SERVICE CATALOGUE

FACILITIES MANAGEMENT &
ANCILLARY SERVICES

AND

CAMPUS PLANNING & DEVELOPMENT OFFICE

November 2017

Note all revisions are highlighted in yellow
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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 unit 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, and Course Pack Services.

This Division manages all resources at its 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.

For the most part, Ancillary Services units are intended to be, at 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 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 McGill community with a convenient store location, 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 a 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.

• Continue to serve as a locus for learning, where interested students are hired and encouraged to take part in 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; 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.

• Provide support to the McGill community and its affiliated hospitals by providing convenient access to high-quality computer products at competitive prices.

C.1 Units within McGill University

Computer Store will:

• Ensure ‘University recommended’ products are available to units outside of University programs, thus encouraging standardization.

• Research product specifications and offer advice on product selection.

• Process quotes and orders in a timely fashion and ensure prompt delivery.

• 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.2 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 coordinate deliveries with those doing installations.
• Ensure that software being distributed meets license requirements 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.**
• Manage inventory levels in order to alleviate pressure caused by deadlines and emergencies.
• Produce and maintain adequate and accurate records for budget, warranty, and audit purposes.

C.3 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. COURSE PACK SERVICES

Course Pack Services **will charge** for the following services:

• Providing quality course pack publications to support the teaching and research objectives of the University.
• Providing 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).
• Obtaining 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.
• Managing the course pack preparation and printing processes to ensure the timely delivery of materials to students and course instructors.
ROLE OF CAMPUS PLANNING AND DEVELOPMENT

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

Campus Planning and Development also offers physical planning expertise in liaison with the provincial government (Ministère de l'Éducation et de l'Enseignement supérieur) and municipal governments (Montréal, Sainte Anne de Bellevue, etc.).

Campus Planning and Development’s role is to ensure that the voice of the University is clear and uncompromising in its ongoing commitment to the principles 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 Planning and Development will:

- Be responsible for the maintenance and application of the University’s Physical Master Plan and updates.
- Advise Senior Administration on the acquisition and disposal of University real estate.
- Coordinate with provincial and municipal authorities to approve priority projects as per the University’s Physical Master Plan.
- Document the University’s position on a variety of issues pertaining to the future physical development of the University.

B. NEW CONSTRUCTION PLANNING

Campus Planning and Development will:

- Define the conceptual space program for new buildings, in conformance with the University’s Physical Master Plan and the University/MEES 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 institutional construction process, assess effectiveness and recommend improvements.

C. SPACE PLANNING AND SERVICES

Campus Planning and Development will:

• Collect, maintain, and analyze statistical information on all aspects of University space and campus physical features (municipal zoning, property values and assessments, parking, green space, sidewalks etc.).
• Respond to requests for statistical space data emanating from government, other external agencies, institutions, faculties, and departments.
• Provide an Annual Space Report to the Senior Administration and faculties, outlining existing/future space issues and proposing solutions to those issues.
• Act as a central physical planning and capital budgeting resource for the Senior Administration and for various University committees. Toward this end, the Campus Planning and Development Office maintains a collection of books, reports, periodicals, and other relevant information on institutional planning, master planning, and space planning.
• Collaborate, as required, 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 Planning and Development 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 ensure that the University fully exploits all features of the grants and to negotiate with regard to this grant, as required.
• Upon receipt of the grant documentation, recommend its internal assignment to projects and departments, as appropriate.
• Conduct periodical reviews of aspects of the capital budgeting process, assess effectiveness and recommend improvements.

E. COORDINATION WITH THE CITY OF MONTRÉAL AND OTHER MUNICIPALITIES

Campus Planning and Development 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 Planning and Development will charge for the following services:

- Undertaking special studies, using external consultants to assist the Senior Administration, faculties, departments, etc.
- Liaising with provincial and municipal bodies, within the provincial and municipal context, concerning master planning and zoning issues and undertaking special studies, as required, using external consultants.
- Preparing any technical investigations and diagnostic studies, with external consultants, that may be required with respect to the application and implementation of sustainable development initiatives.
- Conduct baseline studies and/or benchmark studies relative to sustainable development practices at other peer institutions.
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.

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 Climate and Sustainability Strategy (Vision 2020).
- Monitor the execution of the actions and deliverables associated with the Climate and 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 which 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 the annual Catalyst Awards, an event 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, 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, the Sustainable Labs Guide, and Sustainable Workplace Certification).

D. NETWORKING & PARTNERSHIPS

The Office of Sustainability will:

- Organize Sustainability Fridays, a recurring event 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 are accessible and meet all operating standards and applicable regulations, as well as standards of cleanliness.
- Ensure that parking personnel are bilingual, polite, well-informed, and able to provide the services required.
- Inform customers about disruptions to the parking sites (including special events) through signage and e-mail communiqués.
- Issue permits to qualified personnel and manage the appropriation of available parking spaces to allow visitor parking and maximize revenue.
- Ensure that all revenue is handled in an auditable, transparent manner, consistent with 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. This includes advising on parking/circulation...
implications and making 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 CSA Group (formerly the Canadian Standards Association).
  - *Le Règlement de prévention des incendies de la Ville de Montréal.*
- Inspect fire protection systems and related support equipment and ensure that maintenance and repairs are in accordance with applicable codes and regulations, with manufacturers’ recommendations and with 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, seven 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, including 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 that 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, including the use of fire extinguishers, performing hot work and scheduled interruptions of fire protection equipment, and all other related fire prevention/protection training.
- Respond to all emergencies related to fire prevention/protection.
C. EMERGENCY MANAGEMENT AND PREPAREDNESS

Emergency Management and Preparedness will:

