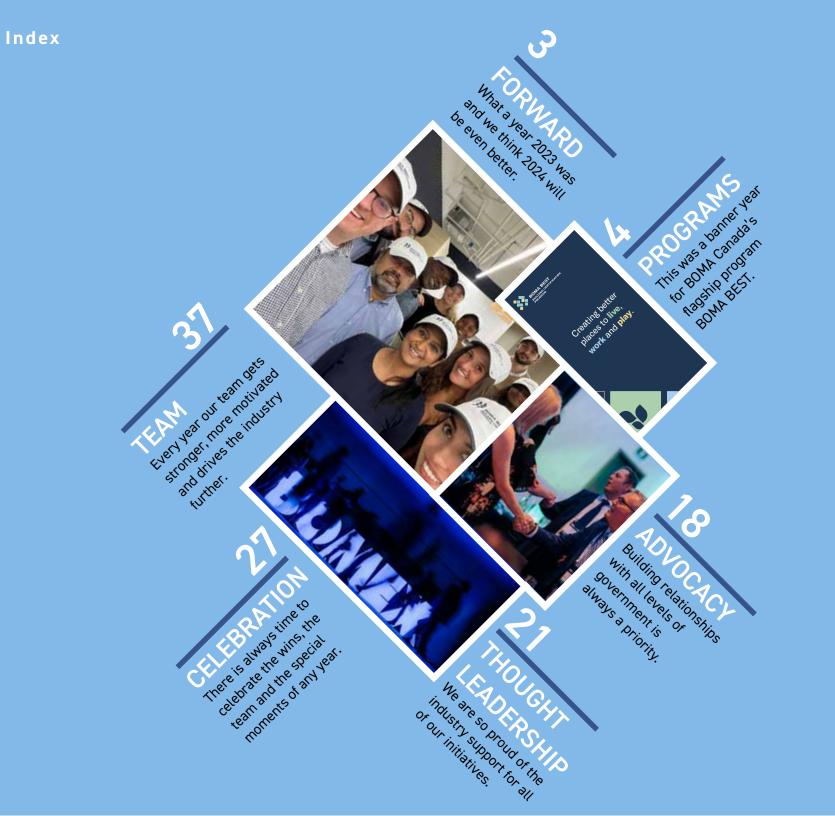


As commercial real estate gears up to address everything from homelessness to climate change, BOMA's role as a hub for thought leadership, advocacy and programs that drive change becomes more and more important.



Hello friends,

2023 marked a year of unprecedented success with the introduction of BOMA BEST Smart, a new questionnaire for BOMA BEST Sustainable, the launch of the BOMA BEST Hub, another sold-out BOMEX, multiple Canadian wins at the BOMA International TOBY Awards and a renewed Partnership and Sponsorship program. If 2023 was about building a new foundation, 2024 is going to be about expanding our infrastructure to sustain the new growth we are planning.

In 2024, thought leadership and education, one of our pillars, will be front and centre. As always, we will leverage the collective expertise of the industry to create content that will inform and drive change. BOMEX Vancouver 2024, our industry's national conference, will build on the success and sellouts of PEI in 2022 and Edmonton in 2023. Our flagship BOMA BEST program, newly empowered, will help lead market transformation and encourage smart and sustainable solutions for existing buildings by promoting health, efficiency, cost-effectiveness, and low-carbon performance. And we will definitely have a few surprises which we are not quite ready to announce.

It's going to be an exciting year.



Michael Di Grappa Chair, BOMA Canada Concordia University,



Benjamin Shinewald President & CEO BOMA Canada

# 

2023 marked a year of unprecedented success with the introduction of BOMA BEST Smart, a new questionnaire for BOMA BEST Sustainable, and the launch of the BOMA BEST Hub. The industry has recognized BOMA BEST Smart to provide the data required to support investments in sustainability initiatives. Overall, the program is poised to drive market transformation and encourage smart and sustainable solutions for existing buildings, promoting health, efficiency, cost-effectiveness, and low-carbon performance.

