



COFELY and Commissioning: Further Recognition of our Expertise

Laurier Québec and COFELY Services won the Énergie 2010 trophy in the "recommissioning" category at the Énergie gala on 2 February 2011.

There has been much talk in recent years about the benefits of commissioning, which AQME defines as a periodically applied systematic procedure to ensure that a building is operating to the design criteria or based on current operating needs.

Like Mr. Monsieur Jourdain in Molière's *Le Bourgeois Gentilhomme*, who had long been creating prose without realizing it, COFELY has been engaged in commissioning for more than 15 years, long before the word even existed.

That is probably why COFELY also won the first Énergie trophy

when this new category was introduced in 2008, clearly demonstrating our leadership in this field. Our expertise in this area is now leading us to the next phase, continuous commissioning, for the benefit of all our clients. This distinguishes us from our competitors as we integrate this practice into our routine management processes.

I wish to thank and congratulate our client, Laurier Québec, as well as our partners and everyone at COFELY who contributed to this success. I encourage you to read this edition of eCOFELY to learn more about this prestigious recognition.

François Dépelteau, President and CEO

A Revised and Optimized Operation

If there is one challenge that is daunting, it has to be implementing energy management in a shopping centre such as Laurier Québec. Yet this idea has been floating around since 2004. The 1.5M-square-foot complex then was eating up more than 53M kWh a year. Between 2007 and 2008, we set to work. New lamps, motors, variable-frequency drives and controls were installed. After the six-month break-in period, we had only met 35 percent of the target to save 4.5M kWh/year.

Slight panic set in! That's when we really zeroed in on anomalies, one at a time. We convinced the landlord and night staff to reduce lighting in the mall and parking lot. New operating sequences were set in the office building and the mall. Schedules,

temperatures and flows were set for 130 ventilation systems with various configurations. Return grates were added. Our refrigeration specialist proposed and implemented changes to the compressor phases on the roof units. Pumping was readjusted and the heating system was turned off in summer. An enthalpy and CO² function was added for fresh air management and 30 other actions and strategies were implemented.

That is what allows COFELY Services to guarantee performance: little actions each day that make a big difference in the end; more savings, greater comfort and fewer breakdowns. In 2010, savings reached 10M kWh/year (equivalent to 400 homes). The results are a testimonial to the work done

by motivated people with effective back-up. Congratulations!

Martin Bazinet
Director, Technological Services



Left to right : Luc Gélinas, SAQ, Martin Bazinet COFELY, Eric Boily, Ivanhoe Cambridge, Pierre Léveillé, Ivanhoe Cambridge, François Dépelteau, COFELY, Michel Bordeleau, Ivanhoe Cambridge Second row : Philippe Van Deven, COFELY

Excellence and Innovation Program

We are pleased to highlight the outstanding contribution by our employees in Q4 of 2011; October, November and December. During these months, many of you had outstanding performances by demonstrating a great sense of innovation, dedication and enthusiasm in your daily work. All nominations received were very interesting; thus making the rating results extremely close after the evaluation performed by the Management committee.



For the fourth quarter of 2010, the Management Committee chose the nomination of **Mr. Benoît Chretien, Project Manager**

at Head Office of COFELY for a "job well done". Benoît managed to very successfully complete the work of a quite challenging assignment. It involved the preparation

and execution of a major crane operation at école Polytechnique (Engineering faculty) of the University of Montreal, with multiple aspects to deal with and many constraints, such as but not limited to, security of the entire operation, costs incurred, limited time to carry out the job, etc. Great job Benoît.



The second prize has been awarded to **Mr. Juan Paiva, Terminal C Supervisor at Boston's Logan Airport** for his work in repairing an im-

portant conveyor. He took the lead on this repair and also showed innovation in that he did not have the correct parts on hand at the time. So Juan used parts from another conveyor to facilitate the repair and by the same token, worked long hours and went beyond the call of duty to complete the task in time to be fully operational for

the morning heavy volume period. The client, Massport, has expressed their complete satisfaction regarding this very good resolution. Congratulations Juan for your commitment and dedication

You all have the potential to proceed with or implement an idea that could be nominated under the Excellence and Innovation Program, so it is up to you, and the *ball is in your court!* We will therefore await your nominations for the next quarter, January, February and March 2011. The deadline to submit your nominations will be April 15th, 2011.

