

January 14, 2013

To Whom It May Concern:

RE: CAMERON BUILDING MAINTENANCE INC. - YLOW

Cameron Building Maintenance Inc. has provided daily janitorial services in the Kelowna International Airport for the past 7 years.

During this time Joe Cameron and his staff have demonstrated that they are dedicated to meeting the challenges that accompany working in a high traffic facility, and they have consistently provided exceptional service in a safe, professional, and timely manner.

As well, annual Airport Service Quality Audits showed that monthly polling of passengers ranked the cleanliness of the facilities at a very high level, with an average score of 4.5 out of 5.

I am very pleased with our working relationship with Mr. Cameron and, I have no hesitation in recommending Cameron Building Maintenance Inc. to any organization considering a business relationship with them. Please contact me at (250) 765-5125 extension 202 if you have any questions.

Yours truly,



Sam Samaddar
Airport Director

SS/tjm

UNSUNG HEROS

Cameron Janitorial Cleans Up

By JENELLE HYNES

Twenty four hours a day, 365 days a year, a dedicated crew of janitors work behind the scenes at YLW, polishing floors, washing windows, vacuuming carpets, cleaning washrooms, and recycling paper and plastic to ensure the 1.4 million passengers in and out of YLW find the airport clean despite the heavy traffic flow. "Cameron Building Maintenance crew of 12 at YLW are our unsung heroes," says Airport Director Sam Samaddar.



January 1, 2012 is the seventh anniversary at YLW for Cameron Building Maintenance Inc.. Karl Cayer, the longest serving of the maintenance staff at YLW says, "Over the

last seven years we have seen a lot of growth and expansion at the airport. It's great to see. It's also a lot more space for the crews to keep clean." The airport terminal is currently 110,405 square feet and will continue to expand this year as the new International Arrivals area is completed. Further expansion is planned as passenger numbers continue to grow as part of the Drive to 1.6 Million passenger airport development program.

Cayer, who has been working the 9pm to 6am shift for the past seven years,

says one of his favourite duties at the airport is waxing the floor. "Snow removal is probably my least favourite task," explains Cayer, "but it has to get done; it's all about the customer service for us."

That type of positive attitude is reflected by all of the custodial staff and it shows in their work. Every year the airport participates in a customer satisfaction and benchmarking survey. Airport cleanliness is one of the most important concerns of our passengers, and has a major impact on overall customer satisfaction. YLW continues to score well each year with an average satisfaction level of 4.4 out of a possible 5, but there is always room for improvement. "Winter is probably our most difficult time of the year to keep the building clean," says company owner Joe Cameron. "Winter costs more. There is more dirt coming in and with the holidays its one of the peak travel periods. We bring in more staff to help."



Mike Zlipko, one of the smiling faces at YLW, has been with Cameron Building Maintenance for almost seven years.

Fortunately the staff at Cameron Building Maintenance enjoy working at the airport. Crystal Girdwood has been with the company for two years and for her it's the people. "The people I work with are great," says Gridwood "Its steady work and the environment is quite fun – I get to see lots of interesting people around the airport."

Keeping a large, busy building clean is no easy feat; but the dedication and enthusiasm of the Cameron maintenance team keeps YLW shining, even on those mucky winter days. ➔

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