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Manitoba

INSIDER

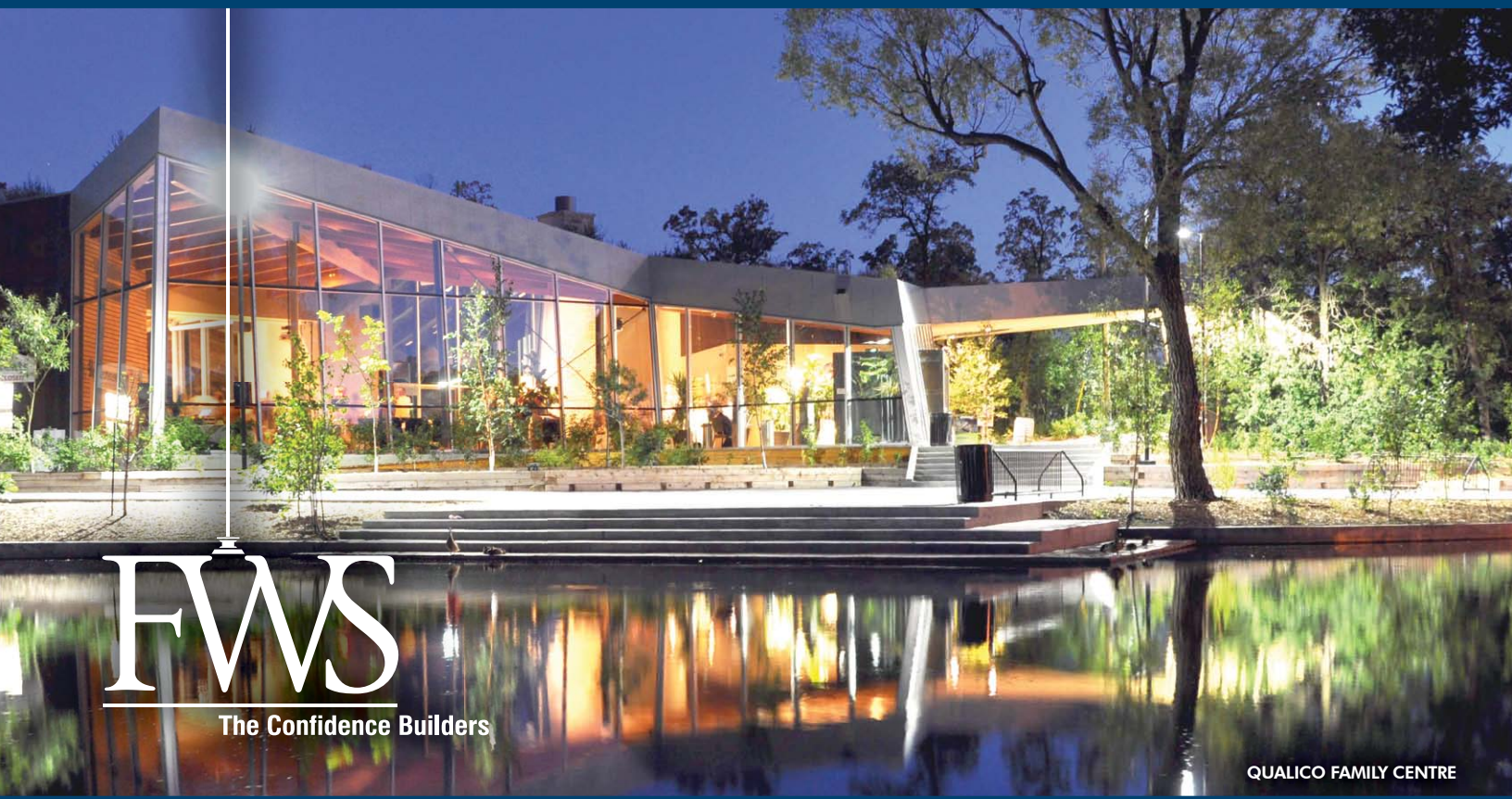
ISSUE 1 | SUMMER/FALL ISSUE | 2013

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GREETINGS FROM THE PRESIDENT

I am pleased to announce BOMA Manitoba's launch of the **INSIDER** magazine, a bi-annual publication promoting the very best in the commercial real estate industry. It will feature profiles on prominent business owners and BOMA members, resource articles, trends in the industry and much more. In this our first issue, you will get an inside look at a few of our members' business strategies, tips and successes.



There is a tremendous amount of optimism in our province, as seen in our industry which is strong, vibrant and growing. This publication will provide us yet another opportunity to share the many great things that are taking place in Manitoba and the remarkable people who are making it happen.

We hope you find this new publication to be interesting, informative and perhaps even entertaining.

On behalf of the Board, I would like to extend my sincere thanks and appreciation to BOMA Manitoba staff for their efforts in pulling this publication together.

Sincerely,

Darren Klassen
President, BOMA Manitoba

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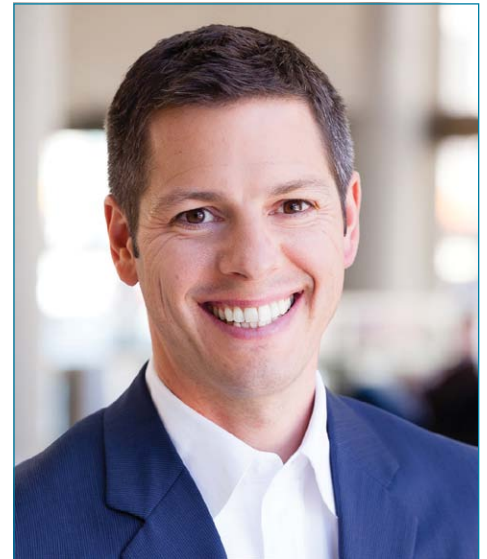
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GET YOUR NETWORK ON

One of the biggest benefits of a BOMA membership is the opportunity to network at our monthly luncheons and various social events. We touched base with networking aficionado, Brian Bowman, for tips on how you can meet and build relationships with your fellow BOMA members. Here are his Top 10 tips for making the most out of your networking experience.



