Edmonton Clinic Health Academy recognized as ‘The Outstanding Building of the Year’ by BOMA Edmonton.

BOMA Edmonton awarded the University of Alberta, through Buildings and Grounds Services (BGS), with 2 awards for the Edmonton Clinic Health Academy. The first award was the ‘Certification of Building Excellence.’ The second award was the prestigious ‘TOBY Award’. The TOBY is the most prestigious and comprehensive program of its kind recognizing quality and rewarding excellence in building management. During the competition, all facets of the buildings operation were thoroughly evaluated.

“Winning this award validates the University of Alberta’s approach towards how it mandates its policies and best practices on Environmental, Regulatory and Sustainability, Energy Conversation, Emergency Preparedness, Personnel Training, Community Impact, Internal Relations and its Building Operational and Maintenance Standards. Its policies, regulations and best practices are of world class excellence.
My thanks goes out to the many staff members of Facilities and Operations who worked on this project, whose contributions helped us realize the importance and significance of winning these awards”
Don L Hickey Vice-President (Facilities & Operations)

Cleaning Brings Meaning to UAlberta’s Colours, Green and Gold

Green cleaning is one of the most significant developments in the professional cleaning industry. As long-time advocates for sustainability, BGS has long recognized that we were responsible for our cleaning products and systems.

Green Products
Several years ago, BGS moved to reduce the overall impact of its cleaning processes by procuring EcoLogo-recognized chemical cleaning products. EcoLogo provides customers with third-party assurance that the products and services bearing the logo meet stringent standards of environmental leadership. The products include paper goods, detergents, hand soap, and garbage bags. Another successful strategy includes a hand-towel composting program in select buildings. The program is to reduce the overall amount of paper products sent to the landfill by diverting it to a compost facility.

Green equipment
Green cleaning is not limited to products; but also includes the equipment and processes used by our staff. BGS, in partnership with Bee-Clean Building Maintenance and Wesclean, complemented our efforts to minimize consumable products by leveraging equipment designed to reduce energy use. This equipment includes 40 NaceCare Henry vacuums, which consume 33% less electrical energy than conventional vacuum cleaners. This is equivalent to 20 metric tonnes of carbon dioxide or annual greenhouse gas emissions from 4.2 passenger vehicles.
BGS further reduced its environmental footprint by using the Tennant ecH₂O Autoscrubber that now replaces manual mopping (think of these machines as the Zamboni for hallways and classrooms). The Tennant ecH₂O Autoscrubbers are chemical free; they use ionized water, eliminating the need for synthetic cleaning products, and use 70% less water than conventional equipment. This program helps our campus meet the standards required for a variety of green building certification programs, such as STARS and LEED.

By eliminating the use of unneeded chemicals, using green cleaning products, leveraging innovative equipment, and delivering leading edge training programs, the Cleaning for A Healthy U program establishes the University of Alberta as the clear leader in sustainable operations in post-secondary institutions and beyond.

Programs like this are why the University of Alberta is recognized as one of Canada’s Greenest Employers (since 2009), and why it received a Silver Rating in the Sustainability Tracking, Assessment and Rating System (STARS) from the Association for the Advancement of Sustainability in Higher Education. Our “Green Cleaning” program was submitted for a ‘green cleaning’ LEED credit using the “Sustainable Cleaning Program” and has been recognized by LEED.

Staff Training
Mandatory safety training and refresher training programs were delivered throughout the year to the full time and casual labour employees. The training was preceded by the analysis of known and potential risks and hazards followed by corrective actions and subsequent training. Mandatory safety orientations, PPE training (Personal Protective Training) and First aid classes were taken by the new employees and by those employees who required refresher training.

Day Porter reduction and transition
To support the UAlberta budget reduction strategy the Associate Director negotiated the reduction of 18 Day Porters (custodian’s) with NASA and the cleaning contractor. The Day Porters were reassigned within the UofA and BeeClean ranks. This action realized a savings of $385,000.00 against the 2013/2014 fiscal year.