- Protect the McGill community and visitors by coordinating and integrating activities in order to mitigate against, prepare for, respond to, and recover from emergencies.
- Provide the necessary training and conduct regular scenario exercises for the University’s Emergency Response Plan members.
- Ensure that the University Emergency Response Plan (UERP) is updated on a regular basis to reflect the needs of the McGill community.
- Maintain the emergency contact list for Emergency Response Plan members.
- Participate in the installation and maintenance of all emergency 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:
  - The Criminal Code of Canada.
- Provide the security services described as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
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<tbody>
<tr>
<td>Security Operations Centre</td>
<td>Provide a Security Operations Centre at each campus, staffed by a Controller, that the McGill community can contact via telephone on a 24 hours a day, seven days a week basis. Each control room will provide the McGill 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 location.</td>
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<td>Service</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 hour-a-day, seven-day-a-week 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 a free service, but users must register with the Office for Students with Disabilities (students) or with Human Resource Staff Benefits (employees). This service is available from 8h-17h30 at the downtown Campus only.</td>
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<tr>
<td>Central Security Monitoring and Access Control Service</td>
<td>Maintain and operate a central security monitoring and access control system on a 24-hour-a-day, seven-day-a-week 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 whereby intrusions 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.</td>
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<td>The full range of standard and supplementary items regarding this service is available on the Security Services website.</td>
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<tr>
<td>Security Services Duty Officer</td>
<td>Ensure that a Security Services management team member for each campus is available on a 24-hour-a-day, seven-day-a-week basis, either on duty on campus or on-call.</td>
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<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>
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<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:</td>
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<td>1. Crimes against the person.</td>
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<td>2. Crimes against University property, and</td>
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<td>3. Crimes against personal property.</td>
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<td>Security Services will liaise with federal, provincial, and municipal police forces conducting investigations involving McGill University.</td>
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<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:</td>
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<td>1. Major events on campus such as Frosh and Convocation;</td>
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<td>2. Licensed liquor events;</td>
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<td>3. Short and long-term University building projects;</td>
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<td>4. Special faculty or departmental events that require VIP security; and,</td>
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<td>5. Special faculty or departmental events requiring crowd or traffic control.</td>
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<tr>
<td><strong>Security Consulting Services</strong></td>
<td>Provide consulting services on matters related to physical security to support construction and renovation projects.</td>
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<td>Provide consulting services, where resources permit, to Building Directors and Department Heads on how to improve security in their areas of responsibility.</td>
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<td>Such services include but are not limited to:</td>
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<td>1. New security hardware recommendations;</td>
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<td>2. General safety and security procedures; and,</td>
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<td>3. Personal safety issues.</td>
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<td><strong>Concerns/Complaints</strong></td>
<td>Respond to all concerns and complaints.</td>
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<td>Any concerns or complaints will be dealt with by the senior 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>
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<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 the:</td>
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<td>1. Prevention of laptop theft through the Security Tracking of Office Property (STOP) Program.</td>
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<td>2. Provision of voicemail to enable the receiving of anonymous tips from the McGill community.</td>
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<tr>
<td></td>
<td>3. Provision and maintenance of a network of exterior emergency phones that cover the campus.</td>
</tr>
<tr>
<td></td>
<td>4. Provision of telephone or safety visit checks for McGill community members that work or study late at night.</td>
</tr>
<tr>
<td></td>
<td>5. Provision of a safety escort service for McGill community members that work or study late at night.</td>
</tr>
<tr>
<td></td>
<td>6. Provision of lectures, seminars, clinics, and tailored presentations to faculty, staff, and students.</td>
</tr>
<tr>
<td></td>
<td>7. Prevention of messaging through various media such as pamphlets, posters, digital signage, social media, etc.</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>and media display assets (computer monitors, etc.)</td>
<td>8. Upon request, provision of 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>
</tr>
<tr>
<td>Employee Background Verifications</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>Personal Safety Training</td>
<td>Provide certified staff to conduct training for members of the McGill community for three distinct personal safety courses:</td>
</tr>
<tr>
<td>1. The De-escalating Potentially Violent Situations® (DPVS)</td>
<td>The De-escalating Potentially Violent Situations® (DPVS) program is designed to teach people to de-escalate violent situations through assertiveness and interpersonal communication. Participants will develop a clear understanding of how to assess the potential for violence and respond with a diverse set of interpersonal tools and strategies designed to defuse potentially violent situations.</td>
</tr>
<tr>
<td>2. The Rape Aggression Defense System® (RAD)</td>
<td>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>3. Active Shooter Preparedness</td>
<td>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>
</tbody>
</table>
Lost and Found System | 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 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, sold, or destroyed. Any remuneration received from the sale of found articles will be donated to a charitable organization.

The Medeco Keyway System | Support Building Operations’ Locksmith Services with the administration and implementation of the Medeco key system at McGill University.

Campus Parking (Macdonald Campus) | 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 is mandated to enforce traffic and parking regulations through the issuance of tickets for violations.

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**SUPPLEMENTARY SERVICES**

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

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**E. SECURITY SERVICES**

Security Services **will charge** for the following services:

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

- Providing 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 in 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-hour (4) charge will apply to every agent request;
- A penalty fee will be charged if a mandate is cancelled within 12 business hours of the planned commencement of the service; and,
- Supplementary charges will apply for other material requirements such as vehicles, cellular phones, specialized equipment essential for crowd control and construction sites, or for specialized training necessary, to perform specific tasks.