ALL ABOUT BRIAN

Brian Bowman is a partner with Pitblado Law and serves as Incoming Chair of the Canadian Bar Association's National Privacy & Access Law Section. He is a nationally recognized leader in privacy, access to information and social media law, and is a frequent speaker, media commentator and author.

Brian is Immediate Past Chair of the Winnipeg Chamber of Commerce. He currently serves as Incoming President/Chair-Elect of the Winnipeg Art Gallery and on the board of Ka Ni Kanichihk (pronounced Ga Ni Ganichick). He was presented with the Community Involvement Award by the Manitoba Bar Association in 2011 for exemplary volunteer service to the community, has been inducted into the Shaftesbury High School Alumni Wall of Fame in recognition of achievement in business and community, and has received an Honorary Designation of C.G.A. from the Certified General Accountants Association of Manitoba.

1 LISTEN & LEARN FROM OTHERS.

Networking is a two-way street that presents an opportunity for personal & professional growth, but only if you're listening & learning from others.

2 KNOW WHO YOU ARE.

If you're asked what you do or who you are, have a response that is brief & authentic.

3 HAVE FUN.

Participate in activities that you truly enjoy & your passion will naturally fuel the networking.

4 VOLUNTEER.

Donating time and/or expertise to worthwhile causes is a good way to meet like-minded people.

5 EMBRACE SOCIAL MEDIA.

Twitter is a powerful connector to network with people with similar interests. I'm also using the new Protunity platform because it replicates the way people connect in the real world.

6 GET OUT OF THE OFFICE.

Online activities will never fully replace real-world human interaction.

7 EVERYONE IS IMPORTANT.

Don't judge a book by its cover & think that some people are more important than others.

8 DON'T BE ALL BUSINESS ALL THE TIME.

Part of networking is learning about other people's interests.

9 DON'T BE AFRAID OF THE MEDIA.

Work with the media to offer comments & story ideas when appropriate.

10 NETWORKING FOR NETWORKING'S SAKE DOESN'T WORK.

Be genuine & the networking will take care of itself.

BOMA
Manitoba
FALL EVENT LINE UP

Thursday, September 12 - Manitoba Building Expo and Member Luncheon
Wednesday, October 9 - October Member Luncheon and AGM
Wednesday, November 13 - BOMA State of the Industry Luncheon
Wednesday, December 11 - BOMA Holiday Luncheon

ONE-ON-ONE

WITH MR. DAVID BOWDEN

BOMA Manitoba was lucky to have Colliers International CEO, David Bowden, at our February member luncheon. We had the opportunity to get an in-depth look at his business principles and industry insights.

Name the one aspect you enjoy the most working in the industry.

The people. I am constantly amazed by the variety of people I meet and get to work with. Throughout my 30 years in the industry, I've watched some very talented and deserving people grow and achieve great success – it's incredibly rewarding.

What's been the biggest change you've seen in the industry?

The shift of clients' location and service needs from local to global. More and more, businesses are operating on a national – and international – level, and they need their real estate services firm to do so, too...to be where they need them to be. Large REITs and pension funds are driving away private equity firms; this, coupled with technology shifts, has led to a much more transparent marketplace.

If you could give advice to your former self when you first started working in the industry, what would you say?

Don't do it. No, seriously...Now that I'm a CEO and seeing things from a different angle, I would tell myself not to get too focused on just the "real estate" problems clients have; instead, get a deep under-

standing of their business issues and provide more value by being both a business expert and real estate expert. It's not just about the real estate space itself; rather, ask, "What's the business plan and strategy?"

What are some of the business principles you live by? Why?

Professional development. Never stop learning. You have to constantly try to improve yourself. Find a mentor who can help you do so. And in turn, pay it forward – mentor others and help them take their knowledge and careers to the next level.

Recommend one book that's worth a read for anyone in the industry

SWITCH: How to Change Things When Change Is Hard by Chip Heath and Dan Heath. In a fast-paced industry such as ours, organizations that can adapt to changing market conditions quickly and effectively have a competitive advantage. I've found that this book gives great insight on how to effectively manage change within your organization.

If you weren't working in the industry, what would you be doing?

I would pursue my other passion – I'd be a teacher.



ALL ABOUT DAVID

Chief Executive Officer,
Colliers International Canada

As Chief Executive of Canadian business operations, David is responsible for executing the Colliers national business strategy while working in conjunction with Colliers' other regional leaders.

Known for his innovative business perspective, David is committed to accelerating the success of Colliers International in Canada by advancing the competitiveness in all 17 markets they serve. As a long standing executive with Colliers International, David has played an integral role in contributing to the business's success in Canada. He has held a number of senior positions within Colliers including leading the Canadian Corporate Solutions division and the Professional Development group.

