



AWARDS 2017
BOMA Canada

2017 BOMA CANADA

NATIONAL
AWARDS

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The Building Owners and Managers Association (BOMA) of Canada rolled out the red carpet for its 2017 National Awards Gala in Toronto this Fall. Held September 28 at the downtown Fairmont Royal York Hotel, the event took place during BOMEX 2017 and celebrated industry excellence across the country.

BOMA Canada's Outstanding Building of the Year (TOBY) Awards are given to the stars of the commercial real estate industry in recognition of industry quality and building management excellence. Judging is based on building standards, tenant relations, community impact, energy conservation, environmentalism, regulatory standards, sustainability, emergency preparedness, security, and personnel training.

The BOMA Canada National Earth Awards honour buildings that have demonstrated excellence in environmentally sound commercial building management and resource preservation. They are judged on a range of factors, including a building's reduction of environmental risk, energy conservation, recycling, water conservation, indoor air quality, green cleaning, interior finish, green purchasing policy, occupant communication and education, and a building summary and case studies.

Through its Pinnacle Awards, BOMA Canada spotlights companies that have shown the highest standards of work to which all BOMA members and their staff should aspire. The category rewards innovation, customer service, commitment to clients, and teamwork.

The BOMA Canada Chair's Award recognizes leadership and commitment in service to the organization and its members.

Finally, the Vyetta Sunderland Scholarship Award acknowledges a Canadian student who is seeking to enter the property management industry, or is in the process of bolstering their career skills.

Winners of the National Awards are eligible for the BOMA International Awards, held on June 25, 2018, during the BOMA International Conference and Expo in Salt Lake City, Utah.

Congratulations to all of our 2017 National Award winners!

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BARRINGTON PLACE



Halifax, NS
Owner/Manager: Crombie REIT



It's a combination of stand-out design, leading tenant services, and central location that make Barrington Place a staple of downtown Halifax. A part of the popular Scotia Square commercial development, this five-storey property occupies a historic building in the city's core and maintains a classic 19th century stone facade while housing a mix of office, restaurant, and hotel space.

Barrington Place has become a popular destination for locals and tourists since opening in 1980. It features over 32,000 square feet of shopping and restaurants, a Goodlife Fitness gym, and the 138,556 square foot Delta Barrington Hotel. It is also located in the heart of the downtown pedway network and serves as the hub for Halifax Transit, making it a convenient destination for occupants, shoppers, and visitors alike.



Key to Barrington Place's success, however, is manager Crombie REIT's holistic approach to tenant service. Through its award-winning Client Services Program, the team ensures occupants are well taken care of from day one, beginning with a welcome kit and orientations and continuing with regular check-ins, online surveys, tenant events, and the application of the Angus AnyWhere program, which tracks and manages all client service requests.

All of this is delivered by a team of Crombie REIT employees who are continually being trained, certified, and incentivized to deliver on the company's client service vision. Key programs in its staff development strategy include an in-house Assistant Manager Training Program, annual employee engagement surveys, participation in Sobeys & Empire Work Experience & Scholarship Program, an employee Health and Wellness Week, and a robust talent management team. In 2016, Crombie REIT was recognized as one of both Atlantic Canada's and Nova Scotia's Top Employers for the third year in a row.

Barrington Place's focus on sustainable operations is similarly strong. Employing a dedicated Manager of Engineering and Sustainability and a BOMA BEST Green Committee, the team has overseen LED lighting retrofits, equipment upgrades, monthly utility consumption reviews, and a Green Purchasing Procurement Policy. In 2017 alone, Crombie REIT took steps to enroll building operators in BOMA energy online training, as well as encourage its clients to participate in BOMA Canada's new BOMA BEST Sustainable Workplaces program.

Barrington Place also shares close ties with its community. It is an annual sponsor of the Chronicle Herald Parade of Lights and regularly provides venue space and free parking for fundraisers and events. As well, Crombie REIT employees take part in a number of initiatives including Canadian Cancer Society's Daffodil campaign, Plaid for Dad, Big Brothers Big Sisters' Bowl for Kids Sake, Denim Day and many others. Towards the end of the year, Barrington Place also conducts an annual holiday campaign in support of Feed Nova Scotia food bank, and is also a drop-off location for the Salvation Army's Angel Tree program.

