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The duo behind the national Service Level Arrangement between DCC and 1 Canadian Air Division have been recognized by their DCC peers for their innovative work to bring this agreement to fruition.

Lynda Lenfesty, Manager, Business Operations, and Victoria Neary, Assistant Manager, Business Operations, both in DCC's Western Region, recently received the 2010 Innovation Award, one of five National Awards DCC hands out each spring. The Innovation Award specifically honours employees who deliver innovative, value-added solutions to DND, as DCC's client.



The national arrangement has enabled DCC to streamline and bundle its services in support of air force program requirements. Covering all 11 air force sites, the arrangement is valued at approximately \$11 million and replaces nearly 90 such agreements. Lynda was instrumental in developing client relations with air force personnel in order to set up the arrangement. Victoria was integral in developing the tools required to manage the arrangement, once it was initiated.

The development and implementation of the arrangement has already positively changed the way DCC and DND do business and has led other groups within DND, such as Land Forces and the Canadian Forces Housing Agency, to set up similar arrangements.

Other DCC employees were recognized for the contributions to DCC:

- Team Operation Podium received the Customer Satisfaction Award for its support of the Canadian Forces during the 2010 Winter Olympic and Paralympic Games.
- Kelly Marchand of Atlantic Region was honoured with the Robert Graham Memorial Award for his outstanding commitment to workplace safety, locally and nationally.
- Shawn MacDonald, Yvan Goulet, Mark Smith and Michel Vallée received the Service Development Award for their work on the Geographic Information System, which will help meet the long-term needs of the UXO and Legacy Sites program.

- Gérald Lasnier from Quebec Region won the President's Award for his 35 years of quality client service.

Glen Gillan, Environmental Program Manager in Atlantic Region, was honoured with the President's Certificate of Recognition for developing two new Canadian Standards Association technical specifications for UXO remediation. His work helped to bridge the gap between industry and government regulators and is a benefit to all in Canada who work in UXO remediation.

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Good for team-building and client relations

With the corporate logo proudly emblazoned on their jerseys, another DCC hockey team took to the ice in a Beaver Cup tournament this year.

DCC has been participating for many years in the annual Canadian Military Engineers' hockey competitions, which are held across the country. For the first time, a team of DCC Atlantic staff (from Halifax and Gagetown) took part in the Atlantic Region tournament, making it all the way to the finals, but losing out to the CFB Gagetown team.

Jim Burke, Coordinator, Professional Services Contracts, in Halifax, was the driving force behind the DCC team. In his view, participating in the Beaver Cup is great for team-building among DCC staff, and a chance for newer DCC employees to get to know on a social basis the folks from DND with whom they will work. He reports that it was such a success in that regard that he already has a full roster for next year's tournament, which will be held in Halifax.



The DCC team that participated in the 2010 Atlantic Beaver Cup.

Back row, from left: Darrell Stewart, Roy Hickey, Donnie Gordon, Michel Picard, Scott Nason and Chuck Jones.

Front row, from left: Kelly Marchand, Tyler Hooper, Craig Mercer, Jim Burke and Mike MacIsaac.

The official DCC jerseys, purchased in 2005 at the urging of Rick Gudzs, Manager, Operations, in Esquimalt, made the trip from west to east coast for the Atlantic event. Gudzs, who has

played on Beaver Cup teams for more than 20 years, concurs about the benefits of the tournament and notes the morale-boosting effect of the jerseys. "We're all very proud to wear them."

The Beaver Cup began at CFB Borden in the 1970s as an event to bolster esprit de corps among the Canadian Military Engineers branch and is timed to coincide with the group's anniversary celebrations each spring. A Quebec Beaver Cup soon followed. There are also tournaments on the Prairies and in the Ottawa area.

The first west coast tournament was held in the mid-1980s. Gudz recalls that a DCC team participated in 1999 in response to a challenge from a military colleague, on the occasion of the 100th anniversary of the military's engineering group. The team from DCC won the tournament that year, and several subsequent years. Gudz expects that another all-DCC team will enter next year's tournament, after a break this year.