Number of years with Colliers
International: 25

Number of years working in the
industry: 32

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Grant Park Shopping Centre REDEFINED

They say that all good things take time. The renovations happening at Grant Park Shopping Centre are no exception, and its new owners, H & R REIT, are entering the project as it approaches the final leg since construction began in 2011.

“The time had just come,” says Sandra Hagenaaars, General Manager. “The mall had last been renovated in the late 80s so it was time for an upgrade.”

“We also had a couple of big deals that came along that were important. Manitoba Liquor Mart was looking to expand their space and we needed to find a way to re-configure a mall to accommodate a larger store,” she adds. “Also at that time, we knew that Target was purchasing Zellers and

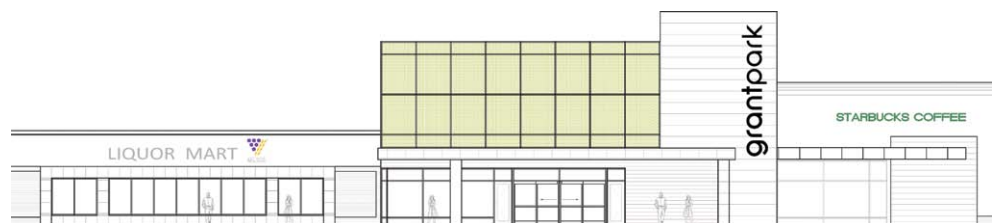
that our Zellers location was going to become a Target.”

Along with their renovations, management concluded that it was a no-brainer to ensure that the shopping centre become a BOMA BEST building.

Bill Hurd, Operations Manager for the Centre says that all of the upgrades were

done to make the building as energy efficient as possible. These included extensive renovations in all washrooms to include low flow toilets and hands-free taps ensuring a low consumption of water. The centre also features updated high-efficiency lighting, including LED technology.

Hurd estimates that Grant Park has shaved off approximately 15 per cent of their en-



Artist's rendering of the centre's new west entrance

ergy costs by complying with the BOMA BESt standards – savings that they’re passing on directly to the tenant.

“In a shopping centre, the biggest costs are your energy costs and that can be absolutely huge,” says Hurd. “Anytime you can reduce your energy costs, you can give much better value to your tenants.

“Anytime you can reduce your energy costs, you can give much better value to your tenants.”

- Bill Hurd, Operations Manager

Other major renovations to the Centre included a major overhaul to its west entrance. What was once a small walk-through area has been made into a larger, grand entrance with beautiful sliding doors and fresh central space that’s open for leasing and utilized for promotional events.

The building’s centre court also underwent a major reconstruction. Various platform levels – from when the two original stand-alone buildings were connected have been reconfigured to be more spacious and user-friendly.

Hagenaars estimates that she and her management team have at least another year of renovations ahead of them, with the plan to renovate another entranceway. They also have other projects on the go - Shoppers Drug Mart has just added 4,500 square feet to their space and Target will be adding 4,000 square feet of space in time for their Fall 2013 opening.

Despite these renovations, their tenants don’t seem to mind.

“You’re tearing up floors, you’re tearing up ceilings, you’re creating dust and all kinds of disruption,” says Hagenaars. “They have all been incredibly supportive because they can see the long term benefits and how it will look when it’s finished.”



The centre's redesigned west foyer



Renovated bathrooms exude a modern vibe, equipped with low flow toilets and hands-free fixtures

Photography supplied by H & R REIT

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BE PREPARED

Ever wonder what happens in the field of Security and Risk Management? Read these true stories and tips to help you stay safe and reduce your risks.

SECURITY

Submitted by Securitas

SAFETY: While working the overnight shift at a client site, Officer Amy Anderson discovered two individuals stealing metal from the client's property. She identified herself as a security officer and the subjects ran off into the woods, leaving their vehicle at the scene. Anderson immediately contacted the local police department as well as the Securitas Mobile Patrol Officer, Matt Christensen.

Christensen arrived on site and assisted Anderson in securing the vehicle until the police arrived. The vehicle was left with the keys in the ignition, two face masks on the front seat and camouflage clothing in the back seat. The police used approximately nine officers and a K9 to search the area for the fleeing suspects but were unable to apprehend them. They seized the vehicle and praised both Anderson and Christensen for their actions. Days later, a detective from the local police department notified them that they had made an arrest.

Site theft is unfortunately becoming an increasing concern for many of our clients,

especially in industrial areas. It is through Securitas' core value of vigilance, that our guard Amy Anderson, was able to discover the theft while it took place, ultimately leading to the culprits' arrest.

BURGLARY: While on patrol, Field Supervisor Henry Balsz observed a commercial burglary in progress and immediately contacted the Police Department. He saw two males loading product over the wall and into their parked vehicle. He noted their description and as the subjects drove off, followed them and gave the police their direction of travel. As the police took over, he was advised by PD dispatch to return to the site and wait for an officer. The suspects' vehicle was stopped by the police and he was asked to identify them.

Through his keen observation skills, Supervisor Balsz was able to stop a burglary in progress and help police officers capture the suspects. Though this was not our client site, the Loss Prevention Manager for the site was very pleased that Balsz helped prevent further loss of property. Guards not only have to be aware of the client site in which they work, but the broader context around them.