Waste Diversion and Recycling
The University of Alberta is committed to sustainability and has taken an integrated approach that incorporates teaching and learning, research, outreach, and the operations that support them. In the short term, BGS has a set target of 50% waste diversion by 2015, a 13% improvement over the current diversion rate.
To achieve this goal, the Energy Management and Sustainable Operations (EMSO) and Buildings and Grounds Services (BGS), have been collaborating with the Edmonton Waste Management Centre of Excellence (EWMCE) to determine and implement innovative solutions. This collaboration incorporated EWMCE’s Industrial, Commercial, and Institutional (ICI) Waste Model, a model that engages clients in selecting viable and feasible waste diversion technologies and strategies. The ICI Waste Model has led to multiple projects for BGS, including:

- Partnership with the City of Edmonton and industry leaders;
- Presenting at conferences;
- Co-hosting public workshops to the ICI sector; and
- Integrating hands-on experiences into a student learning environment.

The Waste Diversion/Recycling Coordinator also accomplished the following:

- Co-hosted a “Recycle It Right” Lunch n’ Learn.
- Promoted waste free events and use of reusable plates.
- Coordinated door replacements on new recycling cabinets
- Coordinated bins for several indoor special events.
- Taught Waste Education Training to the food services staff.
- Director on the Recycling Council of Alberta.

**KPI Overview**

The Buildings and Grounds Division has two Best Value contracts in place. These are the Custodial Services contract and the Janitorial Supplies and Services Contract. Each contract includes bi-weekly and monthly Risk Review meetings, presented by each respective contractor. In addition there are a myriad of key performance indicators (KPI) that range anywhere from monthly, bi-monthly, quarterly and annual touch-points that require careful scrutiny.

Between the two contracts there are 64 KPI’s. These KPI’s include for example; performance obligations, contractor’s insurance, audits, accidental damages, new product’s training, product performance reports, annual movement reports and notice’s of price increases.

At present time both Best Value contractors are 100% compliant with the terms and conditions of their respective contracts.
QA (Quality Assurance Inspections)

Following the APPA (Association of Physical Plant Administrators) cleaning standards Buildings and Grounds Services completes monthly cleaning inspections and produce detailed reports for each building including its grounds. The reports are then shared with the appropriate supervisors for their review and follow-up. These inspections are in accordance to the APPA scoring system. LEED (Leadership in Energy and Environmental Design) requires compliance with APPA guidelines, under Custodial Effectiveness.

The Results Are:

In-house QA results
In 2013/14 there were 201 QA inspections that were conducted in 20 buildings that were serviced by the In-house custodial services staff. Each of the inspection results demonstrated that the custodians met or exceeded the APPA standards.

Out-sourced QA results
In 2013/14 there were 518 QA inspections that were conducted in 43 buildings that were serviced by the Out-sourced contractor. Each of the inspection results demonstrated that the out-sourced custodial staff met or exceeded the APPA standards.

Grounds QA results
In 2013/14 there were 39 QA Grounds keeping inspections that were serviced by the In-house grounds services staff. It is important to note that the Grounds metrics changed for each of the 4 seasons. Out of the 39 inspection results 13 met or exceeded the APPA standards, while there were 26 near misses. Part of the reason for the near misses could be attributed to a vacant supervisor’s position that was just recently filled.
The following chart shows how the U of A Buildings and Grounds Services section compares to its industry counterparts.

![Industry Comparitives](chart)

<table>
<thead>
<tr>
<th>U of A</th>
<th>APPA</th>
<th>Whitestone</th>
<th>BOMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custodial</td>
<td>$14,928,994</td>
<td>$19,624,177</td>
<td>$31,060,784</td>
</tr>
</tbody>
</table>

The following profile shows the inhouse staff to the past 5 years to serviced space.

![In-House Building Services Staff / ft2](chart)
The following profile shows the Grounds staff to the past 5 years to serviced space.

![Grounds Employees/ha Diagram]

The following profile shows the Buildings & Grounds Services (BGS) lost time due to WCB injuries.