Our programs mitigate the effects of climate change, reduce environmental impact, ensure long-term sustainability and drive smarter decisions for both the commercial real estate industry and the planet.

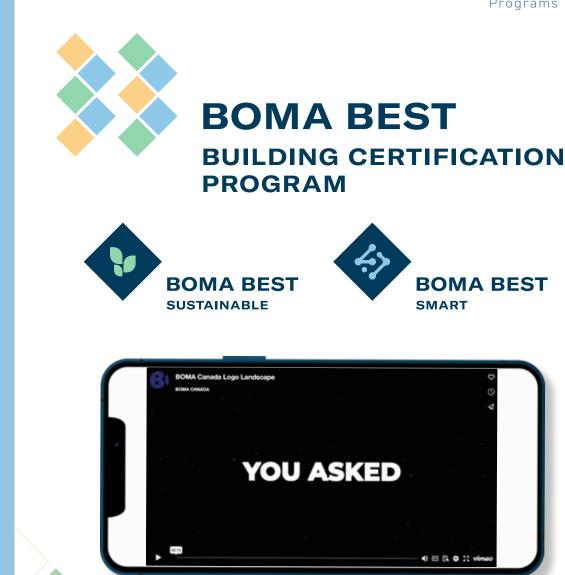
## **BOMA BEST:** A brand new look, a brand new program.

It was a busy year for the BOMA BEST team, but the results are in. We have a brand-new look, new content and a brand-new program. Welcome to BOMA BEST Sustainable and BOMA BEST Smart.

Building owners and managers can advance their impact on broader, ever evolving ESG goals. BOMA BEST 4.0 also assesses four new areas of focus: decarbonization, equity, enhanced engagement and resilience.

We encourage you to visit and get to know our new platform and content.

Follow this link.



# BOMA BEST: A brand new look, a brand new program.



CLICK TO PLAY

BOMA BEST Smart is poised to become the industry benchmark – defining how building owners and managers can leverage technology to realize significant value in their assets. The certification program doubles as a management tool, guiding owners and managers on a digital transformation within the built environment to optimize operations, drive sustainability, create unique user experiences, and deliver financial value to their stakeholders and customers.

BOMA BEST Smart provides a blueprint for owners and managers on how to integrate today's digital transformation. Glenn Way President, CEO GWL REALTY ADVISORS

## Go to bomabest.org/smart

BOMA BEST

**The Livmore** 55 Gerrard Street West. Toronto, ON.



## BOMA BEST: A brand new look, a brand new platform.

We are excited to launch the new BOMA BEST Hub. It provides users with an easy-to-use and accessible tool, allowing buildings to achieve their smart & sustainable objectives. The Hub includes:

- Dynamic Reporting & Benchmarking
- Interactive Dashboards
- Easy-To-Use Checklists
- Corporate Document Library





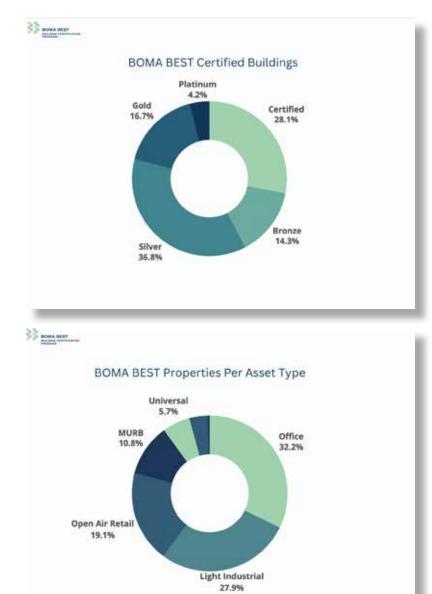


In comparison to the old portal, this is a huge step for us. The ability to update our data is an incredible time saver. The user experience is a lot more streamlined and logical.