DO'S AND DONT'S FOR BUILDING SECURITY

by the Winnipeg Police Service

1. Do ensure that doors and windows are securely locked with strong doors/window frames and locks
2. Do install adequate lighting to illuminate activities of people living in the building and deter unwanted behaviours
3. Don't allow landscaping to over grow and create potential hiding spots for unwanted activities.
4. Do become familiar with your neighbourhood and join/form a Neighbourhood/Apartment Watch Group
5. Do ensure that when on vacation, mail is retrieved or withheld so it does not pile up – advertising that you are not home

For more tips, visit winnipeg.ca/police

RISK MANAGEMENT

Submitted by Concentric Risk Management

Concentric Risk Management (CRM) once conducted a risk assessment for a business park situated near a railway spur. Several of the tenants in the park were head offices, and included a business that stored liquid hydrogen – a critical manufacturing component for their product.

CRM recommended to the park's property managers that each of the businesses have an Emergency, Crisis, Disaster Plan; a business continuity plan in the event they were required to evacuate the property; an emergency drill conducted once a year, and that the entire site undergo a full evacuation once a year of all tenants.

The park's property managers did not implement CRM's recommendations, insisting instead to encourage all of their tenants to conduct an emergency plan once a year, and that their tenants' emergency plans were sufficient.

A year later, on a Friday morning, the business housing liquid hydrogen experienced an explosion when one of its trucks containing liquid hydrogen leaked, prompting instant fire.

The local Fire Department and emergency personnel were immediately on the scene and ordered a complete evacuation of the entire business park.

A few tenants in the park refused to leave, as it would have had a direct impact on the operations of their business and were not prepared to evacuate.

The police department was eventually summoned and forced all tenants to evacuate the property. Tenants were not allowed back into their facility until the fire department issued an all clear, approximately 24 hours later.

Photography supplied by Securitas

LESSONS LEARNED

1. All companies should conduct a threat/risk assessment of their properties and surrounding areas, as surrounding businesses may directly impact their business
2. Evacuation plans should be tested at least once per year and should include:
 - a. Temporary evacuation whereby employees evacuate to a 'muster point' near the property and could return later
 - b. Short-term evacuation (e.g. 24 hours)
 - c. Long-term evacuation (e.g. More than 24 hours)

Short and long-term evacuation plans require a:

- a. Business continuity plan, which enables the business to continue operating from remote sites
- b. Media plan to inform customers, vendors and contractors of the current situation
- c. Communications plan to all employees addressing the situation and how the company is dealing with the issue
- d. Legal plan to address any potential liability issues
- e. Temporary executive structure with assigned duties for each executive to oversee emergency, and crisis-related duties

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GROWING AN EMPIRE

While Bee-Clean has grown from a small Winnipeg business into an industry leader, founder Joe Correia hasn't abandoned the core values and work ethic that got them here.

If posh new office digs are an indicator of business success, Jose (Joe) Correia didn't get the memo.

Clearly Joe, currently the President and co-founder of Bee-Clean, hasn't needed an elaborate office setup in order to create one of the largest building maintenance companies in Canada.

The company's head office at 375 Nairn Avenue hasn't changed much, aside from the addition of major IT systems, since Joe and his team first occupied it in the late 1970s.

Since Bee-Clean's inception in 1967, the company has grown into a multi-million dollar business with more than 10,000 employees servicing buildings from coast-to-coast. Joe and his Edmonton-based business partner – Brian Gingras – have grown the company to be a leader in the commercial cleaning industry, looking after an estimated 250 million square feet of space in Canada every day.

"I never dreamed it would become this big," says Joe. "I could see that we would grow and that we would do very well and keep expanding, but back in those days I couldn't visualize that we would do as much as we do today."

Joe admits that he fell into the industry completely by chance. He was 16 when he joined the company (which was formerly called International Building Company) on a part-time basis. At the time, he was attending Technical Vocational High School and was looking to pursue a career in drafting or become an electrician.

"It was one of those things where you happened to be at the right place at the right time," says Joe. "The cleaning industry was just starting to develop and what I thought would be a part-time thing became full-time. I left everything else and devoted myself to this because I saw that there was a niche and a need in the market place."

Joe credits much of the company's success to its strong customer service commitment and to serving its "inside" customers first – a term he uses to describe his employees. And if you ever get a tour of Bee-Clean's offices, you'll quickly get the sense that Joe



Joe (L) and Dennis Correia at their expansive warehouse in Winnipeg

treats all of his employees like family, taking time to chat about their families and their weekend plans.

"I always say that our business is actually managing people. The result is quality cleaning or maintenance."

- Joe Correia

Among the many perks of working for Bee-Clean are free tickets to sports events, golf tournaments, staff barbecues, Christmas parties and scholarships.

"I always say that our business is actually managing people," says Joe. "The result is quality cleaning or maintenance."

"It's a win-win situation if you do it right. We always believe in treating people as people – not as numbers – and being fair. I think that's one of the recipes to do well."

In the early stages of the company, Joe poured in sweat equity, wearing all of the

necessary hats to run the business. He also got married when he was 17 to his high school sweetheart, and had a daughter soon after.

"It was not easy at first. You have to have self-discipline and have that will to be able to do it and pull through."

"I had many days where I would work 18-19 hours a day. I remember a time when we would go three days without sleep if the need was there."

At first, Bee-Clean only provided basic janitorial services; it was often hired solely to clean floors. Bee-Clean serviced small accounts such as bookstores and small banks and its biggest account at that time was the CBC building on Portage Avenue.

In 1969, Bee-Clean added grocery stores to its list of clientele, including Loblaws, Dominion and Shoppers Drug Mart. By 1974, the company reached the right size in terms of cash flow to hire the necessary help and continue growing.

"It's hard to go through those transitions because I am the type of person that likes to know what's going on, and be aware of what's happening and how things are happening."