As for being recognized among its own peers, Dan Bourque, Crombie REIT's Atlantic Director of Operations, says the company is proud of its BOMA achievement, noting, "Crombie is honoured to be nominated and recognized at the national level, and we are proud of our team for their accomplishment. They continuously work to identify opportunities to lower energy and water consumption, and improve the client experience."

VALUED SUPPLIERS TO BARRINGTON PLACE



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MISSISSAUGA EXECUTIVE CENTRE 1



Mississauga, ON
Owner: Desjardins Financial Security Life Assurance Company and Starlight Investments
Manager: Colliers International



In many ways, the Mississauga Executive Centre 1 serves as a beacon for the city's fast-growing business community. Rising 15-storeys, this 262,938 square foot Class A office property is a prominent fixture at 1 Robert Speck Parkway, and part of a 1.1 million square foot, four-tower complex. It is located at one of downtown Mississauga's most prominent addresses, where it is close to major transportation routes and systems, cultural destinations, entertainment options, and the iconic Square One Shopping Centre.

Situated on 20 acres of scenic grounds, the MEC has plenty on display. Its looks alone attract attention with elements like a modern, welcoming lobby composed of Quarzo granite flooring, polished Dakota Mahogany and Rugina granite walls, floor-to-ceiling windows, and stylish finishes. The building also features modern tenant suites; newly renovated washrooms; high-efficiency heating, ventilation, and air conditioning (HVAC) systems; leading-edge security and life-safety systems; bicycle storage; and a four-level 1,047-stall indoor parking garage complete with multiple electric vehicle charging stations.

MEC also has much to offer its tenants. In addition to regular tenant meetings, consistent electronic communications, and online resources, its property management team at Colliers International provides 24/7 service support through its IMPAK Service Centre, as well as around-the-clock security, food, and daycare services (via the onsite Pumpernickels restaurant and Kids and Company Ltd. daycare).

Colliers also keeps its occupants connected and up to date on its activities through welcome breakfasts, tenant appreciation parties, holiday galas, and barbecues; as well as entertainment events in collaboration with nearby organizations and Mississauga groups. In 2016, for

example, Colliers partnered with the Mississauga Arts Council to present a mix of live music, art showcases, and other special presentations to tenants; and it has also held free events offering everything from yoga sessions to knitting workshops.

The impact of these events and overall tenant services is gauged every two years via a tenant satisfaction survey. In 2016, participants gave a 92% satisfaction rating to building service technicians, security staff, cleaning services, management staff, building appearance and maintenance, building HVAC system, and parking services – up 14% from the prior year.

“First-rate tenant satisfaction comes from developing strong relationships with our tenants and creating experiences for them. We focus on customer satisfaction through ongoing communications, attention to detail, and collaborating with our tenants to clearly understand their ongoing business needs,” says Angie Ieraci, General Manager, Real Estate Management Services with Colliers International.

MEC’s commitment to sustainability is equally impressive. It recently earned Platinum Recertification in January 2017 with a score of 92%, which led to it winning the BOMA Toronto Earth Award in May 2017 for having the highest BOMA BEST score of all office properties. Other notable achievements include achieving LEED-EB:OM Gold Recertification in 2016 and the BOMA 360 Performance Program Designation in 2015. This eco-forward success is supported by significant tenant engagement and education, participation in industry energy programs, and collaborations with energy experts and innovators. In 2017, for example, MEC joined up with RYCOM Corporation to become the first property in Canada to utilize the BUENO system, an analytics cloud-based platform that improves



the energy efficiency of a building by using tools to monitor the site’s BMS, EMS, and other systems and store and analyze data on a remote server.

Outside its doors, the MEC enjoys a close relationship with its community. It is heavily involved with the Peel Board of Education’s Co-operative Education Program and Colliers employees take part in yearly initiatives such as Volunteer Day, Earth Hour and Week events, tree planting, marathons, and a wide range of charity fundraising events.

