THE CLIENT SERVICES NEWSLETTER OF DEFENCE CONSTRUCTION CANADA UNWY.DCC-CDC.GC.CA UNWY.DCC-CDC.GC.CA UNWY.DCC-CDC.GC.CA UNWY.DCC-CDC.GC.CA UNWY.DCC-CDC.GC.CA UNWY.DCC-CDC.GC.CA UNWY.DCC-CDC.GC.CA UNWY.DCC-CDC.GC.CA UNIV.CCC-CDC.GC.CA UNIV.CCCCCCA UNIV.CCCCCA UNIV.CCCCCA UNIV.CCCCCA UNIV.CCCCCA UNIV.CCCCA UNIV.CCCCCA UNIV.CCCCCA UNIV.CCCCCA UNIV.CCCCA UNIV.CCCCCA UNIV.CCCCA UNIV.C

Whith the arrival of the CF's new CH-148 Cyclone helicopters scheduled to begin in January 2009 — to replace the CH-124 Sea Kings — one of Canada's oldest military airfields is undergoing a major refit to support the transition to this new aircraft.

Home to Canada's air squadrons for the past 80 years, 12 Wing Shearwater reduced operations and became a heliport in 1995. Today, as the base continues its role in safeguarding the sovereignty of Canadian coastal waters and helping to protect our interests abroad, new and upgraded infrastructure facilities are needed to ensure safe Sea King operations while supporting the incoming Cyclone fleet.

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Part of the process is a \$98.3-million contract, recently awarded to Bird Construction Company, for the construction of three in-service support facilities.

"It's the largest single contract that we've awarded in our 56-year history," says DCC President and CEO Ross Nicholls. "But what makes this contract so satisfying is that we were able to be a key partner with DND in meeting a very demanding schedule," he explains. "These facilities are essential, both from an operational and a contractual point of view, so we came up with a unique procurement process — featuring three buildings in the same tender — and compressed the total procurement time, working



closely with the DND team. That enabled us to add significant value, in order to award the contract on a very tight deadline."

DCC Site Operations Manager Marc Brophy explains the importance of replacing the current infrastructure at 12 Wing, which includes 50year-old hangars that no longer meet operational requirements or current codes. "This is even more important because the new helicopters are coming in. For a transition period, both airplanes are in the air at the same time — so there are mirror flying and maintenance requirements. In addition, the new aircraft require different tools and different systems."

The new in-service support facilities will include the following.

Recognizing DCC's greatest assets — its people

The secret of DCC's growth and success is simple. It is partly due to a growing demand for its expert services, but, mostly, it is the result of the hard work, competence and dedication of its many exceptional employees. Each and every day, more than 550 individuals make every effort to honour the Corporation's commitment to exceptional service delivery.

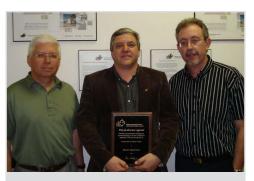
The contribution of some of these outstanding individuals was acknowledged on May 16, 2007, at a National Awards ceremony held in their honour at the Library and Archives Auditorium in Ottawa. More than 20 employees were presented with awards recognizing their innovative practices, achievements and long-term contributions to the client and to the Corporation.



Ross Nicholls, President and CEO, presenting the President's Award to Ian Ashton, Manager, Site Operations, at CFB Borden.

The President's Award was given to Ian Ashton, Manager, Site Operations, at the CFB Borden Site Office. Since the early 1980s, he has held various positions ranging from Project Engineer at the Toronto Site Office to Director, National Operations, at Head Office. According to Ross Nicholls, President and CEO, Ian has always provided exemplary customer service to the Corporation and has never hesitated to go the extra mile to ensure exceptionally worthwhile results.

Hans Gartner, Manager, Programs and Services, received the Service Development Award. According to Steve Irwin, Vice-President, Operations, "Hans has gone way beyond the expectations of this



From left: Ross Nicholls, President and CEO, Alain Dufresne, Environmental Program Manager at the Quebec Regional Office, and Marc Lanteigne, Quebec Regional Director.

award," which serves to honour the work of employees who conceived and actively implemented an innovative practice that has had an important and positive effect on service delivery. Hans was instrumental in the creation of the Infrastructure Support Services Department (ISS), and which has grown tenfold in just four years.

The introduction of new technology to simplify day-to-day activities across the Ontario Region has earned the Region the Service Innovation Award. Chris Davis, Manager, Contract Services, Marisa Girard, Administrative Assistant, and Rose Montgomery, Administrative Assistant, accepted the award on behalf of the Region. Some of the technologies that were introduced to the region include Voice over Internet Protocol (VoIP) phone systems, electronic signature pads and the standardization of the sites' shared drives. Their intent is to reduce costs, increase efficiency and preserve the environment by moving towards a paperless office environment.