Kelly Bryck, Manager of Sustainability Choice Properties

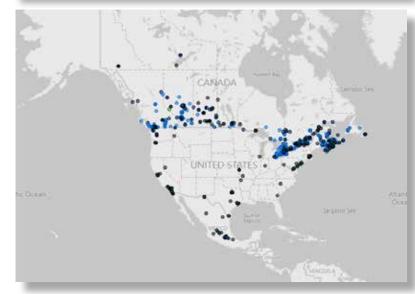
For more information go to: www.bomabest.org

# BOMA BEST: A brand new look, and much more sustainable.









# BOMA BEST: Consistently delivering a sustainability pathway.

BOMA BEST 4.0 maintains consistency in its certification practices through several key methods:

- 1. Standardized Assessment Tools
- 2. Regular Updates to Standards
- 3. Third-Party Verification
- 4. Clear and Transparent Criteria
- 5. Training and Resources
- 6. Tiered Certification Levels
- 7. Feedback and Continuous Improvement

Through these practices, BOMA BEST ensures that its certification process is consistent, fair, and reflective of the latest in sustainable building management and practices.

Our BOMA BEST certified properties achieve rents 4% higher than non-certified properties.

Ali Hoss Chief Sustainability Officer Triovest



REDUCED WASTE

1 in 4

buildings achieved 70%+ diversion rates WATER INTENSITY

36%

reduction in annual water use intensity

LOWERED ENERGY INTENSITY

**25%** reduction in annual energy use intensity REDUCED GHG EMISSIONS

> **84%** reduction in annual GHG emissions

\* All data comes from the National Green Building Report

## BOMA BEST: Carbon Neutral, Delivering Market Transformation

BOMA BEST 4.0 will continue to offer a comprehensive framework for building owners and managers to assess and improve their properties' environmental performance. With a strong emphasis on energy efficiency, waste reduction, sustainable and smarter operations, BOMA BEST 4.0 is driving market transformation by setting new standards for environmentally responsible building management.

It will encourage the adoption of innovative technologies and practices that reduce greenhouse gas emissions, fostering a culture of sustainability within the industry. Our renewed program encourages combating climate change, it also offers economic benefits by reducing operational costs and enhancing property values. By aligning with global environmental goals and providing measurable benchmarks for success, BOMA BEST 4.0 is a pivotal tool in the journey towards a more sustainable and carbon-neutral future in real estate.

# What's Next

## **1.** 2024 National Green Building Report

The 2024 National Green Building Report will encompass in-depth analysis, case studies, and industry insights, highlighting the impact of sustainability and smart building practices on commercial real estate.

## **2.** BOMA BEST Webinar Series

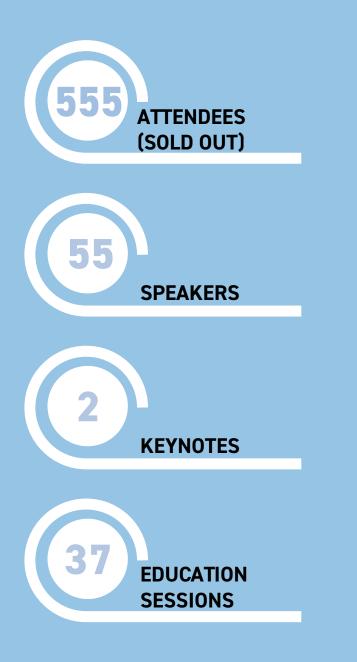
In 2024, we will launch a comprehensive webinar series highlighting specific insights into our certification program and how implementing industry best practices can dramatically improve your buildings efficiency.

## **3.** BOMA BEST Templates

In order to simplify the certification process we are developing easy-to-use templates and a comprehensive set of guides for BOMA BEST Sustainable and BOMA BEST Smart.