- Providing 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>DPVS</td>
<td>Provision of course materials. Fees will also be applied for late cancellations 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 cancellations 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. Fobs are restricted for certain applications only.</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>Badge Reels, Lanyards and Badge Holders</td>
<td>Provision of peripheral products for identification cards.</td>
</tr>
<tr>
<td>Programming Access Codes on Intrusion Panels</td>
<td>Initial installation is free. Service charges apply thereafter.</td>
</tr>
<tr>
<td>Employee Background Checks</td>
<td>Verification.</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Generation of Evidentiary Assets</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, after which said evidence will be returned to Security Services for appropriate disposal. There is a fee for this service. Note that this service excludes all criminal matters.</td>
</tr>
<tr>
<td>Parking Services (Macdonald Campus)</td>
<td>Provision of parking pass.</td>
</tr>
<tr>
<td>Parking Infractions (Macdonald Campus)</td>
<td>Fines issued for vehicles parked on campus without a parking permit.                                                                                                           Fines issued for vehicles parked on campus with an improperly displayed permit.                                                                                                           Fines issued for vehicles parked in ‘No Parking’ zones, or in other prohibited areas.                                                                                                           Fines issued for vehicles parked in such a way as to block the free flow of traffic, emergency exits, or access to fire hydrants, or parked in handicapped areas.                                                                                                           Fines issued for dangerous driving.                                                                                                           Fines issued for failure to obey regulatory signs.</td>
</tr>
</tbody>
</table>

Please contact Security Services for current rates, charges, 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 damaged as part of building maintenance, repairs, renovations, or for accidental damages, by a third party, of equipment that is not part of the “base” building.</td>
</tr>
<tr>
<td>Extinguishers</td>
<td>For all theft, accidental damages by a third party, or activation of a fire extinguisher for non-emergencies, as well as for special needs/requests.</td>
</tr>
<tr>
<td>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><strong>Equipment</strong></td>
<td>For equipment modifications, repairs, and service calls made by self-funding units.</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Overtime</strong></td>
<td>For personnel required during off-hours or holidays.</td>
</tr>
<tr>
<td><strong>Administrative fees</strong></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><strong>Scheduled interruption of fire equipment</strong></td>
<td>For any request that does not respect the 48-hour advance notice (excludes urgent requests).</td>
</tr>
</tbody>
</table>

Please contact Fire Prevention for current rates, charges and/or fees.
DIVISION 1.5 – 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 understanding 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 protect the University 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 McGill 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.
- Ensure that the following Service Standards are adhered to:
  - The Quebec Act Respecting Occupational Health & 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);
  - Quebec Safety Code for the construction industry;
  - McGill Health and Safety policies and procedures;
  - 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;
  - **Confined Space training.**

A2. Information Services

- Provide the McGill community with health and safety information services by way of maintaining a web site, telephone number, e-mail, and personal contact with constituents, and through 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 8h30 and 16h30, to manage occupational health and safety requests.

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 normes 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, e.g. indoor air quality, asbestos assessments, etc.
- Workplace inspections and evaluations.
- Ergonomic office workstation assessments.
- Review of 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.

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**A. HAZARDOUS WASTE MANAGEMENT**

Hazardous Waste Management will:

- Ensure that arrangements are made to remove and collect hazardous research wastes from McGill departments on a timely basis. The table below identifies the types of waste managed by this unit. The frequency of pick-up is highly variable – some may be weekly and some on demand.

<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, PCBs, miscellaneous laboratory chemicals, etc. Does not include asbestos waste disposal.</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. Non-anatomical waste – sharps, which have contacted animal or human blood; biological fluids or tissues; tissue or microbial cultures, and material contaminated by such cultures; live</td>
</tr>
<tr>
<td>Vaccines; containers or materials saturated with blood products.</td>
<td>Human anatomical waste – body parts or organs.</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td><strong>Autoclaved waste</strong></td>
<td><strong>Non-anatomical biomedical waste sterilized with an autoclave.</strong></td>
</tr>
<tr>
<td><strong>E-wastes</strong></td>
<td>Batteries, computers, monitors, printers, faxes, and other office machines and electronics.</td>
</tr>
<tr>
<td><strong>Fluorescent lamps</strong></td>
<td>Fluorescent tubes, Compact Fluorescent lamps (CFL), UV lights, etc.</td>
</tr>
</tbody>
</table>

- Make arrangements for the handling, transport, and eventual disposal of hazardous research waste materials in a safe and environmentally sound way and in compliance with all legislation governing occupational safety, the transport of dangerous goods, and the disposal of hazardous wastes.
- 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 website, 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.
  - McGill Health and Safety and Hazardous Waste Disposal policies and procedures.

**B1. Hazardous Waste Disposal Services**

- Provide or arrange for hazardous research 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 an accidental release of hazardous materials in a McGill campus facility. This service includes the maintenance and supply of protective equipment for spill containment. Trained personnel will be available during normal business hours and a staff member will be available for after-hours emergency contact.
B3. Laboratory Decommissioning

- Provide the safe removal, storage, or disposal of hazardous materials from laboratories that are to be closed, that are changing vocations, or that are undergoing major renovations (charges will apply)
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 client-driven – to ensure the application of relevant policies, regulations, and procedures and to understand and respond to the changing needs of customers.

This Division also ensures that the McGill environment is clean, safe, healthy, and welcoming for students, staff, and visitors; that design and project management requirements are identified, defined, and professionally managed; that facilities and their operations are maintained; that viable initiatives geared towards improving facilities operations and minimizing energy and resource consumption are explored, studied, and, where feasible, implemented.

Facilities Operations and Development ensures that comprehensive studies are carried out on all proposed initiatives in order to assess their respective impact relative to cost, time, resource consumption, and performance. It intervenes and takes corrective measures, as required and in the most expeditious manner possible, to meet or exceed customer expectations.

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

- Buildings and Grounds
- Utilities and Energy Management
- Building Operations
- 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 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 their own services: Residences, Athletics, Thomson House, Faculty Club, University Center/Brown Student Services.

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

Upon request, Buildings and Grounds also supports social and major events held on campus and 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 fluorescent tubes).
- Ensure the collection of regular daily wastes in classrooms, cafeterias, and offices, and non-hazardous wastes from labs and washrooms.
- Replace individual light bulbs and light tubes. Building Services will place a service call for an electrician for fixtures located more than eight (8) feet (2.4 m) above the floor.
- Lock and unlock doors (i.e. buildings as well as 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.
- 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 roads.
- Maintain all horticulture and landscaping for 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, handicap ramps, exterior parking lots, and roofs, ensuring 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@mcmill.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 supplemented as agreed and as required; additional charges may 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 during regular working hours.