Her competence, dedication and radiant personality moved more than 40 internal and external customers to nominate Linda Wolfe, Administrative Assistant at the Trenton Site Office, for the Customer Satisfaction Award.

For his environmental stewardship both professionally and personally, Shawn Bindon, Manager, Military Operations Support, was presented with the Robert Graham Memorial Award. Nominees for this award, named after a former employee, must have made either a special contribution to a project or a contribution over an extended period of time in the field of site/workplace safety or environmental improvement/protection.

Head Office Awards

The following Head Office Awards were also presented at the ceremony on May 16:

- The Vice-President's Award went to Austin Baird, Environmental Program Manager, National Operations Group.
- Shawna Arbuthnot, Administrator, Human Resources, received the Employee Appreciation Award.
- The following employees received the United Way Award: Jessie Richards, Administrative Assistant, Contract Services; Michelle Hoffe, Technical Advisor, Operations Division; Antonina Zima, Administrative Assistant, Environmental Services; Samit Kapoor, Project Assistant, Program and Project Support; Gerald James, Administrative Assistant, Human Resources; Sonal Takkar, Application Developer, Information Services; and Rosanna Baggs, Administrative Assistant, Ottawa Site Office.



Ronald de Vries, Vice-President, Operations, presenting the Vice-President's Award to Austin Baird, Environmental Program Manager for the National Operations Group at Head Office.

Lac Saint-Pierre UXO Risk Mitigation Project protects communities and nature

Reducing the risks posed by unexploded explosive ordnance (UXO) at Quebec's Lac Saint-Pierre is a priority for DND, in order to make the lake safe for boating, fishing and other recreational activities, and to protect the area's wetland environment, a designated United Nations Biosphere.

Between 1952 and 1999, more than 500,000 projectiles were fired into Lac Saint-Pierre at the Munitions Experimental Test Centre (METC) near Nicolet. Of the 500,000 rounds that were fired, 300,000 projectiles remain in the lake, approximately 8,000 of which are believed to be UXO. Although firing into the lake has ceased munitions are now tested by firing them into sandfilled concrete "stop-butts"— DND is committed to mitigating the UXO risk as part of its UXO and Legacy Sites Program.

Supported by a full-time DCC team, the project is already making progress. Communications outreach, shoreline sweeps, channel surveys and environmental testing are all underway, says Daniel Normandin, DCC's UXO Environmental Contract Coordinator for Lac Saint-Pierre.

"Our focus on public health and safety requires us to make sure the public is aware of the munitions in the lake, and to teach them the steps to take if they find something," says Normandin, who spent 28 years with the Canadian Navy, including significant work as a clearance diver, and who has explosive ordnance disposal training and experience.

His duties now include providing information briefings to local stakeholders, including government officials, fishermen, hunters, biosphere groups and other interested parties. DCC and DND also work with these stakeholders through a Comité de concertation, which provides a central point through which updates can be provided and concerns raised.

The project, which has a high profile within the UXO program, is unique in several ways. Lac Saint-Pierre employs a dedicated DCC team working from the Quebec Regional Office in Montreal. It is also the first UXO project site to embark upon a joint federal-provincial, harmonized environmental assessment process.

DND has retained a project management consulting firm for Lac Saint-Pierre, to research appropriate technologies and to establish

an overall project work plan that will mitigate public risk. Normandin explains that a risk zone is determined and a priority assigned to each area of the lake, based on human interaction (how often the community uses it), environmental considerations (the area is one of Canada's largest heron breeding grounds) and the known percentage of UXO there.

"Every summer, we do shoreline sweeps, to look for projectiles that could have been pushed or transported onto the shore by the winter ice," he says, adding that these are completed at major public beaches near Nicolet prior to the June 24 St-Jean Baptiste holiday. The project is also conducting geophysical surveys to locate and document the presence of projectiles. This work supports the overall risk analysis and, where possible, local community initiatives.

"The Landroche Channel is one site of particular concern because the community wishes to dredge the channel to increase economic potential for the area. It is important to DND that, if possible, work should proceed in support of the community's plan, so this year DND has proposed to investigate the anomalies that were identified in last fall's geophysical survey," says Normandin. "In addition, we just completed 1,000 environmental



Divers performing an underwater investigation of the Nicolet River targets.

samples of lakebed sediment to support a study looking at sediment movement within Lac Saint-Pierre. This will help us to understand sediment erosion and deposition regimes within the lake. This is important to know as we plan our UXO clearance operation, a process that will disturb those lakebed sediments."

