

DOING BUSINESS

with Public Works and Government Services Canada

Spring 2008

OPEN FOR BUSINESS

***SMALLER COMPANIES WANT
ACCESS TO FEDERAL CONTRACTS;
THE OFFICE OF SMALL AND
MEDIUM ENTERPRISES CAN HELP***

Page 4



Public Works and
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Travaux publics et
Services gouvernementaux
Canada

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DOING BUSINESS

Tools and training to clean up contaminated sites

PAGE 11

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New buildings get Green thumbs-up

PWGSC is constantly working to reduce the environmental footprint left from its buildings. Over the past year, the Department has been involved with several projects that have been recognized with environmental achievement awards. 7

'Super Hercules' on the way

PWGSC and the Department of National Defence jointly announced in January that the Canadian Forces will have new tactical airlift capability by winter 2010. 9

DB Express

The latest developments, tools and services from PWGSC. 3

Pay and pension information at your fingertips

Are you one of the 116,000 Government of Canada employees taking advantage of Web-based pay and pension information? With PWGSC's Compensation Web Applications, you can access and review your information from your departmental workstation at the click of a button. 6

Canadian Forces get new weapon against roadside bombs

Soldiers deployed in Afghanistan recently received some help with the acquisition of new Husky route clearance vehicles. 10

An air of Green in the Great White North

When the airport terminal in Kuujuaq, Quebec, became too small for the region's growing population and business community, Transport Canada partnered up with PWGSC to construct a bigger building that has less impact on the environment. 12

On the Cover

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OPEN FOR BUSINESS

THE OFFICE OF SMALL AND MEDIUM ENTERPRISES CAN HELP SMALLER COMPANIES ACCESS FEDERAL CONTRACTS

4



As Public Works and Government Services Canada's (PWGSC's) external newsletter, *Doing Business* supports the Department's role as a common service provider by informing colleague departments, Canadians and all other interested parties about interesting and innovative PWGSC services, activities, projects and initiatives. Written, designed and published quarterly by PWGSC's Communications Sector, it is also available on-line at www.tpsgc-pwgsc.gc.ca/bulletin/fa-db/nm-ci-eng.html.

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Doing Business welcomes feedback and suggestions for future stories. Please address your comments to: Joe Boulé; Editor, *Doing Business*; Communications Sector, PWGSC; 16A1, Portage III; 11 Laurier Street; Gatineau, QC; K1A 0S5. Fax: 819-956-0573. E-mail questions@pwgsc.gc.ca

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DB EXPRESS

Doing Business Express is an e-mail bulletin that keeps you informed about the latest developments, tools and services from PWGSC. If you would like to receive these updates, send your name and e-mail address to questions@pwgsc.gc.ca.

Here are some highlights from recent bulletins:

IT Shared Services – Client Relationship Managers are there to help

Do you have questions or concerns about your IT Services? If so, speak to one of PWGSC's Client Relationship Managers (CRMs) — the experts for all your IT needs.

As part of Information Technology Shared Services, PWGSC is working to provide client departments and agencies with better, more consistent and responsive services.

PWGSC has created portfolio teams, which include knowledgeable CRM's and other experts, to work closely with client departments, offering advice and solutions to a wide range of IT issues.

This will result in more efficient and cost-effective services, and allow departments to focus on their core business.

Don't know who your Client Relationship Manager is? Locate your CRM by department and region at: publiservice-pp.tpsgc-pwgsc.gc.ca/its/apps/support/index.cfm?lang=en

(Note: This Web site is only accessible to federal government employees.)

GC employees can now see tax slips on-line with Compensation Web Applications

Government of Canada employees can now view and print the following tax slips on-line with the Compensation Web Applications (CWA):

- T4 – Statement of Remuneration Paid
- T4A – Statement of Pension, Retirement, Annuity, and Other Income
- Relevé 1 – Employment Income and Miscellaneous Income
- Relevé 2 – Retirement Income and Annuities

Employees with access to the CWA can select the secure "Statement of Earnings (Pay Stub) and Tax Slips" application to access their tax slips. From there, you can view and print tax slips from current and previous departments. In the future, you'll be able to access previous years' tax slips – up to seven years back.