“It is incredibly important to us that MEC is an active member of the community as our success is shared with the City of Mississauga,” says Ieraci. “We are continually looking for ways

to positively impact and engage our community through programs such as the farmers’ market, periodic toy and food drives, our partnership with the Canadian Peregrine Falcon Foundation for animal protection, our involvement with the Mississauga Marathon, sustainability initiatives and working with local charities.”

It’s this vision and continued commitment to its tenants that makes MEC a natural selection for BOMA’s Awards. Reflecting on the honour, Ieraci adds: “This achievement is a result of the continued hard work and dedication from every single member of the team, both internally and externally, including our extended family of service providers that contribute to the ongoing success of the site.”

VALUED SUPPLIERS TO MISSISSAUGA EXECUTIVE CENTRE 1



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OFFICE LA CAPITALE INSURANCE AND FINANCIAL SERVICES



Quebec City, QC
Owner/Manager: La Capitale Insurance and Financial Services



Since the building's acquisition by La Capitale, all major business decisions have contributed to reinforcing the social, environmental, and economic cohesion of the expansion and renovation project in the host community. Beyond its environmental distinctions, this construction is in line with sustainable development continuity and represents the foundations on which La Capitale's organization is built. For this reason, La Capitale takes great pride in presenting its first building

certified BOMA Best Platinum, which is also its third LEED®-certified building -- a true architectural and innovative Quebec treasure!

This 10-storey Class "A" building serves as a prestigious headquarters for La Capitale Insurance and Financial Services. Originally built as a seven-storey building in 1965, the facility was fully renovated and enlarged in 2013 to accommodate the company's 1,600-plus Quebec City staff. Today, the

15-storey, 490,000-square-foot building with underground parking brings a contemporary and avant-garde style to its historic neighbourhood, while blending seamlessly with its Parliament neighbours via its use of natural stone materials and striking glass walls on its upper floors, which were designed to pay homage to the architecture of the government buildings that surround it. Certainly, says Rosée-Anne Cadorette Project Coordinator with La Capitale, building with smart growth is an



example of successful densification in the real estate market, adding, "Prior to construction, we wanted to expand our head office to bring all of our employees together in one place. Parliament Hill being a flagship place in the Quebec public service that is the *raison d'être* of La Capitale Civil Service, we had to do it here."

La Capitale's focus on ensuring the quality of life of its employees and tenants is demonstrated throughout

the head office. Occupants have access to a rich selection of amenities, including a fitness centre, food service provider, outdoor patios, and fully-equipped lounges; while their day-to-day work is enhanced by spacious offices, abundant natural lighting, flexible meeting and work spaces, cutting-edge audio, visual, and IT resources, and a host of onsite services (e.g. dry cleaning, catering, infirmary, etc.). The building is also well-protected with a state-of-the-art fire and life-safety system, and around-the-clock security.

In combination with La Capitale's comprehensive staff training and recognition programs, these features have earned the company high praise from both its workforce and the industry, including the most recent distinction of being named Employer of Choice among 31 companies this year; and, in 2017, earning more than 90% tenant satisfaction rating among survey participants in regards to transportation, thermal comfort, lighting levels, acoustics, facilities, services, and waste management.

It's those same tenants and employees who drive La Capitale's community outreach. For example, in 2015 alone, over half of the company's employees and managers donated their time to charitable causes across the Quebec

City area, including outdoor cleanups, lunch box preparations for La Tablée des Chefs, and contributions to the annual United Way Fundraising Campaign, among other non-profit initiatives.

"Our team is small, agile, very versatile, with a strong spirit of collaboration, pride of our buildings and common goals," explains Mrs Cadorette. "All employees attend annual training sessions and are always on the lookout for technological advances in order to always improve."

This 2017 BOMA BEST Platinum certified building is also a steward for sustainable operations. Among its many recycling and composting programs, tenant engagement and awareness initiatives, stormwater management, and green roof system, its cutting edge mechanical design and heating and cooling equipment facilitate energy consumption reductions of over 55%.

A leader in its class, La Capitale is a natural addition to BOMA's Honourees. Reflecting on its 2017 award, Mrs Cadorette notes, "Our team is constantly working hard, and we're always trying to be proactive in all of our business decisions. To be recognized for that makes us all proud."