E. PRINTING SERVICES

Printing Services will charge for the following services:

- Providing 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.
- Offering a complete line of bindery services such as mail insertion, lamination, binding, folding, and document assembling.
- Providing professional assistance by way of skilled customer service representatives to meet the printing needs of the McGill community.
F. Mail Services

Mail Services will provide:

- 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 U.S. and International bound letter mail and parcels; sorting of all incoming Domestic, U.S. 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 for larger quantities.
- Assistance on a daily basis by responding to all inquiries regarding mail services, products, and invoicing.
- Non-urgent courier services for Canadian, U.S., and 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 costs 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 will charge for the following services:

- Providing the services described in Annex A at an increased frequency.
- Providing support personnel, as requested, in addition to regular weekend staff, and for weekend event support work i.e., work outside regular weekly hours.
- Providing additional pest control services outside the regular contract mandate of the University.
- Managing the outsourcing of contracts for waste and recycling pick-up, pest control, and the cleaning of windows, upholstery, and blinds.

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

- Removal, on request, of large bulk waste, which includes: building furniture, desks, chairs, doors, construction materials, such as concrete, plywood, and other wood or metal materials and large items, as well as bulk recycling (cardboard/paper).
When disposing of bulk items that are not considered regular waste (e.g. old furniture, wooden pallets, etc.), please contact the Facilities Call Centre (FCC) at 514-398-4555 to open a Work Order to have the bulk waste picked-up. Note that it will be necessary to furnish a FOAPAL 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 at all times to place bulk garbage items next to the garbage containers or on the loading dock.**

### H. Grounds Maintenance

Buildings and Grounds **will charge** for the following services:

- Providing personnel, as requested, in addition to regular weekend staff, for weekend work. i.e., work outside regular weekly hours.
- Providing grounds maintenance services for self-financing units, e.g. asphalt and retaining wall repairs, etc.
- Providing parking lot cleaning and maintenance services.
- Planting trees, gardens and flower beds, as requested by a client.

### I. Vehicle Maintenance

Routine maintenance is essential in extending the operational life of your vehicle, therefore, the Vehicle Maintenance department is an essential component of our Campus Fleet. Vehicle Maintenance offers the following services:

- 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, which includes a customized program determined by frequency and usage. Schedules range from monthly vehicle inspections to Concierge Warranty and Fabrication services.
- Vehicle cleaning service, which can be scheduled for all McGill University Department Vehicles by contacting the Facilities Call Centre (FCC) at 514-398-4555 to open a work order **and provide a FOAPAL for the services being requested.**

The Vehicle Maintenance department service hours are from 7h30 to 15h45 weekly.

Hourly repair services are available to McGill University departments and **are billed to clients at a cost recovery basis.**

All other maintenance requests can be made by contacting the Facilities Call Centre (FCC) at 514-398-4555 to open a work order **and provide a FOAPAL for the services being requested.**
J. EVENTS SUPPORT

Buildings and Grounds will charge for the following services:

- Providing personnel, as requested, in support of events held on campus during regular working hours, silent hours, on weekends, or during holidays. For work done outside of regular working hours, a four-hour (4) minimum overtime charge per person will apply.

- Supplying custodial staff to act as porters to work outside regular weekly building hours (silent hours, weekends or legal holidays), or to clean immediately after the event. A four-hour (4) minimum overtime charge will apply.

- Providing ventilation, as requested, in support of events held on campus outside regular weekly building hours (silent hours, weekends or legal holidays). Requests must be made using the following link: http://www.mcgill.ca/facilities/operations/ventilation-schedule-change-request-form.

- Providing or renting materials and equipment such as tables, chairs, sound system, flags, poster boards, lighting, etc. for events, as needed, and as available.

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

K. SPECIAL SERVICES

Buildings and Grounds will charge for the following services:

- Providing winter matting as requested by customers.
- Cleaning microwaves, refrigerators, and all other appliances.
- Cleaning windows, as requested by customers.

All requests for services are to be sent via e-mail to: BuildingServicesOperations@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 an 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-Québec, Gaz Métro).

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, all building heating, ventilation, and air conditioning (HVAC) systems, laboratories, and for specialized instrumentation on the downtown campus.
- 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.
• Manage the city water and used water main networks.
• 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, streets, or sidewalks, 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 the Info-Excavation service for work being carried out on the campuses, whether requested internally or externally.
• Oversee and manage all technical service for access and use of tunnel network.
• Develop a water conservation program.

D. ENERGY MANAGEMENT SERVICES

Utilities and Energy Management will:

• Monitor energy usage in an attempt to develop programs to minimize consumption and increase efficiency.
• Manage the energy metering system.
• 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 savings projects and validate savings.
• Promote energy savings initiatives within the McGill community.
• Produce reports on GHG emissions to all levels of management, as well as federal and provincial bodies.
• Promote the application of energy conservation standards 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, and air conditioning (HVAC) needs, the building directors, along with the Director of Building Operations and the Director of Utilities and Energy Management have assessed building occupancy hours. Results have established appropriate (HVAC) operating hours, identifying opportunities for energy savings and providing an approved ventilation schedule for each building.

A 48-hour notice is required for HVAC needs extending beyond the established HVAC operating hours, e.g. for conferences, seminars, and special events, or for holidays and summer Fridays, and must be provided by completing the online “Ventilation Schedule Change Request Form” found at:


Note 1: Unless otherwise specified, the Sunday ventilation schedule is applicable for holidays and summer Fridays.

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

Note 3: Information on ventilation schedules can be obtained from building directors or their deputies.

