

# BOMA CALGARY ANNUAL REPORT 2008

THE INNOVATIVE APPROACH



# THE STORY

BOMA's mission is to actively represent its members on issues and matters affecting the ownership, management and operation of office and industrial properties and to promote and enhance the commercial real estate industry.

Established in 1959, BOMA is an industry association that promotes the professional standards of commercial building ownership and property management.

BOMA is incorporated as a not-for-profit entity under the Societies Act of Alberta.

BOMA is a member-driven, committee-run organization that is locally autonomous and independent. BOMA is affiliated with BOMA Canada, a body that represents the industry nationally, and is federated with BOMA International.

BOMA Canada is affiliated

with BOMA International, headquartered in Washington, D.C. This 19,000 member organization represents building industry groups around the world.

BOMA Calgary strives to provide opportunities for its members in the areas of Education, Information, Advocacy and Networking.





# LEADERSHIP

## OFFICE OF THE PRESIDENT

Webster's Dictionary defines leadership as "capacity to lead". Indeed that capacity has been demonstrated by the leadership of the many volunteers that make up BOMA Calgary. Our association is truly blessed to have some of the most dedicated leaders who make time for association committees and ensure

our best interests as members are covered, no matter what the issue. Leadership is one of BOMA Calgary's core values. Looking back at 2008, leadership is evident in the many issues that BOMA Calgary tackled such as Business Tax Harmonization, Assessment Appeal Fees

and revamping the TOBY (The Building of the Year) Awards. It is leadership such as this that makes our association and our volunteers stand out! From the Board to the members, our volunteers build the foundation of a strong organization.



*Leadership: Management is doing things right; leadership is doing the right things.*



# POWER IN NUMBERS

## OFFICE OF THE EXECUTIVE VICE PRESIDENT

As we close out the 2008 operating year for BOMA I am pleased to note some significant milestones. BOMA Calgary membership crossed the 500 threshold and totaled 521 at the end of the year. This represents significant growth of nearly 100 members in 2008.

On the 12 BOMA committees there were a total of 82 members involved in a voluntary capacity, a dedicated team of members focused on adding value to the industry through service to their industry organization. Elsewhere in this annual report, those volunteers and their collective accomplishments have been suitably recognized.

Without question, the most significant achievement of these volunteers comes in the form of an advocacy success of sorts in the matter of the Assessment Appeal Filing Fees for property assessments. The City of Calgary proposed a schedule of fees amounting to, at first, 1% of the previous year's property taxes, before capping at a maximum of \$5,000 as compared with a \$50 fee in effect at the time. Through a concerted effort by

BOMA and its members, and other industry associations which BOMA formed into a business coalition, BOMA secured Ministerial intervention by the Province and rolled back the ceiling on fees to \$650. What an enormous result to an enormous effort.

In addition however, BOMA had significant influence in moderating proposals associated with planning and development, transportation and infrastructure, property and business tax harmonization and several other matters of importance to the industry.

Education factors heavily into BOMA's achievements in 2008. The much-needed Building Operator Development Program was launched and graduated nearly 40 Certified Operators, and as many successfully completed the introductory program. For the first time in years, there is industry-specific training for operations personnel through a program that may serve as a model for the entire country.

Likewise, BOMA Calgary worked very closely with the Real

Estate Council of Alberta and its Property Management Advisory Committee to assist in the launch of the Property Management module of the real estate licensing program and in the process elevating the standard of industry member qualification.

BOMA volunteers re-visited and re-worked the Awards program, both for local and national application and prepared the scene for the launch of a significantly enhanced program and set of working tools for the industry.

**In short, BOMA has delivered on its commitment to add value to the industry and to raise industry standards. But the point is not merely to address these many achievements, it is to note that all of these many things were the collective result of the efforts of an amazing team of committed volunteers who saw something worth doing and did it. The Association is a product of its members. Our successes are testimony to their drive and their commitment. It is indisputable evidence of the power in numbers.**

*Leadership is inspiring others to go in a direction they otherwise would not go.*



# THE ADVOCATES

## BOMA ADVOCACY

What does our advocacy effort mean to BOMA? It means that the industry's concerns are heard and at a high level. It means that our issues are brought forward and explained to regulators in a very constructive way. It means that government initiatives that may cause harm to the industry are moderated or defeated altogether. It means BOMA saves you money and avoids costs.

