

AWARDS
2018
GUIDEBOOK

BUILDING OPERATOR
OF THE YEAR

AWARDS OF
EXCELLENCE

Building Operator of the Year

Building Operator of the Year is defined: job tasks involving maintenance of equipment, scheduling of preventative maintenance, and general knowledge of building operations. Nominees should have a Building Operator “B” Ticket, 5th Class Power Engineering Ticket, or equivalent.

Nominees are judged on their knowledge of:

- Management and administrative duties
- Daily operating duties and preventative maintenance tasks
- Tenant services
- Energy management
- Safety procedures

VERBAL QUESTION AND ANSWER SESSION (70% of overall score)

The “open question and answer” session will enable you as a nominee to have the opportunity to meet the evaluators in person and answer questions related to your building. This session is intended to help the evaluators better understand your company and your building operations. The date for this session will be provided after the nomination closing deadline.

SITE TOUR EVALUATION (30% of overall score)

The evaluators have a first-hand opportunity to observe and score the Operators on the presentation of their building, their level of competence related to building operations and equipment and their professionalism.

BONUS SECTION (up to 5% bonus added to overall score)

Is the nominee’s supervisor able to provide documented examples of the nominee demonstrating excellent customer service and/or going ‘above and beyond’ for building tenants?

Examples may include tenant appreciation letters, tenant surveys, etc. A bonus of up to 5% of the total score may be added as per the judging team’s discretion.

**BUILDING OPERATOR OF THE YEAR
2018 EVALUATION SHEET**

Company: _____ **Building:** _____

Contact Name: _____ **Phone:** _____

Date of Evaluation: _____

Evaluators Present: _____

Summary of Judges' Scoring

Section	POINT SCALE	SCORE	x WEIGHT	= TOTAL
1. Management & Administration	0 – 40	_____		
2. Operations & PM	0 – 30	_____		
3. Tenant Services	0 – 10	_____		
4. Energy Management	0 – 20	_____		
5. Safety	0 – 50	_____		
Subtotal		_____	x 0.4667	= _____
6. Tour	0 – 40	_____	x 0.75	= _____
TOTAL SCORE (out of 100)				_____
BONUS (Maximum of 5%, if applicable)				_____

SECTION 1: MANAGEMENT & ADMINISTRATION**Circle one****(1) (2) (3) (4) (5)****A.** Does your company have a Mission Statement? What is it, and how does the building operations group contribute to it?**(1) (2) (3) (4) (5)****B.** What are your goals and objectives for improving the department?
e.g. improve/upgrade skills reduce energy costs, policies/procedures to protect the people and investment.**(1) (2) (3) (4) (5)****C.** Who does performance reviews? When are they done? Why does your company do reviews?**(1) (2) (3) (4) (5)****D.** Does your company have construction standards, and how are they monitored?
e.g. building rules and regulations or standards.**(1) (2) (3) (4) (5)****E.** Are employees encouraged to upgrade their qualifications as the need arises?
e.g. 4th class certificate for operators, RPA or SMA, or is there an in house staff development plan?**(1) (2) (3) (4) (5)****F.** Are there regular staff meetings for all departments and all levels of personnel to keep everyone up to speed regarding building operations?

(1) (2) (3) (4) (5)

G. Explain how you contribute to effectively controlling costs
e.g. purchasing control, utilization of materials and equipment, etc.

(1) (2) (3) (4) (5)

H. How are compliance matters monitored?
e.g. required safety matters/training, environmental standards,
emergency procedures, etc.

(_____) **Sub total (maximum 40 points)**

SECTION 2: OPERATIONS & PREVENTATIVE MAINTENANCE

Circle one

(1) (2) (3) (4) (5)

A. What type of HVAC system is in the building, and what qualifications do you or the team have in regards to maintaining the HVAC system?

(1) (2) (3) (4) (5)

B. How are HVAC, plumbing, and electrical tasks handled and resolved within the building?

(1) (2) (3) (4) (5)

C. Chemical treatment is extremely important in every building. What measures are taken to make sure proper chemical treatment is completed?

(1) (2) (3) (4) (5)

D. Describe your preventative maintenance program.

(1) (2) (3) (4) (5)

E. Is there a logbook recording preventative maintenance tasks, and is there a maintenance schedule posted in a visible area?