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:

- Preparing selected due diligence reports, detailed estimates, and concept and feasibility studies.
- Preparing technical investigations and diagnostic studies with respect to utilities and energy management.
- Preparing proposals for budgetary envelopes 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 use 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 it will P-3 category equipment be added to allow users to continue to occupy the facilities.
UNIT 1.6.3 – BUILDING OPERATIONS

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 tradespeople 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, or repair building heating systems, domestic water distribution, and specialty distribution systems such as gas, vacuum, etc. Maintain proper testing and verification procedures of plumbing installations to ensure optimum operation.
  - Report and correct any non-compliant deficiencies.
- **Electrical:** Maintain, modify, or repair building electrical systems and emergency distribution and lighting systems. Maintain proper procedures of electrical installations to ensure optimum operation.
  - Test, verify, and maintain all electrical distribution systems, motor control centers, lighting panels, and general power panels to ensure optimal performance and reliability.
  - Conduct thermal scans of all electrical panels, as required.
  - Report and correct any non-compliant deficiencies.
- **Carpentry and Painting:** Maintain, modify, or repair building facilities, offices, hallways, washrooms, and other specialty areas.
  - Detect and report any structural damage.
B. Heating, Ventilation, and Air Conditioning (HVAC)

Building Operations will:

- Ensure the proper operation of the downtown campus facilities, building systems, and equipment by skilled tradespeople, 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) taking into account the occupancy levels of the premises, in order to reduce energy 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 (e.g. elevators, escalators, and mechanical lifts) of McGill buildings.
- Manage the contract(s) with elevator 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 repair of roofs on the downtown campus.
- Develop a roof maintenance and repair program for 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 access cards are lost, misplaced, or otherwise compromised due to customer negligence. **The customer will be responsible for the cost of re-keying locks or issuing new access cards in such instances.**

F. Technical Support

Building Operations will:

- Ensure that mechanical and electrical designs and specifications conform to McGill Standards.
- Collaborate with Project Management in the preparation and negotiation of contracts for professional design services.
- Establish standard practices and processes for McGill.
- Establish design standards for electrical and mechanical components.
- Ensure the ongoing development of a regular maintenance program and a preventive maintenance program.
- Manage energy consumption and implement energy saving measures at 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 or adjust existing mechanical, electrical, and lighting systems to improve energy performance.
- Collaborate with Design Services and Project Management to ensure that proposed designs for new and renovated facilities achieve heightened energy efficiency.

G. All Disciplines

Building Operations will:

- Maintain building systems as per manufacturers’ recommendations and implement recommendations in accordance with codes and regulations.
- Plan and execute downtime of facility systems for the performance of maintenance, modifications, or repair work with a minimum of disruption to occupants and activities.
- Perform all work in accordance with the requirements of the appropriate authorities, while ensuring the application of local, federal, and provincial codes for 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:

- Providing temporary electrical distribution systems for particular circumstances, such as seasonal decorative lighting, special outdoor events, and temporary facility hook-ups.

- Performing additions, deletions, or modifications to existing facilities or building systems where required to meet increased demands on the existing electrical or mechanical systems, as a result of changes or renovations, or to prevent adverse effects on adjacent areas. These additions, deletions, or modifications may be inside or outside the premises where the changes or renovations were made.
  
  **Note:** All modifications or additions to facilities or building systems, whether central or dedicated, must be specifically requested or approved by Facilities Operations and Development.

- Performing any work that is requested by a customer that goes beyond the designed function and planned use of the building and building systems.
  
  **Note:** The customer may be required to pay for all or part of the purchase, installation, or maintenance of facilities, building systems, or equipment, which differ from established University standards.

- Providing 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) that are user-owned or dedicated to the support of user-owned or operated equipment.

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

- Providing professional advice on the selection of equipment required by the customer.

- Designing or overseeing the design of new building systems or modification to existing building systems required by the customer.

- Installing or overseeing the installation of any new equipment required by the customer.

- Managing the installation, removal, or storage of window air conditioning units.

- Operating the heating, ventilation, and air conditioning (HVAC) system outside of established business or operating hours.

- Managing the cleaning of grease traps and other similar devices.

- Maintaining, repairing, and replacing furniture in research laboratories, which 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 others), 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 for the downtown campus, for the Facilities Call Centre for both the downtown and Macdonald campuses, and for providing logistical services to off-campus McGill facilities.

Logistics is also responsible for the planning and scheduling of construction projects and the repair and replacement of existing structures and equipment, in order to minimize the impact on the McGill 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. Facilities Call Centre

Logistics will:

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

  As the Facilities Call Centre (FCC) receives over 30,000 maintenance calls each year (over 125 requests per day), calls must be prioritized. Facilities Operations and Development classifies these calls according to their degree of urgency and responds in the following order:

  - **Emergency** typically implies a failure that constitutes a danger or health hazard, or compromises the safety of the occupants and users, e.g. floods and other emergencies.
    Response time: Immediate. Resolved as soon as possible.
  - **Urgent** implies that a service is compromised, e.g. 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, e.g. replacing light bulbs, repairing an electrical outlet, temperatures that are too hot or too cold.
    Response time: Investigated within 48 hours. Full repair within ten (10) working days.
  - **Routine** implies minor improvements and adjustments that, if not resolved, could affect operational effectiveness in the long run, e.g. replacing a carpet, work place modifications, hanging up a picture, or installing a coat hook.
    Response time: Investigated within five (5) working days. Completion may take more than two (2) weeks.
• Provide information and act as a resource to the McGill community through the Facilities Call Centre.
• Perform initial sort and routing or distribution of all requests received within two (2) working days, depending on the level of urgency.
• Generate timely and accurate shut down notifications affecting facilities or equipment managed by Facilities Operations and Development.
• Provide the McGill community with timely and accurate information on projects and the repair and replacement of existing structures and equipment.
• Manage the Facilities Enterprise Management System and ensure that it meets the needs of other units (Office of Campus Planning and Development, Finance, etc.), individual users, and power users (building directors, deans, unit heads, etc.).
• Manage and maintain McGill’s Deferred Maintenance database.
• Maintain a five-year Facilities Maintenance and Development Plan that will identify priority projects and capital investment requirements.