The process of identifying and clearing UXO is highly specialized. There are approximately 20 contractors in Canada qualified to remove UXO from land, and fewer than 10 capable of mounting an operation in water. Against this background of scarce resources, DCC works to ensure that DND's UXO contracts provide the client with the best value while respecting all site and public safety issues.

"We help to write the statements of work and align them to what we want the contractors to do," explains Normandin. "We have a good understanding of the technical aspects of the UXO clearance work, and the specifications for the boats and equipment that are needed to do the job efficiently. We then monitor the work to ensure that it's done according to the contract specifications, applying all safety measures, rules and regulations, to make sure that everyone is working safely and that the terms of the contract are fulfilled."

DCC Regional Awards

In addition to National Awards, a number of Regional Awards are presented to employees across the country. The following employees have been recognized for their contributions.

Quebec Region – June 6, 2007

The Employee Appreciation Award went to Micheline Lavigne, Administrative Assistant at the Longue Pointe Site Office.

Alain Dufresne, Environmental Program Manager at the Quebec Regional Office, received the Regional Director's Award.

Carole Bouchard, Administrative Assistant at the CFB Bagotville Site Office, received an award for 10 years of service. Jean-François Simard, Assistant Manager, Site Operations, at the St-Jean Site Office, received an award for 25 years of service.

Western Region

Skye Kaus, Contract Coordinator at the CFB Cold Lake Site Office, received the Regional Director's Award.

The Business and Site Management Award went to Tony Ambrosio, Manager of Site Operations at the CFB Suffield Site Office.

Grant Sayers, Contract Coordinator at the CFB Suffield Site Office, received the Contracting Services Award.

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- 423 Maritime Helicopter Squadron
 Facility: This covers the demolition of
 an existing hangar and the subsequent
 construction of a squadron operations facility
 to accommodate the first-line maintenance
 and servicing functions of 423 Maritime
 Helicopter Squadron and 406 Maritime
 Operational Training Squadron.
- 12 Air Maintenance Squadron Facility: The new first- and second-line maintenance facility will fulfill the needs of 12 Air Maintenance Squadron, which currently operates out of four hangars that do not meet current and future operational demands.
- 12 Wing Common Support Facility: This common support facility will accommodate the Maritime Helicopter Project contractor's warehouse operation and field office, 12 Wing Shearwater Operations staff, the Helicopter Operational Test and Evaluation Facility, and aircrew flight planning and support functions.

DCC, which has supported DND during the tendering and design processes, will now handle contract management for the project. "We'll be fulfilling all of our usual contract management roles, including ensuring quality of workmanship and materials, managing environmental concerns and site access security, and continuing right through the commissioning process," Brophy says.

The in-service support buildings are only part of this multi-phase refit. Brophy notes that the first phase included upgrading municipal services to provide improved water pressure for fire suppression systems, and to upgrade underground water, sewer and telecommunications lines. A training facility is also being built, and a contract has been awarded for the Shearwater Heliport Conversion Project, which will update airfield infrastructure (including landing area, taxiway, approach lighting and transit areas) to support both current Sea King and future Cyclone operations.

"We've put together a very strong team to manage this project — a good combination of DCC experience and field experience," notes Brophy. "We're in a good position to manage the contract quality and to mitigate any potential risks — we're really excited to have this opportunity, and we look forward to successful projects." The Training and Orientation Award went to Paul Eden, Contract Services Manager at the Western Regional Office.

Samantha Dien-Taday, Administrative Assistant at the CFB Edmonton Site Office, received the Administrative Services Award.

The Environmental Services Award went to Melissa Styba, Environmental Project Coordinator at the CFB Wainwright Site Office.

Marvin Esak, Program Support Officer at the CFB Winnipeg Site Office, received the Program Management Award.

The Safety Management Award went to Dave Hunter, Contract Coordinator at the CFB Shilo Site Office.

Bob Hashizume, Project Support Officer at the CFB Suffield Site Office, received the Consultant Contract Management Award.

The Construction Contract Management Award went to Peter Stecyk, Contract Coordinator at the Esquimalt FMF Site Office.

Clint Horyn, Manager of Site Operations at the CFB Cold Lake Site Office, received the Employee Appreciation Award.

Regional Awards for the Ontario Region and the Atlantic Region have not yet been presented.

DEFENCE CONSTRUCTION CANADA

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Defence Construction Canada (DCC) is a Crown corporation with a mandate to provide contracting, construction contract management and related services to the Department of National Defence (DND).