## BOMEX: BOMEX Edmonton 2024



Keynotes







Recognition Celebration of Excellence



**Sponsors** Great Returns





# BOMEX: BOMEX Edmonton 2023 goes carbon neutral.

For the first time ever, BOMEX achieved carbon neutrality, offsetting 298 tonnes, with support from Enerva, Triovest, Bullfrog Power, and Explore Edmonton. BOMA Canada is committed to a comprehensive decarbonization strategy, setting a new standard for environmental leadership in commercial real estate.



# **1000000** Boma canada **100,000 Trees**

Since September 1st, 2019, for every building certified or verified under BOMA BEST, we have planted 25 trees. In 2023, we planted our 60,000th tree. We're getting there.

# 

#### Yearbook 2023

# **BOMA PLUS:** Helping vendors and property managers

BOMA Plus continues to expand, ensuring that building owners, managers, tenants and guests have confidence in their janitorial service provider. Through BOMA Plus, Service Providers enhance their reputations and provide clients with the confidence to know their buildings meet BOMA standards - standards that have been set by owners and managers and verified by independent third-parties. This growing program ensures industry-leading levels of cleanliness, hygiene and sustainability in buildings - creating an upward spiral of excellence.



## **KEY INDICATORS**





4. Business Practices



5. Quality Control



6. Communications, Training and Competency



7. Infection Control and Prevention

Programs



8. Procurement and **Inventory Planning** 

2. Health & Safety





Programs

## **BOMA GIVES BACK:** Community Comes First

Supporting the treatment and care of mental health has never been more critical. That was why our entire BOMA community was focused on making our BOMA Gives Back a success. During BOMEX Edmonton, we sold BOMA Canada Baseball Hats, with 100% of the gross proceeds going to the Edmonton 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 as teenage boys.

# 25%

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



Advocacy has significantly transformed, with openness now prevailing over clandestine political manoeuvres. This new era focuses on exchanging valuable insights, gaining wisdom from mutual experiences, and engaging in critical discussions about the political dynamics influencing issues important to commercial real estate. It is imperative to recognize and tackle the challenges hindering necessary progress and emphasizing the need to embrace novel approaches and build robust partnerships.

We are fostering a more profound sense of connection and a willingness to contribute to shaping the world around us. BOMA is continually looking for opportunities to connect with all levels of government to effect change.

## **Our Teams Impact:**

Awards Committee BOMA International

**Building Decarbonization Alliance** A stakeholder to advance decarbonization and transition to net-zero

**Building Systems Program (PDAC)** Conestoga College, providing CRE-specific input for the program, course development & employment

**Circular Economy in Real Estate** A collaborative project with Circular Economy Leadership Council

**Circular Economy in Real Estate** Strategic Advisory Committee CSA Group

**CSA's Climate Resilience Advisory Panel** Advisory Council to help develop a resilience framework for CRE

**CSA's Working Group** Data Structure under Intelligent Building Systems Codes Volunteering your time and knowledge is an essential part of commercial real estate. We rely on countless volunteers for our extensive committee network, just as the industry relies on the BOMA Canada team to volunteer for their committees. These are just some of the committees our BOMA team volunteers for.

**Dan Leckie Forum on Public Policies** The Atmospheric Fund (TAF)

**Energy, Sustainability and Resilience Committee** BOMA International

**Environmental Managers Roundtable** Coordinated by Choice Properties

**Existing Building Commissioning (EBCx)** Member of Working Group with Natural Resources Canada (NRCan)

Mandatory Building Performance Standards Knowledge Network Efficiency Canada

**Green Button Alliance** Affiliate member to advance easy and timely access to utility consumption data

IBS Code Management System Technical Subcommittee CSA Group **Institute for Catastrophic Loss Reduction** Insurance Advisory Committee representing CRE interests

**Program Advisory Committee – Environmental Building Sciences** Representing broader CRE interests

**Technical Committee on Intelligent Building Systems Code** CSA Group

One of the first things new industry members learn about commercial real estate is how generous people are with their time and experiences. BOMA's role has evolved to act as a catalyst, taking this knowledge and sharing it with the industry, whether in the form of guides, webinars, or events like BOMEX.

