



BOMA

OTTAWA

2010 Annual Report

Issued March 29, 2011



**The Building
Owners and
Managers
Association
of Ottawa**

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In 2010, BOMA's focus was on the development of infrastructure to implement its new Strategic Long Range Plan (SLRP) for 2010-2014. Introduced in 2009, our SLRP continues to dictate the way the association will achieve its goals. The Plan concentrates on three key areas: Advocacy, Networking and Training & Professional Development.



In regards to **Advocacy**, BOMA must influence the industry, government and the public on matters relevant to the membership. The Association is doing this through visibility, involvement, engagement and the gathering of information.

This strategy will be accomplished by providing points of contact for members to put forward advocacy issues, identifying, defining and prioritizing industry issues, creating a stage for debate of industry issues through polls and online forums, keeping the members well-informed, and being the primary source for the industry's opinion on industry issues.



As far as **Networking** goes, we will provide opportunities for members of the Commercial Real Estate Industry to meet and interact. In everything we do, we will recognize the opportunity for networking and ensure that every event has an element of social interaction. The Association is doing this by bringing together our members, encouraging committee participation, entertaining and informing our members at events, creating bonds between members and retaining members by providing them with valuable roles.

This strategy will be realized by ensuring networking is an important part of committee work, new members are properly integrated and long-term members are engaged, while also providing opportunities for corporate and allied members to interact, identifying strategic external networking opportunities, such as like-minded associations, and by creating an environment that facilitates familiarity and comfort.



Finally, in regards to **Training & Professional Development**, BOMA must be the primary source for individuals looking to secure training and professional development. The Association is doing this by assisting individuals to become professional candidates, helping industry professionals achieve accreditation/designation, documenting competency, encouraging all members to seek continual professional development, and providing opportunities for individuals to increase industry knowledge as well as industry changes.

Our overall strategic goals will be achieved as BOMA strives to be the portal for product in the marketplace, by broadening its market for its products, providing vehicles to introduce people into the industry, and setting the bar for professional development excellence in Commercial Real Estate by elevating levels of education.

We are pleased to present our 2010 Annual Report, which provides an account of our performance and our commitments, as well as an overview of our actions and challenges, including important facts about our operation. It speaks clearly to our status, our conduct and the range of activities that we carried out on behalf of our members.

President's Message

To the Membership of BOMA Ottawa:

Welcome to our new style Annual Report. This report is in keeping with our new upgraded visuals and as I finish my first year as President of BOMA Ottawa, it's time to highlight the changes that our Association has gone through.

BOMA Ottawa has modernized its infrastructure investing in its first electronic database to better manage the information relating to our 450 members and 150 individual companies, new software to access more modern templates and new business models to ensure our members' investments are managed responsibly.

The BOMA Ottawa Board of Directors also began the process of implementing our new Strategic Plan. We looked to our new infrastructure to improve communications with the membership, issuing 5 bulletins in 2010 that informed members not only about BOMA Ottawa events, but also industry events, best practices, and reports for their benefit. We also introduced BOMA Advisories detailing issues like the impact of the HST and a well received three part series on commercial buildings' carbon footprint.

Our networking events are as popular as ever, where our members can come together and share some fun, experiences and build the networks that are so important to our business. Our BOMA Days for skiing, curling and golf could only be topped by yet another successful Holiday Lunch, with over 600 people participating in a tribute to the roaring-20s.

By far, the most active area of business for BOMA in 2010, was our efforts to integrate more with the City of Ottawa in its policy development. BOMA staff and volunteers sit on 15 different city committees, offering our advice on everything from building sustainability programs, development, parking and the long term development of the city. Our efforts in launching an official appeal to the Development Charges bylaw, saw us negotiate with the city to reduce the final charges from the original 110% increase in one year, to a staggered series of increases that are half as much as what was proposed.

We also said goodbye to a dear friend as Pat Holwell, longtime administrator for BOMA Ottawa, left us to retire in her home province of Newfoundland. We honoured Pat with a surprise lunch reception in June at the Hard Rock Café, where over 200 of our members turned out to say goodbye and wish her well.

We see much more work ahead, especially in the area of education, where we have still to identify a model that will allow us to develop more products for the Professional Development of those in the industry, to supplement our traditional BOMI courses.

I look forward to year two of my presidency and meeting all the BOMA members, once again, at our seminars and events.

Sincerely,



Gilles Landriault, President
BOMA Ottawa



Governance



EXECUTIVE COMMITTEE

President

Gilles Landriault, RPA
Brookfield Properties

Vice-President

Pierre Azzi
Four Bridge Properties

Treasurer

Stephen Nicoletti
Manulife Financial

Secretary

Reinhild Ansari
Maple Leaf Property
Management

Director At Large

Pat Whelan
Osgoode Properties Ltd.

Past President

Bob Perkins, Mba
The Taggart Group

Executive Director

BOMA Ottawa
Dean Karakasis

BOARD OF DIRECTORS

Simon Bernier
Public Works &
Government
Services Canada

Sabiha Casey
Allen Maintenance Ltd.

Fred Colford, CPM
Bentall Real Estate
Services LP

Vicky Dinelle
Oxford Properties
Group Inc.

Brian Murray
Sakto Corporation

Laurie Sanderson
Gowling Lafleur
Henderson LLP

Linda Sprung, RPA
KRP Development Group

BOMA Ottawa (The Building Owners and Managers Association)

is the voice of the commercial real estate industry in the National Capital area. The primary object of the Association is to facilitate the interchange of ideas in the business of development, management, operation and maintenance of buildings, while establishing ties of business among its members.

As an association, BOMA strives to do all such things as are conducive to achieving its objectives through Networking, Professional Development and Advocacy. While still maintaining those methods of operation, 2010's focus was also on Industry and Education.

BOMA Ottawa's Vision

BOMA Ottawa, as the voice of the commercial real estate industry in the National Capital area, is the recognized advocate of building owners and managers in supporting their goals as professional and socially responsible businesses, so as to increase the economic benefit to its members, their employees and clients, and the broader community.