Major Advocacy Items addressed in 2008 included:

- **Business Harmonization.** BOMA's support of the recommendations of the Tax Review Committee (Laycraft Report) have remained constant. One of the outstanding recommendations is Business Tax Harmonization. This is distinct from elimination of the business tax, but rather bundling the current funds collected into property taxes. However, the City has not been able to address some outstanding concerns around linear property, buildings under construction or partially completed vacancy and gross leases. BOMA contributed directly and significantly to the

defeat of the City's effort to harmonize these taxes as it was unable to address the industry's specific concerns.

- **Assessment Appeal Filing Fees.** As a means of addressing a growing number of assessment appeals, the City sought to effectively deny the right of appeal for property owners by proposing punitive fees amounting to 1% of the previous year's property tax. The upper limit of the fee was eventually set at \$5,000 versus the existing \$50 filing fee. In December BOMA successfully intervened by convincing the Minister of Municipal Affairs to exercise his authority under the Municipal Government Act to cap fees.

- **Transportation.** BOMA organized a Transportation Forum comprised of various industry organizations and aimed at developing a strategic vision for Calgary's transportation network as seen from the industry's perspective. The Forum set down a number of strategies seen as essential for the success of business in Calgary and its environs that will serve as the

basis of a much more comprehensive advocacy initiative with the City.

- **Land Use Planning and Transportation.** BOMA made recommendations to various Standing Policy Committees of City Council on a number of matters including:

- o Planit
- o The Transportation Plan
- o Land Use Bylaw
- o Permit processing
- o Parking
- o Environmental regulation
- o **Plus 15 Public Safety and Security**

These advocacy efforts, and many others, are important as a check on legislative or regulatory matters that would hinder the commercial real estate sector. BOMA is a mechanism for the voice to be heard for commercial real estate in Calgary and Southern Alberta.

*The greatest challenge to any thinker is stating the problem in a way that will allow a solution.*