Empowering experts to drive change, we foster collaboration and understanding of industry leaders' motivations, creating an environment for delivering excellence in processes and culture.

# THOUGHT LEADERSHIP: Keeping Members Informed

Full of expertise, passion and wisdom, BOMA Canada members are at the heart of our thought leadership success. The BOMA Canada team profoundly values their unwavering support. This support spans various levels, from the most distinguished industry thought leaders to the up-and-coming figures who generously contribute their time, knowledge, and expertise. Their dedication is a critical factor in our success, from BOMEX to our Guide program.

To date, we have developed twenty-nine guides, and each year, our members eagerly come forward with ideas for new ones. In 2023, this collaboration resulted in the publication of white papers, guides and webinars, each offering insights into distinct challenges faced by the commercial real estate sector.

As we step into 2024, we anticipate more exciting and innovative opportunities to emerge.

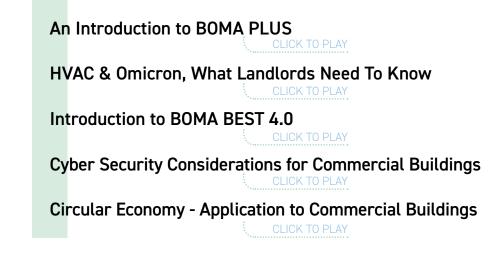


## THOUGHT LEADERSHIP Webinars and Training



Webinars provide an effective platform for to discuss market trends, new technologies, legal changes, and best practices.







Training course are essential in commercial real estate as they provide professionals with the necessary skills, knowledge, and adaptability required in a dynamic and competitive field.

Planning Resilience Workshop RETScreen Expert Training

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



# THOUGHT LEADERSHIP BOMA Social

On Tuesday, November 28, 2023, BOMA Canada collaborated with our National Partner, Dexterra, to tour the Forensics Services and Coroner's Complex (FSCC). The FSCC, one of North America's most advanced forensic buildings, was a BOMA BEST Sustainability Award Winner in 2023, and is certified BOMA BEST Platinum. The event was filled with networking, discovery and celebration. Special thanks to all in attendance whose dedication aligns with our collective pursuit of advancing excellence in building practices.



Celebrating industry achievements recognizes our members dedication and impact in shaping the most sustainable and well-operated buildings in Canada! BOMA Canada's National Awards Gala is the pinnacle moment where our community comes together to celebrate the best of the best.

1

2023 BOMA Canada National Award Finalists

**BOMA Canada's National Awards** Gala recognizes a building's and its team's commitment to excellence and innovation, but they also foster community engagement and set industry benchmarks for sustainability and quality.

## AWARDS: TOBY awards



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 and hold a BOMA 360 designation.



# AWARDS: TOBY and BOMA BEST awards

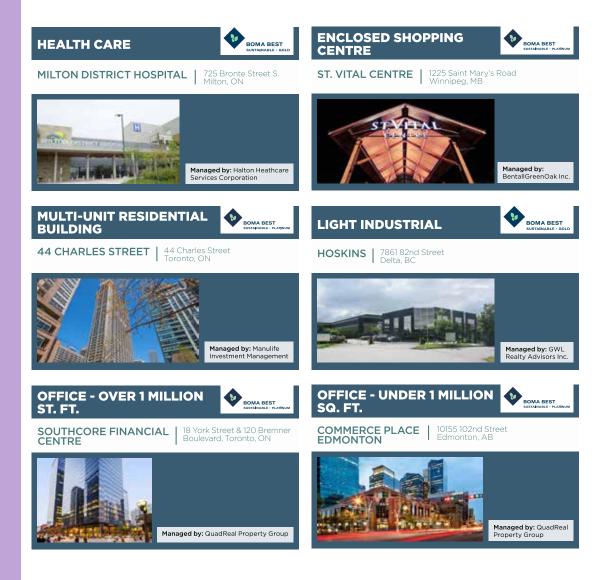


BOMA Canada's new BOMA BEST Awards celebrate high scoring achievement in each of the BOMA BEST certification asset classes.