BOMA Ottawa's Mission

The mission of BOMA Ottawa is to represent the interests of commercial real estate owners and managers by being the voice of the real estate industry in the National Capital area, through advocacy, promoting the highest industry standards and educational development, and by fostering business relationships amongst its members and within the community in which it operates.

Board

The Association is managed and guided by a Board of Directors which reports to the membership. As the governing body of the Association, the Board of Directors is an elected body whose members serve voluntarily. It charts the future direction of the Association and ensures that it stays on course. The Board oversees the long-term performance and overall success of the Association. The Board serves as the ultimate decision-making body of the Association except for those matters reserved for, or shared with its members, as provided in its by-laws.

On March 31, 2010, BOMA Ottawa members installed their new Executive Committee, and said goodbye to retiring Board members, Jeff Doll of Genivar, Donna Lee Brayton of Rogers Cable Inc. and Ian Fisher of Ottawa Police Services.

Planning & Policy

The Planning and Policy Committee fulfills an important role in overseeing the implementation of the BOMA Ottawa Strategic Long Range Plan and Policies. It reviews the Strategic Long Range Plan (SLRP) for compliance, clarity and status and contributes to the development of future SLRP's. This task was completed in 2009.

The focus of the plan is on three broad areas: Networking, Advocacy and Training & Development. The plan identifies a series of strategies the Association will use in order to have success in the future.

The Committee has the further mandate to develop and update the Policy and Procedures Manual on an ongoing basis, reviewing the various committees' mandates and seeking input from committees leading to updates as required.

Finance

The Finance Committee oversees the BOMA Ottawa financial and personnel management practices, ensures sound financial management processes are in place for its members, and strives to ensure adherence to BOMA's financial policies and reporting requirements.

As outlined in the Financial Statements and committee reports, in 2010, as in 2009, BOMA Ottawa did register an overall loss, but again it was one that had been budgeted and planned for.

Our Audited statements show that for the year ending December 31, 2010, the Association's day-to-day general activities resulted in a net profit of \$12,430 after amortization of capital assets (\$21,327 before amortization). However overall the Association saw a net loss of \$58,578 which was a result of the planned efforts in fighting the proposed Development Charges and funded from the Industry Defence Fund.

The Board had anticipated the need to challenge the proposed rate established by the City and previously identified two sources of funding for the proposed activities. The first source is surplus funds accumulated over the past three years, and the second is the Industry Defence Fund that had been established specifically for these types of activities.

In 2010, the BOMA Ottawa total assets decreased to \$554,428 from \$593,412, again as a result of the investment in the Development Charges issue.

BOMA Ottawa maintains four distinct funds to manage its financial affairs: a General Operating Fund for day-to-day operations, a General Reserve fund to meet the Association's requirements of maintaining sufficient funds to cover general operating activities for a period within a given year, an Education Scholarship Fund to support BOMA Ottawa's scholarship program, and an Industry Defense Fund to track and support advocacy of significant issues that impact the local BOMA Ottawa membership.

Over the next few pages, we present a précis of the BOMA Ottawa Financial Position as a summary of the full Financial Statements of the Association that are also provided to the membership under separate cover.

PLANNING & POLICY COMMITTEE

Chair:

Richard Doucette

Board Liaison:

Laurie Sanderson
Gowling Lafleur
Henderson, LLP

Board Partner:

Gilles Landriault, RPA
Brookfield Properties

Dean Plater, RPA
Canadian Blood
Services

Ian Fisher, RPA, MBA
Ottawa Police Services

Reinhild Ansari
Maple Leaf Property
Management

FINANCE COMMITTEE

Chair:

Pierre Azzi
Four Bridge Properties

Bob Perkins
Taggart Group

Dora Cook
20 Vic Management Inc.

Gilles Landriault
Brookfield Properties

Martin Vandewouw
KRP Development
Group

Selected Financial Statements

GF = General Fund,
GRF = General Reserve Fund,
ESF = Education Scholarship Fund,
IDF = Industry Defence Fund

FINANCIAL POSITION

December 31, 2010	GF	GRF	ESF	IDF	Total '10	Total '09
ASSETS	\$	\$	\$	\$	\$	\$
Current Assets						
Cash & Cash Equivalents	141,191	30,297	17,469	25,341	214,298	256,898
Short Term Investments	44,923	59,535	26,368	44,923	175,749	155,310
Accounts Receivable	10,003				10,003	17,510
Prepaid Expenses	13,225				13,225	4,976
Interest Receivable	161	1,368	278	332	2,139	3,476
Interfund Advances	11,293	(3,233)	(8,060)			
Total Current Assets	220,796	87,967	36,055	70,596	415,414	438,170
Long-Term Investments		112,033			112,033	129,907
Capital Assets	26,981				26,981	25,335
Total Assets	247,777	200,000	36,055	70,596	554,428	593,412

December 31, 2010	GF	GSF	ESF	IDF	Total '10	Total '09
LIABILITIES	\$	\$	\$	\$	\$	\$
Current Liabilities						
Accounts Payable & Accrued Liabilities	55,197				55,197	28,801
Deferred Membership Revenue						13,763
Other Deferred Revenue	43,480				43,480	36,519
Total Liabilities	98,677				98,677	79,083

December 31, 2010	GF	GSF	ESF	IDF	Total '10	Total '09
FUND BALANCES	\$	\$	\$	\$	\$	\$
Internally restricted		200,000	36,055	70,596	306,651	386,055
Unrestricted	149,100				149,100	128,274
Total Fund Balances	149,100	200,000	36,055	70,596	455,751	514,329
	247,777	200,000	36,055	70,596	554,428	593,412

