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BOMA Canada

We are, at our very core, community builders. From the BOMA Canada team, to the people that live, work and play in the buildings our members own, manage and supply.

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With the upcoming launch of BOMA BEST 4.0 and the recent launch of BOMA Plus Janitorial Services Accreditation, 2023 will be a year like no other for BOMA Canada. And sometimes, you must look back to appreciate where you're going. 2022 was a year at BOMA Canada that should be reflected upon.

First, we have to look at the BOMA Canada team, which almost doubled in size and, at the same time, more than doubled in talent. Watching them learn to work together, challenge each other's strengths and push to find even more has been fascinating. They are an industrious bunch, full of ideas and an endless capacity to get things done. And get things done we did, and we will continue to!

As always, we are humbled by the endless support of our members, industry leaders who graciously and relentlessly give up their time and share their experiences and expertise in all facets of what we do. From the hundreds - yes hundreds - of volunteers who contributed to the development of the BOMA BEST 4.0 content and platform, our new BOMA Plus Janitorial Services Accreditation, and to those who volunteered their time and talent for our thought leadership pieces, we are continually in awe of how generous the commercial real estate industry is.



Myron Keehn Vice President, Air Service & Commercial Development Edmonton International Airport



Benjamin Shinewald President & CEO BOMA Canada



The more people we reach, the more people will participate in the transition to zero carbon, the quicker the change will be.

## **BOMA BEST:** A roadmap to sustainability

#### **PROGRAM**

### **BOMA BEST**

North America's largest environmental assessment and certification program recognizes excellence in energy and environmental management and performance in commercial real estate.

+3,600 Actively Certified

**7**Asset Types

+ 7 Countries



### BOMA BEST: Results take time and a pathway to follow

REAL VOLUME

<sup>+</sup>662,378,193

square feet certified



REDUCED WASTE

1 in 4 buildings achieved

70%+ diversion rates

LOWERED ENERGY INTENSITY

25%
reduction in annual energy use intensity



WATER INTENSITY

**36%** reduction in annual water use intensity



REDUCED GHG EMISSIONS

**84%**reduction in annual GHG emissions

# What's Next

### BOMA BEST 4.0 Carbon Neutral, From Aspiration To Destination

**PROGRAM** 

### **BOMA BEST 4.0**

Our new platform and content will provide accessible, performance-focused reporting tools and roadmaps that assist our members in achieving their Sustainability, Smart and Healthy building objectives. The following tools will be integrated into our new platform:

- · Broader Reporting & Benchmarking
- Interactive Dashboards
- Checklists
- Corporate Document Library
- Recommendation Roadmaps



### **Sustainable Buildings**

Setting the path for better building performance and operation by facilitating continuous improvement in all aspects of the built environment.

Launching April, 2023



### **Smart Buildings**

Defining how building owners and managers can better manage their buildings and leverage technology to realize significant value in their assets.