Highest scoring verifications between April 1, 2022 and March 31, 2023 are eligible for consideration.

TOBY Awards continued...
INDUSTRIAL BUILDING
BOMA BEST
BUILDING
6975 CREDITVIEW ROAD
6975 CREDITVIEW ROAD
6975 CREDITVIEW ROAD
6975 CREDITVIEW ROAD





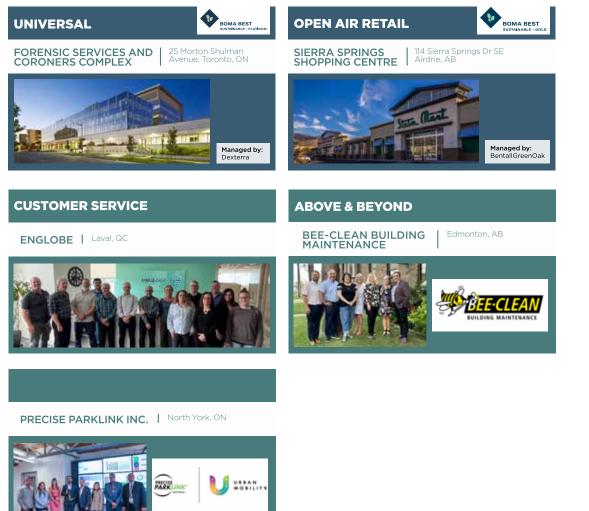
# AWARDS: BOMA BEST and BOMA PLUS awards



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.



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. BOMA BEST Awards continued...



### **ALLEN MAINTENANCE/CONTROLNET**

Montreal, QC/Ottawa, ON





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

## **CURTIS DOROSH**

MINISTRY OF SASKBUILDS Regina,SK & PROCUREMENT



## JARRET YOUNG

**ONE PROPERTIES** | Edmonton, AB



## DEB BEURLING

### BENTALLGREENOAK | Toronto, ON





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.

BOMI Education Canada Vyetta Sunderland Scholarship Award winner.



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.

### SAVINGS CREDIT UNION (VANCITY NEWTON COMMUNITY BRANCH)

7555 King George Blvd. Surrey, BC



## MADELINE KRIEGER

### FALLSVIEW CASINO RESORT | Stevensville, ON



## LINDA LARSEN

Toronto, ON



Celebration



Celebrating International Success - Canadian winners at the 2023 BOMA International TOBY Awards!! Go Canada Go!



Earth Building: **25 York Street,** Toronto. Owned by Menkes Developments Ltd. and managed by Menkes Property Management Services LTD.



Under 100,00 Sq. Ft.: **85 Hanna Avenue**, Toronto, owned by First Capital Reit and managed by First Capital REIT Management Services LP





250,000-499,000 Sq. Ft.: **HSBC Place,** Edmonton. Owned by Alberta Investment Management Corporation (AIMCo) and managed by Epic Investment Services.



Industrial Building: **Kennedy Matheson Industrial Complex**, Mississauga, owned by 3883281 Canada Inc. and managed by Menkes Property Management Services Ltd.



Corporate Facility: **North York Square**, Toronto. Owned by Crown Realty III Limited Partnership and managed by Crown Property Management, Inc.





Renovated: **Yonge Sheppard Centre,** North York. Owned by RioCan Management Inc. and managed by RioCan Management Inc..



Suburban Office Park Mid-Rise: **2265-2275 Upper Middle Road East**, Oakville. Owned by Fengate Property Management Ltd. and managed by Fengate Property Management Ltd.

Good teams have talented people who raise the level of the entire group. Great teams have nothing but talented people who are willing to leverage their collective abilities to translate every idea into a significant success. At BOMA Canada, the team is as dedicated as it is driven and has created such a supportive environment. Collectively we are all looking forward to 2024.