Selected Financial Statements

OPERATIONS

Year ended December 31, 2010	GF	GRF	ESF	IDF	Total '10	Total '09
REVENUES	\$	\$	\$	\$	\$	\$
Awards	32,076				32,076	27,670
BOMA BEST	56,137				56,137	97,975
Curling	9,360				9,360	7,900
Education	75,570				75,570	53,412
Environment & Energy	5,821				5,821	4,120
Golf	152,706				152,706	133,355
Lunch	121,160				121,160	111,730
Marketing						5,088
Membership	278,063				278,063	268,291
Office & General	5,644				5,644	14,986
Security & Life Safety	45				45	
Ski	21,211				21,211	21,181
Telecommunications						3,300
Fall Golf	16,250				16,250	23,000
Interest	595	6,236	547	1,613	8,991	11,901
Total Revenue	774,638	6,236	547	1,613	783,034	783,909

Year ended December 31, 2010	GF	GRF	ESF	IDF	Total '10	Total '09
EXPENSES	\$	\$	\$	\$	\$	\$
Awards	20,989				20,989	20,484
BOMA BEST	47,816				47,816	58,206
Communications						2,254
Curling	3,639				3,639	3,595
Education	44,505				44,505	30,763
Environment & Energy	3,113				3,113	1,271
Golf	118,848				118,848	102,668
Lunch	80,418				80,418	72,471
Marketing	261				261	412
Membership	56,789				56,789	58,815
Office & General	113,070				113,070	105,652
Security & Life Safety	15				15	1,022
Ski	19,351				19,351	17,735
Telecommunications						1,254
Fall Golf	9,734				9,734	15,095
Conventions	18,136				18,136	25,248
Government Affairs	490			79,404	79,894	55,649
Amortization of Capital Assets	8,897				8,897	14,500
Salaries and Benefits	216,137				216,137	224,612
Total Expenses	762,208			79,404	841,612	811,706
Excess (deficiency) of revenues over expenses	12,430	6,236	547	(77,791)	(58,578)	(27,797)

Selected Financial Statements

2010 CHANGES IN FUND BALANCES

Year ended December 31, 2010	GF	GRF	ESF	IDF	Total '10	Total '09
	\$	\$	\$	\$	\$	\$
Balance, beginning of year	128,274	200,000	36,055	150,000	514,329	542,126
Excess (deficiency) of revenues over expenses	12,430	6,236	547	(77,791)	(58,578)	(27,797)
Interfund Transfers	8,396	(6,236)	(547)	(1,613)		
Balance, end of year	149,100	200,000	36,055	70,596	455,751	514,329

Association

MARKETING COMMITTEE, Chair:

Jeff Supino
Allen Maintenance Ltd.

Board Liaison:

Brian Murray
Sakto Corporation

Bob Perkins, MBA
Taggart Group

Brent Robinson
VINCI Park

Brian Seymour
CB Richard Ellis Limited

David Arnfield
Montrose Mortgage

Dora Cook
20 Vic Management Inc.

Kristina Belyea
Metro Waste
Recycling Inc.

Linda Sprung, RPA
KRP Development
Group

BOMA Ottawa wouldn't exist without its members.

As such, the Association places great importance on the Marketing Committee and the Membership Committee, who are always looking to recruit new members to ensure the association runs as smoothly as possible.

Marketing

The mandate of the Marketing Committee is to promote BOMA as well as to attract new members, ensuring the association's continued growth and vibrancy. The Committee works hand-in-hand with all other committees to collect comments and ideas for upcoming projects and, when necessary, lends support to other committees.

Every year, the primary task of the Marketing Committee is the publication of the annual *Commercial Space Directory*. The 2010 edition was published in September, in collaboration with the *Ottawa Business Journal*, as in previous years.

This edition focused on the topic of capital improvements, specifically the new Convention Centre, Lansdowne Live, and the transit system.

The committee has succeeded in transforming the overall publication from a catalogue of commercial office space into an effective representation of BOMA work and issues important to the industry.

MARKETING COMMITTEE, Cont...

Margaret Jackson
ABI/Haworth

Michael Zanon, RPA
Standard Life

Mike Swan
Brookfield Properties

Paula Partner
Bentall Real Estate
Services LP

MEMBERSHIP COMMITTEE Chair:

Cathy Buck
ServiceMaster of Ottawa

Board Liaison:

Laurie Sanderson
Gowling Lafleur
Henderson LP

Andy Romanowski
G4S

Jeff McDonald, RPA
PAR-Med Property
Services Inc.

Mike Savard
Waste Services Inc.

Wes Lamb
Simluc Contractors
Limited

Membership

The Membership Committee encourages and promotes membership growth by identifying key membership development components: prospecting, recruitment, orientation, involvement and retention. Their mandate is to recruit new members and encourage active participation at BOMA functions and on one of BOMA's many committees.

The Committee's long-term goal is to maximize and retain the number of members and encourage membership from all commercial property types (office, retail, industrial and institutional).

The Committee continued its work reviewing new applications for membership in 2010, as well as having a New Members' Breakfast in January. This breakfast allows for our Executive Director, Dean Karakasis, and BOMA Ottawa President Gilles Landriault to welcome new members to the Association and introduce them to the different aspects of BOMA while encouraging them to decide in which way they'd like to participate.

The impact of member consolidation and the recession in general did affect overall paid membership by reducing it 2.3%. Overall activity participation by unique members was up in 2010, as was overall average attendance by event category.



BOMA Ottawa Membership Comparison

As of September 30, 2010
Corporate Members:

C2	14
C1	14
Corporate	61
Corp. Associate	71
Corp. Alternate	67

Allied Members:

Allied	161
Allied Associate	58

Other Membership Categories:

Life	2
------	---

Total Membership 448

As of September 30, 2009
Corporate Members:

C2	13
C1	14
Corporate	68
Corp. Associate	91
Corp. Alternate	67

Allied Members:

Allied	158
Allied Associate	50

Other Membership Categories:

Life	2
------	---

Total Membership 463

Life Members:

Mr. Jack McGuinty (1996)
Mr. Jim Nunn (2008)
Glenn Richardson (2010)



Glenn Richardson, right, receives his Life Member certificate from Bob Perkins in 2010.