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 Facilities Management service providers 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.
UNIT 1.6.5 – MACDONALD CAMPUS OPERATIONS

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 materials (cardboard/paper, glass/plastic/metal, and fluorescent tubes).
- Ensure the collection of regular daily wastes in classrooms, cafeterias, and offices, and non-hazardous wastes from labs and washrooms.
- Replace individual light bulbs and light tubes. Building Services will place a service call for an electrician for fixtures located more than eight (8) feet (2.4 m) 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.
- Provide pest control.
- Perform and/or manage window cleaning for all facilities.
- 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 roads.
- Maintain all horticulture and landscaping for 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, handicap ramps, exterior parking lots, and roofs, ensuring 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 as agreed and as required, additional charges may 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 during regular working hours.

E. OPERATIONS AND MAINTENANCE

Macdonald Campus Operations will:

- Ensure the proper operation of the Macdonald campus facilities, building systems, and equipment with skilled tradespeople 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, or repair building heating systems, domestic water distribution, and specialty distribution systems such as gas, vacuum, etc. Maintain proper testing and verification procedures of plumbing installations to ensure optimum operation.
  - **Report and correct any non-compliant deficiencies.**

• **Electrical**: Maintain, modify, or repair building electrical systems and emergency distribution and lighting systems. Maintain proper procedures of electrical installations to ensure optimum operation.
  - Test, verify, and maintain all electrical distribution systems, motor control centers, lighting panels, and general power panels to ensure optimal performance and reliability.
  - Conduct thermal scans of all electrical panels, as required.
  - **Report and correct any non-compliant deficiencies.**

• **Carpentry and Painting**: Maintain, modify, or repair building facilities, offices, hallways, washrooms, and other specialty areas.
  - Detect and report any structural damage.

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**F. HEATING, VENTILATION, AND AIR CONDITIONING (HVAC)**

Macdonald Campus Operations will:

• Ensure the proper operation of the Macdonald campus facilities, building systems, and equipment by skilled tradespeople, 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) taking into account the occupancy levels of the premises in order to reduce energy 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.**
G. ELEVATOR SERVICES

Macdonald Campus Operations will:

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

H. ROOF MAINTENANCE AND REPAIRS

Macdonald Campus Operations will:

- Coordinate the maintenance and repair of roofs on the campus.
- Develop a roof maintenance and repair program for all Macdonald campus buildings.

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 access cards are lost, misplaced, or otherwise compromised due to customer negligence. The customer will be responsible for the cost of re-keying locks or issuing new access cards in such instances.

J. TECHNICAL SUPPORT

Macdonald Campus Operations will:

- Ensure that mechanical and electrical designs and specifications conform to McGill Standards.
- Collaborate with Project Management in the preparation and negotiation of contracts for professional design services.
- Ensure the ongoing development of a regular maintenance program and a preventive maintenance program.
- Manage energy consumption and implement energy saving measures at Macdonald Campus facilities.
- Modify or adjust existing mechanical, electrical, and lighting systems to improve energy performance.
- Collaborate 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 and implement recommendations in accordance with codes and regulations.
- Plan and execute downtime of facility systems for the performance of maintenance, modifications, or repair work, with a minimum of disruption to occupants and activities. However, it is the occupant’s responsibility to safeguard its activities during these occurrences.
- Perform all work in accordance with the requirements of the appropriate authorities while ensuring the application of local, federal, and provincial codes for equipment and building systems.
- Provide management oversight for quality, completeness, and conformity of technical work performed by external design consultants.

**Occupants are responsible for reporting any changes in building occupation that may have an impact on building systems.**

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**SUPPLEMENTARY SERVICES**

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

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**L. BUILDING SERVICES**

Macdonald Campus Operations **will charge** for the following services:

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

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**M. GROUNDS**

Macdonald Campus Operations **will charge** for the following services:

- Providing personnel, as requested, in addition to regular weekend staff, for weekend work, i.e., work outside regular weekly hours.
• Providing grounds maintenance services for self-financing units. e.g. asphalt and retaining wall repairs, etc.
• Removal, on request, of large bulk waste, which includes: building furniture, desks, chairs, doors, construction materials, such as concrete, plywood, and other wood or metal materials and large items.
• Planting trees, gardens, and flowerbeds, as requested by a customer.
• Providing new garden furniture, ashtrays, garden hardware, etc., as requested by a customer.

N. EVENTS SUPPORT

Macdonald Campus Operations will charge for the following services:

• Providing personnel as requested, in support of events held on campus during regular working hours, silent hours, on weekends, or during holidays. For work done outside of regular working hours, a four-hour (4) minimum overtime charge per person will apply.
• Supplying staff to clean immediately after the event. A four-hour (4) minimum overtime charge will apply.
• Providing or renting materials and equipment such as tables, chairs, sound system, flags, poster boards, lighting, etc. for events, as needed, and as available.

Requests for Events Support for events to be held on campus must be submitted online at: https://www.mcgill.ca/eventsbookings/alcohol.

O. SPECIAL SERVICES

Macdonald Campus Operations will charge for the following services:

• Providing winter matting beyond building entrances as requested by customers.
• Cleaning microwaves, fridges, and all other appliances.

P. OPERATIONS AND MAINTENANCE

Macdonald Campus Operations will charge for the following services:

• Providing temporary electrical distribution systems for particular circumstances such as seasonal decorative lighting, special outdoor events, and temporary facility hook-ups.
• Performing additions, deletions, or modifications to existing facilities or building systems where required to meet increased demands on the existing electrical or mechanical systems as a result of changes or renovations, or to prevent adverse effects on adjacent areas. These additions, deletions, or modifications may be inside or outside the premises where the changes or renovations were made.

