



Client: Montreal Airport Authority
Location: Montreal & Mirabel, Quebec
Building Type: Airports
Contract date: 2005
Surface Area: Multi-site

Pierre Elliott Trudeau International Airport located in Dorval close to downtown Montreal is the largest Canadian airport east of the Great Lakes. Approximately 13 million enplaned/deplaned passengers transit through the airport each year. Some 30 airlines offer direct flights from Montreal to 130 destinations. In addition to air transportation operations, including air cargo and general aviation, the airport is a major hub for industrial, business, administrative and government activities. The airport, including the terminal, workshops and warehouses, as well as the private companies operating inside the airport perimeter provide direct employment to a total of 28,000 people.

Located in the north-west suburb of Mirabel, this world-class aerospace hub serves a cargo and industrial clientele. Many of the buildings, hangars and warehouses closed down in 2004 have found new uses. This major integrated aeronautics hub that is home to activities such as aircraft manufacturing and repair, sub-contracting, R&D, testing and specialized training, etc. More than 3,600 people work directly on the site.

ENGIE understands the importance of business continuity in such environments. Response and resolution times are of great importance to the Authority and a detailed monthly report allows customer representatives to oversee the performance of the contract.

Mandate

ENGIE currently delivers airport services at the Mirabel and Dorval locations, this notably includes:

- HVAC preventative and corrective maintenance services for the Mirabel Service Centre
- Complete CMMS management including tracking of KPIs and agreed SLAs
- Energy management program to track and monitor consumption
- Baggage Handling System Operation at Trudeau Airport, which includes:
 - 24/7 control room operation and central help desk
 - Chute allocation and manual coding stations
 - Runner services and assistance to passengers (bag drop off)
 - Quality Assurance Program
 - Project management and capital project assistance and engineering