ABIE

BOMA BEAT

## month have

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(Frank Min

BOMA BEST

AMOR

At BOMA, our team enthusiastically drives change by leveraging our diverse set of skills and perspectives to effectively answer challenges and foster innovation.

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



Shruti, brings her exceptional organizational skills and a passion for the team everyday. *Executive Assistant* 



Jaiden's energy and outside-the-box thinking make her a joy to have on the team. BOMA BEST Program Coordinator



Maryluz leads by driving change and pushing boundaries, making her a true innovator. Senior Manager, Standards



Ray's thoughtfulness, and attention to detail defines his valuable presence on the team. BOMA BEST Program Coordinator



Embracing the bold, Hannah contributes ideas with fearless passion. BOMA BEST Program Coordinator

## The BOMA Canada Team



President and CEO

Director, BOMA BEST Operations







Director, BOMEX & Awards



Senior Director, Strategy and Innovation





Senior Project Manager

Director, Sponsorship

and Partnership



arc

Bouch

Jacques-Yves



Josimar Heri

Shruti Gupta

Specialist, Sustainability and Technical Programs

Executive Assistant





Henry Kamau

Manager, BOMA BEST

Finance Manager



Sustainability Consultant



Program Coordinator





Suhaila Cappuccino





Maryluz Velasco



## Closing A Chapter: Celebrating The Retirement Of Linda Larsen



Your hearty laugh and that touch of mischief in your soul brings a buzz to any room. You are beloved by all 3,500 BOMA Canada members, by our Board of Directors and by our international partners. And as for your teammates at BOMA Canada, you've shaped every single step of our individual and collective successes – and you've done so with wisdom, kindness and a fair bit of sarcasm; }



Team

## TEAM Board of Directors



**Michael Di Grappa** - Chair Concordia University Montreal, QC



Neil Lacheur - Vice Chair Avison Young Toronto, ON



Victoria Gabel Harvard Property Management Inc. Regina, Saskatchewan



**Myron Keehn** - Past Chair Edmonton International Airport Edmonton, AB



Dan Bourque

Halifax, Nova Scotia



**Tim Doherty** Colliers Moncton, New Brunswick



Craig Dunsire BentallGreenOak Winnipeg, Manitoba



**Shawn Hamilton** Proveras Commercial Realty Ottawa, Ontario



Angela Jackman JLL Canada St. John's, NL



**Jillian Mann** GWL Realty Advisors Vancouver, BC



Maryanne McDougald

Toronto, Ontario



Lee Thiessen MNP Calgary, AB

## **National Advisory Council**

BOMA Canada's National Advisory Council (NAC) is a network of senior commercial real estate leaders. Generally drawn from the C-suite, the NAC aims to include the senior-most leaders of Canada's largest national commercial and institutional real estate organizations or the senior-most leader in those organizations responsible for asset management, property management and/or building operations.

Acting in a high-level, leadership advisory capacity, the NAC has three key purposes:

- 1. Guiding BOMA Canada at a High Level
- 2. Forming a Senior-Level Industry Leadership Network
- 3. Creating a Forum for Emerging Issues

Michael Bansil GWL Realty Advisors Inc.

Arie Bitton Crombie REIT

Henry Chamberlain BOMA International

John Duda Colliers International

**Tom D. Falls** Triovest

**Don Fairgrieve-Park** QuadReal

Carmine Francella First Capital

Anushka Grant Oxford Properties Group **Steven A. Herron** Zeller Management Corp.

**Oliver Harrison** RioCan REIT

**Keith Major** BentallGreenOak

Rory MacLeod Cadillac Fairview

Lachlan MacQuarrie Epic Investment Services

Brett Miller Canderel

**Dennis Mitchell** Starlight Capital

Ana Radic Choice Properties REIT



Molly Westbrook CBRE

Theresa Warnaar KingSett Capital

Molly Westbrook CBRE

Allan Yearwood JLL



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