



Client:	Minister of National Defense
Location:	Eastern Canada
Building Type:	Military
Contract date:	2015
Surface Area:	1 million ft <sup>2</sup>

## Mandate

ENGIE has a long-term mandate to manage more than 30 armouries throughout Québec, many of which are located in regions. The management of this real estate portfolio, which totals more than one million square feet, includes an important component of works to improve architectural elements and building infrastructure. An experienced internal management team has been appointed to this client, with one hub in Montreal and the other in Quebec City. It is complemented by a network of subcontractors to deliver the diversity of services required.

## Challenges and achievements:

- Maintain a reliable network of subcontractors available throughout Québec to support the 30 armouries scattered over a vast territory;
- Establish of a call centre 24/7 to respond to emergencies at any time and anywhere in Quebec;
- Utilize the Planon Web Call center to capture real-time data about user service request types to better guide budget planning, measure service quality, and document day-to-day management activities;
- ENGIE assumes the cost of all repairs less than \$ 1,000.

Active in Quebec for over 25 years, it is thanks to its renown at the provincial level and the close ties it has forged with subcontractors across Quebec that ENGIE Services can support CDC and quickly mobilize teams in the field.

## Services

ENGIE's performance contract includes facility management, which encompasses construction project management for the entire portfolio:

- Inspection, maintenance and repair of building envelopes and architectural components;
- Inspection, maintenance and repair of doors, electrical systems, elevators and lifts, generators and auxiliary power units, heating, ventilation, air conditioning and refrigeration, personal safety, plumbing and security and access control systems;
- Cleaning and custodial maintenance;
- Environmental management;
- Hazardous waste management;
- Pest control;
- Landscaping and grounds maintenance;
- Snow removal and de-icing;
- Solid waste management;
- Management and coordination of supplemental work;
- 24/7 emergency services;
- Work monitoring and management;
- Plan and drawing management;
- Financial and budget control;
- Reception of work and troubleshooting.