

The Power to Guarantee

In previous issues, we have presented a general description of our energy management program and a detailed description of the first four sections, the basic factors behind our success, which set us apart and make us proud:

1. The expertise and involvement of operations staff;
2. Their contribution as part of a larger team that includes specialists and representatives for various units in building operations;
3. An approach based on continuing improvement;
4. Recommissioning to ensure that facility operating methods have been optimized before we recommend capital investment.

Section 5 of our program is the ultimate focus of our entire approach: implement the necessary measures to provide an ironclad guarantee. The previous sections have shown what sets us apart from other environmental energy-management companies. These distinctions form the basis of our success and grant us an ability that others lack:

1. the contribution of operations staff;
2. solid control of facilities;
3. ongoing cooperation with building managers;
4. a program and tools adapted to the specific needs of property management.

Our experience of recent years has demonstrated that when we have the opportunity to implement our full program, success is guaranteed. Since we advocate a go-easy approach, the initial results may not always be stunning, but with our focus on continuing improvement, the full value of these outcomes becomes apparent over time. Our priorities are always the same:

1. quality service;
2. a flexible approach that promotes long service life for facilities;
3. stable routine practices to support continuing performance improvements;
4. availability of sound supervision for operating teams, and teamwork that results in greater confidence to cope with changes.

Our success therefore is based on our prime strength: critical knowledge of the facilities and full control so we can always do better without taking uncalculated risks.

Since the other players in the energy efficiency industry usually lack our advantages in control of operations, they must rely on changes to facilities to achieve savings. Unfortunately, even the use of equipment with the best performance provides no guarantee of savings if use of that equipment is not optimized, factoring in all system components.

For more than 10 years now, we have helped our clients cut their operating costs and thereby improve their competitiveness, and we have achieved this through guaranteed results. Our performance guarantee is a mark of the confidence we have in our approach and gives managers a tool for ensuring that we step up our efforts each day to attain the highest standards. Since this guarantee forms part of our broader commitment to maintain excellent service quality through efficient operation of facilities and peak condition of equipment through sound maintenance, our clients benefit greatly.

The improved energy performance made possible by efficient operation and sound maintenance gives us an ability that others lack, to guarantee results even without capital investment or replacement of equipment. That is the challenge we take on each day and the strength of which we are so proud.

Marcel Soucy
Energy Group Supervisor

Montreal's Airport- Crisbag

After months of hard labour, the team at Montreal's Trudeau Airport delivered a bouncing new baby on 6 May... A new baggage handling system from the



Crisplant company (member of the Beumer group)—an impressive \$2.8 million project.

With this system, called Crisbag, we have almost tripled our handling capacity for baggage requiring a higher security level. The system has four feeder lines that can handle 20 bags each, as well as two chutes to forward all these bags to the 3D scanners.

Many long, hard hours have been worked since January, so we want to say a big thank you to everyone who contributed to the success of this project: the project team, the maintenance team, the



operations team, the automation team and many subcontractors as well.

We look forward to the next project ...

Pierre Gagnon
Site Manager

Excellence and Innovation Program

We are pleased to highlight the outstanding contribution by our employees in the second quarter of 2011, April, May and June.

For the second quarter of 2011, the Management Committee chose the nomination of **Peter Meier, Bob Blake, Yan LeMeur, Ghislain Riedneau, Jean-François Marion, Pierre Gagnon, Montreal airport team** for a "job well done". Part of our on-going efforts regarding continuous improvement, the team under the leadership, management and vision of Peter Meier had identified some time ago a capacity problem, originating back to system designs in 2003.



from scratch, a system within the system by using state of the art technology to accommodate implementation. Under the *watchful* eye and fine coordination of Jean-François Marion, start-up was achieved within an aggressive timeline of 19 weeks (December 2010 to May 2011) and a very tight budget of 3M\$. Most impressively, all was achieved without any delays for the airlines which would not have been possible without the commitment of Pierre Gagnon and his engaged team, providing the results we now know. Great job to all.



high rise roofs for various maintenance tasks, Denis thought of a system in which workers could safely be attached directly to the window crew cleaning device. The idea was to have a mechanism on wheels, creating mobility for the workers to safely circulate around the roof. This can be secured directly on to the rails of the device. Denis therefore put his idea into motion by convincing the client (Loto-Quebec) that the expense was worthwhile (over 2K per device and two of them were produced).