“But as we went over the years we started to create stronger teams and that’s how we were able to grow.”

“I could clearly see that we would stay status quo if we were to just stay in Winnipeg. We would reach a plateau and basically stay there.”

- Joe Correia



Bee-Clean staff in action at the Winnipeg Square Food Court

Growing Step-by-Step

After gaining a substantial clientele in Winnipeg, Joe came to a crossroads with Bee-Clean: continue to service the Winnipeg market exclusively, or expand.

Firmly believing that it was worth the risk, he chose the latter.

“I could clearly see that we would stay sta-

tus quo if we were to just stay in Winnipeg. We would reach a plateau and basically stay there.”

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He says the choice helped Bee-Clean to significantly grow its business and attract national accounts. The management team adopted an assertive expansion strategy, growing only to meet increasing customer demand and gradually achieving economies of scale. Joe's son Dennis, adds, "The larger we would be, the more presence we would have in dealing with suppliers and manufacturers. They would see us as a main player and offer us a better price for products and equipment."

The company expanded to Brandon, Manitoba in 1974 and then entered the Alberta market a year later.

Through its relationship with Canada Post, Bee-Clean was able to enter the hyper-competitive Ontario market in 1989, and by 1993 it began servicing the Greater Toronto Area thanks to another major client, the Royal Bank.

"We decided to do it in steps and some of them were costly steps," says Joe. "The expansion into Quebec cost the company millions of dollars due to entering a very different marketplace, business regulatory environment, and a new language in which to do business."

"It was a hard pill to swallow but we learned from it and became better and stronger by doing it."

Dennis moved to Montreal in order to oversee major eastern accounts. Having recently married, he will now make his home in Toronto.

Today, Bee-Clean services every major city from British Columbia to Atlantic Canada, including many small towns and several reserves – a strategy that has been key to its success and a key differentiator from competitors. The company also invested heavily into software called Systems Financial, which has proven instrumental in helping it manage the logistics of caring for such a large amount of square footage.

"We offer nationwide coverage, value and stability. Our customers know they can call one number and they will get someone there to deal with the problem," says Joe.

Bee-Clean has also moved from providing basic cleaning services to providing risk reduction strategies, disaster restoration, facility and building maintenance and consulting services.

"The more you do for a client, the better it is. The more services you give them and the wider base of services you can provide, helps you to develop client confidence."

Moving Forward

Despite their success, Joe and his team are not standing still. Bee-Clean has recently expanded its services to Europe on the Azores Islands off the west coast of Portugal.

"If you stand still, thinking that you have it made, that's when you go backwards. In order to continue to go ahead, you have to improve in quality and efficiencies," says Joe.

The company is looking to expand within the Maritimes, and hopes to someday venture into the United States, a task fit for the next generation of Bee-Clean

management.

"I've learned not to rush into anything," says Dennis. "I try to see every which way a project or choices we're making could go. We weigh the pros and cons before we move forward."

And, despite all that he's accomplished, the man who started it all more than 40 years ago still dutifully shows up to work at his modest Nairn Avenue office, ready to tackle the next big project, and chat it up with his customers and employees.

"It's like anything else - the more you put into something, the more you can take out," says Joe. "When you work hard at it and do the right thing, it's endless what you can achieve."

Bee-Clean also owns and operates Busy Bee – a chain of cleaning supplies, paper products, cleaning equipment warehouses and retail outlets across Canada. Visit their local store and warehouse at 347 Nairn Avenue.



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A LEADING RETAIL Destination

Q & A with Cadillac Fairview



As the property manager and owner of the largest mall in Manitoba, Cadillac Fairview shares their best practices in maintaining this popular retail destination.

Q: What are the overall standards you have in place for tenants at Polo Park?

The overall standards are set out in the Cadillac Fairview Retail Design Criteria. Our Client Design Team works with retailers to achieve storefronts that are expressive, dynamic and sophisticated through the use of design elements such as bulkheads, display windows, signage, materials, lighting and other architectural elements. Great storefronts contribute to the overall customer experience that Polo Park works towards. Our Green at Work Program also ensures a high focus on green standards, including during the construction process.

Q: How do you cater to the needs of your varying tenants?

We cater to our tenants through our Guest Services and Dispatch Centre so that the tenants can call with concerns 24/7. If Guest Services or Dispatch cannot resolve the problem, they pass the item on to the management team, who are also available 24/7.

Q: Do you plan to continue to scope out prominent retail stores to join Polo Park?

Yes, Cadillac Fairview works diligently with all retailers looking to enter the Winnipeg market. Cadillac Fairview has introduced many new American brands to the Canadian market and the success of these relationships has seen these retailers (who traditionally enter the Vancouver or Toronto market first) look at leasing space at Polo Park. The Polo Park management team also works very diligently to ensure a smooth entry to the marketplace and the shopping centre. Polo Park's dominance in the marketplace and continuous sales growth over the past several years are also contributing factors to new retailers choosing Polo Park as their first and sometimes only location in Winnipeg.

Q: In the past few years, we've seen more prominent retail stores join Polo Park. What's the benefit for a new retailer to join Polo Park?

At Cadillac Fairview we like to have strong co-tenancies. Everyone wants to be near their "like retailers". A strong retailer who is only considering opening one store within this marketplace is attracted to Polo Park since it already has several of the top Canadian and US brands.

Q: Do you have to meet certain facility standards to attract prominent retail stores?