CLOVERDALE MALL



Etobicoke, ON
Owner: bcIMC Realty Corporation
Manager: Bentall Kennedy (Canada) LP



There is no one secret to Cloverdale's success. Since opening its doors in 1957, the retail hotspot has earned a respected place in Etobicoke's community thanks to its dedication to local engagement, eco-friendly initiatives, and exceptional tenant support.

It's the Cloverdale team's efforts and this multifaceted property management approach that continues to draw visitors to the mall's doors. It's also the reason behind the enclosed shopping centre's success

at the 2017 National BOMA TOBY Awards, during which Cloverdale took home the prestigious TOBY Award for "Retail Building".

"Our stakeholders deserve the very best and this coveted award demonstrates our commitment to excel in all areas of property management," says Anne Vit, General Manager of Retail Services with Bentall Kennedy (Canada) LP.

Spanning 461,000 sq. ft., Cloverdale hosts over 85 stores and services and

caters to nearly 4.6 million visitors a year. Over the years, it has seen significant changes, highlights of which include transforming from the region's dominant open air shopping centre to becoming a fully enclosed mall in 1978 and undergoing a massive redevelopment in 2005.

Throughout the decades, it has also become a staple in its community. As well as providing over 1,000 jobs, it provides free space for non-profit and charitable organizations and hosts a vast range of local events, including





Earth Week, donation drives, social and environmental awareness campaigns, local fairs, and active-living initiatives such as its Cloverdale Heartwalkers program.

"Community engagement is the foundation of Cloverdale's success and it's our responsibility to continue to service the community and stay true to what the shopping centre means to our customers," says Vit.

Great strides have also been taken to make Cloverdale a leader in sustainability. These include recent building automation upgrades, LED lighting retrofits, investments in energy and water-saving equipment, green landscaping, rain water harvesting, and the installation of two wind turbines to power the mall's sign and electric vehicle charging station.

In combination with ongoing environmental programs, Cloverdale has a waste diversion rate of 80.7% and, in recent years, has achieved

a 13.3% reduction in electricity consumption and a 27.7% reduction in natural gas consumption.

"Our sustainability initiatives are an investment in generations beyond us and are cultivated through a passionate corporate vision," insists Vit.

Add in continued upgrades, comprehensive safety training and support, and one of the highest tenant satisfaction rates in the industry, and it is no mystery why Cloverdale is in BOMA's spotlight.

"The criteria BOMA designed for this award encompasses so many aspects of our business," says Vit. "Moving forward, our strong community involvement, sustainability initiatives and continual improvement in all areas will empower us to remain competitive in the marketplace and be a desirable organization to potential clients, employees, and tenants."

165 COMMERCE VALLEY DRIVE WEST



Markham, ON
Owner: Northam CCPF Tenco (CVD) Limited
Manager: Northam Realty Advisors Limited



As the first building developed for Markham's SouthCreek Corporate Centre, 165 Commerce Valley Drive West stands as a prominent Class A tower among the city's burgeoning business district. The five-storey, 84,048 square-foot building offers prime views from its spot overlooking the conservation areas, and its steel and reflective glass construction give it a distinct appeal among its neighbours.

In addition to a scenic location, 165 Commerce Valley Drive West provides a modern, comfortable, and highly-efficient work environment. Features include seven-foot high windows; spacious corner offices; a ceiling-

mounted heating, ventilation, and air conditioning system; and an eye-catching lobby housed under a curved glass canopy. Moreover, the building is situated next to major highways and York Region Transit bus lines, and enjoys a Walk Score of 82% thanks to its proximity to various amenities and numerous outdoor spaces.

Today, 165 Commerce Valley Drive West is 98% leased by five long-standing clients whose employees enjoy world-class views, leading amenities, and property manager Northam Realty Advisors Limited's commitment to sustainable and industry-leading service.

TOBY AWARD: 100,000 - 249,999 SQ. FT.