After numerous requests and follow-ups, the client finally accepted and the new certified device is now available to workers, sub-contractors, etc. Congratulations Denis for your commitment and dedication

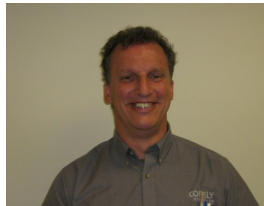
Congratulations to everyone and thank you for contributing to COFELY's success!

Luc Blondeau, CHRP
Human Resources Manager



A team of experts lead by Bob Blake, Yan LeMeur and Ghislain Riendeau, invested time and spared no efforts to literally create

The second prize has been awarded to **Mr. Denis Gaudreau, Maintenance clerk**. Confronted with the realities of having to work on



The Dangers of Driving and Yacking

Cell phones and other mobile telephone devices for communicating by voice, e-mail or text messaging are increasingly common in Quebec. Their use by people while driving is also on the rise. Several recent studies show that talking on a cell phone while driving is a major source of visual and mental distraction that increases the risk of a traffic accident.

Most studies in fact conclude that using a cell phone while driving **impairs a driver's performance and increases the risk of a collision**.

A Quebec study by Laberge-Nadeau *et al.* (2001) found that a driver talking on a cell phone has a 38-percent greater risk of accident than one who is not on the phone. This same study pointed out that risk increases with frequency of use: heavy users have a greater risk of collision, up to twice as high as casual users.

In addition to increasing the risk of an accident, driving and phoning at the same time increases the risk of violating the Highway Safety Code (running a red light, failing to make a mandatory stop, failing to yield the right of way, etc.).

Research shows that driving and talking on a cell phone affects your driving habits and performance in several ways:

1. Longer braking time in a critical situation or when a visual stimulus appears;
2. Longer adjustment time to maintain safe following distance behind a vehicle in front of you;
3. Greater difficulty performing apparently simple tasks, such as driving in a straight line or staying in the centre of your lane;
4. Diminished ability to detect stimuli inside and outside the vehicle;

5. Diminished ability to avoid obstacles;
6. Reduced visual perception.

COFELY therefore wants to remind you that while on duty, you are never required to use your cell phone when driving. We obviously hope that you take this safe practice home with you as well, for your own safety and that of your loved ones.

Félix Viau
Health and safety advisor

The Four Rs Every Day

Always better! More, bigger, faster, and then throw it out! This has been a key aspect of our consumer society for several decades now. Yet such runaway growth on a planet with limited resources poses a major challenge. We definitely must change our relationship with the physical world that surrounds us.

The four Rs are the result of this new awareness and offer interesting solutions. By following the process of "Reduce, Reuse, Recycle and Reclaim," we can improve our daily lives and those of our clients. This principle of continuing improvement set out in Quebec's poli-

cy on managing residual materials simply urges us to think before we act.

In building management, for example, tests are conducted to reduce the volume of waste by changing maintenance methods. By altering our reflexes, we can reduce the amount of waste sent to landfill sites.



COFELY recently enrolled in the Recyc-Québec program *ICI on Recycle* as well as the City of Montreal's sustainable development plan, specifically to improve our residual materials management practices.

So think about it: in the office, on operations sites or at home, protecting the environment simply makes plain common sense. Every action counts!

Jonathan Salmon
Advisor, Sustainable Building

Soccer Team- COFELY

Cofely's soccer team came into being on 25 May 2011 thanks to the participation of Montreal's Dorval Airport employees (handlers, maintenance, IT, management, etc.). The ultimate goal was to have an activity outside the workplace that we could enjoy together and use to relax and stay fit, but especially to strengthen our sense of belonging and our cohesiveness as a group.

The soccer league in which our team plays has existed for a few years already. It organizes competitive games between corpo-

rate teams of various skill levels: amateur, professional, and soccer fanatics.

Establishing the team was no easy feat since attendance at weekly practices was low due to logistic reasons. We may not have won any games this year, but we have won in terms of the increase in team members.

The season ended in mid-July but weekly practices continue on Thursday mornings at 9:00 in Auteuil Park. Non-competitive games are held Saturday mornings in

Dorval, so we invite all Montreal-area Cofely employees to join us!

Maximiliano Frangiosa
Trainer



Miscellaneous

ERRATUM: Please note that an error slipped into the June issue. The date on which we won the contract for technical management at the Environ-

ment Canada data processing centre was April 1st, 2011, not June 1st, 2011.

YEARS OF SERVICE

Name	Date	Years of Service
Marques, Elio	August 10, 2006	5
Altgauzen, Leonid	September 11, 2006	5
Baker, John	September 20, 2006	5

COFELY Services is proud to recognize your valuable dedication.

Congratulations and a continued long life with COFELY!



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Next Number: October 2011

