


Business Development News



We would like to welcome two new team members who joined the Business Development Team.

Ronald Jensen, Senior Account Manager:

Ron will be responsible for establishing and build strong working relationships with business leaders and team members to acquire profitable and sustainable sales growth with key airport accounts. He will ensure the successful delivery of services to the customers while developing personalized, long-lasting, cost efficient and superior operation and maintenance solutions through effective contracts. And also maintain thorough understanding of the customers, and their main competitors.

Ron is a successful manager with over 24 years of leadership experience in airport operations, cargo, business administration and team development. His experience comes from a variety of airline fields to help create synergistic solutions running an airline. Prior to his current

position, he was a Northeast Regional trainer, Assistant Director for cargo operations, terminal operations and Newark terminal A where he developed relations and ground handling with Scandinavian Airlines, Alitalia, Lot Polish, Alaska, Air France airlines.

He was promoted to General Manager in 2007 with Continental Airlines assuming responsibility for Indianapolis International Airport and awarded the task of developing and working together with the Indianapolis Airport Authority building a new terminal in November 2009.

Ron works out of his home office and Ron can be reached @ (765)894-9145

Ronald.jensen@cofelyservices-gdfsuez.net

Adam Muller, Account Manager:

Adam will be responsible for sales of facilities management services for the federal government. Additionally, he will be overseeing sales of energy services to the federal government.

On the operations end, Adam will be responsible for the development of the federal market. Overall he will supporting all efforts of COFELY Services - USA.

Adam attended the United States Military Academy and subsequently served as an officer in the Field Artillery where he commanded at the platoon and battery levels. For the last 15 years Adam's professional career has focused in the technical sales and project management arenas where he has been responsible creating new business opportunities and expanding existing markets.


Adam works out of his home office and Adam can be reached @ (919)600-0730

adam.muller@cofelyservices-gdfsuez.net


Please joint me in welcoming Ron and Adam to COFELY Services.

John W. Kennedy
Vice President of Sales

Air Transat Achieves LEED Platinum



As an active partner, the entire COFELY Services team wishes to congratulate Air Transat for recently achieving LEED-EBOM Platinum level certification for its head office.




This building located close to Montréal-Trudeau Airport is actually the first in Canada to achieve such a high level of recognition from the U.S. Green Building Council for operation and maintenance of an existing building. As a genuine global benchmark for sustainable building, LEED-EBOM certification highlights the best environmental performance in various areas: environmental site development, effective management of water, energy and atmosphere as well as materials and resources, quality of interior environments, operational innovation, and finally, regional priority. Many upgrades have been made to operating methods at Air Transat's head office to achieve this level of excellence, as the efforts of various teams focused on applying the best methods available. Energy use was cut 10 percent by centralizing roof units, using more efficient lighting and applying measures that require no investment for operating HVAC systems. Air quality has also been improved and brought into compliance with the most demanding standards, water use

is down 40 percent, an environmental policy now governs procurement, while advanced techniques for managing residuals, such as recycling and composting, are striking examples of this comprehensive environmentally responsible involvement.


Among the teams' various achievements, we wish to highlight the work of our energy analyst Nino Hilal. His high level of expertise and meticulous action, especially in re-commissioning, achieved many credits on the themes of energy, air, and water. These accomplishments weighed very heavily in attaining the environmental certification. Air Transat's head office is now the first building in Canada to achieve the prestigious Platinum certification, the highest LEED-EBOM level. COFELY Services is proud to have contributed to the achievement of this recognition, and repeats once again its practical commitment to excellence in its operations.

Jonathan Salmon
Advisor, Sustainable Building

Our Work Teams Innovate!



We already know that our work teams are creative and proactive. We wish to take this opportunity, however, to congratulate the Mont Tremblant Casino team for its brand new innovation, which qualifies for the CSST's excellence and innovation contest this fall.



In 2010, our client, Loto Québec, introduced a composting program in which employees of the housekeeping company had to handle garbage receptacles filled with organic waste (fruit, vegetables, coffee filters, etc). These fairly heavy receptacles had to be emptied into recycling waste bins on wheels. These bins are quite high and this work was difficult and risky. The housekeeping company's employees therefore sought assistance from the on-site COFELY team, already recognized for its proactive approach. The risk of back injuries as well as other handling

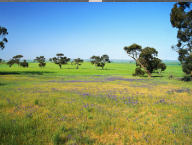
injuries was an obvious concern.