# THE STRATEGISTS

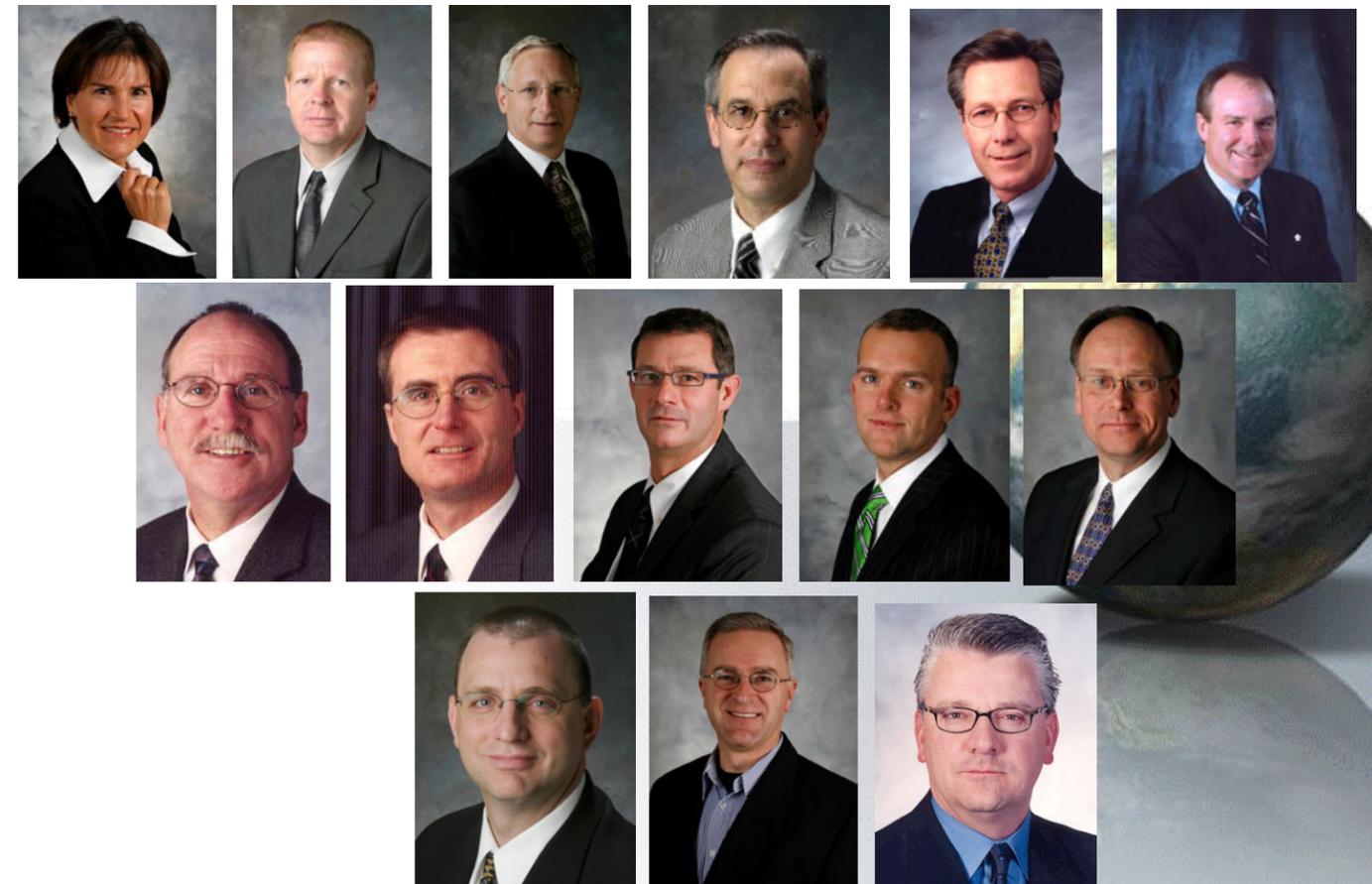
## THE 2008 BOARD OF DIRECTORS

The BOMA Board is a team of committed volunteers whose goal it is to fulfill the BOMA Mission.

The Board met ten times in 2008 and initiated a new strategic direction establishing strategic priorities for the next three to five years. They updated the Vision and Mission statements all for

the betterment of the association and of the industry in the Calgary service area. This leadership team devoted hundreds of hours to benefit the industry and its members, earning our gratitude and that of their employers.

(L-R) President Wendy Cardell, CPM, Cadillac Fairview; Vice President Guy Priddle, BLJC; Second Vice President Peter MacHardy, GWL Realty Advisors; Secretary-Treasurer Tom Sullivan, GWL Realty Advisors; Past President Terry Schmitt, NorthWest Healthcare Properties; Executive Vice President William G.R. Partridge, CAE; Directors: Randy Burke, DCS Daylight Cleaning; Blair Carbert, LLB, Stones Carbert Waite; Don Fairgrieve-Park, Bentall LP; Chris Howard; Gerry Jobagy, Hopewell Real Estate; Glen Kitteringham, Brookfield Properties; Domenic Mazzocchi, 20 Vic Management; Lee Thiessen, Altus Group



*Leadership: A great leader's courage to fulfill his vision comes from passion, not position.*

# THE LEADERS

At the core of our association are the members. They are instrumental in making BOMA a success.

Their input is invaluable. We strive to listen more than talk, to hear what our members are saying about their industry, their needs and their interests.

We have found our industry members are committed—to professional development, to industry standards, to a challenging and fulfilling work environment.

Each member applies their interests and knowledge to the issues that affect them the most. In turn BOMA receives this information from its members in order to guide the direction of the organization.

Our members are also dedicated to meeting and engaging others through networking events and especially through committee and board work.

Those dedicated volunteers are a tribute to this industry

and to our organization. Truly they are our raison d'être!

The 12 BOMA Committees are made up of members and liaisons from other organizations. They inform and direct the various programs and events at BOMA.

We would like to thank all those who have served on the following committees over the past year! Look for their names on the next page!

- Awards
- Codes & Regulations
- Communications
- Education
- Energy, Environmental, Occupational Health & Safety
- Executive
- Golf
- Government Affairs
- Membership
- Public Safety
- Supporting Member Council
- Tax

A special thank you those member companies who provided space for meetings for the board and

committees.

Special mentions:

GWL Realty Advisors for providing space for the BOMA Calgary Board

Realex Property Management for providing the space for the Building Operator program courses.