Launching April, 2023



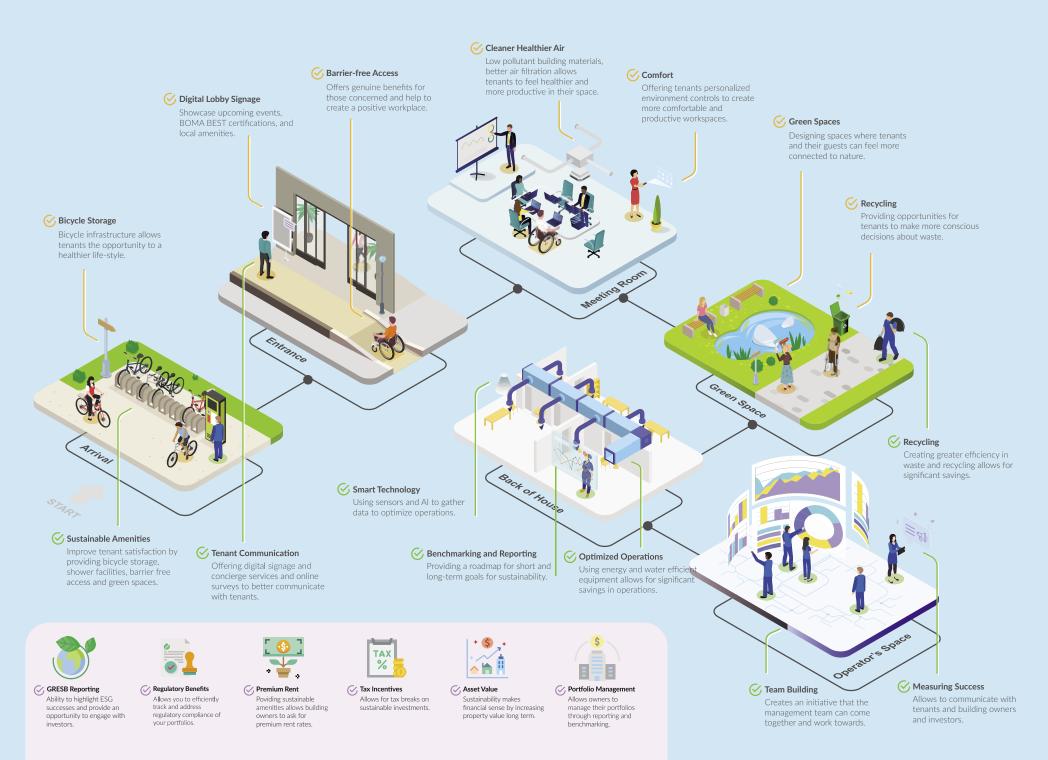
### Healthy Buildings

Providing an operational roadmap for healthier buildings which in today's environment is critical in attracting and retaining tenants.

Pilot To Be Announced

Yearbook 2022 Programs

### BOMA BEST 4.0 - Our new platform and content will provide an accessible, performance-focused program



Yearbook 2022 Programs

### BOMA PLUS: Helping vendors and property managers

PROGRAM

**BOMA PLUS** 

**Janitorial Services Accreditation** 

BOMA Canada was proud to announce the launch of the BOMA Plus Accredited Vendor: Janitorial Services. It was designed to assure building owners, managers, tenants and guests that their janitorial service provider's management systems and operations are structured to deliver consistently high-quality service. Service Providers can enhance their market reputation and provide their clients with the confidence to know they have met third-party-verified requirements and can demonstrate the highest level of quality is being met at their facilities.



#### **KEY INDICATORS**



1. Business Information



2. Health & Safety



3. Enviromental



4. Business Practices



5. Quality Control



6. Communications,Training and Competency



7. Infection Control and Prevention



8. Procurement and Inventory Planning

### BOMA PLUS: And it is just the beginning

#### **PROGRAM**

### BOMA PLUS Janitorial Services Accreditation

The cleanliness of our buildings has a huge impact on our tenant's or visitors' first impressions. And our janitorial providers play a big role in that when visitors walk into our lobbies or get in our elevators or user amenities. They're getting an impression of how our buildings are being operated. So for us, we want to ensure everyone is working to maintain the highest standards possible.

That's ROMA PLUS





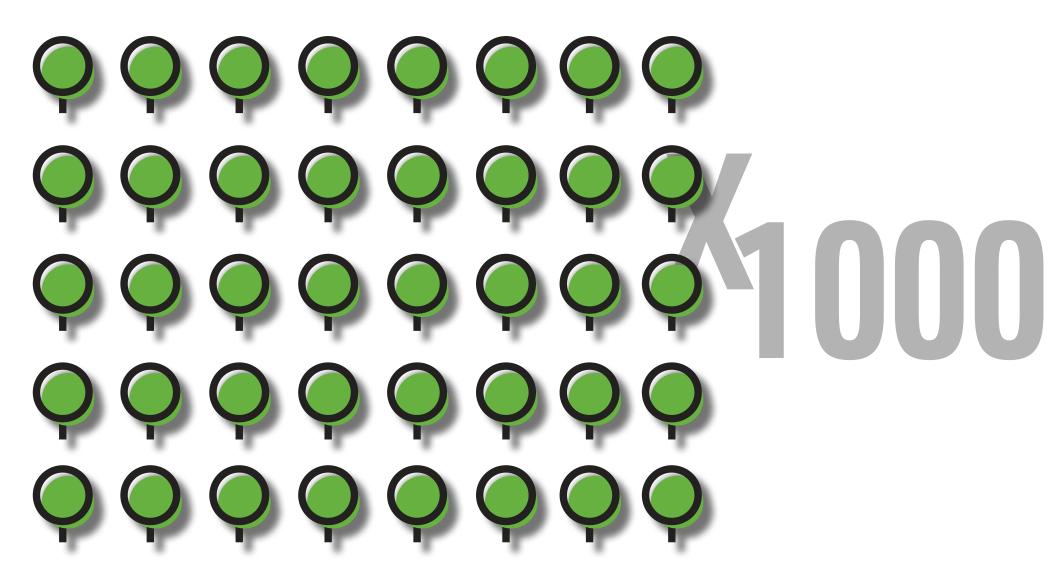






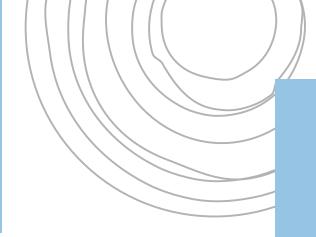


Since September 1st, 2019 for every building certified or verified under BOMA BEST we plant 25 trees. In 2022 we planted our 40,000<sup>th</sup> tree. We're getting there.