(1) (2) (3) (4) (5)

F. What are the “call out” procedures for different classes of problems?

(_____) **Sub total (maximum 30 points)**

SECTION 3: TENANT SERVICES

Circle one

(1) (2) (3) (4) (5)

A. Describe your procedure on dealing with tenant complaints/service requests.

- Contact
- Action
- Advise tenants of action taken
- Describe procedure of service follow up

(1) (2) (3) (4) (5)

B. Describe how performance related to tenant requests is monitored or measured. (e.g. Customer surveys, complaint management, measuring turnaround times, average wait times, etc.)

(_____) **Sub total (maximum 10 points)**

SECTION 4: ENERGY MANAGEMENT**Circle one****(1) (2) (3) (4) (5)****A.** Explain your energy management initiatives. Is there a utility logbook, and are monthly bills kept track of?**(1) (2) (3) (4) (5)****B.** How does energy management affect operations?**(1) (2) (3) (4) (5)****C.** Where do you see your biggest energy management opportunity?
Why?**(1) (2) (3) (4) (5)****D.** Do you monitor energy and collect data for possible savings?
e.g. If yes, what have you done and can you show us?**(_____) Sub total (maximum 20 points)**

SECTION 5: SAFETY**Circle one****(1) (2) (3) (4) (5)****A.** Is there safety training for you and for the other employees in the building? Do you hold regular safety training/meetings (site specific)?

e.g. first-aid, safe work

(1) (2) (3) (4) (5)**B.** What do you have in place for emergency procedures/disaster planning?

- e.g. emergency preparedness:
- first aid
 - fire fighting
 - evacuations
 - emergency communications

(1) (2) (3) (4) (5)**C.** Explain the general duties of workers/employers in the WPS&H Act. Are managers and supervisors clear on their responsibilities and duties and do they receive training on this?**(1) (2) (3) (4) (5)****D.** Could you provide examples of critical procedures such as:

- Safe Work Agreements (i.e. Prime Contractor)

(1) (2) (3) (4) (5)**E.** Can you please explain your lockout procedures?

(1) (2) (3) (4) (5)**F.** Explain how employees/employers communicate potential safety hazards to workers and visitors. (i.e. hazards that cannot be readily controlled or eliminated and/or can cause serious damage)

- WHMIS
- TDG
- PPE
- Signage
- Toolbox Meetings
- Labeled Confined Space

(1) (2) (3) (4) (5)**G.** What procedures do you have in place for elevated platforms, swing stage use?

e.g. pre-use inspections, sign-in, log book, regular equipment inspection

(1) (2) (3) (4) (5)**H.** What inspections are done on your stage or tiebacks? By whom? How often?

e.g. load testing, certified engineer (code says every year engineer must check, every year must be load tested)

(1) (2) (3) (4) (5)**I.** Do you have a working alone policy? Is it written? Do you use the buddy system?**(1) (2) (3) (4) (5)****J.** Has there been an audit to the noisy areas in the building?

i.e. monitoring for hearing protection

(_____) Sub total (maximum 50 points)

SECTION 6: TOUR**Circle one**

- (1) (2) (3) (4) (5) **A.** Look for Health and Safety documentation, minutes and inspections
- (1) (2) (3) (4) (5) **B.** Did they have a documented WPS&H program? Is it available to the staff?
- (1) (2) (3) (4) (5) **C.** In regards to the chemical station and testing area, was everything well labeled, organized and clean? (PPE, MSDS)
- (1) (2) (3) (4) (5) **D.** Were all electrical systems labeled well? Were all areas clean and had clear access?
- Were there single line drawings in the electrical rooms?
- (1) (2) (3) (4) (5) **E.** When checking workshop area, check for cleanliness, organization and identification of safety items. Was there safety equipment present?
- (1) (2) (3) (4) (5) **F.** Are the common areas clear, barrier-free and well lit?
- (1) (2) (3) (4) (5) **G.** When providing the tour, was the operator organized, knowledgeable and aware of issues/concerns?
- (1) (2) (3) (4) (5) **H.** Did the operator display professionalism and did he/she have a professional appearance (e.g. appropriately dressed)?

(_____) **Sub total (maximum 40 points)**