980 HOWE



Vancouver, BC
Owner: Manulife Real Estate
Manager: Manulife Financial Real Estate



A staple of Vancouver's Central Business District, this 16-storey AAA office building boasts a number of features that set it apart in the city's skyline. The 16-storey, 246,580 square foot tower was designed in homage to its neighbouring Law Court Buildings. Architectural highlights include a stepped roof; Statuario Venato marble, stainless steel and wood-clad double-height lobby; and triple-paned floor-to-ceiling glazing on all the office floors. Marble and wood cladding elements throughout the common area also add to its prestigious style.

Tenants at 980 Howe enjoy several world-class amenities. Highlights include flexible

conference space facilities with the latest AVIT capabilities, a state-of-the-art fitness centre, end-of-trip facilities, secured bike storage rooms, a penthouse terrace, and a boardroom sporting a panoramic view of downtown Vancouver. It also caters to occupants' tastes with a selection of on-site cafes and restaurants, and its close proximity to downtown Vancouver's entertainment district.

As a LEED Gold-certified and BOMA BEST Platinum office complex, 980 Howe is a testament to Manulife Real Estate's reputation for quality and its commitment to going above and beyond industry standards.

BENTALL 5



**Bentall
Kennedy**

Vancouver, BC
Owner: 550 Burrard Street Ltd.
Manager: Bentall Kennedy (Canada) LP



Standing tall at the southeast corner of Burrard Street and Dunsmuir Street in Vancouver, B.C., this 34-storey AAA office building brings a distinctly modern style to the city's business district. It houses a total gross leasable area of 656,000 square feet, 375,638 square feet of enclosed parking space and a detached building on the ground floor, which features the Cactus Club Café.

Bentall 5 also turns heads from the outside with an exterior of transparent double-glazed low-e coating glass with thermally broken aluminum mullions and spandrels. Pre-formed metal roofs with R-20 insulation also top the office complex and the Cactus Club Café. Boasting a distinct look, convenient location, and LEED Gold EB and BOMA BEST Gold Status, Bentall 5 earns its place as a staple of Vancouver's thriving business community.

TOBY AWARD: GOVERNMENT BUILDING

JOHN E. BROWNLEE BUILDING



Edmonton, AB
Owner: Alberta Infrastructure
Manager: Brookfield Global Integrated Services



Home to several Government of Alberta agencies and departments, this 10-storey government building commands attention in Edmonton's Westmount district. It was constructed in 1983 to stand out from the crowd with a reflective exterior, lower-level granite panels, and curved glass block walls at its corners; along with a west elevation wall composed of a three-tiered stepped and sloped system with vertical panels between each and other notable architectural features.

Inside, the 768,364-square-foot office tower features a glass-enclosed atrium, which runs throughout the mezzanine and its onsite cafeteria and through to its penthouse levels. Those who look up

from the entrance will also notice that the interior arrangement of exposed beams around the column caps over each column, which combine to give a unique tree-like appearance. It's features like this and Brookfield Global Integrated Services' world-class management that make the John E. Brownlee Building a distinct addition to the province's portfolio.



ÉDIFICE SUN LIFE BUILDING



Montreal, QC

Owner: Sun Life Assurance Company of Canada and 1155 Metcalfe Complex LP

Manager: Bentall Kennedy (Canada) LP



For over a century, Montreal's Édicifice Sun Life Building has been counted among the city's most iconic and prestigious buildings. Constructed in phases throughout 1914 and 1933, its neo-classical exterior continues to draw attention from passersby, while its elegant and spacious interior never fails to impress both tenants and visitors.

While its iconic facade has been largely unaltered, the Édicifice Sun Life Building's interior has undergone several renovations. Among them include high-efficiency equipment upgrades, facility-

wide energy retrofits, and the installation of cutting-edge systems. These have all helped the building meet the industry's topmost environmental and technical standards while preserving its historical cachet.

What was built years ago as a new home for the Sun Life Assurance Company of Canada has not only withstood the test of time, but continues to inspire current tenants and future builders.

TOBY AWARD: PUBLIC ASSEMBLY BUILDING

AÉROPORTS DE MONTRÉAL



Montreal, QC

Owner/Manager: Aéroports de Montréal



Situated in Montreal's Dorval suburb, the Pierre Elliott Trudeau International Airport is an increasingly popular hub for the region's travellers. Last

year, the facility welcomed over 16.5 million passengers through its gates, representing a 7% increase in volume from the previous year.