All T4s and other tax slips will continue to be printed and distributed as normal. When filing your tax return, you can use either the copy provided to you by your department or a copy printed through the CWA. The CWA will also give you the option to stop the regular printing of tax slips starting with the 2008 taxation year.

The following tax slips won't be available through the CWA:

- T4A-RCA – Statement of Distributions from a Retirement Compensation Arrangement
- T5 – Statement of Investment Income
- Relevé 3 – Investment Income
- Manually amended T4s

Remember, you can only access this application if you are registered and enrolled in the CWA. Registration is only a click away: www.pwgsc.gc.ca/compensation/text/home-e.html

The 2008 Accommodation and Car Rental Directory now available

The 2008 Accommodation and Car Rental Directory (ACRD) is now available from PWGSC.

The ACRD provides Government of Canada employees with competitive rates and environmentally friendly options for accommodations across Canada, the United States, Europe, Asia, and Australia, and for car rentals in Canada and the United States.

The 2008 ACRD lists more accommodations in major Canadian cities than last year, giving employees more choice, while still ensuring best value. Employees can also now search for environmentally friendly properties.

Government of Canada employees can view the 2008 ACRD on-line at: www.hcrd.gts.gc.ca/ehcd_e.htm **DB**

OPEN FOR BUSINESS

HOW THE OFFICE OF SMALL AND MEDIUM ENTERPRISES CAN HELP SMALLER COMPANIES ACCESS FEDERAL CONTRACTS



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Canada's 2.4 million small and medium-sized enterprises (SMEs) account for 45 per cent of the country's gross domestic product and are crucial to Canada's economy and federal government procurement in general.

Over the past three years, PWGSC has bought an average of \$14.3 billion per year worth of goods and services on behalf of other government departments and agencies. Of that, \$4.6 billion went directly to small Canadian businesses.

"Since smaller firms are often highly competitive in their respective industries, SMEs are key players in achieving a more cost-effective procurement system that delivers best value for Canadians," explains PWGSC Minister Michael M Fortier. The Minister recently toured the country to meet and encourage small business representatives to bid for contracts with the Government of Canada. He also explained how PWGSC is taking steps to make the process more streamlined

and is seeking ideas on how to make it even better.

Operating under PWGSC's Acquisitions Branch, the Office of Small and Medium Enterprises (OSME) provides information sessions, counseling and support tools to smaller businesses throughout the country. By encouraging smaller firms to take the same steps as larger companies toward government

We guide businesses through the steps and acquaint them with government procurement opportunities

business opportunities, OSME is fostering a relationship that goes beyond the issue of access. Its efforts are geared toward breaking down the barriers that small companies face when trying to sell to the Government of Canada.

"Navigating the procurement system can be daunting, especially for those new to the process," explains OSME's Director General Marshall Moffat. "We guide businesses through the steps and acquaint them with government procurement opportunities. In doing so, we learn about their challenges and work from within the procurement system to make it easier, simpler and more fair for them."

As part of its ongoing operations, OSME offers seminars that inform businesses about federal opportunities and how to go about accessing these opportunities.

"The key is to familiarize businesses with a number of our business services at their disposal," says Mr. Moffat. "They can call OSME's 1-800 number (1-800-811-1148) to connect with a representative who will get them off on the right foot."

OSME can help smaller businesses register with on-line resources that

increase the visibility of their goods and services:

- The Supplier Registration Information (SRI) database is used by all departments and agencies in the federal government to identify potential suppliers.

<http://contractscanada.gc.ca/en/reg-ist-e.htm>

- PWGSC's Professional Services On-line database specializes in professional services contracting in areas such as human resources, IT and management consulting — an invaluable tool for both federal procurement officers looking for these services and companies looking to market their capabilities.

www.pwgsc.gc.ca/acquisitions/text/ps/online-e.html

- SELECT's database of companies in the construction, architectural and engineering fields, as well as related maintenance and consulting services, is equally effective in bridging suppliers with federal buyers in these fields.

<https://select.pwgsc-tpsgc.gc.ca>

OSME also works with suppliers looking for opportunities posted on MERX — the on-line tendering service used by the federal government.

There are a variety of tenders posted on MERX, and smaller businesses can compete either on their own or through partnerships with other firms. OSME helps smaller companies recognize these opportunities and steer their way through the various steps.

