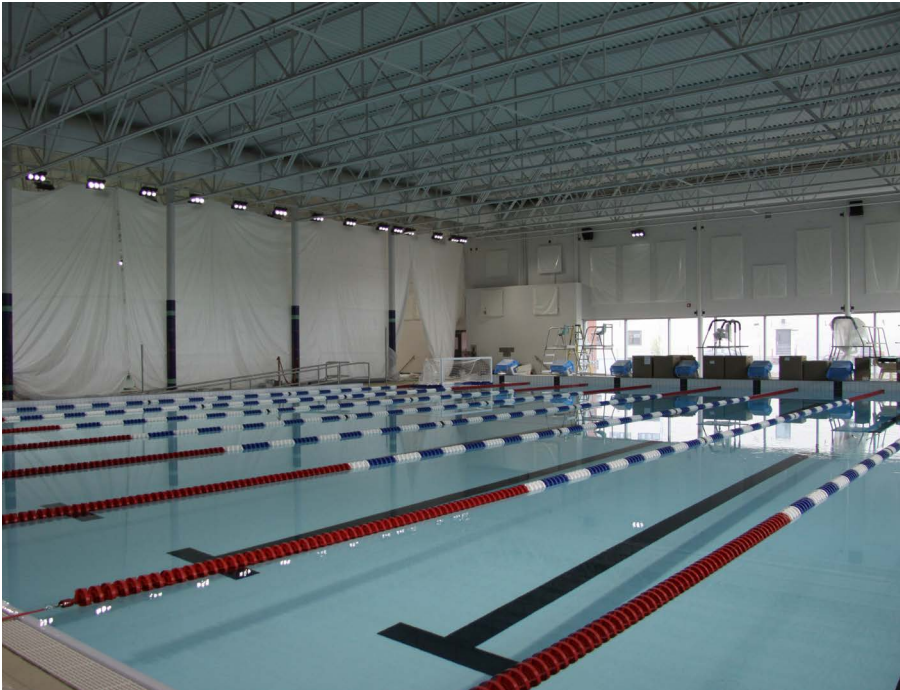


# Dorval Aquatic and Sports Complex

## Integrated Facility Management (IFM)



Client: Dorval City  
Location: Dorval, Quebec  
Building Type: Aquatic and Sports Complex  
Contract date: 2015  
Surface Area: 45,000 ft<sup>2</sup>

Opened in summer 2015, the Dorval Aquatic and Sports Complex was built in order to enable citizens to engage in indoor physical and recreational activity in a safe environment. The complex, with a surface area of 45,000 square feet includes two pools, a double gymnasium and a multi-purpose room.

Pursuant to a performance contract, ENGIE performs the aquatic and sports complex building's management, servicing and operation to ensure the facilities' sustainability and smooth functioning of its activities. With nearly 300 operation and maintenance contracts of sports and aquatic centres worldwide, this mandate demonstrates ENGIE's will to become a major player in Facility Management.

### Issues and Challenges

- Planning of the maintenance so as not to interrupt or disturb the complex's programming
- Maintaining air quality
- Services to the general public
- Multiple stakeholders (city, NPOs, citizens, community organizations, etc.)
- Maintaining comfort at all times despite the variable user volume during the day and/or week

### Mandate

ENGIE will provide daily operation and maintenance of the electrical and mechanical facilities as well as preventive maintenance services including:

- Hard FM (architectural maintenance and operation and maintenance of the building's technical systems and pools)
- Soft FM (Janitorial)
- Energy management and energy efficiency
- Security
- 24/7 call centre
- Computerized Maintenance Management System (CMMS)

A team consisting entirely of ENGIE employees is on site 24/7 to ensure continuous presence. In addition, ENGIE will assume the cost of all repairs under \$1,000.