Note: All modifications or additions to facilities or building systems, whether central or dedicated, must be specifically requested and/or approved by Facilities Operations and Development.
• Performing any work that is requested by a customer that goes beyond the designed function and planned use of the building and building systems.
Note: The customer may be required to pay for all or part of the purchase, installation, or maintenance of facilities, building systems, or equipment, which differ from established University standards.

- Providing 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) that are user-owned or dedicated to the support of user-owned or operated equipment.
- Preparing selected due diligence reports, detailed estimates, and concept and feasibility studies.
- Providing professional advice on the selection of equipment required by the customer.
- Designing or overseeing the design of new building systems or modification to existing building systems required by the customer.
- Installing or overseeing the installation of any new equipment required by the customer.
- Managing the installation, removal, or storage of window air conditioning units.
- Operating the heating, ventilation, and air conditioning (HVAC) system outside of established business or operating hours.
- Managing the cleaning of grease traps and other similar devices.
- Maintaining, repairing, and replacing furniture in research laboratories, which 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 act as liaison between the members of the McGill 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 other units administered by Facilities Operations and Development, as well as the Office of Campus Planning and Development, 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.

Following are some of the services offered by the department:

- Assisting the customer in defining a scope of work and list of requirements.
- Selecting and appointing the team of professional consultants - architects and engineers – required for the project, in consultation with Design Services.
- Establishing and leading a ‘Project Group,’ as required, to discuss, establish, and approve the strategic issues to be addressed by the project.
- Establishing and leading 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.
- Preparing detailed project budget estimates for review and approval by the customer and the University administration.
- Preparing graphic presentation materials and proposals for projects that may be required for fundraising and approval purposes.
- Preparing the project schedule and reconciling all scheduling issues that will have an impact on the McGill community.
- Assuring that the project respects McGill guidelines with regard to building standards, the University Master Plan, the Environmental Policy, and other institutional standards and requirements.
- Initiating and managing the competitive tendering process to retain contractors to perform the work.
• Managing the permit approval process required by authorities having jurisdiction and negotiating with those authorities on behalf of the University, when required.

• Acting 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.

• Establishing and leading 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.

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

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

• Supervising 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.

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

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

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

• Assisting the customer in planning and coordinating moving and storage and other setup activities, as may be required by the project.

• Performing selected due diligence studies.

• Preparing selected feasibility studies.

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

• Preparing budget envelope proposals and funding.

• Preparing and revising McGill’s standard reference documentation with respect to construction projects, contracts, tendering documents, building design standards, etc.

• Representing and defending the University’s position with respect to construction claims and legal proceedings that may arise as a result of construction contract/project disputes.
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, laboratory, landscape, teaching labs, and minor 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 that supports McGill’s teaching, research, and public service missions.

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:

- Examining the feasibility of a project.
- Identifying the scope of work.
- Performing space planning.
- Preparing plans and technical specifications to include the requirements of the customer and all stakeholders.
- Preparing the selection of interior finishes for all projects designed in-house.
- Verifying the contractor’s work on site to assure that technical requirements are met.
- Participating in construction site meetings as required, and preparing all documentation related to changes to the plans and technical specifications.
- Preparing the list of deficiencies in the work and verifying corrections of deficiencies for projects designed in-house.
- Assuring that construction documentation is archived for future reference.
- Assisting the customer with the design, selection, purchase, and installation of furniture related to the project.
- Maintaining a finish schedule for each building, ensuring that individual color combinations and arrangements are respected.
- Participating in the selection process for professional design consultants.
- Preparing graphic presentation materials and proposals that may be required for project approvals or fundraising purposes.
- Coordinating presentations to the McGill Architectural Advisory Committee.
- Maintaining a drawing and technical specifications database for all McGill buildings and maintaining historical records in the document management system (plans, archives, etc.).
- Reviewing the work of external design consultants to ensure conformity with McGill Design Standards and University requirements.
- Preparing and revising the McGill Building Design Standards in accordance with the requirements of the various McGill stakeholders (Office for Students with Disability, Office of Sustainability, Building Services, Operations, etc.).
- In consultation with the Office of Campus Planning and Development, establishing priorities for projects with respect to the University’s Physical Master Plan principals.
- In collaboration with Project Management, managing the competitive qualification process for the selection of external consultants.
- Preparing the selection of finishes for space redecoration for employee moves or for new employees.
- Preparing concept studies.
- Assisting Project Management with the preparation of technical investigations and diagnostic studies, and with the development of estimates and budgets.
- Providing guidance to Project Management when verifying the execution of work, to ensure that it is in compliance with McGill Building Design Standards.
- Developing sustainable, high-performance design criteria for products, methods, and practices that respect the University’s Environmental (Sustainable) Policy.
- Providing technical support for investigations and diagnostic studies that may be required because of the condition of a building or major building systems and components (e.g. building structure, windows, curtain walls, vibration and noise problems, system malfunctions).
- Overseeing the production and the installation of temporary and permanent, exterior and interior signs, including coordination with stakeholders and suppliers.
- Maintaining appropriate guidelines and policies for interior and exterior signs.
- Evaluating furniture needs on University projects in collaboration with project managers and clients.
- Assessing existing furniture for reliability and future use.
- **Maintaining appropriate guidelines and policies for interior furniture in classrooms, teaching labs, and administrative spaces.**
- Encouraging the reuse of existing furnishings and coordinating the purchase of used furniture within the University whenever possible.
- Maintaining the inventory of furniture for specific projects and coordinating its temporary storage, as required.
Note: Site supervision is not a service provided or offered by this unit. It may be added to the mandate of the design professionals at the client's request. The cost of such services will be added to the cost of the project.
**Note:** In order for desks, bookshelves, credenzas, etc. to be dusted and cleaned, the client is responsible for removing all items from the surface of the furniture.

The frequency of floor cleaning services may vary depending on the season.