Industry Committees



TELECOMMUNICATIONS COMMITTEE

Chair:

Derrick Hanson
The Attain Group Inc.

Co-chair:

Geoff Oakes
FCi

Board Liaison:

Fred Colford, CPM
Bentall Kennedy LP

David Pimentel,
RPA, FMA, PMP
Rostrust Investments Inc.

Guy Latremouille, RPA
Brookfield Properties

Todd Brophy
Brookfield Properties

GOVERNMENT AFFAIRS COMMITTEE

Chair:

Nancy Meloshe, MCIP
Meloshe and
Associates Ltd.

Co-chair:

Doug Kelly
Soloway, Wright, LLP

Board Liaison:

Ian Fisher, RPA, FMA
Ottawa Police Services

Board Partner:

Jeff Doll, P.Eng, PMP
Genivar

Ann Tremblay
Ottawa International
Airport Authority

Bob Perkins, MBA
Taggart Group
Continued on page 13

Within our association are four committees determined to maintain BOMA's current status in the industry: the **Telecommunications Committee**, the **Energy & Environment Committee**, the **Security & Life Safety Committee** and the **Government Affairs Committee**. In 2010, these committees worked hard alongside our networking committees to broaden BOMA's uses to further benefit its members. Their goal is to publish articles on important topics, advocate on behalf of the membership and provide some professional development to supplement the work of the Education committee.

The Telecommunications Committee actively promotes awareness among BOMA members of the changing telecommunications environment and technologies and assists BOMA Canada in representing the interests of property owners and managers before federal telecommunications regulatory bodies.

The Environment & Energy Committee supports BOMA's members and the BOMA Building Environmental Standards (BEST) program by promoting awareness of environmental issues, providing information on good energy management practices and encouraging the adoption of energy efficient design and construction.

The Security & Life Safety Committee provides BOMA members with information relative to security and life safety issues and represents BOMA through involvement with crime prevention, fire, and law enforcement authorities.

The Government Affairs Committee (GAC) monitors and maintains open dialogue with municipal, provincial and federal governments and works to identify, promote and, when necessary, resolve issues affecting BOMA and its members.

Publishing

BOMA Ottawa published five newsletters in 2010, moving to a cycle of one every two months, excluding the summer. These have been our most detailed newsletters to date, and they also provided links for several of the advisories that we published.

The advisories we published in 2010 are entitled: *Carbon management critical to sustaining your building and your business*, *Integrating Carbon Management into your Business Processes: Measurement and Reporting*, *Development Charges Bylaw* (included in Appendix), *Development Charges – The Last Word* and *HST brings price add-on*.

Our most involved advisory was the first three-part advisory sponsored by the Energy & Environment Committee, in collaboration with Loop Initiatives and BOMA Ottawa member, Halsall, on carbon foot printing. The advisory stated that greenhouse gas (GHG) emissions from buildings constitute 40 per cent of Canada's national GHG emissions. It is critical for managers of buildings to measure and track their buildings' energy use. Knowing the energy consumption now will enable managers to forecast and plan for the impact of higher energy prices. To manage and reduce emissions on an ongoing basis, carbon management must be integrated into the business process by performing the following steps: record regularly, analyze regularly, report regularly and build technical competencies.

GOVERNMENT AFFAIRS COMMITTEE, Cont...

Brian Roberts, RPA
EPIC Realty Partners

Cal Kirkpatrick
Colonnade
Developments Inc.

Dave Rossetti
PCL Constructors
Canada Inc.

Franco Falbo
Standard Life

Ian Donnelly
Brookfield Properties

Janet Bradley
Borden Ladner
Gervais LLP

John Dickie
Dickie & Lyman LLP

Martin Vandewouw
KRP Development
Group

Michael Polowin
Gowling Lafleur
Henderson LLP

Pierre Azzi
Four Bridge Properties

Philip Rimer
Fraser Milner Casgrain LLP

ENVIRONMENT AND ENERGY COMMITTEE

Chair:

David Eaton
Trane

Co-chair:

Glenn Mooney
Energy Ottawa Inc.

Board Liaison:

Reinhild Ansari
Maple Leaf Property
Management



The final part of the advisory discussed how you can use carbon emissions information to make sound decisions such as benchmarking, setting targets, prioritizing investments in energy efficient and renewal energy, while ultimately building a greener brand.

INDUSTRY ADVISORY

BOMA OTTAWA

Integrating Carbon Management into your Business Processes: Measurement and Reporting

By Francisca Quinn
This is the second article of a three part series, brought to the BOMA Membership by the Energy and Environment Committee.

In our last carbon management advisory, we demonstrated why carbon management is critical to sustaining your building and your business. Carbon management creates asset value through cost savings, risk reduction and reputational benefits.

Since you can't manage what you can't measure, the next step is learning how to track carbon emissions.

While many building owners and managers calculate and report on their property carbon emissions annually, this provides a retrospective analysis only. To manage and reduce emissions on an ongoing basis, carbon management must be integrated into the business process.

First, a Carbon Calculation Recap
As shown in Figure 1 below, calculating emissions is a fairly straightforward task. Carbon emissions are measured by multiplying activity data by emissions factors.

Second, a Carbon Calculation Recap
An emissions factor is a fuel-specific ratio that indicates the quantity of carbon output based on the volume of fuels burned.

Steps to Integrating Carbon Management into your Business Process:

- 1. Record Regularly:**
 - Designate a specific person to record fuel consumption, including natural gas, electricity, propane, diesel, etc.
 - Ensure that information is captured at least monthly to identify consumption patterns.
 - Most building automation systems can be programmed to capture sub-metered data and generate reports.
- 2. Analyze Regularly:**
 - Assign someone to calculate the emissions, analyze performance and identify trends and reduction opportunities.
 - Capture insights to share best practices
- 3. Report Regularly:**
 - Integrate carbon indicators into business management as part of regular financial and management reporting.
- 4. Build Technical Competencies:**
 - Build technical competencies around on cost-effective emissions reduction initiatives.
 - Gain an understanding of your building's emissions profile (see Figure 2).