### **BOMA GIVES BACK**

Supporting the treatment and care of mental health has never been more critical. That was why the entire BOMA Canada team was focused on making our first BOMA Gives Back a success. During BOMEX PEI, we sold BOMA Canada Toques and Baseball Hats, with 100% of the proceeds going to the PEI chapter of the Canadian Mental Health Association. We also donated on behalf of every speaker. Thank you to everyone who contributed. Well done!



20%

The percentage of Canadian youth affected by mental illness.



50%

Teenage girls twice as likely to be impacted by mental illness than teenage boys.

25%

Percentage of Canadian adults that will seek help for a mental illness.



**Suhaila Cappuccino**BOMA Manager, Program Operations

Joanna Sugunathazan
BOMA BEST Program Coordinator

#### Q: What do you want to hear about Diversity, Equity and Inclusion (DEI)?

J: We're all in this together and need to learn from each other. So that being said, I think I want to hear transparency and honesty about what's working and what's not working when it comes to DEI. And it's beneficial to hear people's personal experiences, whether they are part of the majority or come from underrepresented groups.

S: Some people look like us or have similar backgrounds as us that have been in this industry for decades. And it's so useful to hear what the experiences that they've had and how they processed it and how they think about it differently now, knowing the information we know now. There need to be platforms where someone can speak about their personal experience to a wide range of audience members, which is so important, and you don't want to give us blanket messages.

J: Yes. If I go to an event and I hear someone's experience like that and they put words to maybe something that I've experienced that I didn't know was not fair to me, and I didn't know how to verbalize that. Then I'm like, okay, now I have a better understanding of the bar for respect, equity, inclusion, and all these things. I have a better experience of how I'm supposed to be treated and what the workplace should look like. So that's why it's so important to be honest and transparent. And if we're all gathering at these industry events, let's take that opportunity to be that transparent. If people are comfortable doing that, it's just such a unique opportunity that you're only sometimes privy to.

S: People build these systems and processes and do corporate work in the industry or any other industry. But we have to address the people side of it. I know we are still a business first; of course, you have to address and understand people's behaviour, that's inclusions, that's the people side, and all this can still fit the agenda and the bottom line work.



If you look at advocacy as community building, working with various levels of government. You can see the sense of connection grows, along with a willingness to help shape the world around us.

Yearbook 2022 Advocacy

Advocacy:

Shifting priorities, repurposing resources, accelerating policy development, and more. In this new environment, tried and tested advocacy tactics like face-to-face interactions, ad hoc hallway conversations, and informal chats are no longer viable options.



#### **Existing Building Commissioning (EBCx)**

Member of Working Group with the Natural Resources Canada (NRCan)



#### Canadian Standard Association (CSA)

Executive Committee on Intelligent Building Systems Code



### **Institute for Catastrophic Loss Reduction**

Insurance Advisory Committee representing CRE interests



### Circular Economy in Real Estate

A collaborative project with Circular Economy Leadership Council



### Natural Resources Canada (NRCan)

Member of working group on Canadian Green Building Strategy



### **CSA's Working Group**

Data Structure under Intelligent Building Systems Code



### IESO Stakeholder Advisory Council

Representing broader CRE interests



### **Building Systems Program (PDAC)**

Conestoga College, providing CRE-specific input for the program, course development & employment



#### National Research Council (NRC)

Special research on decarbonization of the construction/building sector



### **CSA's Climate Resilience Advisory Panel**

Advisory Council to help develop a resilience framework for CRE



### **Work Force 2030 Steering Committee**

A CaGBC initiative to advance low-carbon skills in the building sector



### **Green Button Alliance**

Affiliate member to advance easy and timely access to utility consumption data



Convening the experts and catalyzing change: reaching out to an already engaged and motivated membership to educate, promote new ideas and directions, and make a difference.

### **Keeping Members Informed**

One of the most rewarding experiences for the BOMA Canada team is the unconditional support the industry provides us. From the most influential thought leaders in the industry to emerging leaders, they are more than willing to donate their time, experience and expertise. That is why our guides have been such a success. To date, we've produced twenty-eight guides and every year, industry members approach us to create more. 2022 was no different, as we published six new guides - each one addressing a unique issue from the perspective of the commercial real estate industry.

We are looking forward to what 2023 will lead us to.



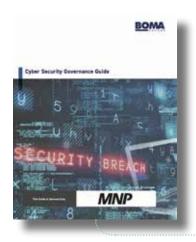


Downloa

Thought Leadership

Download





Download





Download

Download

## THOUGHT LEADERSHIP Webinars and Courses



Yearbook 2022

## The Future Starts Here...

### A Day In The Life

One of the more significant challenges facing commercial real estate is that there is no clear educational route to arrive there. People typically fall into the industry. Despite this challenge, commercial real estate has some extremely talented emerging leaders who have not only found their way into the industry but have flourished.