Polo Park has a modern and enticing upscale presentation which attracts more than 10M customers annually. High standards are set for the cleanliness and maintenance of the shopping centre. The combination of the environment and merchandising mix is key to attracting new-to-market retailers.

Photograph supplied by Cadillac Fairview

CENTRE STATS

- Notable tenants include: Victoria's Secret, Banana Republic, Harry Rosen, Apple, Coach, Michael Kors, Lululemon, Town Shoes, Browns' Shoes, Godiva Chocolates
- 175 tenants
- 100% occupancy rate

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ONE GREEN MACHINE

Manitoba Public Insurance is best known as a provincial crown corporation that has provided Manitobans with automobile coverage since 1971.

However, in commercial real estate circles, MPI is also known as a leader in transforming its buildings to operate in a more environmentally friendly and sustainable way.

With more than 1,700 employees and thousands more Manitobans who use MPI facilities every day, the corporation's 22 buildings serve an important role in the keystone province. And MPI's impact on each community and on the environment is certainly not lost on upper management. The organization has already certified eight of their buildings as BOMA BEST, and is now reaping the benefits of being green.

"MPI is committed to environmental sus-

tainability and this commitment does not end with a written policy," says Cheryl Turnley, Premises Coordinator. "The BOMA BEST program assists us in achieving our environmental goals. It serves as a guideline and it also provides tangible recognition of this accomplishment."

"The BOMA BEST program assists us in achieving our environmental goals. It serves as a guideline and it also provides tangible recognition of this accomplishment."

- Cheryl Turnley, Premises Coordinator

Over time and beginning in 2010, MPI undertook the BOMA BEST certification process for its claims centre at 930 St. Mary's

Road – a building that was built in the 1970's.

"Our location on St. Mary's Road was far and away the greatest consumer of energy," says Brett Younger, Premises Coordinator. "Yet this building was essentially identical to our 125 King Edward location, everything from square footage to construction and materials."

"We thought this was a good jumping-off point. We knew there had to be a reason why our St. Mary's location was so much worse than its counterpart in regards to energy efficiency."

By undertaking an in-depth energy audit – a key requirement of the BOMA BEST program – Younger and his team discovered that an air unit in the garage was the biggest culprit of energy consumption.



MPI's new garage air unit that helped them to significantly reduce their energy consumption.



A rooftop view of the air unit at 1103 Pacific Avenue.

“Once we identified that, we made some drastic changes to the operation of the unit that substantially reduced our consumption in that building,” says Younger. “Had we not gone through this audit process, we never would have seen that.”

Younger estimates that after all of the BEST recommendations have been implemented, MPI reduced the energy consumption of its St. Mary's location by 25-30 per cent. These recommendations included upgrading the facility's lighting, installing low flow toilets and aerated taps.

“When you're able to save that much energy on a 30-40 year old building - that's huge,” adds Younger.

From there, it became a no-brainer for MPI to certify more buildings.

“We have a big advantage,” says Turnley. “Many of our facilities are similar in design so when we identify an opportunity for environmental change in one building we automatically make that change in our other facilities as well”

MPI was able to certify five buildings in 2010, one additional re-certification in 2012, and two buildings are currently going through the re-certification process.

“We've made improvements to the heating, ventilation and air conditioning systems, and also followed BOMA BEST recommendations for installing more energy efficient



MPI upgraded all of the lighting at their BOMA BEST buildings.

lighting fixtures in the office and garage areas,” adds Turnley. “These are the areas which really make the biggest impact in energy consumption and emissions.”

“Physically, the facilities may not look any different but all of those subtle changes can really make an impact.”

Alex Fleming, President of Demand Side Energy, says, “We've been pleased to provide MPI with sustainability planning, energy audits and water audits because they've adopted a long-view approach and succeeded by upgrading facility equipment, reducing utility costs and adding value to

their portfolio. Their significant investment in building lighting, heating and cooling equipment upgrades paid off in less than three years and has been providing the corporation with significant dividends every year since.”

Now, MPI proudly displays its BOMA BEST certifications on both exterior and interior signage.

“It's good to be able to be put up a sign which says that we're doing things in an environmentally sustainable way,” adds Turnley. “And that it's been verified by a recognized organization such as BOMA.”

SIMPLY *Outstanding*

The Building Owners and Managers Association of Manitoba recognized a number of member firms at this year's annual Awards of Excellence Luncheon held at the The Fort Garry Hotel on June 12.

The Outstanding Building of the Year (TOBY) Awards



TOBY - OFFICE BUILDING
100,000 to 250,000 square feet
444 St. Mary Avenue received the 2013 TOBY Award in the Office Building - 100,000 to 250,000 square feet category. Tim Vandale (right), Manager of Operations for Morguard Investments Ltd. accepted the award from BOMA President, Darren Klassen.



TOBY - Enclosed Shopping Centre
St. Vital Centre received the 2013 TOBY Award in the Enclosed Shopping Centre Category. Kyle Waterman (right), Security Manager of 20 VIC Management Inc. accepted the award from Chris Vodrey of Morguard Investments Ltd.

Pinnacle Award

Bentall Kennedy (Canada) LP received the 2013 Pinnacle Award for Customer Service. Bentall Kennedy is a comprehensive North American real estate firm; as part of its portfolio, the company is responsible for the property management and operation of Richardson Centre, a real estate holding of James Richardson & Sons Limited.