Figure 1 – Carbon Calculation

Activity data is collected by meter readings, utility records, fuel receipts, etc.
Emissions factors are published by the Canadian government and vary by emission source, province and reporting year.
Quantity of carbon dioxide can be expressed in kg or tonnes.

Figure 2 – Sample Building Emissions Profile by Emission Sources

Continued on next page

Industry Committees

ENVIRONMENT AND ENERGY COMMITTEE, Cont...

Fred Colford, CPM
Bentall Kennedy LP

Allan Martineau
Water Management
Consultants Inc.

Brenda Schultz, RPA
GE Real Estate-Equity

Brandon Malleck
Halsall Associates Ltd.

Brett Harris, CET
Triacta Power
Technologies Ltd.

Bruce Bibby
Hydro Ottawa

Charles McNeill
Chem-Aqua Canada

Chris McKenzie
Siemens Building
Technologies Ltd.

David Yin
Stantec Consulting Ltd.

Debbie Milling
KRP Development
Group

Jeff Clark
Brookfield Properties

Jeff Doll, P.Eng, PMP
Genivar

Peter Paciorek
Trane

Stephen Lynch
Direct Energy Business
Services Limited

Industry Committees

SECURITY & LIFE SAFETY COMMITTEE

Chair:

Chris Fox
C.J. Fox Engineering Ltd.

Co-chair:

Bill McMillan
GAL Power Systems

Board Liaison:

Jeff Doll, P.Eng, PMP
Genivar

Andy Romanowski
G4S

Catrina Curran
Securitas Canada Ltd.

Dave Hanson
The Attain Group Inc.

Karen McCarthy

Ray Rochefort
Siemens Building
Technologies Ltd.

Robert Blanchette
Canadian Blood
Services

Roy Bowes
SimplexGrinnell

Terri Porkolab
SNC Lavalin O&M



Mayor Jim Watson
attending BOMA
Mayor's Debate.

BOMA Ottawa strives to remain current and up-to-date with the changes in the commercial real estate industry. Along with its counterparts in BC, Calgary, Edmonton, Winnipeg, Regina, Toronto, Montreal and Nova Scotia, BOMA Ottawa put together a syndicated survey to determine wage tendencies in each of the nine centres. Working with the Properties and Facilities division of Hays Recruitment, BOMA compiled information across the country by asking its members to participate in the survey, publishing it under the title of the *2010 BOMA/Hays Salary Survey*.

Professional Development:

As part of their mandate, Industry Committees organize seminars to supplement the more formal training of the BOMA Education Committee. In 2010 the Energy and Environment Committee discussed “retro-commissioning” and “greening commercial real estate.”

Advocacy:



The Telecommunications Committee represents BOMA within the community of telecommunications industry committees (and related industry associations), promoting the benefits of BOMA membership.

The Security and Life Safety Committee organized a meeting with Public Works, to discuss “Security Clearances” and to promote the industry’s endorsement of having portability in Security Clearances as a means to be more effective in delivering services to the public sector. The committee hopes to take the knowledge gained and publish an article useful to members.

On June 28th, the GAC and Board of Directors met with Saad Bashir, the City of Ottawa’s new Economic Development Manager. Bashir has developed a new five-year economic strategy which consists of three goals. The first goal is to take advantage of the City of Ottawa’s existing strengths as a competitive global hub for innovative, knowledge-based talent, businesses and organizations to inspire and facilitate future economic development activities. The second goal is to promote Ottawa globally as a top destination to study, work, and live in, as well as visit. Finally, the third goal is to make Ottawa a global role model for holistic planning for the community’s economic, social, cultural and environmental benefit.

In 2010, the biggest investment in time and financial resources by BOMA was challenging the Development Charges Bylaw, established in July of that year. The fees are levied on residential and non-residential properties with the City of Ottawa. The Development Charges Bylaw proposed a fee of \$24.36 per square foot for commercial properties. In 2010, BOMA, along with other associations and individual commercial developers, saw a review of the assumptions used by the city in the Development Charges Background Study that brought the rate down to the current values that commenced in July 2010. Through rigorous lobbying, BOMA representatives of the GAC were able to get the city to both reduce the charges, and stagger them over five years. The proposed rate was reduced by half. Based on an average of 1,435,947 square feet built each year, BOMA efforts have saved the industry \$35,500,000.



BOMA's Education Committee supports the membership through the provision of educational programs to address professional needs. In addition, the committee has taken on several important initiatives. These initiatives include: providing timely information on seminars, assisting students through the BOMA Ottawa Scholarship Fund, offering career development through the BOMA Ottawa Mentoring Program, and producing articles of interest for the BOMA e-newsletter.

The Building Owners and Managers Institute (BOMI) of Canada was founded in 1974 by members of The Building Owners and Managers Association (BOMA) who recognized a need for quality education in the commercial property industry and worked with BOMI International to bring courses to Canada.

Since then, BOMI Canada has helped advance the careers of thousands of professionals through specialized courses and four designation programs:

- 1 The Real Property Administrator (RPA) for property managers;
- 2 The Facilities Management Administrator (FMA) for facilities professionals;
- 3 The System Maintenance Technician (SMT) for systems personnel; and
- 4 The Systems Maintenance Administrator (SMA) for systems supervisors.

In partnership with BOMA Ottawa, BOMI has established educational standards in the commercial property industry through specialized courses and accreditation programs. Last year, 156 students in Ottawa registered for BOMI courses. Within the private sector, almost every major property and facilities management firm in the country has employees registered in BOMI programs.