![Buildings & Grounds Services - WCB File Diagram]
Grounds and Landscaping

Landscape services continued to provide maintenance services throughout campus while undertaking a host of new projects, landscape upgrades, and irrigation upgrades this year. Campus roadways, parking lots, and walkways were maintained throughout the winter and kept the Students, Faculty and Staff moving forward with minimal delays. We are always reviewing and trying the new and improved alternative chemical and mechanical snow removal processes. Landscape services prides itself on providing outdoor spaces which are aesthetically pleasing to the students, staff and the community at large.

Grounds and Landscaping services are partnered with several UAlberta stakeholders such as The Office of the University Architect, Project Planning and Delivery, The Faculty of Physical Education, Recreation Services, Building Trades, The Office of Alumni Affairs, The Faculty of Earth and Atmospheric Services and Facilities & Operations. A few of the most notable projects that were undertaken include the following:

- Worked with the faculty of Earth and Atmospheric Sciences on the Geo Science garden.
- Upgrading existing walkways, concrete foam injection on unstable surfaces and a new walkway on 111th street.
- Installation of two underground water cisterns (MICF & CCIS) that were designed to use gray water captured from the indoor fire suppressant sprinkler testing and rain water.
- Worked with Ancillary Services to provide a more suitable sand repository system at Michener Park, as well as an Upgrade of the Child Infant Toddler Center.
- Continued the compost tea program, in cooperation with the Office of Sustainability and Enivro perfect solutions.
- Working on logistics and service provision for the Alumni Affairs 100 year celebration, slated for January 2015.
- Edmonton Clinic south staging area reclamation.
- Completion of Landscape Upgrade at MICF, with assistance of tree donations from ‘Colouring the Canadian Landscape Foundation’.
- Irrigation upgrades throughout campus.
- The installation of a new weather station to reduce overwatering.
- Foote Field throws area upgrade.
- Working on the “Lighting The Quad” project.
- Providing feedback on the Legacy Project.
Major awards and recognition

While 2013/14 was a very active year, along the way Buildings and Grounds Services received the following recognition and awards:

- Professional Grounds Management Societies Honor Award.
- BOMA Best Certificates – 19 buildings have been certified since the program began in 2011. The goal is to certify 129 buildings.
- BOMA Service Excellence award - The Edmonton Clinic and Health Academy.
- BOMA TOBY award - The Edmonton Clinic Health Academy.
- Ray Dumouchel delivered a presentation on waste diversion innovations at the Executive Waste and Sustainability Forum. We were the only post-secondary institution from Canada.
- Heroes of the Flood. Buildings and Grounds provided 12 employees, who formed part of the UAlberta team, that spent a week at the University of Calgary as part of a flood relief team.

You Are A Star

Buildings and Grounds has an in-house staff recognition system whereby both the staff, supervisors and managers can nominate their peers as “You Are A Star” candidates. This is utilized by the staff as a means of saying ‘Thank you’ to a peer or an employee who took some extra, unsolicited, steps in assisting them in a way that was above and beyond their regular duties. The ‘Thank You’ is expressed via a “You Are A Star” card that captures the essence of the act / gesture that was appreciated by fellow employee, supervisors or managers. **This year 20 employees received a “You Are A Star” card.**

Staff Appreciation Breakfast

Each year Buildings and Grounds sponsors a staff appreciation breakfast, where we celebrate the successes of the year and acknowledge long term employees and identify those employees who had perfect and or near perfect attendance. During 2013/14 there were 20 employees who had perfect attendance and 44 employees with near perfect attendance.

Major equipment purchased

- Molok garbage / recycle containers.
- Bootboys: boot cleaner.
- T2 – 28 inchAutoscrubber
- Tennant T5 – 32 inch Autoscrubber
- Henry Vacuums: Low energy, cordless
- Hurricane’: cordless, rechargeable battery, floor fan.
- Big Belly Solar Compactors: for exterior garbage, requires fewer pick-ups.
- Intellibot – programmable robot that sweeps and washes floors.