



AWARDS
2011
GUIDEBOOK

BUILDING
OPERATIONS

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 or equivalent.

Nominees are judged on their abilities to perform such tasks as:

- Preventative maintenance
- Daily operating duties
- Water treatment
- WHMIS
- Maintenance of mechanical and control systems

VERBAL QUESTION AND ANSWER SESSION (85% of overall score)

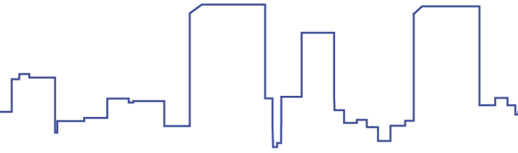
The “open question and answer” session will enable you as a nominee to have the opportunity to meet the evaluators in person and answer questions related to your category. This session is intended to help the evaluators understand your building’s design and total building operation. The date for this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

Topics will include:

- Life Safety & Fire
- Electrical systems
- Water treatment
- Mechanical control systems
- Preventative maintenance
- Heating & cooling systems
- Mechanical equipment
- WHMIS
- Air handling systems

SITE TOUR EVALUATION (15% of overall score)

The evaluators have a first-hand opportunity to observe and score the Operators on a 10-point system, with 10 being the highest.



BUILDING OPERATOR OF THE YEAR 2011 EVALUATION SHEET

Company: _____ Building: _____

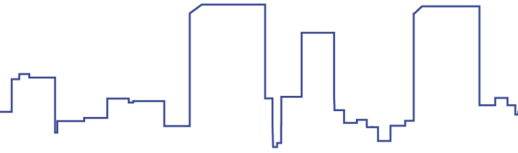
Contact Name: _____ Phone: _____

Date of Evaluation: _____

Evaluators Present: _____

Summary of Judges' Scoring

Section	POINT SCALE	SCORE
1. <i>Management & Administration</i>	0 – 50	_____
2. <i>Processes</i>	0 – 30	_____
3. <i>Tenant Services</i>	0 – 25	_____
4. <i>Energy Management</i>	0 – 35	_____
5. <i>Safety</i>	0 – 85	_____
6. <i>Tour</i>	0 – 25	_____
7. <i>Presentation of Building</i>	0 – 10	_____
	TOTAL	_____



SECTION 1: MANAGEMENT & ADMINISTRATION

Circle one

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

A. Is there a Mission Statement?

e.g. What is their contribution to the mission statement?

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

B. What are your goals and objectives for the department?

e.g. improve/upgrade skills reduce energy costs, protect the people and Investment.

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

C. Do your Employees know how the Company compensation works?

Who does performance reviews? When are they done? Why does your company do reviews?

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

D. Do you have construction standards, and how are they monitored?

e.g. Building rules and regulations or standards.

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

E. Do you have your own company rules and regulations?

e.g. Policies and procedures (3 strike rule).

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

F. Are employees encouraged to upgrade their qualifications as the need arises?

e.g. 4th class certificate for operators, RPA or SMA

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

G. Are there staff meetings for all levels of departments and all personnel?

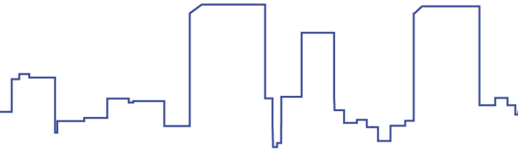
e.g. General meetings.

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

H. Describe or illustrate your business model.

What do you like about your operating model? (Strengths)

How would you improve it? (Weakness)



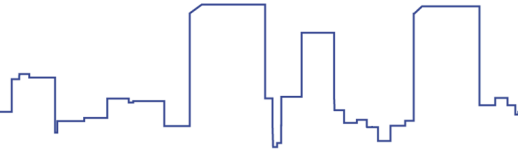
(1) (2) (3) (4) (5)

I. Explain how your Business Unit effectively control costs through purchasing control; Utilization of personal materials and equipment (Procurement Policy/Variance Control)

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

J. Describe and provide examples of essential program objectives (Construction Standards, Safety Training, Emergency Procedures)

(_____) **Sub total (maximum 50 points)**



SECTION 2: PROCESSES

Circle one

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

A. Purchasing Control, Authorization, Budget tracking, Variance control
Forecasting, Is there a procurement policy in place?

Do you evaluate value on a regular basis?

- Provide examples of administrative competency
- Record keeping
- Procedures for implementing written policies
- Control of proprietary information

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

B. Security Control, costs against comfort and safety, reporting and tracking.

Incident and accident reporting.

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

C. Outside contract control and management.

Window washing, snow removal.

Is there a system to determine value with the contracts on a regular basis?

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

D. Tenant surveys, internal or external? Do you meet with the tenant(s) on a regular basis? What do you do with the information? Do tenants know how to get in touch with management?

