

## In this issue

Holiday message from the President

The Far North casts its spell

Spotlight on a procurement specialist

Appointments at DCC

DCC's IT chief works to deliver the "wows"

[Subscribe](#)

[About DCC At Work](#)

# DCC *at* WORK

*Learn more about current DCC projects and events*

DECEMBER 2009 / VOLUME 8, ISSUE 3

## Holiday message from the President

Since joining DCC earlier this year, I have had the pleasure of meeting with the Department of National Defence (DND), the Canadian Forces (CF) and industry members on numerous occasions. These encounters have provided...

[Read more](#)

## The Far North casts its spell

For Joanne Vaillancourt, the chance to visit the land of the midnight sun did more than teach her about the work of Defence Construction Canada (DCC) in the Far North. It taught her something...

[Read more](#)



## Spotlight on a procurement specialist

At a time when the procurement practices of the Government of Canada are under the microscope and vulnerable to both public and political scrutiny, the expertise of those procuring...

[Read more](#)

## Appointments at DCC

New director in Ontario Region and changes at Head Office

[Read more](#)

## DCC's IT chief works to deliver the "wows"

Marc Stackhouse is the first to admit that he had to ask, "What's Defence Construction Canada?" when a headhunter approached him about doing some consulting work for DCC in 2008.

[Read more](#)

Defence Construction Canada's Client Service Newsletter



Construction de Défense Canada  
Defence Construction Canada

Canada

Last Modified: 3-18-2015

[Important Notices and Disclaimers](#)

## In this issue

Holiday message from the President

The Far North casts its spell

Spotlight on a procurement specialist

Appointments at DCC

DCC's IT chief works to deliver the "wows"

Subscribe

About DCC At Work

## DCC *at* WORK

*Learn more about current DCC projects and events*

DECEMBER 2009 / VOLUME 8, ISSUE 3

### Holiday message

Since joining DCC earlier this year, I have had the pleasure of meeting with the Department of National Defence (DND), the Canadian Forces (CF) and industry members on numerous occasions. These encounters have provided a valuable opportunity for me to gain a better understanding of our client's needs and those of our project partners. I have also been travelling to DCC sites around the country, getting to know many members of the DCC team and learning more about the excellent work you are doing to meet those needs.

It is a privilege for me to join DCC, particularly at a time when the services we are offering are growing not only in number but also in complexity. As we move into the new year, we will continue to look for more and better ways to deliver those services effectively.

In the meantime, I would like to express my appreciation to all of you who make our common work together possible. In particular, I would like to thank our DCC employees and their DND/CF colleagues who will be working overseas during the holidays.

On behalf of the entire DCC management team, I wish all of you—the staff at DCC and at DND/CF, and all of your families—a very happy holiday season, and I look forward to working with you in 2010.

James Paul  
President and CEO  
Defence Construction Canada



Defence Construction Canada's Client Newsletter



Construction de Défense Canada  
Defence Construction Canada

Canada

Last Modified: 3-18-2015

[Important Notices and Disclaimers](#)

## In this issue

Holiday message from the President

The Far North casts its spell

Spotlight on a procurement specialist

Appointments at DCC

DCC's IT chief works to deliver the "wows"

Subscribe

About DCC At Work

# DCC *at* WORK

*Learn more about current DCC projects and events*

DECEMBER 2009 / VOLUME 8, ISSUE 3

## The Far North casts its spell

For Joanne Vaillancourt, the chance to visit the land of the midnight sun did more than teach her about the work of Defence Construction Canada (DCC) in the Far North. It taught her something about her country.

"It truly is Canada at its very roots," says Vaillancourt from her office at DCC's DEW Line clean-up headquarters located in Ottawa. "It is quintessentially Canadian in terms of nature, landscape, the vastness, the people, the kindness, the animals. It was all there in one package."

The former Canadian Forces member and DCC administrative assistant recently travelled with a contingent of DND employees and visitors to several Distant Early Warning (DEW) Line clean-up sites in an area of Canada that not too many citizens have the opportunity to see.

"It looked like Martian land, like something out of the movies," she recalls of FOX-2, one of three sites the contingent visited. "All three sites were incredibly different, from the terrain, the different rocks, and the different landscapes. It was pretty amazing to go up there and see the challenges that our people face working up there. I came back admiring and appreciating even more the work that our people are doing, especially in such a harsh and beautiful environment. And it has helped me in my job to be able to see where our people are working and what they need in terms of logistical support. It was hugely motivating."



The DEW Line clean-up represents one of the biggest environmental clean ups in North America, one that is also happening in one of the most fragile ecosystems in the world. The bottom line goal of the project is to remediate the sites so that contamination does not get into the Arctic food chain.

One way of doing that is to capitalize on the brain power of DCC employees, as well as contractors who are tasked with the job of carrying out the clean-up at all 21 sites. Although the clean-up is a project managed by the Department of National Defence, DCC is executing

the work through the use of contractors and in-house employees such as civil engineers like André Champagne. He has spent the past three summers working on the clean-up. Like Vaillancourt, Champagne is proud of the work DCC engineers are doing, especially given the short amount of time they have in which to work every summer.