BOMA Canada has created a video series highlighting some of these talented individuals in our Day In The Life series. Madeleine-Jane Brammer Lavoie of Devimco Gestion Immobilière is our first bilingual participant. And we are so proud to record our first French video.



## The BOMA Team got busy this year speaking at some interesting places, including...

Cop27
Egypt

RealComm Orlando Green Button
Toronto

BAE Conference

National Advisory Council ESG - A Path Forward Mexico

BOMA International Nashville Canada Green
Building Council
Toronto

RealComm Toronto BOMEX PEI Climate Wise Toronto

Conestoga College Toronto Yearbook 2022 Thought Leadership

## THOUGHT LEADERSHIP BOMEX

CONNECTING WITH REAL VALUE

+500 Attendees (Sold Out)

+45
Speakers

**2**Keynotes

**10** Education Sessions (SRO)



Keynotes Inspiring



**Education**Sold out sessions



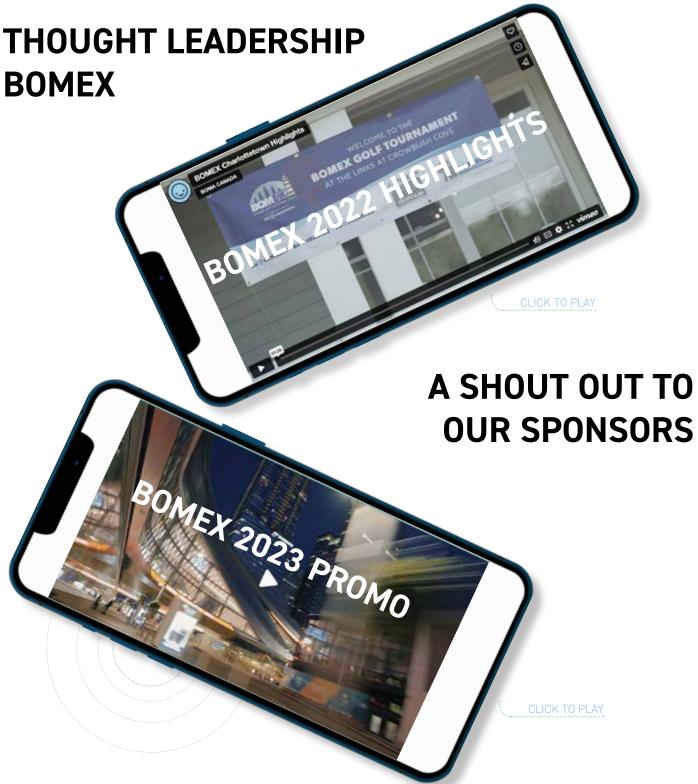
Recognition
Celebration of excellence



**Sponsors**Saw great returns



Yearbook 2022 Thought Leadership



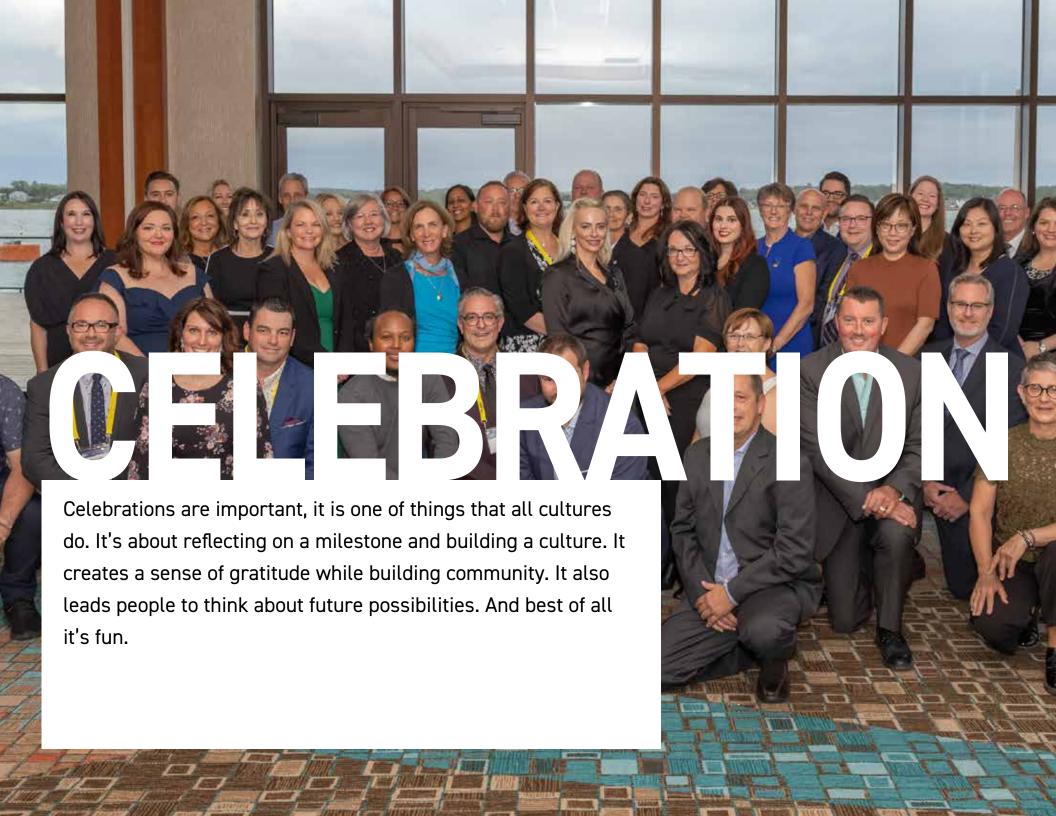


Yearbook 2022



BOMA c a n a d a

Proud Members of Planet Earth



Celebrating is important. It builds culture, recognizing a job well done and giving your team a collective high five. At the BOMA Canada Awards Gala, it is very much a team event.

loby Awards continued...

### **INDUSTRIAL BUILDING**



KENNEDY MATHESON INDUSTRIAL COMPLEX 550 & 570 Matheson Boulevard East; 5655 Kennedy Road Mississauga, ON



Owned by: 3883281 Canada Inc. Managed by: Menkes Property Management Services Ltd.

### **RENOVATED BUILDING**



YONGE SHEPPARD CENTRE

2 Sheppard Avenue East, 4881 Yonge Street and 4841 Yonge Street North York, ON



Owned by: RC Sheppard Centre LP (RioCan REIT) Managed by: RioCan Management Inc.

### RETAIL BUILDING - ENCLOSED UNDER 1 MILLION SQ. FT



**AVALON MALL** 

48 Kenmount Road St. John's, NL



Owned & Managed by: Crombie REIT

### RETAIL BUILDING - OPEN AIR/STRIP



BROOKLIN TOWNE CENTRE

5969 Baldwin Street South Whitby, ON



Owned by: First Capial (Brooklin) Corporation Managed by: First Capital Management Services LP

### SUBURBAN OFFICE PARK - MID RISE



2265-2275 UPPER MIDDLE ROAD EAST 2265-2275 Upper Middle Road East Oakville, ON



Owned by: 2265 Upper Middle Nominee Inc. and 2275 Upper Middle Nominee Inc. Managed by: Fengate Asset Management