While the main challenge for OSME is to help small and medium enterprises navigate the government procurement system and ensure the system is fair to SMEs, one of its key priorities is to increase its own visibility to as many small

businesses as possible. Last October, in support of Small Business Week, OSME's six regional offices staged over 150 events for small and medium sized enterprises, and met with over 2,500 individuals and businesses.

“Small and medium sized businesses need to know that we are here and easily reachable,” says Mr. Moffat. “Our seminars are free, and there is no cost to reach out to one of our representatives. If you're considering doing business with the Government of Canada, give us a call.” **DB**

For more information, visit www.pwgsc.gc.ca/sme

Sign-up for one of OSME's seminars in your region: www.contractscanada.gc.ca/en/sem-e.htm

Small and medium sized businesses need to know that we are here and easily reachable. Our seminars are free, and there is no cost to reach out to one of our representatives

Contact a local OSME office:

Pacific Region: 604-775-6859

Western Region: 780-497-3801

Ontario Region: 1-800-668-5378

Quebec Region: 514-496-3525

Atlantic Region: 902-426-5677

National Capital Area:
1-800-811-1148

What is an SME?

SMEs are enterprises with fewer than 500 employees. These firms range from one-person consulting shops to publicly-traded companies. Over 2 million SMEs are present in every industrial sector in Canada.



Jupiter Images

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www.translationbureau.gc.ca



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PWGSC Can Help

Is your Department or Agency receiving inquiries...

From small companies asking how they can do business with the federal government?

The Office of Small and Medium Enterprises assists small companies as they navigate the government procurement system and works to ensure the system treats these businesses fairly.

www.pwgsc.gc.ca/sme
1-800-811-1148

About how the government buys goods and services?

Business Access Canada is an on-line portal that has basic information on how government purchasing is done, who the contacts are and how businesses can find opportunities.

www.contractscanada.gc.ca
1-800-811-1148

About where government contracts are posted?

MERX is an easy and efficient prospecting tool for government tenders allowing businesses to browse and bid on a wide array of contracts.

www.merx.com

Pay and pension information at your fingertips

Are you one of the 116,000 Government of Canada employees taking advantage of Web-based pay and pension information? With PWGSC's Compensation Web Applications (CWA), you can access and review your information from your departmental workstation at the click of a button.

This on-line tool allows employees and pension plan members to easily and securely manage their own pay and pension information, and make changes to details such as deductions or pension data.

Forty-eight departments and agencies, including PWGSC, currently use the service. Employees using the service are thrilled at how quick and easy it is. Linda Brouillette, Director General of Human Resources at Transport Canada, is among those who are very impressed with it. "Our employees are extremely pleased to have instant, anytime access to their pay and pension information in a secure environment. It's easy-to-use, reliable, and cost-effective."

CWA also helps the government stay green. Over 15,000 electronic Records of Employment have been submitted electronically and more than 8,500 people have turned off the printing of their regular pay stubs. That saves more than trees. It also reduces overall carbon emissions, as paper doesn't need to be physically transported to data centres or to employees.

CWA won a bronze medal at the 2007 Government Technology Exhibition and Conference.

For more information, visit the Compensation Web site: www.pwgsc.gc.ca/compensation **DB**





PWGSC

Solar shades on the Normand Maurice Building keep energy costs low as they block direct sunlight in the summer months, but are positioned to let the sunlight in during the winter to help heat the building.

New buildings get Green thumbs-up

Sustainable development factors big in new construction

Buildings have a big impact on the environment.

As the buyer and property manager for the Government of Canada, PWGSC is constantly working to reduce the environmental footprint left from its buildings. While older buildings can be retrofitted with features that are sustainable, new construction allows for an opportunity to build from day one with environmental considerations in mind.

In 2007, the Department committed through its Sustainable Development Strategy to managing its Crown-owned buildings in a manner that will use less energy and reduce greenhouse gas

emissions. Newly constructed office buildings and those under major renovation will be at least 30 per cent more energy efficient than the Model National Energy Code for Buildings. The Sustainable Development Strategy also promotes the environmentally sustainable use of natural resources including water, as well as the reduction of waste associated with construction, renovation and demolition. These measures not only help the environment, but also save money.