The airport is owned and operated by Aéroports de Montréal. It rises seven storeys high and accommodates approximately 2,000 employees divided among several tenants, including Air Canada and HMSHost. The facility features three jetties, an aeroquay, transportation tunnel, multiple above- and below-ground parking facilities, goods receiving areas, passenger check-in areas, and over 100 restaurants and shops.

Since opening prior to the 1960s, Aéroports de Montréal has enhanced the airport's operations through several expansions and upgrades. Most notable projects include the extension of its central terminal; an extension and modernization of its domestic jetty; and the refurbishment of its transborder jetty, which included the addition of a hotel, office spaces, and a 500-space underground parking lot.

More recently, in 2016, the airport expanded its international jetty, opening up more commercial and restaurant areas in the process.

CHUM HÔPITAL NOTRE-DAME



Montreal, QC
Owner: Gouvernement Québec
Manager: CHUM



Located a short distance west from downtown Montreal, Centre hospitalier de l'Université de Montréal's (CHUM) Notre-Dame Hospital (NDH) is a cornerstone of Quebec's health-care infrastructure, specializing in neurology, cancer, ophthalmology, orthopedics, and psychiatry care. The hospital was originally built in 1880 on Notre-Dame Street and later moved to its current home on Sherbrooke Street in 1924. Today, the six-wing, 1.7-million-square-foot facility houses more than 4,000 employees, who provide a wide range of health-care services, research, laboratory activities, and education.

Over the last decade, NDH has focused considerably on energy efficiency and

sustainable development. In addition to facility-wide process enhancements, a dedicated sustainability committee, and ongoing staff training, the hospital underwent a \$20-million energy project in 2015 and is slated for an additional \$14.4 million in enhancements in the coming years.

And the biggest change is yet to come. In 2018, HND is set to merge with CHUM's l'Hôtel-Dieu de Montréal and l'Hôpital Saint-Luc to become Canada's largest hospital, home to over 10,000 employees and some of the most state-of-the-art health-care resources in the country.



EARTH AWARD: LIGHT INDUSTRIAL

NESTLÉ BUILDING



Brampton, ON
Owner / Manager: Oxford Properties Group



Located on Airport Road, this light industrial building provides ample space, a modern environment, and eco-forward features for its main tenants: Nestlé Canada and Hopewell Logistics. The single-storey warehouse was built in 2000 and is composed primarily of warehouse space with supporting office accommodations and shipping facilities.

For over a decade, property manager Oxford Properties Group and Nestlé Canada have committed to reducing the facility's environment footprint through ongoing upgrades, retrofits, and best-in-class energy management practices. Highlights include the installation of high-efficiency programmable lighting and

low-flow fixtures, the use of a stormwater management pond in the adjacent wildlife corridor, a low-impact refrigeration system with an ozone-depleting substance management program in the warehouse, and environmentally preferred exterior site practices.

Additionally, Oxford and Nestlé conduct regular environment performance audits, staff awareness and training initiatives, and a utility submetering programs; as well as follow a Building Material Communication Plan and a Construction Waste Management Policy, which diverts 90% of solid waste through a comprehensive recycling program.

All combined, the ongoing efforts of both Oxford Properties Group and Nestlé to seek enhancements to the way the building is maintained and operated have significantly reduced the environmental impacts of the building.



RBC WATERPARK PLACE



Toronto, ON
Owner: 85 Harbour Street Holdings Inc. & CPP Investments Board Real Estate Holdings Inc.
Manager: Oxford Properties Group



RBC WaterPark Place's commitment to long-term sustainability is on display throughout the notable Toronto office tower. Located on Queens Quay West, the 30-storey commercial building boasts a rentable area of 950,000 square feet and turns heads with a building envelope consisting of a high-performance glass and aluminum curtain wall system constructed of pre-finished aluminum mullions, double-glazed vision glass with low e-coating, and sealed spandrel glass panels.

