

## OPERATIONS & MAINTENANCE ESSENTIALS

*GPRO Operations & Maintenance Essentials (O&M)* has been completely revamped to provide building professionals with strategies to improve efficiency, comfort, and health. Participants leave with at least three immediately actionable measures and the next steps needed to achieve them.

This course is ideal for property managers and building staff in multifamily residential and high-rise commercial buildings, including: building superintendents, operators, facility and property managers, operating engineers and stationary engineers.

This 14-hour certificate course can be scheduled to meet the needs of your organization and includes the GPRO exam session

IN 2018, NEARLY **90%**  
OF STUDENTS SAID THAT THEY  
WOULD **RECOMMEND** GPRO  
O&M TO A CO-WORKER OR FRIEND

### AT THE END OF THE COURSE, YOU WILL BE ABLE TO:

1. Take a systemic approach to operating and maintaining your building.
2. Evaluate the performance of your building.
3. Describe at least three immediately actionable measures that will improve the health, energy or water efficiency of your building and the next steps needed to achieve them.
4. Explain the costs and benefits of those measures.

### TOPICS COVERED

- Fundamentals of Building Green
- O&M in Green Buildings
- Building Performance Metrics
- Building Envelope
- Water Use
- Heating, Cooling & Hot Water
- Indoor Air Quality
- Lighting
- Waste Reduction
- Resilience
- Commissioning Existing Buildings
- Action Plan

### CONTINUING EDUCATION CREDITS

*GPRO O&M* qualifies for 12 AIA and GBCI CE Credits. See [gpro.org/faq](http://gpro.org/faq) for details.

### WHAT STUDENTS SAY

*"It was a great course. Informative and enlightening. It is a great feeling to be aware that even small changes in our everyday work as building operators and as citizens can improve our lives, our tenants' lives and help protect our environment."*

— Pellumb Grishaj,  
Algin Management

*"This training has been one of THE MOST important and informative trainings of my life...I look at life through very different eyes now; not only in the workplace, but at home as well. Thank you for changing my life."*

— Carmen Quarles,  
Parks Academy, Queens