Courses are offered to inspire professionals to aim for higher achievements in BOMA BEST. By improving understanding of the initiative and its intent, the entire process becomes smoother and more consistent for stakeholders. BOMA BEST is currently the leading environmental certification program for commercial buildings. Other courses offered include Asset Management, Technologies for Facilities Managers, Design Operations and Maintenance of Building Systems, and the Fundamentals of Facilities Management, among many others.

In addition to the education provided through courses and programs offered by BOMI, BOMA Ottawa's Environment & Energy Committee held two educational seminars in 2010. The seminar on February 2nd discussed retro-commissioning. Essentially, retro-commissioning is used to "tune up" your building. Through examination of the building equipment, systems operation and maintenance, building owners can yield 5-15 per cent energy saving for buildings over 100,000 square feet.

The second seminar, held on April 30th, provided strategies that property managers can use in order to engage present and speculative tenants in greening their facility, while decreasing the building's environmental impact. The speaker was Doug Webber of Halsall Associates Limited, who used the example of the Royal Bank Plaza, which went from an Energy Star score of 52 to 70, and saw annual savings of \$1.24 million once they implemented a Green strategy. Another example is that of TD Bank, who re-commissioned 12 of their sites. The result was reduced energy consumption (by 1,000,000kWh), reduced energy costs (by \$100,000) and reduced annual GHG emissions (by 200 tonnes).

Professional Development



EDUCATION COMMITTEE

Chair:

Christine Doyle, RPA
The Attain Group Inc.

Board Liaison:

Simon Bernier
Public Works &
Government Services
Canada

Board Partner:

Stephen Nicoletti
Manulife Financial

Al Robinson, RPA
Public Works &
Government Services
Canada

Dave Cordick, RPA
Brookfield Properties

Jennifer Patton, RPA
GE Real Estate-Equity
(613) 234-4416

Michael Ivanich, RPA
Maple Leaf Property
Management



BOMA Ottawa Scholarship Fund

The goal of the scholarship program is to provide benefit to BOMA Ottawa's membership, increase the level of professionalism in the industry, and increase awareness of BOMA in the community at large.

Scholarship recipients:

2004:	Adele Prazeres
2005:	Catherine Tokessy
2006/07:	Brent Robinson
2008:	Tim Hood
2009:	Anna O'Connell
2010:	James Bradley

The Education Committee continues to support the association through its efforts of promoting education programs to its membership



BOMA BEST

In 2010, our Environment & Energy Committee also played a big role in regards to education. We re-branded our green initiative to BOMA BEST in 2009 and, since then, we've held many workshops and seminars to familiarize our members with the steps they can take to help the environment through their building maintenance.

The Environment & Energy Committee held a BOMA BEST Primer workshop which was attended by 52 BOMA members. During this free workshop, members learned the differences between the previous Go Green/Go Green Plus and BOMA BEST, as well as the future of BOMA BEST.

BOMA also completed an agreement with BOMA BC to launch an online Energy Training Program which is designed for building operations personnel to understand basic energy principles, identify energy reduction opportunities, develop strategies and influence stakeholders to adopt energy savings behaviour. The topics in this program included an overview of energy management, energy basics, metering and billing, lighting and HVAC systems, among others. BOMA Energy Training supports the principles of BOMA BEST.

BOMEX 2012

One of the best opportunities for Professional Development is at the national BOMEX conference. BOMEX is of course BOMA Canada's National Conference & Exhibition. In 2010, it was announced that BOMEX 2012 will be held in Ottawa. The BOMEX conference's relevant and inclusive education program includes timely and topical issues, technical sessions, and industry trends. BOMEX 2012 will be host to BOMA members from all over the country. The event will be held at the Westin Hotel Ottawa from September 11th to the 13th, 2012.

Networking



LUNCH COMMITTEE

Chair:

Joan Nowack
ThyssenKrupp Elevator

Co-chair:

Sabiha Casey
Allen Maintenance Ltd.

Board Liaison:

Stephen Nicoletti
Manulife Financial

Liaison Partner:

Pierre Azzi
Four Bridge Properties

Peter Little
Contract Furniture
Source

Cindy Goyette
GWL Realty Advisors Inc.

Mike Thomsen
VINCI Park

Robert Bento
G4S

Tony Lindo
V.S.O. Specialty Services

One of the primary focuses of BOMA Ottawa is to enable networking among its members. In order to achieve successful networking, we host dozens of events every year and encourage our members to take part. In 2010, we brought back all of the familiar events from previous years, including monthly luncheons, a ski day, our curling funspiel, both fall and spring golf days, as well as our BOMA Awards lunch.

Lunch Series

As always, in 2010, our Lunch Committee outdid themselves. Our monthly luncheon meetings are designed to provide keynote speakers and topics of the day that affect our everyday business, emphasizing subjects of interest to the BOMA members.

The Lunch Committee put together a variety of topics to meet the varying interests of our members. Last year's luncheon topics included mental health in the workplace, the new Convention Centre and a mayoral debate, among others, and the series is sponsored by G4S and Alco Janitorial.

The mayor's debate of 2010 was our third. The luncheon was moderated by CBC's Lucy van Oldenbarneveld and saw Andy Haydon, Jim Watson and Larry O'Brien articulating their positions on everything from the proposed ring road to tax increases. This event was well-covered by local media, including CTV, CBC, CBC Radio Canada, *The Sun*, *The Citizen* and the *Ottawa Business Journal*. The panel was comprised of Michael Polowin of Gowling Lafleur Henderson LLP, Fred Speer of Brookfield Properties, Cal Kirkpatrick of Colonnade Development and Martin Vandewouw of KRP Development Group. The panelists posed a series of insightful and thought-provoking questions which inspired lively debate between the candidates. With over 200 members and guests in attendance, this was one of our highest-attended lunches.

As in previous years, we also offered two networking lunches where emphasis was placed entirely on the networking aspect rather than on a presentation from a guest speaker.