### TOBY AWARDS BOMA Canada

The Outstanding Building of the Year (TOBY) Awards salutes the stars of the commercial real estate industry, recognizing quality in commercial real estate buildings and excellence in building management. Judging is based on building standards, community impact, tenant relations, energy conservation, environmental, regulatory and sustainability practices, emergency preparedness and security standards, and the training of building personnel. All entrants must be BOMA BEST® certified.

### UNDER 100,000 SQ. FT.



**85 HANNA AVENUE** 

85 Hanna Avenue Toronto, ON



Owned by: First Capital (King Liberty - Retail/Office) Corporation Managed by: FCR Management Services LP

### 100,000 - 249,999 SQ. FT.



130 BLOOR STREET WEST

130 Bloor Street West Toronto, ON



Owned by: 130 Bloor CREIF Inc. Managed by: BentallGreenOak (Canada) Limited Partnership

### 250,000 - 499,999 SQ. FT.



**HSBC PLACE** 

10250 101 Sreet Northwest Edmonton, AB



Owned by: Alberta Investment Management Corporation (AIMCo) Managed by: Epic Investment Services

### 500,000 - 1 MILLION SQ. FT.



33 YONGE STREET

33 Yonge Street Toronto, ON



Owned by: The Canada Life Assurance Company & 1213763 Ontario Inc. Managed by: GWL Realty Advisors Inc.

### **CORPORATE FACILITY**



NORTH YORK SQUARE 45-47 Sheppard Avenue East Toronto, ON



Owned by: Crown Realty III Limited Partnership Managed by: Crown Property Management Inc.

### HISTORICAL BUILDING



250 UNIVERSITY AVENUE

250 University Avenue Toronto, ON



Owned by: 250 University Holdings Limited Managed by: Northam Realty Advisors Limited



The Earth Awards are BOMA Canada's recognition of excellence in resource preservation and environmentally sound commercial building management and are presented to buildings that have made significant efforts to address environmental issues faced by both older and newer buildings. All entrants must be BOMA BEST certified.



BOMA Canada's Pinnacle Awards recognize organizations and industry service providers that represent a standard of excellence to which all BOMA members and their employees should aspire. The Pinnacle Awards recognize innovation, teamwork, outstanding service and commitment to clients.

### **OFFICE BUILDING**



**25 YORK STREET** 

25 York Street Toronto, ON



Owned by: Menkes Union Tower Inc. Managed by: Menkes Property Management Services Ltd.