Bentall Kennedy's tremendous enthusiasm, community support, and commitment to customer satisfaction has been key to its success over the years in Winnipeg

Building Operator of the Year

Bart Golanski of Great West Life Realty Advisors is BOMA's 2013 Building Operator of the Year. Currently the Lead Building Operator at the new Great West Life Data Centre, Bart achieved the highest overall judges' score for building presentation, energy management and safety practices.



EARTH AWARD WINNERS



L to R: Kyle Waterman (20 VIC Management Inc.), Tim Vandale (Morguard Investments Ltd.), Brett Younger (Manitoba Public Insurance), Marissa Poseluzney (Colliers International)

Enclosed Shopping Centre

St. Vital Centre,
20 VIC Management Inc.

Government - Less than 100,000 square feet

731 - 1st Street, Brandon
Manitoba Public Insurance

Office - 100,000 to 250,000 square feet (tie)

330 St. Mary Avenue,
Colliers International

Office - 100,000 to 250,000 square feet (tie)

363 Broadway,
Morguard Investments Ltd.

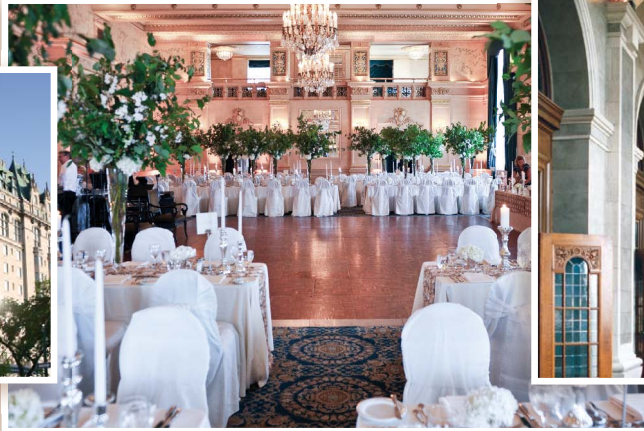
EVENT SPONSOR



BOMA Manitoba would like to extend its gratitude to Demand Side Energy for sponsoring the 2013 Awards of Excellence Luncheon.

For more information about the Awards of Excellence Program, visit the BOMA Manitoba website at bomamanitoba.ca.

Photography by Dave Darichuk



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MEMBER SPOTLIGHT: ALEX FLEMING

Since an early age, Alex Fleming showed a keen interest in new technologies, coupled with a passion for the environment. And so it seemed a natural fit that he would go on to set up his own engineering firm in the early 1990's in British Columbia, with a focus on improving energy performance for commercial buildings.

Now nearly 25 years later, Alex's firm – Demand Side Energy – is thriving right here in downtown Winnipeg. His team's knowledge of energy conservation practices has helped position DSE as a leader on projects across the country. And in addition to developing new business, Alex personally oversees a myriad of project work including energy and water assessments for BOMA BEST, LEED and building commissioning across Western Canada.

Fleming first began working with BOMA



International in the early 90's and has provided BOMI HVAC training in the Caribbean, South America and Eastern Europe. He maintains that one of the most effective ways of getting to know buildings is to first get to know their owners and managers, which is why he joined BOMA Manitoba in 2006.

"BOMA has helped me re-connect with the city. We didn't return from the west coast to be just "in" Winnipeg, but to be "of" the community too. BOMA has helped a lot to provide an opportunity to connect and contribute," he says.

Fleming has been an active BOMA member over the years, providing energy train-

ing and presentations for fellow members, serving as a judge for the annual Awards of Excellence program, a verifier for the BOMA BEST program, an event sponsor, and also as a dedicated and passionate member of BOMA's Energy and Environment Committee.

"If I mentioned one BOMA member who had given me the opportunity to learn and apply our services to commercial buildings, I'd have to mention them all because everyone is interested and supportive of energy and environmental work."

As BOMA Manitoba has grown over the years, so has the dedication of its members to environmental stewardship. "When I first started in the industry, energy and environmental issues were very peripheral to the management of commercial properties" says Alex. "But now, you could replace the title of a Facility Manager with Environmental Front-Line Manager and the responsibilities are taken seriously."

For more information about DSE, visit demandsideenergy.com.



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MEMBER SPOTLIGHT: KAREN LUND

Long-time BOMA member Karen Lund is very passionate about the commercial real estate industry.

With more than 30 years of experience under her belt, Karen is currently the Regional Manager of Morguard Investments Ltd. and is responsible for the company's entire leasing and operations functions in Winnipeg.

She's also served as Vice-Chairperson of the BOMA Manitoba Board of Directors for two terms, and contributed to countless committees, including the Membership and Golf Committees. At the moment, she chairs BOMA's Membership Committee.

To say that Karen is a BOMA supporter is an understatement.

She credits her involvement with the association with helping her to succeed in her career. She's not only learned from her peers in the industry, but also professionals who work in the trades.

"The experience that the current members have is very important to this community and they have a lot to offer because of their background," says Karen. "It adds to the experience and the knowledge that you have. It's also added a lot of knowledge to the real estate market in Winnipeg and in some cases outside of the city."

Karen is also a huge supporter of BOMA's advocacy and education efforts, and the BOMA BEST program. She hopes to see the industry operate in a continually progressive manner and to the highest standards.

"We should all be doing the same things and try to set standards throughout the community that we all abide by," says Karen. "I think it's important because investments change hands. We're all working for the same common goal and that is to increase the value of our assets and maintain tenants."



For more information about Morguard, visit morguard.com.

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TOP 5 REASONS TO BE A BOMA Member

1. NETWORKING

The BOMA network provides you with direct access to the most prominent members of the commercial real estate sector.