*Strength: Each time we face our fear, we gain strength, courage, and confidence in*

## BOMA MEMBERS & VOLUNTEERS

AARON COFFEY, ASPEN PROPERTIES  
ALAN HOCKING, JACQUES WHITFORD LTD

ALVIN LAW, ALBERTA INFRASTRUCTURE  
ANDREW BAXTER, EDCOMBE PROPERTY MANAGEMENT

BARRY MACDONALD, CB RICHARD ELLIS  
BARRY THATCHER, GE WATER TECHNOLOGIES

BERT RITCHIE, EMANS SMITH ANDERSEN  
BILL EVANS, BROWNING PROJECTS

BLAIR CARBERT, STONES CARBERT WAITE LLP  
BRUCE MACKENZIE, MACKENZIE MANAGEMENT CONSULTING

CARMEL SMETSCHKA, H & R PROPERTY MANAGEMENT  
CAROL LEWIS, CALGARY HERALD

CHAD MOORE, CALGARY HERALD  
CHERYL VANDEGRAFT, MRC CONTINUING EDUCATION

CHRIS HOWARD  
CHRIS LOVE, HALSALL ASSOCIATES

CHRISTOPHER BECKS, UTILITY SOURCE INC  
CHUCK PERRY, CITY OF CALGARY

CINDY MOORE, WATTS MECHANICAL  
CLIVE MILL, RESMAN MANAGEMENT

DANIEL POPESCU, CADILLAC FAIRVIEW  
DARRYL BUNZ, BLJC  
DARRYL KNITTLE, MULVEY & BANANI  
DAVID HOLMES, MEASURE MASTERS

DAVID MIDDLETON, GWL REALTY ADVISORS

DENISE SWAIN, TONKO REALTY

DENNIS VILLENEUVE, BARCLAY STREET REAL ESTATE

DION CHRAPKO, GWL REALTY ADVISORS  
DOMENIC MAZZOCCHI, 20 VIC MANAGEMENT

DON FAIRGRIEVE-PARK, BENTALL LP  
DON SCHAAB, JOHNSON CONTROLS

DOUG SLATER, TRANSCANADA PIPELINES  
ERIC TOKER, TOKER & ASSOCIATES

FRED EDWARDS, SERVPRO  
GABBY FRANCO, STANDARD LIFE

GERRY JOBAGY, HOPEWELL  
GLEN KITTINGHAM, BROOKFIELD PROPERTIES

GRAHAM KERSLAKE, ALTUS GROUP  
GUY PRIDDLE, BLJC

HAL CURRIE, ENMAX  
JAMES SANFORD, STEBNICKI + PARTNERS

JAN GORSEHT  
JENNY TYLER, INNOVATIVE AIR QUALITY

JIM HARVIE, TELUS CONVENTION CENTRE  
JIM UTTLEY, REALEX

JOHN HARDER, RJC  
JORDAN HYSHKA, PHH ARC ENVIRONMENTAL

JOSH CAINES, ENCAN  
KAREN HERMESTON, CB RICHARD ELLIS

KEN THIESSEN, CANEM  
KERRIE NAULT, ICM REALTY GROUP

KEVIN DELAHUNT, BGE SERVICE & SUPPLY  
LEE THIESSEN, ALTUS GROUP

LILA KEITH, DOME BRITANNIA  
LORNE MILZ, ALBERTA INFRASTRUCTURE

MARK LUNNIN, SERVPRO  
MICHAEL KEHOE, FAIRFIELD COMMERCIAL REAL ESTATE

MIKE TESLAK, ALBERTA INFRASTRUCTURE  
MILES DURRIE, CALGARY HERALD

PAMELA KENNEDY, CADILLAC FAIRVIEW  
PATRICIA MAH, OXFORD PROPERTIES  
PAUL GAUTHIER, FUJITEC CANADA  
PETER MACHARDY, GWL REALTY ADVISORS

RANDY BORISENKO, MORGUARD  
RANDY BROWN, FAHRENHEIT 451 FIRE & SECURITY  
RANDY BURKE, DCS DAYLIGHT CLEANING SYSTEMS  
RANDY DRAGE, BGE SERVICE & SUPPLY  
RAY MCPHEE, GWL REALTY ADVISORS  
ROB FETTER, HOPEWELL  
ROBERT BRAZZELL, ALTUS GROUP  
ROD DUFRESNE, CAON SERVICES  
SAM QUIRING, ENCAN  
SARAH BEGG, CLEAN CALGARY  
STEVE RICKARD, RICKARD REALTY ADVISORS  
STEVE WALTON, OXFORD PROPERTIES  
TERRY SCHMITT, NORTHWEST HEALTHCARE PROPERTIES  
TOM SULLIVAN, GWL REALTY ADVISORS  
VJ TUKKIMAKI, JJ BARNICKE  
WAYNE BROWN, CITY OF CALGARY  
WAYNE SALTER, SKYLINE ROOFING  
WENDY CARDELL, CADILLAC FAIRVIEW  
WOJTEK KOWLCZEWSKI, YOURHERE INC