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

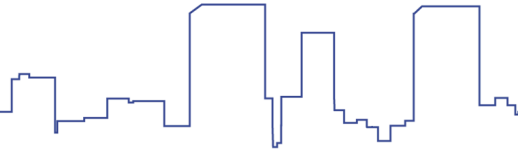
E. How do you get information out to the tenants on important issues?

e.g. Immediate notification and scheduled information as shutdown.

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

F. Describe how automation has changed the way you do business.

(_____) **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 procedure on service requests for non-operational queries.

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

C. Describe or illustrate your Tenant Service Model.

e.g. database services, monitor or flag trends, newsletters/bulletins

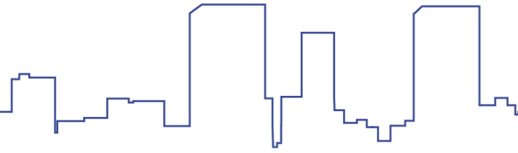
(1) (2) (3) (4) (5)

D. Describe how tenant request performance is monitored or measured.

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

E. Describe how your “team” approach to service contributes to an overall cost reduction, a service enhancement or an operating efficiency.

(_____) **Sub total (maximum 25 points)**



SECTION 4: ENERGY MANAGEMENT

Circle one

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

A. Explain your energy management initiatives.

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

B. How does energy management affect operations?

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

C. Explain how all levels of your team participate in energy management.

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

D. Describe how deregulation has impacted your operation.

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

E. Where do you see your biggest energy management opportunity?
Why?

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

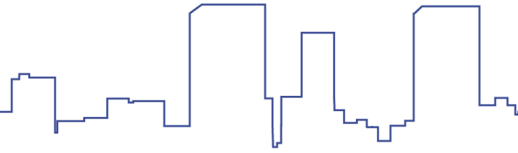
F. Describe your key performance indicators.

- Facility optimization
- Reduce energy costs
- Regulatory compliance

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

G. 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 35 points)**



SECTION 5: SAFETY

Circle one

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

A. Is there safety training for the employees in the complex?

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. Downtown Association emergency response. Medical emergency. Emergency Preparedness

- First Aid
- Fire Fighting
- Evacuations
- Emergency Communications

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

C. Explain the general duties of workers/employers in the OH & S Act.

- 2(1) every employer shall ensure as far as reasonable practical in the Health & Safety of employees.
- Workers engaged in the work of the employer.
- Those workers not engaged but present at work site.

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

D. Job Hazard Assessment Methods

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

E. Safe Job Procedures

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

F. Safety Training/Meetings (Site Specific)

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

G. Formal Site Inspections

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

H. Incident/Accident/Near Miss Procedures

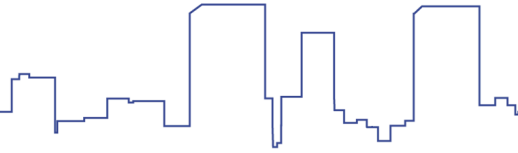
(1) (2) (3) (4) (5)

I. Privacy of Information

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

J. Could you provide examples of critical procedures such as:

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



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

K. Lockout Procedures

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

L. Explain how employees/employers communicate potential safety hazards to workers and visitors. (i.e. Hazards that cannot be readily controlled or eliminated.) Hazards that can cause serious damage)

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

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

M. Toolbox meetings. Do you have them and are there records?

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

N. What procedures do you have in place for swing stage use?

e.g. sign-in, log book

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

O. 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)

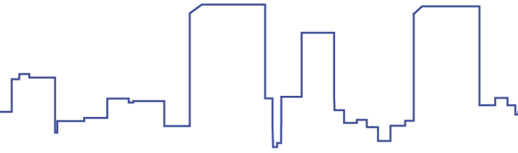
P. Do you have a working alone policy? Is it written? Do you use the buddy system?

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

Q. Has there been an audit to the noisy areas in the building?

Monitoring for hearing protection.

(_____) **Sub total (maximum 85 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 the current OH&S Book?

Is it on the internet or intranet?

(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)

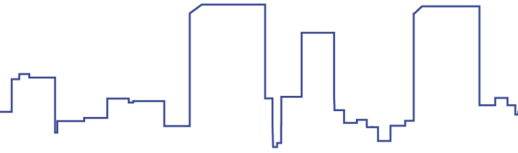
D. Were all electrical systems labeled well? Were all areas clean and had clear access?

- 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?

(_____) **Sub total (maximum 25 points)**



SECTION 7: PRESENTATION OF BUILDING

Circle one

(1) (2) (3) (4) (5) (6) (7) (8) (9) (10)

(_____) Sub total (maximum 10 points)

(_____) TOTAL SCORE (maximum 260 points)

(_____) TOTAL AS PERCENTAGE

e.g. $(200 \text{ point score} / 260 \text{ point} * 100) = 77\%$