



At town hall meetings earlier this year, we reviewed our plans to embark upon an important initiative for Building Services – one that would carry our professional team forward and build on our strengths and successes. At that time, we invited you to contribute to our ongoing dialogue as we set out on an information gathering exercise that would ultimately enhance our understanding of our environment.

We referred to this initiative as *A Caretaking Study - Working Together to SHAPE our Future*. The acronym **SHAPE** was developed to convey the scope of and rationale behind the project noting that, as a team, we want to:

- Strengthen our knowledge
- Focus on **H**ealth and wellness of our staff
- Advance operational sustainability
- Support our **P**ride of ownership
- Advance our culture of **E**xcellence

We know we have a tremendous body of knowledge within our team – over 2,000 years of caretaking experience! We also recognized that we would need to partner with an external consultant to complement our internal knowledge base as we need access to industry best-practices and standards, particularly in the following areas:

- Cleanliness processes and standards
- Staffing levels and scheduling
- Health & safety and work wellness
- Employee orientation and training
- Organizational structure
- Financial sustainability
- Environment sustainability

This initiative is about strengthening internal capacity – this is about investing in our people and our future.

We are pleased to announce that a consultant has been selected through a formal Request for Proposal process – The Surge Group. The company President & Founder, Judy Gillies, and her associate Richard Rees will begin their work next week, September 24th. Judy is an Industry Certified Expert and a consultant in Cleaning Industry Management Standardization (CIMS) and brings with her more than 13 years of experience in the field. Richard Rees has spent his entire career in the industry (over 35 years!) and brings direct experience working in the building services industry and specifically within the educational sector. Their work will complement our internal team efforts.

As The Caretaking Study is a large undertaking and our campus is vast and diverse, the initiative will roll out in stages. As a starting point (Stage 1), a full assessment will be conducted on four buildings:

- Biological & Geological Sciences
- Physics & Astronomy
- Thompson Engineering
- University Community Centre

These buildings were identified as representative of the varied uses of space on campus including research intensity, classroom, general common space and office space. As the project unfolds, other buildings, including residence operations, will be added for review until the assessment of campus is complete.

As noted above, Judy and Richard will begin their work on Sunday, September 24th. At that time, and in the four buildings identified for Stage 1, they will perform a cleaning audit (using APPA standards), conduct workloading analysis, review equipment, products, procedures, job descriptions/duties, schedules, training documentation, health and safety, work wellness and scheduling. They will also spend some time with our Building Managers and stop to engage directly with our caretaking team.

As they tour our facilities, Judy and Richard will be wearing identifying lanyards and will be taking notes and pictures along the way. They will be onsite during various shifts and operations - if you see them in your area, please stop and introduce yourself. We want and need your input for this initiative to be successful - share your thoughts openly and honestly. To assist you with identification of the consultants, photos of Judy and Richard are included below.

The Surge Group:



Judy Gillies



Richard Rees

We would also like to note that the information you shared during our redesigned performance dialogue process (relative to how we can improve our operations and the support you require) has been summarized (without names attached) and passed along to The Surge Group. This is a great starting point! Let's keep our momentum. Continue to think about team strengths and opportunities as well as ideas for process improvement. We will establish numerous opportunities for you to provide that feedback, including a confidential mechanism as we move forward with The Caretaking Study.

Once Stage 1 of The Caretaking Study is complete (early fall), we will review preliminary results with the consultant and make adjustments if necessary. The Surge Group will be returning late fall to complete their review of our entire operations/facilities. We will provide further information about the next Stages, including the review schedule and timing, as we finalize details.

We are committed to ongoing two-way communication and transparency. We will continue to provide updates via email, face-to-face meetings and via our communication page on the FM Intranet website (under "FM Employees"). This website contains information and communications relating to this Study and will be continually updated.

If you have questions or comments, please connect with your Building Manager or another member of the leadership team, your union executive or Lead Hand. You can also pass along information/questions in an email to fm-shape@uwo.ca and a member of the Study Team will follow up.

Thank you for commitment to Building Services and for contributing to this important initiative. Remember, we want and need your input for this initiative to be successful; please share your expertise as we move forward.