<table>
<thead>
<tr>
<th>Location</th>
<th>Services</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classrooms</strong></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><strong>Teaching Labs</strong></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><strong>Office Space</strong></td>
<td>Spot cleaning - general/low and high dusting</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>Remove garbage</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>Disinfect waste receptacles</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>Location</td>
<td>Remove recycling</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>Dust mop floors</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>Damp mop floors</td>
<td>Weekly</td>
</tr>
<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>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>
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<tr>
<td></td>
<td>Wash floors with auto scrubber</td>
<td>2x weekly</td>
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<tr>
<td></td>
<td>Remove garbage</td>
<td>2x 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>
</tr>
<tr>
<td></td>
<td>Spot cleaning - general</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>Clean sinks and replenish</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>
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<tr>
<td></td>
<td>Wash floors with auto scrubber</td>
<td>Daily</td>
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<tr>
<td></td>
<td>Remove garbage</td>
<td>Daily</td>
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<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></td>
<td>Vacuum (carpets)</td>
<td>2x weekly</td>
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<tr>
<td></td>
<td>Disinfect waste receptacles</td>
<td>Weekly</td>
</tr>
<tr>
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<td>Remove recycling</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>Spot clean tables</td>
<td>Weekly</td>
</tr>
<tr>
<td>Cafeterias/Lounges</td>
<td>Clean sinks and replenish</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>dispensers</td>
<td></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>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>
<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>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>
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<td></td>
<td>Remove stains (carpets)</td>
<td>Weekly</td>
</tr>
<tr>
<td>Daycare Areas</td>
<td>Damp mop floors</td>
<td>Daily</td>
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<tr>
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<td>Dust mop floors</td>
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<tr>
<td></td>
<td>Remove garbage</td>
<td>Daily</td>
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<td></td>
<td>Remove scuff marks</td>
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<td>Special disinfectants</td>
<td>Daily</td>
</tr>
<tr>
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<td>Daily</td>
</tr>
<tr>
<td></td>
<td>Vacuum (carpets)</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>Disinfect waste receptacles</td>
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<td>Remove recycling</td>
<td>Weekly</td>
</tr>
<tr>
<td>Washrooms</td>
<td>Clean &amp; disinfect entire washroom area</td>
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</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>
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<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>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>
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<td></td>
<td>Disinfect waste receptacles</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>Pour solution down floor drains</td>
<td>Weekly</td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Corridors – Primary and Entrances</strong></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></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><strong>Corridors – Secondary</strong></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 weekly Summer weekly</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 weekly Summer weekly</td>
</tr>
<tr>
<td></td>
<td>Disinfect waste receptacles</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></td>
<td>Remove recycling</td>
<td>Weekly</td>
</tr>
<tr>
<td></td>
<td>Wash floors with auto scrubber</td>
<td>Winter 2x weekly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Summer weekly</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 weekly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Summer weekly</td>
</tr>
<tr>
<td></td>
<td>Dust mop</td>
<td>Winter 5x weekly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Summer weekly</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></td>
<td>Dust elevators</td>
<td>Weekly</td>
</tr>
<tr>
<td>Secondary Staircases</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>Primary Staircases</td>
<td>Dust mop (main stairs)</td>
<td>Winter 5x weekly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Summer 3x weekly</td>
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<tr>
<td></td>
<td>Damp mop (main stairs)</td>
<td>Winter 5x weekly</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Summer 3x weekly</td>
</tr>
<tr>
<td>Re-lamping</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><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 regarding building temperatures.

1. All general office areas and classrooms will be maintained at 23° Celsius ± 2 degrees during both the winter heating season and the summer cooling season during occupied hours (7h to 18h, Monday through Friday).*

2. All general office areas and classrooms will be maintained at 17° Celsius ± 4 degrees during the winter heating season during unoccupied hours (18h to 7h, Monday through Friday), and all day Saturday, Sunday, and holidays.*

3. All general office areas and classrooms will be maintained at 27° Celsius ± 4 degrees during the summer cooling season during unoccupied hours (18h to 7h, 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 -20° Celsius or colder.

*Consult the system operating schedules for more detailed information on building system and operating parameters (up to date schedules are available from the FCC).
# TABLES

## TABLE 1. BUILDING OPERATIONS SERVICE COSTS

<table>
<thead>
<tr>
<th>Type of Unit:</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>P’P As Per Agreement</td>
<td>Users</td>
</tr>
<tr>
<td><strong>Academic</strong> &amp; <strong>Administrative Units</strong></td>
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</tr>
<tr>
<td>Central Systems/Facilities</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Dedicated Systems/Facilities</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Non-Standard Systems/Facilities</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Self-Funded Units</strong></td>
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</tr>
<tr>
<td>Central Systems/Facilities</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dedicated Systems/Facilities</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Standard Systems/Facilities</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Research Units</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Central Systems/Facilities</td>
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<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dedicated Systems/Facilities</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Standard Systems/Facilities</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** “Systems” may be mechanical or electrical equipment, lighting, or monitoring or control equipment. “Facilities” may be cold rooms, greenhouse, etc.

In the absence of an agreement, 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

P.1 Equipment for Personal Safety
- Fire Alarm System
- P.A. Intercom System
- Fire Pumps
- Smoke Evacuation System
- Emergency Lighting
- Exit signage

P.2 Equipment for the Protection of Physical Installations
- Heating Systems
- Power House
- Security Devices (Access Control and Cameras)
- Communication Network

Equipment for Maintaining Live Animals

Equipment to Preserve Research
- Equipment in Research Laboratories
- Refrigerators and Freezers (for research)

P.3 Equipment for Research and Education
- Computer Rooms
- Computer and Telephone Network
- Uninterrupted Power System

P.4 Equipment That Does Not Require Emergency Power
- In offices (wall sockets)
- Office Equipment (printers, photocopiers, projectors)
- Maintenance equipment