Since 2005, all new government office buildings must meet the Canada Green Building Council's Leadership in Energy and Environmental Design (LEED) Gold level. Elements such as construction,

renovation, demolition waste management and measures to decrease the consumption of natural resources (water, energy) contribute towards a LEED rating.

Over the past year, PWGSC has been involved with several projects that have been recognized with environmental achievement awards:

Normand Maurice Building Montreal, Quebec

Green Building Award, l'Association québécoise pour la maîtrise de l'énergie (AQME)

The 156-year-old building at 740 Bel-Air Ave. in Montreal



» was recently rebuilt using recycled materials and incorporating some of its original structural elements.

“We are very proud of what we were able to achieve with this project,” says Marc Sabourin, project manager. “In its first year of operation, the new building saved \$267,000 in energy costs — that’s nearly 54 per cent in savings compared to conventional buildings.”

The new building’s heating and air conditioning systems are powered by geothermal energy. Ambient light and natural ventilation reduce electricity consumption, and rainwater is collected for use in the toilets and watering the grounds.

Greenstone Building Yellowknife, NWT

Innovation Award, Royal Architecture Institute of Canada

Brilliant Building Award, Discover Brilliant International Conference and Expo

Built with protection of the environment in mind, the Greenstone Building was the first office building north of the 60th parallel to achieve LEED Gold certification.

It earned an Innovation in Architecture Award from the Royal Architecture Institute of Canada for integrating solar panels into the building’s south-facing exterior curtain wall. Within the first year of operation, this system supplied the building with four per cent of its electrical needs. The overall efficient design of the building and its electrical and mechanical systems allow it to target energy savings of \$70,000 per year over a conventionally constructed building of the same size. The features also help reduce greenhouse gases by approximately 372 tonnes per year.

“The ‘sun wall’ is an important element in the ongoing sustainability of the building. It is critical that the use of renewable resources such as solar power be used as often as possible,” says Bob Francis, Property and Facility Manager for PWGSC in Yellowknife.



The main foyer of The Greenstone Building in Yellowknife gets natural light from the curtain wall of windows. The exterior curtain wall is equipped with solar panels.

The solar panel system also earned a Brilliant Building Award, which was awarded to the architects of the building at the Discover Brilliant 2007 International Conference and Expo.

Kuujuaq Airport’s New Terminal

Kuujuaq, Quebec

Award of Excellence, Green Building Category, Canadian Institute of Steel Construction

The population growth in the Kuujuaq area and the increasing demands of northern Quebec’s economic and social communities meant that the Kuujuaq airport was in need of a larger air terminal. With work being carried out in a challenging northern environment,

the construction of the new terminal included sustainable design features such as improved insulation in walls and windows, radiant floor heating, highly energy-efficient mechanical systems, water-efficient plumbing fixtures such as waterless urinals, and solar cells.

A partnership between PWGSC, Transport Canada, the Kuujuaq community and local Inuit businesses, the project received an Award of Excellence from the Canadian Institute of Steel Construction in the Green Building Category for its “straightforward answer to the northern environment and Inuit culture.” (see pg.12 for more) **DB**

'Super Hercules' on the way

What is Tactical Airlift?

Airlift providing immediate and responsive air movement and delivery of combat troops and supplies directly into objective areas through air-landing, airdrop, low-altitude parachute extraction or other delivery techniques. Tactical airlift also provides air logistic support of all theatre forces, including those involved in combat operations, to meet specific theatre objectives and requirements. Resupply and rapid battlefield mobility are given within the theatre of operations.

Source: Encyclopedia of the U.S. Military

PWGSC

Seventeen C-130J Hercules aircraft will be purchased for approximately \$1.4 billion, with an additional amount to be added in 2009 for at least 20 years of in-service support.

PWGSC and the Department of National Defence jointly announced in January that the Canadian Forces will have new tactical airlift capability by winter 2010.

Seventeen C-130J Hercules aircraft will be purchased for approximately \$1.4 billion, with an additional amount to be added in 2009 for at least 20 years of in-service support.

The planes will be replacing the current C-130 Hercules fleet, which have been in service since 1960.

"Canada has long been in dire need of renewed tactical airlift capabilities," said PWGSC Minister Michael M Fortier. "The government is now delivering on commitments it has made to ensure the Canadian Forces are properly equipped with aircraft necessary to support its operations."