### **ABOVE & BEYOND**

COLLIERS INTERNATIONAL (ASHLEY PENNY - RAILYARD MALL)





### **CUSTOMER SERVICE**

TRIOVEST REALTY ADVISORS INC.

700 University Avenue Toronto, ON



### INNOVATION

PINCHIN LTD. | 42 Dorey Avenue Dartmouth, NS





BOMA Canada's Chair's Award is bestowed for longstanding leadership and outstanding commitment to the success of BOMA in Canada and the commercial real estate industry.





The Elaina Tattersdale Sustainability Champion Award recognizes an "unsung hero" in the BOMA Canada membership who champions sustainability at any level within the commercial real estate community.





The BOMA Canada Emerging Leaders Award recognizes leadership, initiative, and/or service to the commercial real estate community by BOMA members who are 35 years or younger.





The BOMA Canada Rick Hansen Foundation Accessibility Challenge Award is given to a BOMA Canada member whose site has received the highest Rick Hansen Foundation Accessibility Certification score.





The BOMA Canada Member of the Year Award, which recognizes a BOMA member who has demonstrated leadership initiative, and/or service to the commercial real estate community.





BOMI Education Canada Vyetta Sunderland Scholarship Award winner





The BOMA PLUS Vendor Accreditation Program – Janitorial, assures that companies who have gone through the program are professional, well-regarded vendors and suppliers. It will help building users of all kinds – tenants, customers, suppliers, managers and more – live and work more sustainably, efficiently and safely.

### BEE-CLEAN BUILDING MAINTENANCE



#### GDI SERVICES (CANADA) LP



### HALLMARK HOUSEKEEPING SERVICES INC.



#### SERVANTAGE SERVICES INC.



## Canadian Winners on the International Stage





Historical Building: **Canada Life Building,** Toronto. Owned by the Canada Life Assurance Company and managed by Great-West Life Realty Advisors.



Industrial Building: **6990 Creditview Road**, Mississauga, owned by MNBP Single & Flex Holdings Inc. and managed by QuadReal Property Group.



Corporate Facility: **190 Simcoe Street**, Toronto. Owned by the Canada Life Assurance Company and managed by Great-West Life Realty Advisors.



Victoria Papp
Director, Strategy and Innovation

**Josimar Herrera**BOMA BEST Program Coordinator

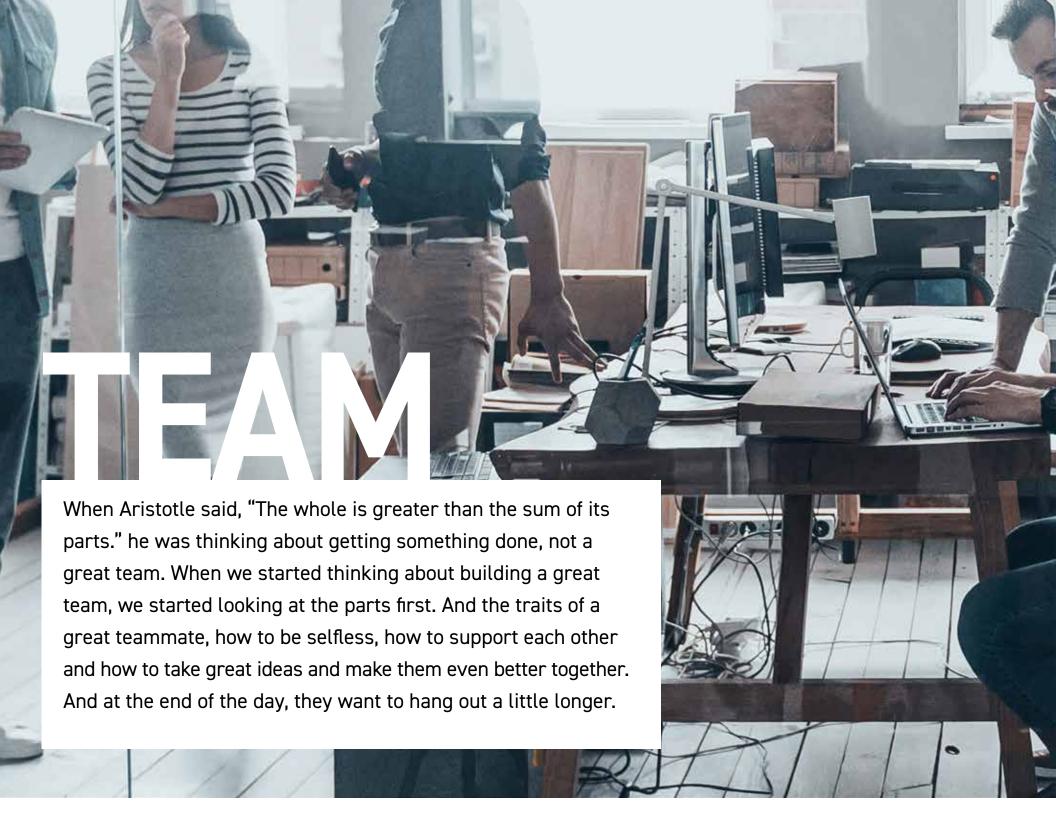
#### Q: What are some key industry themes in the upcoming year?