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

Luc Blondeau, CHRP
Human Resources Manager

2010 Internal Quality Audits

The purpose of the internal quality audits is to ensure that COFELY Services' processes and policies are applied throughout the Company and that special attention is always paid to improving performance. The audits conducted by our dynamic multidisciplinary team of auditors have supported impressive advances throughout the organization.

The opportunities for improvement and the corrective actions opened and followed in 2010 have supported (in part) the following:

- Increased effectiveness in physical receiving of materials or services on site as well as enhanced awareness of the treatment of non-compliant products and effective identification of materials; each site now saves a great deal of time when starting to use materials to perform maintenance operations;
- Process mapping for energy invoice tracking and interior environmental quality audits (IEQ) while setting up the compilation of statistics on handling corrective measures resulting from these audits;
- Creation of a standard agenda to facilitate application of the communications plan for monthly service / site meetings;
- Improved handling of files from our

suppliers since these are mandatory contributors in a call for tenders won by the Projects Group, as well as implementation of specific criteria for general supplier assessment;

- Upgraded knowledge among employees interviewed regarding services and tools available internally and verification that service delivery always continues to comply with the contract signed with the client and even delivers more.

All told, SMQ audits have also given auditors an opportunity to point out excellent initiatives implemented on various sites through employee involvement, such as:

- Savings of time in preventive maintenance through better organization of tours and ranges of operations;
- Enhanced tracking of employee training at and after hiring;
- Concern for proposing viable projects to clients to extend the service life of facilities while reducing operating costs.

Please do not hesitate to contact the quality team if you believe that one of your ideas might capitalize on an opportunity for improvement.

Claudia Mailloux
Quality Coordinator

An annual action plan, an essential OH&S

Early in 2010, COFELY made a commitment to focus on three main thrusts over the next five years. We want to achieve a sustainable reduction in the number of industrial accidents, develop and cultivate the empowerment of managers and workers in the area of OH&S, and implement a genuine culture of prevention within the company. To achieve these three key goals, each year we will draw up and implement an annual OH&S action plan detailing the actions that must be taken to achieve our desired outcomes.

This year, our annual action plan is built around 10 major themes: 1. risk control; 2. involvement by managers; 3. the OH&S contest; 4. accident management; 5. OH&S committees and safety forums; 6. skills training and development; 7. communication; 8. policy and procedures development and updates; 9. psychosocial risks and stress; and finally 10. partnership with our clients.

These 10 key themes will guide our OH&S orientations throughout 2011 and will be implemented through a host of activities in which you will be invited to participate, such as OH&S safety audits, OH&S committees, and the OH&S contest.

We sincerely hope you will cooperate once again this year and we thank you in advance for the efforts we know you will make throughout 2011 to ensure greater safety on all your sites.

We wish you a safe and prosperous 2011.

Félix Viau
Health and safety advisor

News from Airport Services

COFELY was recently informed that Massport will be amending our Logan contract to include repair services at the Worcester Regional Airport, in Worcester MA.

has two Passenger Boarding Bridges (PBB).

COFELY is proud to bring to Massport it's added value services.

The Baggage Handling System (BHS) includes four Ticket Counters with run-outs to the bag room, as well as two flat plate claim devices. The airport also

Pierre Loyer

Director, Airport Group

YEARS OF SERVICE

Name	Date	Years of service
Campeau, Sylvain	February 1, 2001	10 ans
Othot, Francis	March 3, 1996	15 ans
Castro, Luis	March 27, 2006	5 ans

COFELY Services is proud to recognize your valuable dedication.

Congratulations and a continued long life with COFELY!



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Johanne Jenkins, johanne.jenkins@cofelyservices-gdfsuex.net
Sally Dextrase, sally.dextrase@cofelyservices-gdfsuex.net

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