Under the contract, Lockheed Martin Corporation is required to invest in the Canadian economy, dollar for dollar, what the Government of Canada spends in purchasing and maintaining the aircraft over the life of the contract. Industrial and regional benefits use



federal procurement as a lever to promote development, improve industrial competitiveness, gain market access and increase investment and exports in areas across Canada.

"We are continuing to make sure Canada's aerospace and defence industries obtain maximum benefit so they can build and sustain capacity to support these aircraft over the long term," said Mr. Fortier.

"Under the in-service support portion, the contractor will be required to spend in Canada 75 per cent of the total cost in direct industrial regional benefits."

The new aircraft will assume most of the duties of the current Hercules fleet, with added capability in engine power, greater room for payload and personnel, state-of-the-art controls in the cockpit and integrated diagnostics to monitor aircraft structure and systems. **DB**

Canadian Forces get new weapon against roadside bombs

Canadian soldiers deployed in Afghanistan recently received some help with the acquisition of new Husky route clearance vehicles. Responding to an urgent requirement from the Department of National Defence (DND), PWGSC's Washington Office purchased the vehicles, which are now deployed in theatre.

"Through the efforts of the PWGSC/DND team, we were able to convince the U.S. Government of the urgency to acquire these vehicles for our troops overseas," says Guy Brunet, Procurement Manager, Washington Region. "The quicker these vehicles could be sent to theatre, the faster they could save lives."

These vehicles bring some much-needed protection to soldiers doing a job that

used to be done by a single person walking the roads with hand-held equipment.

All were aware of the urgency of this procurement and worked together to get the agreement in place for early delivery

The Huskies are a great benefit to the operations in Afghanistan, offering increased safety from roadside explosives, which have taken a terrible toll on Canadian Forces personnel.

They were purchased through a Foreign Military Sale, which allows eligible foreign governments and

international agencies to purchase defence-related articles and services from the U.S. Government. PWGSC worked closely with the DND Project Office, the U.S. Army Country Case Manager for Canada's requirement, and the U.S. Government Project Office for the Husky vehicles. "We had to interact with a variety of U.S. Government authorities to ensure that Canada's requirements are executed on a priority basis, especially when it deals with the safety of our troops," said Mr. Brunet. "All were aware of the urgency of this procurement and worked together to get the agreement in place for early delivery."

Canadian Forces working to stabilize the Afghan region of Kandahar face a multitude of threats, including land mines and improvised explosive devices. The Husky is designed with a one-person cockpit that provides maximum protection for the driver. The South African-built vehicle uses a combination of technologies for route clearance. If it spots anything suspicious, it drops a puddle of ink so the spot can be further investigated.

"The PWGSC office in Washington is proud to be part of this important DND initiative to provide our soldiers with the best equipment possible in the fastest possible time," says Mr. Brunet. **DB**



Tools and training to clean up contaminated sites

PWGSC is now offering training to other government departments and agencies to help them manage the cleanup of contaminated sites.

The training gives attendees the basics on project management and goes through all the steps from planning to implementation to closure. Project management tools include templates and guides for developing plans, project charters, time management schedules, procurement plans, budgets, status reports and other documents.

The federal government is the custodian of thousands of environmentally contaminated sites. As part of its Federal Contaminated Sites Action Plan (FCSAP), the Canadian Government has committed \$3.5 billion dollars in spending over the next 15 years on the remediation of federal contaminated sites. An additional \$500 million will be directed towards sites where the responsibility is shared between the federal government and another group such as the Sydney Tar Ponds Agency.

PWGSC was tasked with developing the training sessions because it has extensive experience in project management in general and in the remediation of contaminated sites in particular. The sessions offer an excellent opportunity for the Department to share its deep knowledge in the field from the perspective as a custodian, as an optional service provider, and as an expert support to FCSAP.



“The course is helpful,” says Stella Kim, an environmental officer for the Royal Canadian Mounted Police. “The templates will be useful to me in my work and the exercises were great because they got us to work in groups and apply what we had just learned.”

Environmental professionals from a number of federal departments and agencies attended the pilot session in the National Capital Region in November 2007. Sessions across the regions will continue in 2008.