V: I love this question – but maybe before we look forward, we need to look back and see what this year brought us. It seems now, more than just the industry is focusing on existing building stock. There's a fundamental shift globally toward greater sustainability. Even though our industry has done well, we need to set our goals even higher. It's about improving operational excellence and recommissioning existing building stock, which will be at the forefront of every discussion.

J: There's no doubt that climate change has become immediate. A couple of years ago, we used to talk about setting targets for 2030 and 2050, and they seemed distant. Nowadays, the word "decarbonization" is heard more and more in different forums. We have made it part of every conversation and with good reason. Our sector is a significant source of emissions, and the importance of net-zero commitments and actions from stakeholders is high.

V: Decarbonization, net zero emissions, resilient buildings... they're the key themes globally, which is what it needs to be. The building sector was front and centre at COP27, with several events tailored for the industry. And there are several building initiatives launching, some directly correlated to net zero and decarbonization in the built environment. You know that the building sector will be an even more significant presence next year at COP28, and it's the only way we're going to achieve substantive sustainable development goals.

J: I'm optimistic. CRE continually shows that it's one industry that's committed to sustainability. You know we won't be able to achieve our goals without building the capacity within the industry. We need a workforce that has the right skills, and that's the challenge. We need to make sure they have access to the knowledge and tools necessary to face the challenges that will be more technical. We know the future will be more electrified, that hydrogen will play a major role and energy storage have to be further developed. This is the moment, the world keeps moving, but our future is now.



I can't believe you work as hard as you do, and still have this much fun together.

Well done!

11

Randal Froebelius
BOMA Fellow
Chair, BOMA International
Comment to the BOMA Team in PEI

Yearbook 2022 Team

### The BOMA Canada Team grew a little bit this year!

Joanna Sugunathazan

From DEI to sustainability, Joanna channels her enthusiastic nature to drive for change without missing a beat.

BOMA BEST Program Coordinator



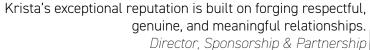
First and foremost, Matthew is an entrepreneur obsessed with sustainability.

Sustainability Consultant



Addressing carbon reduction and climate change is what motivates Josimar every day!

BOMA BEST Program Coordinator





Yearbook 2022 Team

### And grew a little bit more!



As an architect, it's not surprising Jani likes to build strong, creative teams focused on sustainability.

Senior Director, Sustainability

Henry brings calmness to an area that is definitely in need of his patience.

Finance Manager





Noelyn brings all kinds of enthusiasm to everything she does, and has no problems trying new things.

Events and Marketing Coordinator



Esther has that rare combination of charm and focus which we get to see every day.

Accounts Receivable



Passionate about building high-performance teams Jacques-Yves' biggest role is that of a mentor.

\*Director of BOMA BEST Operations\*

## **TEAM Board of Directors**



**Myron Keehn** - Chair Edmonton International Airport Edmonton, Alberta



Michael Di Grappa - Vice Chair Concordia University Montreal, Quebec



Neil Lacheur
- Secretary Treasurer
Avison Young, Toronto, Ontario



**Adrien J. Deveau** - Past Chair Metergy Solutions Toronto, Ontario



**Dan Bourque**Crombie REIT
Halifax, Nova Scotia



Angela Jackman

JLL Canada

St. John's, Newfoundland



**Tim Doherty**Colliers International
Moncton, New Brunswick



Susan Dodsworth

BGIS

Vancouver, British Columbia



Victoria Gabel Harvard Property Management Inc. Regina, Saskatchewan



Shawn Hamilton
Canderel Group
Ottawa, Ontario



**Lee Thiessen** MNP Calgary, Alberta



**Craig Dunsire**BentallGreenOak
Winnipeg, Manitoba

## TEAM Some Local BOMA Successes



- 1. Update of the BOMA BC Climate Action Program, including a new Decarbonization Planning Tool
- 2. Returning BOMA BC membership 95% of pre-COVID levels
- 3. Successful staff reorganization without negative impact on member services



- 1. BOMA Edmonton CEO Lisa Baroldi appointed as Vice Chair of the Edmonton Metro Region Economic Recovery Working Group
- 2. Soft launch of the Indigenous Inclusion and Career Development Project, a first-of-its-kind Indigenous-focused CRE professional training and research program, in partnership with the Oteenow Employment and Training and with the Tribal Chiefs Employment and Training
- 3. Successfully advocated to pause a provincial proposal that would have shifted a business tax



