

In this issue

Supporting multiple capital projects requires constant dedication

Cold Lake Utilities project team earns customer service accolades

DCC now two-time winner of procurement award

Waste management at Valcartier: DCC expertise adds value

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About DCC At Work

DCC *at* WORK

Learn more about current DCC projects and events

OCTOBER 2015 / VOLUME 14, ISSUE 4

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The new Canadian Forces Military Police Academy building at CFB Borden.

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Cold Lake Utilities project team earns customer service accolades

The DCC team at 4 Wing Cold Lake that closed out the recent Cold Lake Utilities project received some high praise, not only from the organization, but from the Client-Partner. The team was nominated for a national DCC Customer Satisfaction Award for its recent accomplishments.

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DCC now two-time winner of procurement award

For the second straight year, DCC has been honoured with the Achievement of Excellence in Procurement Award from the U.S. National Procurement Institute. Of the 204 organizations so recognized, DCC is one of just six from Canada.

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Waste management at Valcartier: DCC expertise adds value

For over five years, the DCC Environmental Services team has been coordinating, in partnership with DND, a major waste material management project at CFB Valcartier.

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[Important Notices and Disclaimers](#)

In this issue

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Subscribe

About DCC At Work

DCC *at* WORK

Learn more about current DCC projects and events

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“Their knowledge, skill, professionalism and proactive, solutions-oriented approach are truly superb,” says U.W. Spätling, DND Senior Project Manager, Directorate Construction Projects Delivery. “My projects would be significantly impacted without their dedication to the job over many years.”



The DCC Borden team supported DND during construction of the 6,133-m² Curtiss All Ranks Dining Facility. Shown here are the wooden arches that are the focal point of the building's interior that can seat up to 1,500 military personnel per meal. The arches were designed to remind diners of the pine forests that were once prominent in the area.

About half the team was brought together in 2012 in anticipation of the growth in the construction program, with the rest coming on board as the projects were awarded. A pair of construction coordinators with administrative support ensure that the work for each project is carried out according to the contract documents and meets DCC's and DND high quality standards.

Among other accomplishments, the team has worked with consultants in other countries on specialized equipment going into one of the new buildings, managed more than a dozen changes required right at the outset of another project, and significantly reduced a large delay claim, all while building and maintaining exemplary relationships with user groups, DCC colleagues and contractors.

“This team is extremely dedicated to our projects, our peers, our Client-Partners and to achieving success not as individuals, but as a collective team,” explains DCC Team Leader, Construction Services, Derek May. “We believe that no one client is more important than another and all projects should achieve the same level of success.”

Along with Derek May, the team comprises Coordinators, Construction Services: David Britton, Garret Walsh, Mark Jarman, Ryan McKnight, Jennifer Drumm, Trevor Halvorsen,

Michael Hofman and Rick Branch; Coordinators, Commissioning: Larry Pester and Dean Bunston; and Administrative Assistant Tracey Branch.



Defence Construction Canada's Corporate Newsletter

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Last Modified: 11-16-2015

[Important Notices and Disclaimers](#)

In this issue

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DCC now two-time winner of procurement award

Waste management at Valcartier: DCC expertise adds value

Subscribe

About DCC At Work

DCC *at* WORK

Learn more about current DCC projects and events

OCTOBER 2015 / VOLUME 14, ISSUE 4

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“There is no doubt in my mind that this team far exceeded expectations and provided excellent service to the Wing during this project,” said Major Comeau, Commanding Officer of 4 Wing’s Wing Construction Engineering, who wrote a nomination support letter.

The DCC team managing the project, consisting of Danny Bielech, Jason Serwa, Melissa Vestby and Veronique Proulx, provided “outstanding service,” said Maj Comeau.



The DCC team managing the Cold Lake Utilities project: Jason Serwa, Melissa Vestby, Danny Bielech and Veronique Proulx.

The six-phase utility upgrade was gargantuan to say the least, involving a complete upgrade and modernization of existing underground utilities and road systems throughout 4 Wing’s operations and administration areas. The team was nominated for their efficient and cost-effective customer service in managing phase four, a \$23.3-million overhaul of underground installations and road construction.

