Your expertise, years of experience, and ideas will help ‘SHAPE’ the future of Building Services. This acronym highlights the key goals of the study. As a team, we want to:

**Strengthen our Knowledge**
Build on our expertise; breadth and depth of knowledge
Access industry best-practices

**Health & Wellness**
Focus on health & safety and employee wellness
Improve processes for recruitment, orientation and training

**Advance Operational Sustainability**
Require data and evidence-based knowledge
Update our technology, equipment, processes, systems and software

**Pride of Ownership**
Recognize individual and team successes
Invest in our people and strengthen internal capacity

**Excellence (Culture of)**
Encourage creativity and innovation
Deliver best-value client service

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**More information, questions, and comments**
If you have questions or comments regarding the study, please connect with whomever you feel most comfortable – that may be your Building Manager or another member of the leadership team, your union executive or lead hand. Perhaps you’d rather pass it along as an email to fm-shape@uwo.ca and a member of the study team will follow up.