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DCC's Manager of Human Resources, Elaine Warren, has a big vision for the role her group plays in providing top-quality service to DND.

"How do we put the practices, processes and procedures in place to ensure that we have a skilled, motivated and engaged workforce, all leading to quality of service delivery to the client?"

To answer to that question, Warren and her staff of 10 work in professional practice streams, ranging from recruitment, to learning and development, to compensation and benefits, all of which are intended to help ensure that DCC has the best team on the job. This is important when you consider the rapid growth that DCC has experienced over the past six years – the number of employees has more than doubled from 400 to 850.

Recruitment, for example, is tailored and specialized across the country to ensure a high level of service to the client. DCC's mixed workforce which includes engineers, engineering technologists, environmental engineers and experienced tradespeople is flexible and can change quickly on a project-by-project basis to support operational demands.

DCC's approach to training and development is similarly targeted—to ensure that employees get the knowledge they need to function effectively in their particular environment. For example, DCC employees can take the DND course, *Canadian Forces 101 for Civilians*, to gain basic knowledge of military culture and get a glimpse of the organization that they support.

"This is one of the many ways we support our client as well as our employees," Warren explains. Another is through the comprehensive health and safety training provided to all employees. A mandatory program at DCC, the focus is on safe practices and the prevention of workplace accidents – all employees are required to complete a refresher once a year. Warren says that DND can be confident that DCC employees understand the importance of safe practices on a job site.

Sound employee relations is also a key focus for Warren and her team. They develop and implement policies, practices and programs that increase employee knowledge and awareness to support professional behaviour. "We're very proactive about this," says Warren, "to ensure we have leading-edge programs in place to meet today's human resources requirements."



This multi-faceted approach to human resources is a far cry from when Warren joined DCC in 1998, following a career in the infrastructure sector. At that time, she says, there were just two employees in the group whose primary focus was on the company's payroll. In the intervening years, the function has grown in sophistication and breadth.

"Ultimately, everything falls under the umbrella of employee retention with a focus on the value we bring to our client," she says, since it is crucial that DCC keep the people and knowledge within the organization so it can continue to meet DND's needs.

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Constructing Trenton hangar like building 500 houses in two years

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Defence Construction Canada is at the forefront of much of that construction with concrete being poured at a pace not seen by many in decades.

Take, for example, the new Maintenance Hangar for the CC-177 Globemaster III strategic airlifter (C-17) at 8 Wing Trenton. The hangar is part of a \$334 million infrastructure program announced by the Minister of National Defence, Peter MacKay, last September.

10 storeys high and the length of two Canadian football fields, the enormous hangar involves approximately 17,500m³ of concrete – equal to 43 per cent, or almost half, of the above ground concrete used in the CN Tower in Toronto.



Here are 10 other fast facts about the hangar project in Trenton:

- Building area is 97.1m x 190.9m = 18,536m² or about 200,000 sq ft;
- Largest single pour footing was 50 metres long by six metres wide by three metres deep = 900m³;
- Largest single concrete pour in one day was the 1,825m³ fire effluent tank bottom slab = 197 concrete truck loads;
- Approximately 3,000 tons steel;
- Approximately 2,000,000 person hours;

- 370 drawings and 2,800 pages of specifications;
- Two vertical lift fabric doors, approximately 60m wide x 19m high weighing 49,000 kg a piece;
- Two state-of-the-art telescoping platforms for maintenance and inspection of aircraft;
- A five-tonne overhead crane;
- \$84.7M over two years is like building a \$170,000 home every day for two years; or, building 200,000 sq ft in two years is like building an 800 sq ft home a day for two years. Either way, you can think of it as building 500 houses in two years.

Construction of the hangar began in spring 2010 and is expected to open in fall 2011.

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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 August 2010.



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