



TITLE: Additional Building Services Policy

1.0 EFFECTIVE DATE : June 28, 2013

2.0 CANCELLATION

This policy cancels ACM: 7.6 Additional Services and Tenant Services (1994), Funding of Additional Services Policy (1995), and the Best Practice: Funding of Additional Services (1997).

3.0 AUTHORITY

This policy is issued under the authority of the Assistant Deputy Minister (ADM), Real Property Branch (RPB), Public Works and Government Services Canada (PWGSC).

4.0 CONTEXT


PWGSC provides office accommodation in accordance with the *Framework for Office Accommodation and Accommodation Services*. The Framework establishes the approach for the allocation and fit-up of office accommodation and the provision of associated services based on generic standards and service levels.

Standard building services provided during normal working hours are defined in the Standard Terms and Conditions of PWGSC-administered Accommodations (2013), and are to be specified in occupancy instruments.

PWGSC is resourced to provide these standard building services through the Space Envelope Regime. Any services above these generic levels and/or hours of operation are not funded in the approved Space Envelopes and, therefore, fall under the financial responsibility and accountability of tenant departments.

The Funding of Additional Services Policy, issued in 1995, outlined a consistent approach with respect to the administration and funding of additional building services. However, the policy was inconsistently interpreted and applied resulting in PWGSC funding services outside of its accountability.

In 2005, PWGSC made a commitment to achieve significant savings in office accommodation through the rigorous application of policy and standards, and improvements in service delivery.



The department's real property budget was subsequently cut with the understanding that accommodation costs would be reduced.

This policy updates the Funding of Additional Services Policy (1995), to ensure the above requirements are met by providing clear direction on the provision of additional building services and the accountabilities for funding.

5.0 SCOPE

This policy applies to all facilities in the custody of PWGSC, including Crown-owned, lease-purchase and leased facilities within the Federal Accommodation Program, and to all departments within the meaning of section 2 of the *Financial Administration Act*.

6.0 PRINCIPLES

This policy is based on the following principles:

- Clear accountabilities to eliminate any cross subsidization of program costs
- Fairness, transparency and equity in the treatment of all tenant departments
- Efficient and effective service delivery through clear and consistent direction
- Sound financial management to ensure accurate accounting, reporting and charging.

7.0 POLICY STATEMENT

It is the policy of RPB to provide all tenant departments with standard building services during normal working hours, in accordance with the Standard Terms and Conditions of PWGSC-administered Accommodations (2013) and as specified in occupancy instruments. For non-reimbursing departments, these services are funded through the approved space envelopes. Any additional building services required by tenant departments are to be provided by RPB on a cost recovery basis.

8.0 POLICY DETAILS

8.1 Identification of Additional Building Services

RPB and tenant departments may agree to the provision of additional building services that are required for unique program purposes. These services are to be distinguishable from the standard building services that are provided in the occupancy instruments, and separately tracked in corporate systems for the purpose of billing and reporting.

8.2 Acquisition of Services

Additional building services provided by RPB to tenant departments must be acquired in a manner that will result in a least cost and best value solution for the Crown.

8.3 Charging

Additional building services are to be provided to tenant departments on a cost recovery basis.

8.4 Accounting

Additional building services will be expensed to and cost recovered in the Professional and Technical Services Program (Real Property Services Revolving Fund - RPSRF) unless the related costs are indiscernible from the standard base building services, in which case the

additional building services will be expensed to and cost recovered as a revenue in the Federal Accommodation Program (Special Purpose Allotment - SPA).

9.0 RESPONSIBILITIES

Assistant Deputy Minister, Real Property Branch, is responsible for:

- approving revisions and exemptions to this policy.

Director General, Accommodation, Portfolio Management and Real Estate Services (APMRES), Headquarters, is responsible for:

- providing advice and guidance on the implementation and interpretation of the policy relative to the accommodation management and leasing functions of RPB;
- monitoring and assessing overall compliance with and the effectiveness of the policy, identifying the need for revisions, and updating the policy, as required.

Director General, Professional and Technical Service Management (PTSM), and Director General, Alternate Forms of Delivery Sector, Headquarters, are responsible for:

- providing advice and guidance on the implementation and interpretation of the policy relative to the property management functions of RPB;
- monitoring and assessing compliance with and the effectiveness of the policy, and identifying the need for revisions to APMRES.

Regional Directors General, and Directors General, National Capital Area Portfolio Management, and National Capital Area Operations, are responsible for:

- ensuring operational compliance with the policy in the regions.

10.0 DEFINITIONS


Additional Building Services: Base building services (e.g. cleaning, utilities, security) that exceed the standard building services RPB provides to tenant departments during normal working hours, in accordance with the Standard Terms and Conditions of PWGSC-administered Accommodations (2013), and as specified in occupancy instruments. Additional building services are a type of tenant service required by tenant departments for unique program purposes on an ongoing or cyclical basis throughout the term of occupancy. Additional building services are funded by tenant departments.

Approved Space Envelope: The total amount of rentable square metres departments can occupy by fiscal year based on authorities received by PWGSC to provide accommodation in accordance with standards, policies and guidelines.

Normal Working Hours: The hours between 7:00 a.m. and 6:00 p.m., Monday to Friday, excluding statutory holidays.

Occupancy Instrument (OI): A formal (quasi-legal) contract between a government department and PWGSC, concerning occupancy in a particular asset.

Standard Building Services: Base building services (e.g. cleaning, utilities, security) that RPB provides to tenant departments during normal working hours, in accordance with the Standard



Terms and Conditions of PWGSC-administered Accommodations (2013) and as specified in occupancy instruments. For non-reimbursing departments, these services are funded through the approved space envelopes.

Tenant Department: A department or agency occupying real property that is under the administration of PWGSC, including PWGSC in its role as tenant.

Tenant Services: Alterations and/or improvements to existing accommodation, or services in addition to those specified in the occupancy instrument, that are required by a tenant department during the term of occupancy. Tenant services are funded by tenant departments. Examples of tenant services include: furniture cleaning and repair, maintenance of specialized equipment such as tenant-owned air conditioning units, fume hoods and generators; installation or relocation of outlets or service poles for electrical supply, image, voice and data; and additional building services.

11.0 REFERENCES

Treasury Board Secretariat Publications:

- [Guide to the Management of Real Property](#)
- [Policy on Management of Real Property \(2006\)](#)

Real Property Branch Publications:

- [Framework for Office Accommodation and Accommodation Services \(1996\)](#)
- Standard Terms and Conditions of PWGSC-administered Accommodations (2013)
- [Pricing Guidelines for Optional Services](#)
- Additional Building Services Procedure

12.0 ENQUIRIES

Enquiries concerning this policy may be directed to:

Director, National Accommodation Management
Accommodation Portfolio Management and Real Estate Services
Real Property Branch, Headquarters, PWGSC