The Tremblant team therefore set up a garbage receptacle stand using a type motor stand and a cage specifically sized for the garbage receptacles. The housekeeping company's employees place the garbage receptacle into the cage, secure it, and can now raise the receptacle above the bins without having to over-exert themselves.

This wonderful innovation will definitely spare the workers involved from suffering back pain.

Congratulations to the whole team!

Felix Viau
Health and Safety Advisor



Optimize BEFORE Spending

In previous issues, we presented a general description of our energy management program and described in detail the first three sections on the basics behind our success, which set us apart and are the source of our pride:

1. The expertise and involvement of operations staff;
2. Their cooperation within a broader team that includes specialists and representatives of the various departments within property operations;
3. An approach based on continuing improvement.

Section 4 of our program focuses on a key factor in a continuing commissioning process that we summarize as: **optimize BEFORE spending**.



Cutting energy costs is one way for a property manager to optimize building operating costs and stand above the competition. This is particularly true during times of fierce competition to hang onto existing tenants and attract new ones.

Thanks to its continual presence on site and given its mission, the operations team that operates and maintains a building's facilities has a leading role to play in continuing improvement of energy performance. To play this role profitably, the operations team must be well trained and supervised, and requires the support of specialists. It is unrealistic to expect an operations team, left on its own in a building, to be capable of achieving outcomes comparable to those of a well trained and supervised team.

To cut energy costs, market forces tend to favour replacement of equipment and renovation of facilities. Few if any companies place priority on **optimizing facilities and their use**. The approach focused on optimizing facility operating methods entails several stages that require **no investment** and these are defini-

tely the most beneficial for everyone because they can be implemented with budget clarity. These stages also generally have a positive impact on service quality and the service life of facilities.

The "value" attributed to a project or intervention is often associated more with its cost than with the actual outcomes. The larger the investment, the more the project or operation is considered of "high value" and the more people talk about it. By contrast, the best measures that require no investment are those implemented in a way that is obvious to the occupant. Even better if they help to correct problems involving comfort or the condition of facilities. Furthermore, the best measures that require no investment are those that can be implemented with total budget transparency. The impact is even greater if they cut maintenance costs and extend the service life of facilities.

The nature of the mission and related daily tasks give the operator a leading role in energy management. During design of a building, great effort is invested—and rightly so—to establish facilities that can achieve peak energy performance. Certain characteristics, such as flexibility of facilities to adapt to changes in building occupancy and to use the best energy source in the right place at all times, are a must in the design phase. Unfortunately, the best facilities with peak performance equipment **are no guarantee of excellent energy performance**. That requires a large dose of involvement and sound control of facilities, and that is what our teams do every day. This helps us maintain top performance in the buildings we manage.

Martin Bazinet,
Director, Technological Services

COFELY Star in the Making!!!

Maria Rios, Administrative Assistant in Boston, was selected as an extra for a movie they are filming at the Boston Logan International Airport where COFELY currently has a contract.

The movie includes not only Henry Winkler but also Kevin James and Salma Hayek – the movie is called:

"Here Comes the Boom".



Maria Rios along side actor Henry Winkler.

YEARS OF SERVICE

Name	Date	Years of Service
Lapointe, Pierre	May 27, 1991	20
Godbout, Michel	May 21, 1996	15
Offerman, Tony	April 24, 2006	5
Narcisse, Jean-Baptiste	May 1, 2006	5
Baker, Adam	May 1, 2006	5
Meier, Peter	May 1, 2006	5
Menard, Gilbert	May 3, 2006	5
Marion, Jean-François	May 8, 2006	5

COFELY Services is proud to recognize your valuable dedication.

Congratulations and a continued long life with COFELY!



You want to stop receiving eCOFELY or you have comments, you can communicate by email with the editorial team.

Sally Dextrase, sally.dextrase@cofelyservices-gdfsuez.net

Next Number: June 2011