- Provided timely and relevant COVID-19 thought leadership, including townhall meetings and daily briefings during the local state of emergency, leveraging BOMA Calgary's seat at the Calgary Emergency Operation Centre
- 2. Succeeded in aligning the contentious downtown Green Line LRT Project contentious such that it has minimal impact on commercial properties while still best serving the public interest
- 3. Overcame the obstacles of COVID to run highly successful awards program including with socially distanced judging protocols and a virtual Gala that provided some much-needed good news to the industry



- 1. Recruited the 200th member of BOMA Saskatchewan and netting positive membership growth for the year
- 2. Launched a series of programs aimed at addressing the Calls to Action from the Truth and Reconciliation Commission, including focusing the BOMA Education Day on Indigenous issues, bringing in Indigenous speakers and hosting the event at the First Nations University of Canada
- 3. Added a New Member of the Year Award to our roster of annual awards, naming it after a founding member of BOMA Saskatchewan and BOMA Canada, Lloyd Rogers, who had recently passed away

### TEAM Some Local BOMA Successes







- 1. Attracted nearly 1,000 participants to the eighth annual Manitoba Building Conference & Expo (after a two-year hiatus due to the pandemic), in partnership with the Winnipeg Construction Association
- 2. Added to the BOMA Manitoba roster of industry publications, including multiple issues of BOMA INSIDER Magazine, the annual BOMA Commercial Building Directory, and a newly introduced BOMA Industry Compensation Survey
- 3. Continued to support with the Downtown Community Safety Partnership to improve downtown safety and to improve the building permit and occupancy permit approval process
- 1. Launched inaugural BOMA Toronto Retail Influencer's Council (BTRIC to drive value for our retail members and the CRE industry, filled with retail-focused industry leaders)
- 2. Launched BOMA Toronto's inaugural Mentorship Program Pilot (to be announced at the Signature Holiday Luncheon on December 2.) Program is designed to cater to and enhance the careers of both our Emerging Leaders and mid level CRE professionals
- 3. Chosen to sit on the City of Toronto City of Toronto Climate Advisory Group (CAG), tasked with leading the TransformTO to reduce community-wide GHG to net zero by 2040 sooner

1. Co-hosted a Mayoral Debate between the top three polling candidates and provided a post-election orientation package and held an orientation session for new councilors

- 2. Held a "Building Envelope" Industry Day and will issue a related magazine on topics covered at the conference
- 3. Running a series of communiques and participating in Task Forces promoting the safety, value and importance of going back to work and revitalizing the downtown core. BOMA is participating on two Task Forces addressing this issue and plans to publish communiques jointly with municipal and federal departments

or

## TEAM Some Local BOMA Successes



- 1. Successful 2022 Awards program resulting in a Pinnacle Award win at the BOMA Canada Level.
- 2. Continued promotion of our "BID BOMA" Program (an awareness program encouraging BOMA members to think of other BOMA Members first when procuring goods and services).
- 3. Preparation and presentation of a white paper outlining the position of the CRE industry in Nova Scotia on the realty tax calculation method.



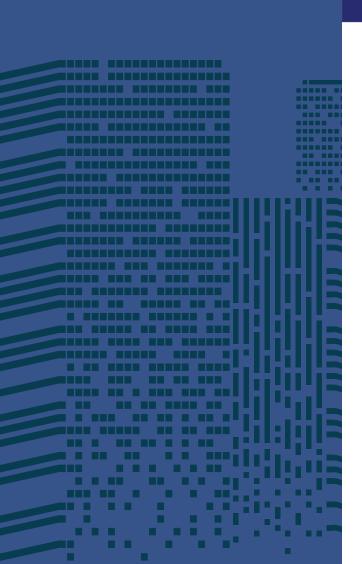
- 1. Celebrated the fourth year of the Building Energy Challenge 1.0 with a prestigious gala. https://defienergie.ca/
- 2. Launched the Building Energy Challenge/le Défi énergie en immobilier 2.0 with the support of City of Montreal, Québec government, Hydro Quebec, Énergir, SOFIAC, SQI
- 3. Won a contract from the City of Montreal to inform the industry of the new regulations with respect to the mandatory reporting of energy consumption data and are now offering training to member.



- 1. Hosted BOMEX Conference 2022 a completely sold-out national conference with exceptionally strong industry feedback on Prince Edward Island
- 2. Launched an Awards Program for the first time, with seven awards presented in 2022
- 3. Grew membership despite the pandemic



- 1. Grew membership despite the pandemic
- 2. Increased attendance at virtual events, with each virtual event attracting a greater number of attendees than the previous
- 3. Offered at least one educational session or social event every month despite the pandemic



### **National Partners**







dyson



Beedie/Built for good



















CAPTIVATE
BRING LIFE TO WORK





