • No charge |
| Area Access Manager Training | Campus Public Safety | See this page for info | • No charge |
| Asbestos Awareness | Environmental Health & Safety | See this page for info | • No charge |
| Biosafety | Environmental Health & Safety | See this page for info | • No charge |
| Construction Safety | Environmental Health & Safety | See this page for info | • Charge |
| De-escalating Potentially Violent Situations | Campus Public Safety | See this page for info | • Charge |
| Emergency Evacuation Training | Campus Public Safety | Email or call Fire Prevention 514-398-3473 See this page for info | • No charge |
| Emergency Management & Preparedness 101 | Campus Public Safety | Email Emergency Management and Preparedness | • No charge |
| Evacuation Team Information Sessions | Campus Public Safety | Email or call Fire Prevention 514-398-3473 See this page for info | • No charge |
| Fire Extinguisher Training | Campus Public Safety | Email or call Fire Prevention 514-398-3473 See this page for info | • No charge |
| First Aid in the Workplace | Environmental Health & Safety | See this page for info | • No charge (if within CNESST subsidy entitlement) |

The information below pertains to McGill-owned spaces/buildings on the downtown and Macdonald campuses.
In case of any discrepancy, the terms laid out in leases or Memorandum of Agreements with the University (RIAL) prevail.

| Training | | | |
|---|---------------------------------|--|------------------|
| Service | Provided by | Contact | Charge/No charge |
| Hazardous Waste Management and Disposal Training for Laboratory Personnel | Hazardous Waste Management | See this page for info about online and in-person training offered | • No charge |
| Health and Safety for Managers and Supervisors | Environmental Health & Safety | See this page for info | • No charge |
| Hot Work & Equipment Shut Down Information Session | Campus Public Safety | Email or call Fire Prevention 514-398-3473 See this page for info | • No charge |
| Laser Safety | Environmental Health and Safety | See this page for info | • No charge |
| myLab training | Environmental Health and Safety | See this page for info | • No charge |
| Radiation Safety | Environmental Health and Safety | See this page for info | • No charge |
| Radioactive shipment: How to legally receive and open a radioactive shipment | Hazardous Waste Management | See this page for info about online and in-person training offered | • No charge |
| Respiratory safety training and fit testing | Environmental Health and Safety | See this page for info | • Charge |
| Self-Defense Awareness Workshop for Women | Campus Public Safety | See this page for info | • Charge |
| Workplace Hazardous Materials Information System | Environmental Health and Safety | See this page for info | • No charge |