*Strength does not come from physical capacity. It comes from an indomitable will.*

# CHAMPIONS OF THE NEW SCHOOL



## GO GREEN TO BOMA BEST

There are many 'bests' in the world. The best athletes are celebrated at the Olympics and become our champions and our heroes. But when it comes to the environment, real champions need only have the best tools to achieve Olympic results.

The tools needed for taking our environmental efforts from better to best are a set of practices implemented and measured. Best is no

longer an endpoint, but an evolution. For buildings, that 'best' is the BOMA Building Environmental Standards program (BEST); a non-commercialized, national, industry-driven program that requires building-specific performance data, independently audited, before it may be environmentally certified. This sets the BOMA program apart and arguably above, all others.

Since its inception in 2005, BOMA has certified

nearly 900 commercial buildings. In the BOMA Calgary service area of southern Alberta there are now 114 certified buildings, including many firsts for Canada and Alberta; the first UNESCO World Heritage site at Head-Smashed-In Buffalo Jump, near Fort Macleod; first shopping mall in southern Alberta, Park Place Shopping Centre in Lethbridge; largest shopping centre to be BOMA BEST 4 (Go Green Plus), Chinook Centre;



and the first hospital in Alberta, the Medicine Hat Regional.

In 2008 we reached and exceeded our goal of 100 buildings with Plaza 1000, managed by Tonko Realty Advisors, as our 100<sup>th</sup> BOMA BEST building!

# 100



*Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.*



- 1122 Fourth Street SW
- 4800/4900 52 Street SE
- 635 8 Avenue SW
- 707 10 Avenue SW
- 736 6 Avenue SW
- 840 7 Avenue SW
- 999 8 Street SW

- Dalhousie Station
- Deerfoot Atria North Atrium
- Deerfoot Atria South Atrium
- Didsbury Provincial Building
- Douglasdale
- East Foothills Industrial (9 Bldgs)
- Eau Claire Place 1
- Encor Place
- Energy and Utilities Board Building
- Energy Plaza
- Ernst & Young Tower

- Lethbridge Provincial Building
- Lougheed House
- Manulife House
- Market Mall
- McDougall Centre
- Medicine Hat Provincial Building
- Medicine Hat Regional Hospital
- Mount Royal Place
- North Hill Centre
- Old Provincial Building, Olds
- Park Place Shopping Centre, Lethbridge
- Petro-Canada Centre
- Pincher Creek Provincial Building
- Plaza 1000
- Rangewinds Business Park (4 Bldgs)
- Red Deer Court House
- Red Deer Provincial Building
- Rocky Mountain House New Provincial Building

- Alastair Ross Technology Centre
- Altalink Building
- Altius Centre
- Bankers Hall
- Barlow Centre
- Blairmore Provincial Building
- BP Centre
- Britannia Building
- Brooks Provincial Building
- Calgary Eaton Centre
- Calgary House
- Calgary International Airport
- Calgary Real Estate Board Building
- Calgary TELUS Convention Centre
- Canada Place
- Canterra Tower
- Cardston Provincial Building
- CBC Radio Canada, Calgary
- Centrium Place
- Century Park Place
- Chinook Place
- Commerce Centre
- Country Hills Towne Centre



- Fifth & Fifth
- Fifth Avenue Place
- First Canadian Centre
- Foothills North Industrial Park (3 Bldgs)

- Frank Slide Interpretive Centre
- Franklin Building
- Gulf Canada Square
- Harry Hays Building
- Head-Smashed-In Buffalo Jump
- Hopewell Business Park A-E (5 Bldgs)
- IBM Building
- Joffre Place
- Kensington House
- Lacombe Agricultural Building
- Lancaster Building
- Lethbridge Courthouse
- Lethbridge Administration Building

- Royal Bank Data Centre
- Royal Tyrrell Museum, Drumheller
- Shell Centre
- Sierra Building
- South Foothills (3 Bldgs)
- Southern Alberta Jubilee
- Stock Exchange Tower
- Sun Life Plaza
- TD Square
- Trimac House
- Watermark Tower
- Western Canadian Place
- Yellow Pages Building

*Courage: Be brave. Take risks. Nothing can substitute experience.*

# THE INNOVATORS

## BOMA AWARDS: THE REVIEW PROJECT

As the founder of the BOMA Awards more than 25 years ago, BOMA Calgary continues its long history of industry leadership. In 2007, BOMA Calgary announced it would take the lead in designing and developing a new awards program. This new platform will be a benchmarking tool and a way to recognize those who are helping to elevate industry standards.

