



UNICCO Takes Facilities Services to New Heights at CN Tower



Background

The CN Tower, which dominates Toronto's skyline, holds many honors including recognition by the Guinness Book of World Records as the World's Tallest Building and Free-Standing Structure and as one of the Seven Wonders of the Modern World by the American Society of Civil Engineers. The tower is actually an entertainment and commercial complex that is a major economic engine for Toronto. About 2 million visitors each year come to the complex which includes, in addition to the observation deck and 360° revolving restaurant, cinemas, arcades, concert venues, shopping and cafés. Given its prominence and the variability of its scheduled events, from concerts to charity stairclimbs, the Tower complex provides unique building management challenges for both property managers and suppliers.

The Challenge

CN Tower management requires its facilities services and custodial vendor to maintain the highest standards and the flexibility to staff up to support major events – even on holidays. Management wants visitors to the Tower complex to enter an amusement park setting that rivals the best theme parks in terms of appearance at all times. CN Tower management recognizes that the cleanliness of all of the facilities, from the observation deck to the elevators, to the arcades, are part of the value that visitors experience.

The Solution

Five years ago, CN Tower management turned to UNICCO® Service Company to provide 365 day-a-year custodial services for all of the public and special event areas. Because of the entertainment nature of the facility, cleaning the CN Tower complex requires tremendous flexibility and a higher level of activity than a standard office or retail environment. UNICCO assigns a core staff to the complex and brings in extra staff for special events. Since UNICCO is a large facilities services company, it is able to draw in extra workers from other facilities, as needed. Over the years these additional workers have become familiar with the property and are able to smoothly integrate with the existing staff; they know what needs to be done to support specific events. Commented Lou Custodio, Facilities Manager, of TrizecHahn, the CN Tower operating and management company, "UNICCO responsiveness helps us present a unique entertainment experience for our visitors. UNICCO's attention to detail and flexibility allow us to always present a clean, sharp environment that encourages people to return often."



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