"I became an engineer because I wanted to create something, to accomplish something, to build things," says Champagne from Ottawa. "This is actually the other way around because we're demolishing things and creating something new. When this project is over what will remain will be engineered landfills which will be covered and frozen. It will really look natural. Once we're done, the average person could visit and not be able to see the footprint. I'm doing something which has a contribution to all Canadians. We're cleaning up the north."

Vaillancourt agrees. "Our people have so few weeks, such a small window in which to work and when you realize how quickly and capably they are cleaning these sites, I am totally amazed. It's groundbreaking, too. I mean there are not too many people on the globe who work in the north and do the type of work that these people are doing. In my opinion, they are some of the best in the world."

Fifteen of 21 DEW Line sites have been cleaned up with work continuing on the remainder over the coming years.

Defence Construction Canada's Client Newsletter



Construction de Défense Canada  
Defence Construction Canada

Canada

Last Modified: 3-18-2015

[Important Notices and Disclaimers](#)

## In this issue

Holiday message from the President

The Far North casts its spell

Spotlight on a procurement specialist

Appointments at DCC

DCC's IT chief works to deliver the "wows"

Subscribe

About DCC At Work

## DCC *at* WORK

*Learn more about current DCC projects and events*

DECEMBER 2009 / VOLUME 8, ISSUE 3

### Spotlight on a procurement specialist

At a time when the procurement practices of the Government of Canada are under the microscope and vulnerable to both public and political scrutiny, the expertise of those procuring products and services must be above reproach as well.

Bonnie McTiernan-Craig P.Eng., a Defence Construction Canada (DCC) Contract Services Manager with 25 years of project management and procurement expertise in all sectors of the construction industry, including both the private and government sectors, knows how important it is to be fair, open and transparent while getting the job done for her client - in this case the Department of National Defence.



"At DCC, it is important for me to not only know the rules of procurement, the legal issues and the risks and responsibilities of contracting for a publicly-funded organization but also to understand how the industry works," says McTiernan-Craig from her office in Ottawa.

McTiernan-Craig says working at DCC is a natural fit with her background. She developed her industry knowledge first in the private sector in consulting and general contracting and her public procurement knowledge with the governments of Ontario and the Northwest Territories in project and contract management.

Specifically, she worked in the private sector in the Atlantic region with a design-build general contractor and an engineering consulting firm; in the public sector, she served as a project manager and manager of contract support services for Public Works and Services with the Government of the Northwest Territories and most recently, she worked as a project manager with the Ontario Realty Corporation.

"My niche is more in understanding public processes and the procurement rules. I could go back and manage projects in the private sector but a lot of the knowledge I have acquired is more applicable to a public owner."

After the deepest global recession since the Second World War, there are encouraging signs that economic growth in Canada is picking up, thanks in large part to the influx of infrastructure spending announced by the Government of Canada this year. Much of that spending is happening at military installations across Canada, so in the weeks, months and years to come, the expertise of engineers and procurement specialists such as McTiernan-Craig will be more in demand than ever.

McTiernan-Craig has a Bachelor of Science in Engineering (Civil) from the University Of New Brunswick, a Diploma in Architectural Technology and extensive training in Alternative Dispute Resolution. She joined DCC in November of 2007.

National Defence is the single largest property holder in the federal government, owning approximately 21,000 buildings, 13,500 works (including 5,500 kilometres of roads, jetties and training areas) and 800 parcels of land covering 2.25 million hectares (four times the size of Prince Edward Island).

More than half of DND's infrastructure is more than 50 years old and much of its portfolio was not designed for the operational requirements of today.

Defence Construction Canada's Client Newsletter



Construction de Défense Canada  
Defence Construction Canada

Canada

Last Modified: 3-18-2015

[Important Notices and Disclaimers](#)

## In this issue

Holiday message from the President

The Far North casts its spell

Spotlight on a procurement specialist

Appointments at DCC

DCC's IT chief works to deliver the "wows"

Subscribe

About DCC At Work

# DCC *at* WORK

*Learn more about current DCC projects and events*

DECEMBER 2009 / VOLUME 8, ISSUE 3

## Appointments at DCC

### New director in Ontario Region

DCC recently appointed **John Graham**, a 21-year DCC veteran, as Director, Ontario Region. John has played a variety of roles during his career with DCC, including being a construction manager on the DEW Line Clean-up project, project engineer in Petawawa and Trenton, and area manager in the Ontario Regional Office. John has a bachelor's degree in civil engineering from Lakehead University and received his project management professional certificate in 1998.



### Changes at Head Office

DCC President and CEO James Paul made some senior-level changes at Head Office in September 2009.