Included in our lunch series last year was of course, our annual Holiday Lunch. Last year's Holiday Lunch was held on December 3rd at the Westin Ottawa, and its theme was the Roaring Twenties, also known as "Peg's Speakeasy." More than 600 BOMA members and their guests came together to enjoy a delicious lunch, many of them in full 1920's attire. We were even treated to special gangster photos, courtesy of Tomlinson Environmental Services. Our platinum sponsor for this event was SNC Lavalin O&M.

Left: Executive Director Dean Karakasis, in full mobster character, opens the festivities at the 2010 Holiday Lunch.



Mayoral Debate panelists Michael Polowin of Gowlings, Martin Vandewouw of KRP Development Group, Cal Kirkpatrick from Colonnade Development and Fred Speer of Brookfield Properties.

Networking

SKI COMMITTEE

Chair:

Dan Gray
Bentall Kennedy LP

Board Liaison:

Pat Whelan
Osgoode Properties Ltd.

Brenda Schultz, RPA
GE Real Estate-Equity

Greg Clark
Energy Ottawa Inc.

Greg Johnston
Colonnade
Development Inc.

Jacques Marchand
Marchand Electrical
Company Limited

Michael Zanon, RPA
Standard Life



Our members enjoying lunch on the patio at the Hard Rock Café during our 2010 annual BBQ.

Our annual BBQ was held on June 3rd at the Hard Rock Café in the Byward Market. This BBQ acted as a goodbye party for the BOMA office's administrative assistant, Pat Holwell, who moved to Twillingate, Newfoundland shortly after. With nearly 200 members in attendance, this BBQ was a huge success.



Ski Day

In 2010, our BOMA Ski Day was sponsored by Govan Brown and was held on February 25th at Mont Tremblant. Other senior sponsors included Waste Management, Hydro Ottawa and Rogers Cable Inc. A good turnout from members as well as from guests the program provided an excellent opportunity to network with friends in the industry with a generous representation of both Corporate and Allied members in attendance.

The Ski Committee also organized the Vorlage ski lessons, which included a package of lessons and lift tickets at a local ski facility. BOMA members have been participating in these ski lessons for over ten years.



Curling Funspiel

Keeping with the theme of winter sports, we held our Curling Funspiel on February 4th at the Nepean Sportsplex for the second year. The Curling Committee saluted the 2010 Winter Olympics theme by awarding Gold, Silver and Bronze prizes.

The Curling Committee strives to strengthen ties among BOMA Ottawa members by organizing this popular networking event.

There were 68 participants who enjoyed an afternoon of curling, networking and socializing, followed by a sumptuous buffet dinner by Capone's Restaurant. This event was sponsored by CIMA+.



Pat Holwell

Golf

BOMA Ottawa's Spring and Fall Golf Committees organize two extremely popular golf tournaments each year to enhance networking opportunities, as well as to address BOMA's commitment to the community at large. The main purpose of BOMA Ottawa's Golf Committees is to encourage social interaction between members, their associates, their peers and other interested parties.

The 25th annual Spring Golf Event was held on June 17th at the Château Montebello and Heritage Golf Courses and was once again a great success. We hosted another sold-out event which brought together 288 golfers plus guests and over 30 volunteers. Golfers enjoyed a breakfast at both courses and an excellent dinner buffet at the Château Montebello Hotel afterwards. Those staying over also enjoyed the evening reception with a DJ and plenty of dancing. The event's platinum sponsors were VINCI Park and Minto Commercial Properties Inc.

Our annual Texas Fall Golf Classic was held on September 22nd at the Eagle Creek Golf Club. The weather looked discouraging, pouring rain at six in the morning as the golfers headed for the course, but the sky began to clear before long and all those attending enjoyed a great day of golfing. As always, our members formed new relationships, which is the primary goal of our networking functions. We'd like to thank our sponsors, Alco Janitorial, VSO Specialty Cleaning Services, Munro and Scullion Contracting Inc., Hurleys and Baxtec Mechanical for their support in helping to keep this tournament affordable and accessible to our BOMA members.

These two particular events take a great deal of effort from your Golf Committee as well as from volunteers. Every year, they continue to improve. In 2010, the Spring Golf event's charity raffle was a huge success, enabling us to make a generous donation to LiveWorkPlay.



Winners of the Spring Golf Tournament at Montebello Golf Course.



Winners of the Spring Golf Tournament at Heritage Golf Club.



Networking

SPRING GOLF COMMITTEE

Chair:

Brenda Schultz
GE

Co-Chair:

Chris Klassen,
Manulife Financial

Board Liaison:

Pat Whalen,
Osgoode Properties

Hal Turner
Hallmark Housekeeping
Services Inc.,

Mike Swan
Brookfield Properties,

Julio Braz
Waste Management

FALL GOLF COMMITTEE

Chair:

Scott Craven
Colonnade
Development

Linda Sprung
KRP Development

Awards



Metcalfe Realty Company Limited received a TOBY in the *Historical Building* category for the Thomas Fuller building.

AWARDS COMMITTEE

Chair:

Chair:
Lori Anne Sauv -Keefe,
RPA
Sun Life Financial Centre
(Bentall LP)

Co-chair:

Lynn Heaston
Apollo Property
Management Ltd.

Board Liaison:

Vicky Dinelle
Oxford Properties
Group Inc.

Helen Baker
Standard Life

Liz Miller
Turnbull Design
Consultants Ltd.

Michael Zanon, RPA
Standard Life

Vicki Bisson, RPA
CB Richard Ellis Limited

BOMA Ottawa has been saluting excellence in the office building industry since 1990. Through the BOMA Awards, recognition is given for excellence in property management, operations, resource conservation, environmental awareness, leasing and building design, customer service, and innovation. In our constantly changing industry, the greatest strength of any company is the people it employs.

The BOMA Awards recognize teamwork, outstanding service, and commitment to clients. BOMA takes great pride in recognizing these teams and individuals who, through their drive and determination, are constantly searching for and achieving excellence.