This BOMA BEST Certified Platinum building boasts numerable green features and systems. Highlights include an expansive green roof, rainwater harvesting system for irrigation, automation technologies, and a blend of high-

efficiency systems that drive building energy performance and contribute to it being one of the top buildings for energy performance in Canada. With a top Energy Star calculation of 100, its energy intensity is 11.2ekwh per square foot (2016), well below the design goal of 20ekwh per square foot. It is also LEED Core and Shell Platinum.

Oxford Properties' ongoing commitment to sustainability is also demonstrated through the fact that all office leases in RBC WaterPark Place are "green leases". This means partnerships share expectations regarding commitments to sustainable operations, including best practices and firm targets in topics such as energy and atmosphere, water efficiency, materials and resources, and more. This

sentiment is the same with the building's service contractors, who are also held to high sustainability standards.

Approaching conservation from a holistic perspective, RBC WaterPark Place continues to seek new technologies, best practices, and innovations to further reduce its environmental impact, and, in so doing, raise the bar for green property management.



EARTH AWARD: RETAIL BUILDING

PLACE MONTRÉAL TRUST



Montreal, QC
Owner / Manager: Ivanhoé Cambridge Inc.



Attracting over 16 million visitors a year, Place Montréal Trust shopping mall is a popular fixture in Montreal's downtown core and a key component of its revitalization plans. Spanning 320,000 square feet over five floors, it is home to over 60 big name shops and unique features such as a glass roof over the

food court and an indoor water fountain boasting a 30-foot water spout - the highest in North America.

Ivanhoé Cambridge Inc. first purchased the mall in 1999 and soon after engaged in significant renovations. Through continual upgrades, energy optimizations, energy audits, a large-scale recycling and composting program, and tenant training and engagement, the mall now stands as a steward of green operations.

These initiatives are in large part driven by Ivanhoé's Environmental Management System (EMS), which is composed of policies and programs that provide a systematic way of managing

Ivanhoé's environment risk. Led by Ivanhoé Cambridge Environmental Committee, and supported by Place Montréal Trust green team, the EMS unites management-level employees with a wide range of expertise to ensure that Ivanhoé Cambridge meets or exceeds legal and regulatory requirements and industry standards as they relate to the environment.

In addition to being awarded the Level 3 Bronze of the "Ici on recycle!" certification, the highest recognition for exemplary waste management in Quebec, Place Montréal Trust was re-certified as a Platinum BOMA BEST property in 2016, after first receiving it in 2013.

BEE-CLEAN BUILDING MAINTENANCE



Edmonton, AB

The 2016 Fort McMurray wildfires sparked one of the largest disaster relief efforts in Canada's history, involving countless first responders and private sector support. As the largest janitorial service provider in the Wood Buffalo Region, Bee-Clean quickly found itself at the frontlines of those efforts when, in the midst of evacuating staff and their families, Bee-Clean area manager Joseph Mugodo was called upon by the Crisis Management Team to oversee all janitorial and supply efforts during the relief process, as well as coordinate essential supplies for emergency personnel and the Crisis Management Team.

While already packed and ready to evacuate, Bee-Clean leaders responded to the call instantly and joined the Crisis Management Team at MacDonald Island Park to get to work. Within days, they mobilized over 30 staff to get started, and over a week had 100 staff on the ground with proper PPE respirators. Their early work included collaborating with the RCMP to gain hygiene products, water, vital supplies from local shopping centres to ensure responders had clean places to sleep and adequate supplies.

"Besides the firefighters, the policemen, there were also civilians – ordinary people who were also working beside

these people doing all that we can to save this city," Mugodo told press. "We love Fort McMurray. This our home. Because of that, we did everything possible to rebuild this city."



PINNACLE AWARD: CUSTOMER SERVICE

PALADIN SECURITY GROUP LTD.



Winnipeg, MB

Paladin Security has built its reputation in the office and commercial building industry by providing tailored, cutting-edge, and comprehensive security service for a vast range of clients. This approach is driven by a strong corporate culture, which places client satisfaction on equal footing with their protection, and is made possible

through comprehensive recruiting, training, and employee support programs.

