

Two important victories for COFELY



COFELY considers all contracts important and each one of our clients deserves the best service. Some contracts, however, certainly catch our attention because they are the first of their type. We have recently landed two of this type!

The first is the project for technical management of Environment Canada's meteorological data centre. This is actually our first contract for technical management of a data centre in Canada.

Although the Group manages many such centres in Europe, we had not yet secured a contract in this key area, where our unique technical capabilities can deliver many benefits to our clients. This contract began on June first and

we are already receiving indications of satisfaction.

We have also won a contract for comprehensive management of Delta Airlines facilities at the Newark airport. This is the first comprehensive management contract in the airport sector that includes all facility management services in the terminal, as well as operation and maintenance of specialized airport systems (baggage sorting and boarding bridges). This contract will start at the beginning of August and our teams are already in take-over / start-up mode.

These initial contracts open up new potential for us, because we know that our passion for

excellent service and client satisfaction helps us forge long-term client relationships, which form the basis of our success.

These two contracts were won through effective, enthusiastic teamwork, another aspect of COFELY's strength. I wish to thank our loyal clients who once again gave us excellent references to include in our bids.

François Dépelteau
President

COFELY Services in action

New Contracts

COFELY recently added the *Complexe muséal du Musée de la civilisation du Québec* to its activities in the Quebec City area. This new contract covers operation, maintenance and repair of electro-mechanical equipment. The quality of the museum's exhibitions makes it a benchmark in contemporary museology and has earned it an international reputation.

COFELY also won the call for tenders for maintenance of the Laval Police headquarters. This facility houses various offices, including the administration, human resources, seized assets management, and criminal investigations units as well as the detention centre and the

financial and physical resources section. These two new contracts require the equivalent of five new positions spanning several years.

Lunchtime seminar

On June third, COFELY hosted a lunchtime seminar on the legislation and regulations governing outsourcing of technical services and corporate conveyance, with a special contribution by Mtre. Longpré from the firm of Borden Ladner Gervais. This meeting identified an interest in outsourcing and answered our clients' questions about the options available to them. Contact Ralph Karawani for information about the next information session.

Forthcoming

The Business development team is now awaiting a response to its submissions and is busy preparing several other proposals for technical operations contracts. About 10 prospects are currently very active. These opportunities are located not just in Quebec but also in Toronto, Ottawa, New York and even West Palm Beach! The coming months are sure to be very busy.

Pierre Lapointe,
VP Business Development

Excellence and Innovation Program

We are pleased to highlight the outstanding contribution by our employees in the first quarter of 2011, January, February and March.

The Management Committee chose the nomination of **Mrs. Sally Dextrase, Recruitment and HR Coordinator** for a "job well done".

In order to continuously improve the recruitment function and by the same token continuing to meet the requirements of our clients



and supporting company growth, Sally proposed a new recruitment tool, managed the internal approval process and ensured a top notch implementation plan, up until April 1st 2010. This new tool is called CV manager and is now our resume management system.

Great job Sally.

The second prize has been awarded to **Mr. Nino Hilal, Energy Analyst.**

Nino's level of involvement combined with his expertise had a direct impact in the LEED-EB® Platinum certification obtained



by one of our clients. No existing building in Canada building has ever obtained such a certification! Congratulations Nino for your commitment and dedication

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

Luc Blondeau, CHRP
Human Resources Manager

COFELY maintains its ISO 9001:2008 Certification once again!

In March 2011, COFELY hosted the annual inspection by an external auditor from the registrar of the Bureau de Normalisation du Québec (BNQ). This person's job was to assess our quality management system with a view to maintaining COFELY's ISO 9001:2008 certification with the BNQ. You may recall that our registrar's audit cycle extends over three years (one recertification audit and two maintenance audits). During this audit, our registrar surveyed not only most administrative units but also the following sites managed by COFELY: Montreal Airport, Cité multimédia and a Project Group site at

Montreal's École Polytechnique.

During the visits, the registrar had an opportunity to see the wonderful improvements in various sectors of the company, especially the ongoing development of CAMM in our operations, progress by the mobile team, and development of promising new operational sectors, to name just a few.

Following completion of our registrar's audit, the BNQ confirmed renewal of COFELY's ISO 9001:2008 certification. I would like to thank all the staff

interviewed for their full cooperation during the audit, and I wish to congratulate all staff, since everyone plays an important role in maintaining, and especially improving, our best practices.

The efforts made by all the company's employees to improve our quality management system are continuing to produce results.

Claudia Mailloux
Quality Coordinator

OptimiZ – The new trademark for our integrated services

COFELY is very proud to unveil its new OptimiZ trademark. Drawing inspiration from our colleagues in the United Kingdom, we have created a trademark to introduce our integrated services. OptimiZ highlights continuing improvement in operations and in operational and energy performance of the facilities entrusted to us.

One-stop service

We hasten to point out, however, that OptimiZ is not a new service! This comprehensive approach encompasses all the activities provided by COFELY for al-

most twenty years now. Our mission is to help enhance physical assets by providing landlords and users with superior quality management and multi-technical services that meet their requirements. A winning approach that has proven itself many times over!

OptimiZ therefore helps:

- Cut costs and extend the service life of facilities without requiring any investment;
- Ensure the reliability of facilities and the continuity of operations;

- Control quality and ensure health and safety;
- Ensure user comfort and client service;
- Achieve shared goals for energy and environmental efficiency.

For more information about OptimiZ, visit our website or contact us.

Mélanie Senneville
Marketing Coordinator

OH&S audits

This year, as in every summer, we are now beginning the annual OH&S audits. The OH&S audit process totally eliminates all situations involving risk, to ensure that workers enjoy the safest conditions possible at each site managed by COFELY.

Ultimately, OH&S audits strives to: significantly reduce the number of industrial accidents at COFELY; alert all workers and managers to COFELY's OH&S initiatives; confirm sound OH&S management of sites; check general safety of premises and equip-

ment; ensure compliance with policies, legislation and regulations as well as application of sound work practices in the field; where necessary, issue orders for corrective action to eliminate situations involving risk; elicit experience-based feedback to executives, managers and all workers with the company; and raise awareness among all clients of our OH&S initiatives.

OH&S audits are an essential prevention tool and for many years have contributed to improved safety on

our sites. We strongly urge all workers to become involved in the audits by engaging in a little inspection a few days prior to the official audit, to determine the major risks present on their sites and those that should be addressed on a priority basis.

We look forward to seeing you very soon!

Félix Viau,
Health and Safety Advisor

Boston Logan International Airport - BBO

The Cofely Company BBQ was well attended by employees from all three terminals. We were also visited by several members of the Massport team as well as some of the vendors that we work with here at the airport.

Val Williams
Site Manager

YEARS OF SERVICE

Name	Date	Years of Service
Ewen, Robert	June 1, 1976	35
Drouin, Daniel	July 14, 1986	25
Duchesne, Marie-Andrée	June 11, 2001	10
Blanchet, Sylvie	June 18, 2001	10
Melko, Joseph	June 5, 2006	5
Mateus, Pedro	June 20, 2006	5
Loyer, Pierre	July 3, 2006	5
Bakardjiev, Kiril	July 10, 2006	5
Maher, Paul	July 20, 2006	5
Tallarico, Giuseppe	July 20, 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.

Émilie Laflamme, emilie.laflamme@cofelyservices-giffaux.net

Next Number: August 2011