BOMA Manitoba hosts 10 monthly luncheons throughout the year, featuring presentations by top industry professionals. There are also other networking events including BOMA's annual Golf Classic, building tours, poker tournaments, and social events. There are many opportunities made available for members to build and grow relationships with key decision makers in the industry.

2. ADVOCACY

BOMA's mission is to actively represent our members on matters that impact the ownership and management of commercial properties. BOMA's advocacy efforts at the municipal, provincial, and federal govern-

ment levels underline the importance of commercial real estate to the economy.

With the combined efforts of our fellow BOMA locals, BOMA Canada, and BOMA International, we continue to maintain our position as the strong and credible voice for commercial real estate.

3. EDUCATION

BOMA is proud to offer its members a series of specialized seminars, workshops, and designation programs related to the commercial real estate sector.

As the leader in commercial property education for over 30 years, the Building Owners and Managers Institute (BOMI) provides you with the opportunity to earn designations in one or more of the following programs: the Real Property Administrator (RPA) for property managers;

the Facilities Management Administrator (FMA) for facilities professionals; the System Maintenance Technician (SMT) for systems personnel; and the Systems Maintenance Administrator (SMA) for systems supervisors. BOMA strives to maintain high standards of professionalism in the industry and encourages continuing education among its membership.

4. INDUSTRY INFORMATION

Knowledge is power, and BOMA understands the value of keeping you informed. Through several BOMA publications and guides made available, including the BOMA Membership Directory, annual Commercial Building Directory, INSIDER Magazine, and the monthly BOMA E-News, our members remain up-to-date on key issues affecting the commercial buildings sector.

Members also gain access to comprehensive, industry-wide research reports and data, to help you better understand the market in order to compete on a local, regional, and national level.

5. EXCELLENCE

BOMA's Awards of Excellence Program allows your organization to be recognized each year through categories that include the EARTH, TOBY, PINNACLE and Building Operator of the Year Awards. In addition to local recognition, qualifying organizations have the opportunity to receive national acclaim at BOMEX, Canada's premier conference and exhibition for commercial real estate industry professionals.

The BOMA BEST certification program allows your firm to distinguish itself as a champion of the environment. This program is the leading environmental certification for commercial buildings in Canada, recognizing the efforts made to reduce your building's carbon footprint, and positions your organization as a leader in energy and environmental performance.

For more information, contact the BOMA Manitoba office at (204) 777-2662 or by email at info@bomamanitoba.ca.

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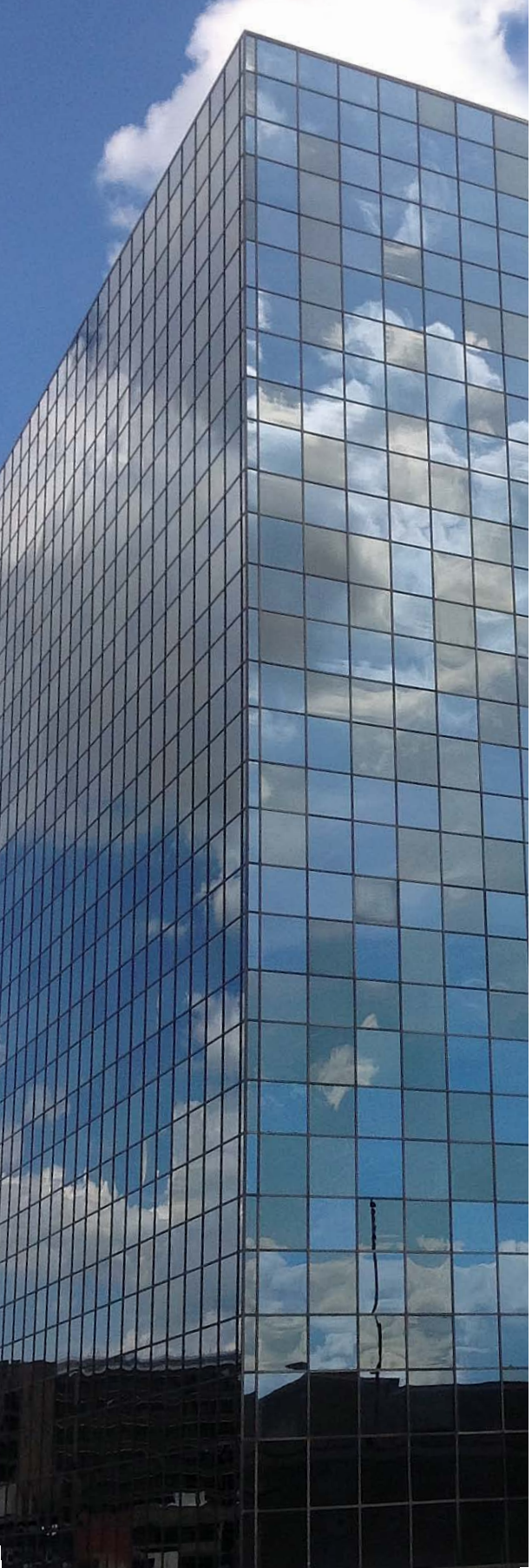
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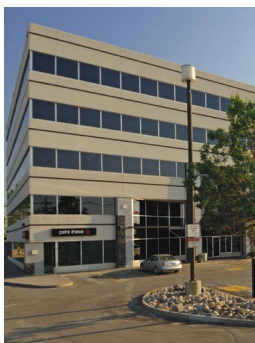
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