It's this focus on building an industry-leading team that continues to set Paladin Security apart. That process begins with selecting the right staff through an 11-step Strategic Staffing Model which develops specific role profiles for each site and matches employees skills, training, and attributes with their unique needs. Staff members are then trained through programs in numerous categories, and given access to the Paladin University, which aims to elevate staff above industry standards through

comprehensive online and in-class programs.

More than typical security guards, Paladin provides security concierges, who are onsite companions trained in aiding tenants and serving as an extension of the property management company and equipped with cutting-edge monitoring and reporting software. Through ongoing training, monitoring, and client feedback via its 360 Degree Customer Service Model and Paladin Report Card, Paladin endeavors to improve and tailor its services to each specific site. Additional employee incentives, rewards programs, and ongoing performance evaluations help maintain this level of excellence and Paladin's reputation as a leading security service provider.



TURNLEAF CONSULTING INC.



Vancouver, BC



The TurnLeaf team has always been on the forefront of innovation. Their market niche was carved ten years ago, when they proposed that building occupants were an unaddressed gap within building sustainability programs; this was a novel and creative consideration at the time – both from a sustainability perspective as well a tenant engagement approach. And now, 10 years later, the company has developed numerous innovative software tools, resources and approaches to aid its clients in engaging their tenants in desired sustainability actions.

Creativity and consideration of alternate approaches are the cornerstones of its consulting practice. The TurnLeaf team is expected to stay on top of, and contribute to, emerging trends in the industry by participating in think tanks, volunteer boards, steering

committees and mentorship programs. The companies' workplace sustainability games: Waste Watchers, Energy Myths Shattered, and What's WATT have been played by thousands of building and facility occupants throughout British Columbia and Canada to educate them and to engage them in desired green actions.

It was the development of these online games that inspired TurnLeaf to think bigger and to also address a significant gap in the field of tenant engagement – mainly the need to monitor and measure what goes on within the tenant's space – and from this inspiration grew the idea to develop the Green Office Tool, an easy-to-use online portal through which owners and landlords can track and measure all aspects of their tenants' sustainability performance.

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BOMA CANADA STAFF



Toronto, ON

The BOMA Canada Chair's Award recognizes individuals who have gone above and beyond in their support for BOMA. This year, that honour fell to the entire BOMA Canada staff.

"This small team works tirelessly, day in and day out, to deliver such tremendous value for us all," said BOMA Canada Chair Kim Saunders during her presentation at the 2017 awards ceremony, adding, "BOMA Canada would not be the industry-leading association that it is today without this hard-working, bright, and dedicated group of individuals. They work for you, and they are responsible for our national successes, including executing on the association's most recent strategic plan in record time, and growing our association and our industry every day."

That team includes Benjamin Shinewald, Cindy Baeta, Linda Larsen, Victoria Papp, Mike Parker, Debbie Prince, John Smiciklas, Hazel Sutton, and Nicole Whitehouse (who worked with BOMA Canada over the summer).

BOMA Canada President and CEO Benjamin Shinewald accepted the award on their behalf, noting, "We are all both surprised and delighted at the thoughtfulness of your choice ... and we hope that we continue to live up to the honour that you have bestowed on us."

SCHOLARSHIP AWARD

VYETTA SUNDERLAND SCHOLARSHIP AWARD 2017

AUGUSTINE IMADE

Property Manager,
Keegano Housing Co-operative



Edmonton AB

Every year, BOMI Canada awards a \$2000 scholarship to a Canadian student who is either entering the property management field or working to advance their property management career. The scholarship is named after Vyetta Sunderland in recognition of her lifelong commitment to education and her contributions to BOMI, for which she served as Chairman of BOMI Canada from 1999-2004 and as Chair of BOMI International's Board from 2008-2011.

This year's recipient is Augustine Imade, a property manager for Edmonton's Keegano Housing Co-operative. Augustine

embodies the spirit of the Vyetta Sunderland scholarship through his ongoing commitment to professional development and dedication to mentoring others in his field. He is a volunteer teacher of undergraduate math and physics, and donates his time to his church and the United Way. With help from the scholarship, Augustine says he plans to focus on achieving the best he can within the property and facility management field. BOMI congratulates Augustine and commends him for representing the focus and drive that have come to characterize BOMI's students.

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