In 2010, BOMA celebrated 35 years in the Commercial Real Estate Industry. The annual awards ceremony was held on Thursday May 6 at Lago/Bar/Grill at Dow's Lake, with platinum sponsorship from SNC Lavalin O&M. The event was hosted by comedian Jennifer Grant, who also entertained between award presentations. Gilles Landriault, President of BOMA Ottawa and Lori-Anne Sauv -Keefe, Chair of the Awards Committee, presented a donation of \$3,500 to the Crichton Street Project, which was possible thanks to attendees.

TOBY Awards

Sakto Corporation received a TOBY in the 250,000 – 499,999 sq ft category for Preston Square.

Morguard Investments Limited received a TOBY in the Renovated Building category for 250 Albert Street.

SNC-Lavalin O&M/Public Works Government Services Canada received a TOBY in the Over 1 Million sq ft category for Place du Portage III.

Bentall LP received a TOBY in the 500,000 – 1 Million sq ft category for the World Exchange Plaza.

Metcalfe Realty Company Limited received a TOBY in the Historical Building category for the Thomas Fuller building.

Ontario Realty Corporation received a TOBY in the Government Building category for the MTO Regional Office.

Pinnacle Awards

The Attain Group received the Pinnacle Award in the Customer Service – Company category

Impark received the Pinnacle Award in the Above & Beyond – Company category

Volunteer of the Year

There were two volunteers named as Volunteer of the Year. Ian Donnelly of Brookfield Properties and Cal Kirkpatrick of Colonnade Development, both on the Government Affairs Committee, were rewarded for their hard work in 2010.

We'd like to thank all of our committees for their continuing participation in the planning of these events, without whom none of these events would be possible.



INDUSTRY ADVISORY

Development Charges – The Last Word

An Update to the Membership

On its members' behalf, BOMA has become a very active participant in providing input to the City of Ottawa on matters that affect our industry. Nowhere has this been more evident than in our work on the Development Charges Bylaw that was adopted effective January 16, 2010. Even after the adoption of the bylaw, BOMA did not stop in its efforts to be the voice of the commercial real estate industry. We appealed the bylaw, not only to register our members' concerns regarding the proposed increases, but also to question the process that is used to set development charges every 5 years.

In 2009 BOMA Ottawa set out to address the proposed development charges bylaw that city council was about to vote on. Our government affairs committee reviewed the proposed bylaw and created a sub-committee from amongst its ranks and engaged the services of the IBI Group, a leading consultant on development charges in Ontario, to assist us.

When the City proposed the new bylaw, and prior to industry consultation, all of the rates would double (Chart 1 – Column 2) from the 2004-2009 rate, as of January 2010.

After 6 months of meetings to explain how the new rates were calculated and what assumptions were being used, BOMA felt that the city had missed three crucial factors in determining the true cost of new development and the applicable rates,

1. Often costs that were being attributed to development, were actually costs that benefited existing buildings much more than what was attributed to them in the City's assumptions;
2. Often costs that were being incurred, benefited a period far beyond the development time frame used in the city's analysis, and needed to be borne, in part, by future taxpayers;
3. The assumptions used in the calculations could, and should, be challenged.

Through rigorous lobbying your BOMA representatives and our consultants were able to offer input that saw the city to both reduce the charges (Chart 1 – Columns 3 - 6) and stagger them over 5 years, rather than a one time much higher implementation.

The hard work of your BOMA members effectively reduced the proposed rate hike by half, from what was proposed to City Council, for introduction in 2010 and would have remained in effect for the duration of the bylaw (to the end of 2013). Although not in complete agreement with the City, our efforts saw a more palatable 14% increase, in 2010 before indexing, with staggered increases of 12.5% in 2011, 11% in 2012 and 10% in 2013, rather than a one time increase of 110%, in January 2011, for the entire 5 year bylaw term.

To ensure that we are in a better position for the next bylaw to be adopted in January 2014,

BOMA moved to appeal the Bylaw to the Ontario Municipal Board, and further gained from the City the following concessions, before we agreed to withdraw our appeal.

That the City would conduct a mid term review of the bylaw in the 3rd Quarter of 2011 to discuss the BOMA Issues

- Using more fact based, rather than assumption based, methodology to calculate Development Charges;
- Review of the current charges, to see if they are consistent with the current assumptions;
- Phasing In of the charge as a standard practice.

BOMA's value to its members and the industry can't always be quantified, but by the end of the bylaw period (December 31, 2013), and based on an average of 1,435,947 square feet built each year (based on City of Ottawa charges in all three classes from 2007 to 2009), BOMA efforts have gained a reduction in planned charges to the industry of \$35,500,000 over the original city proposal for the Development Charges Bylaw.

BOMA Ottawa's Government Affairs Committee is made up of BOMA members with a variety of backgrounds and expertise. If you'd like to learn more about the Development Charges initiative, the BOMA Government Affairs Committee or BOMA please contact the BOMA Office at 613-232-1875 or visit the web site.

Chart 1	(1)	(2)	(3)	(4)	(5)	(6)
All values are Per Square Foot	2004-2009 DC Rate (Indexed)	Proposed Rate prior to consultation for January 2010	Post Consultation Rate (16 Jan 2010)	Post Consultation Rate (16 Jan 2011)	Post Consultation Rate (16 Jan 2012)	Post Consultation Rate (16 Jan 2013)
Non-residential – general	\$10.06/sq ft	\$21.13/ sq ft	\$11.51/ sq ft	\$12.95/ sq ft	\$14.40/ sq ft	\$15.84/ sq ft
Non-residential – commercial	\$8.19/ sq ft	\$17.20/ sq ft	\$9.35/ sq ft	\$10.51/ sq ft	\$11.67/ sq ft	\$12.83/ sq ft
Non-residential – industrial	\$4.65/ sq ft	\$9.76/ sq ft	\$5.31/ sq ft	\$5.97/ sq ft	\$6.63/ sq ft	\$7.29/ sq ft