“We’ve used the feedback from the pilot session to improve the materials for the next sessions,” says Pascal Girard, National Manager of Contaminated Sites for PWGSC and one of the developers for tools in the training.

“The training sessions make people aware of the tools we’ve developed and they also give attendees the chance to meet their counterparts in other departments and to share best practices,” he explains.

The two-day professional development training seminars are available at no charge to attendees. Treasury Board Secretariat provides the funding as part of the Federal Contaminated Sites Action Plan.

“I found the session valuable,” says Gemma Carson, an environmental management analyst at Fisheries and Oceans Canada. “I would definitely recommend the training to my counterparts who work hands-on at the regional level.” **DB**

For more information on upcoming workshops in your area, contact:

Atlantic - Eric Parsons, Manager, Site Assessment and Remediation Services, 902-496-5830

Quebec - Sebastien Yelle, Head, Environmental Program Expertise, 514-496-3646

National Capital Region - Clayton Truax, Head, Expert Support, Contaminated Sites, 819-934-1964

Ontario - Stephan Moushian, Manager, Environmental Risk Assessments & Remediation, 416-512-5718

Western - Edward Domijan, Senior Environmental Engineer, 780-497-3796

Pacific - Raman Birk, Manager of Contaminated Sites, 604-775-6810



An air of Green in the Great White North

New air terminal built for a growing community

When the airport terminal in Kuujjuaq, Quebec, became too small for the region's growing population and business community, Transport Canada partnered up with PWGSC to construct a bigger building that has less impact on the environment.

Kuujjuaq, the administrative centre of the Nunavik region, serves villages along Ungava Bay and the Hudson Strait. Because of its remote northern location, the Kuujjuaq airport is the community's only gateway to southern Quebec and a transportation hub for the surrounding villages.

The new and improved terminal will continue to allow local businesses to transport their goods to urban areas and other remote locations. From a tourism perspective, approximately 4,000 hunters and anglers use the Kuujjuaq airport every year on their way to various outfitters in northern Quebec.

PWGSC constructed the new air terminal and expanded the airport's apron (the area where an aircraft parks when it's not at the terminal) using a number of sustainable development features. The \$14.9 million project is expected to save over 40 per cent in annual energy costs, compared to a standard construction. This translates into savings of approximately \$32,000 a year.

The new terminal is three times the size of the previous one, with room for a small restaurant, extra seating and check-in counter space for more airline booths. The project has also

added 45 new parking spaces, extended the access road to the airport by 100 m and expanded the apron by 16,000 m².

Building in the far North has special considerations that builders need to be aware of. The two-metre layer of permafrost on which the terminal was built must be kept frozen. If the ground absorbs the heat generated by the building, the melting can compromise the foundation and the terminal could sink. A series of pipes called thermosyphons were integrated into the construction design so that any heat generated by the building is routed away from the ground.

Project Manager Jocelyn Carle says his team successfully overcame several challenges.

"The northern conditions posed some of the biggest challenges for us in this project. With the temperature being at -30 and -40 degrees for over six months a year, we could only work during the short summer season," he says.

"The project required very careful planning because we could only have

materials shipped by boat to the Kuujjuaq region between July and October. We had to know exactly what we needed to avoid delays from waiting until the next summer for the materials to be delivered."

For the interior, the airport's walls and windows were heavily insulated and a radiant-slab floor heating system was installed to effectively keep the building warm.

The new terminal also has a solar wall, which stores energy from the sun for power and preheats air for the ventilation system. To conserve water, the terminal uses waterless urinals.

The exterior is wrapped in reflective metal cladding to defer sunlight during the summer, which eliminates the need for costly air conditioning. Airtight walls and double vestibules were installed at the terminal's entrances to preserve heat during the winter.

The project used recycled steel and the building is designed in the shape of a kayak to reflect Inuit culture and the northern climate.

The green features of the building have not gone unnoticed — PWGSC's Kuujjuaq project team won a 2007 regional environmental award from the Canadian Institute of Steel Construction. The award of excellence recognizes projects that use steel in an aesthetic, imaginative, innovative and sustainable manner.

Kuujjuaq's new airport terminal opened in March, 2008. **DB**



The new terminal at Kuujjuaq airport in northern Quebec.