Overcoming risks such as interference with industrial security in restricted areas, road closures in operational areas, limited contractor participation due to a competitive regional oil industry, and less than perfect soil and groundwater conditions, the team successfully completed the project with minute attention to detail and little interference with daily operations.

“Each member was dedicated to the success of the project, demonstrated competence and fairness and collaborated with all parties to effectively plan and mitigate risks toward successful project implementation,” said Clint Horyn, DCC Site Manager at 4 Wing, who nominated the team.

The last two phases of the project are expected to get underway in 2016.

In this issue

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Subscribe

About DCC At Work

DCC *at* WORK

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The award singles out achievements in the areas of innovation, ethics, training and development, quality control, productivity, e-procurement and leadership related to procurement. To be successful, applicants must achieve at least 100 points on a rating of standardized criteria. (DCC's score was 105 points.) That threshold indicates basic best practices are in place; anything above that shows increasing levels of excellence.

As they did in 2014, Mélanie Pouliot, Technical Specialist, Procurement, at Head Office, and Agnieszka Sakanovic, Coordinator, Contract Services, in the National Capital Region, put the winning application together.

"I am very pleased that DCC has received this recognition for the second time," says Mélanda Nycholat, Vice-President, Operations–Procurement. "Our procurement team across the country works very hard each day to ensure the fairness and integrity of our procurement processes and to bring value for money to our Client-Partners."

DCC received a trophy for its achievement, marking the 20th year of the awards. The winners were announced at the U.S. National Institute of Governmental Purchasing annual forum in August, and will be honoured at the U.S. National Procurement Institute annual conference and at the Canadian Public Procurement Council forum in Edmonton in November.

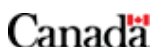


DCC was honoured with the National Procurement Institute's Achievement of Excellence in Procurement award that recognizes excellence in public procurement. (l to r) Agnieszka Sakanovic, Coordinator, Contract Services, Mélanda Nycholat, Vice-President, Operations–Procurement and Mélanie Pouliot, Technical Specialist, Procurement spearheaded the award application.

Defence Construction Canada's Corporate Newsletter



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In this issue

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About DCC At Work

DCC *at* WORK

Learn more about current DCC projects and events

OCTOBER 2015 / VOLUME 14, ISSUE 4

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Justifiably, the disposal of waste presents a challenge to the Valcartier base. Given its size and specific activities, the military base generates materials of all kinds, which must be disposed of while ensuring environmental compliance. DCC's scope of action on this project is considerable, and includes the collection of residual waste, the collection and disposal of hazardous materials, recycling, and management of a multitude of related tasks.



Jacynthe Baril, Coordinator, Environmental Services, is passionate about this mission and has managed this project since its launch in 2011. She ensures that these services run smoothly for a population of 6,000 people, which can double during certain times of the year. This major contract has an annual budget of \$1 million and will end in March 2016. In this respect, the Contract Services team makes every effort to ensure that the contract is renewed within the required dates.

Recognized expertise

DCC brings added value through the improvement of procedures and practices implemented by the Client-Partner. Ms. Baril has made a number of recommendations to DND, which has helped support the ongoing project mandate. For example, DCC has sent exemption requests to the provincial authorities, making it possible to dispose of contaminated soil in alternative authorized sites at a lower cost. This support and technical expertise enabled DND to make large-scale savings in certain cases.

The experience and knowledge gained over the years is put to use every day. Close collaboration between DCC and DND remains a key element of success.

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In this issue

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[Newsletters 2015](#) > [DCC At Work - October 2015](#)

 [Printer Friendly](#)

In this issue

Supporting multiple capital projects requires constant dedication

Cold Lake Utilities project team earns customer service accolades

DCC now two-time winner of procurement award

Waste management at Valcartier: DCC expertise adds value

Subscribe

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DCC at Work is our corporate newsletter, delivered bi-monthly to our public- and private-sector partners and the public at large. The articles in *DCC at Work* focus on service-delivery success stories, from the most complex projects to innovative ideas that save time and money.

To suggest story ideas or to comment on the newsletter, please contact [the Editor](#).

Look for the next issue of *DCC at Work* in December 2015.



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