**Ron de Vries** became Senior Vice-President, and is responsible for service line management and service delivery. Ron joined DCC in 1983, was appointed to the management group in 1994 and has been instrumental since then in setting DCC's strategic direction, in particular developing the service line approach. His experience spans a wide range of DCC services, from contract management to project management and environmental services. A graduate of Queen's University (Bachelor of Science, Civil Engineering), Ron is active on industry and government procurement committees.



**Randy McGee** now works alongside Steve Irwin as DCC's other Vice-President, Operations. Originally from western Canada, Randy worked for DCC from 1984 to 1988 and then spent two years with DND in Shilo, Manitoba. He rejoined DCC in 1990 as area engineer, Western region and later became regional director. Randy worked in the private sector for three years in the late 1990s, returning to DCC as area manager, Western region. In 2003, he became Director, Ontario Region, responsible for the region's \$200-million annual construction program. Randy has a Bachelor of Science in Engineering (Civil) from the University of Manitoba and is a Canadian Construction Association Gold Seal Certified Project Manager.



Defence Construction Canada's Client Newsletter



Construction de Défense Canada  
Defence Construction Canada

Canada



## In this issue

Holiday message from the President

The Far North casts its spell

Spotlight on a procurement specialist

Appointments at DCC

DCC's IT chief works to deliver the "wows"

Subscribe

About DCC At Work

## DCC *at* WORK

*Learn more about current DCC projects and events*

DECEMBER 2009 / VOLUME 8, ISSUE 3

### DCC's IT chief works to deliver the "wows"

Marc Stackhouse is the first to admit that he had to ask, "What's Defence Construction Canada?" when a headhunter approached him about doing some consulting work for DCC in 2008.

Once briefed, Stackhouse, who moved on to become head of DCC's IT group in April 2009, realized that coming to DCC would be a great opportunity and a welcome change after 21 years in the private sector. "Not one to write code eight hours a day," Stackhouse says, he had spent his career up until that point working in various business and manufacturing settings, most recently as the general manager of an international digital print and web solutions company with presence in Ottawa and the United States.



In light of the exponential growth in DCC in recent years and the increasing number and sophistication of services it offers DND, Stackhouse arrived at an ideal time to look toward developing tool-based solutions to help DCC employees do their jobs better and to be proactive in meeting DND's needs.

Stackhouse and his team are looking at how they can support DND with common IT solutions, such as a standard and more timely approach to invoicing across the country, and contribute to national projects by helping clearly defining IT requirements and suggesting systems and approaches that could facilitate DCC's work. Stackhouse notes that IT is "now at the table" for projects such as this, since there is a recognition within DCC that "IT is not just about computers on desks" anymore.

A current priority for Stackhouse is updating DCC's Enterprise Resource Planning (ERP) system—its overall approach to IT services—which is more than a decade old. "We want to update and enhance how we do things today and start to deliver solutions for people," says Stackhouse.

Stackhouse acknowledges that a perennial challenge in the IT world is producing the "wows," as he calls them—the instant reactions from users that a new tool or system really will be useful. Nonetheless, he wants "to push the envelope as best we can. For example, could we use personal digital assistants to make useful, site-specific information available to our employees in the field?"

Recognizing that the IT group needed to better understand its users and their needs, Stackhouse has recently visited various DCC locations across the country to meet managers

and employees to learn about their business requirements. He will also be assigning members of his IT team to each region, as a channel for regular feedback and input.

Looking around Stackhouse's office, it's clear he and DCC are already a good fit. Over his desk is a large painting of a vintage airplane, a link to his father's 35-year career in the air force. "I told my dad that working at DCC is the closest I'll ever come to enlisting," he says with a laugh.

Defence Construction Canada's Client Newsletter



Construction de Défense Canada  
Defence Construction Canada

Canada

Last Modified: 3-18-2015

[Important Notices and Disclaimers](#)

[Newsletters 2009](#) > [DCC At Work - December 2009](#)



[Printer Friendly](#)

## In this issue

Holiday message from the  
President

The Far North casts its spell

Spotlight on a procurement  
specialist

Appointments at DCC

DCC's IT chief works to  
deliver the "wows"

[Subscribe](#)

[About DCC At Work](#)

## Subscribe

To subscribe to DCC At Work, please send your name and email address to: [The Editor](#)



Construction de Défense Canada  
Defence Construction Canada

Canada

Last Modified: 3-18-2015

[Important Notices and Disclaimers](#)

[Newsletters 2009](#) > [DCC At Work - December 2009](#)



[Printer Friendly](#)

## In this issue

Holiday message from the  
President

The Far North casts its spell

Spotlight on a procurement  
specialist

Appointments at DCC

DCC's IT chief works to  
deliver the "wows"

[Subscribe](#)

[About DCC At Work](#)

## About DCC at Work

*DCC at Work* is our Corporate Services 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 February 2010.



Construction de Défense Canada  
Defence Construction Canada

Canada

Last Modified: 3-18-2015

[Important Notices and Disclaimers](#)