Program development through 2008 has moved the program forward and the next step on the way to adopting this online

platform is the Certificate of Excellence Awards in May 2009.

The recipients of these awards are acknowledged by the commercial real estate industry as providing the highest BOMA standards of building management, operations, environmental and emergency management, community impact, tenant satisfaction and building personnel training. These awards will be in line with the National and International awards, allowing local

winners the change to compete at these levels.

While there is still effort required to bring together all the different aspects of a new recognition platform, it is a challenge worth taking on, for the development of the industry.



*Innovation is the ability to see change as an opportunity—not a threat.*

# THE EDUCATORS

## BOMA EDUCATION

At BOMEX, the National Conference for the Industry, a panel of senior national executives commented repeatedly on a common theme: the industry is threatened by a shortage of trained workers. BOMA Calgary's Education and Licensing Committee not only got this message long before the conference; it has consistently been one of the loudest and most persistent voices within the industry. And the BOMA Committee has taken action.

- Implementation of the Building Operator Development Program, or BODP, provides aspiring or existing building operators with industry specific training that satisfies the ABSA licensing requirements in Alberta, but goes further to provide competency certification which assures employers that an individual can do what they say they can do and have been independently certified as competent. This program is a model for training operators nation-wide.
- Floor Measurement Certification. BOMA Calgary has taken the bold step of certifying measurement professionals, and

continues to further develop and evolve this program. Enquiries have come from around the world as professionals seek out these unique certifications. BOMA suggests that industry members specify this certification in their hiring decisions as they will be assured that the measurement professional they



First class of the Building Operator Level 2, (5<sup>th</sup> Class Power Engineering)

hire has been thoroughly tested and certified whether they are an architect, a designer, a surveyor or other measurement professional. BOMA has established a new high level of competency.

- BOMA partnered with ESPI to provide members with advance Electrical Safety Training for their maintenance or service personnel who may come into

contact with electrical panels or devices in the course of their duties. This online training affords all employers with liability protection.

- BOMA partnered with the City of Calgary, Building Regulations to provide an online tool to better understand the development permit process with specific emphasis on work related to tenant improvements and renovations. The program is available to members at no cost.
- BOMA continued to offer several BOMI RPA and FMA programs both on its own and in partnership with Mount Royal College.
- BOMA works very closely with the Real Estate Council of Alberta (RECA) on licensing and regulatory matters and was instrumental in the introduction of the Property Management module to the REAP program. BOMA continues to advocate specialty licensing which we believe is more appropriate and relevant to our constituency. RECA approved specialty education, which is a further step towards specialty licensing.

*Leadership and learning are indispensable to each other.*

# THE COMMUNICATORS

WEB • ENEWS • BOMA NEWS • BBG

The internet has changed how we do business, but there is still room for paper, no matter how many desire to go paperless. As a visual society, we still look out for magazines and newspapers, after all, too many hours on a computer seems to make for tired eyes.

Where does that leave communication for BOMA Calgary? Accessing each point of communication we can without completely inundating our members with excess information.

Through the website, BOMA Calgary seeks to inform about membership and resources for further research and learning.

The BOMA eNews goes out to all members on the first day of each week—typically Monday. It holds snapshots of events, information and opportunities for members with links provided in order to pursue topics of interest or concern. It is a great way to keep informed while saving time.

The BOMA News is printed quarterly in the Business In Calgary magazine, which first partnered with BOMA Calgary in 2007. Topics are of general interest to BOMA members as well as the greater business community.

The BOMA Building Guide (BBG) is the annual publica-

tion. It provides a building directory for the city, as well as information on ownership and square footage. General interest articles provide a look at the changing forces of the market. Yes, change is inevitable, so all updates are made on a quarterly basis and refreshed through the online version of the BBG available on the BOMA Calgary website.

Communication, in any form, is crucial to the operation of any organization. Evaluation is a necessity and each year our communication strategies improve



*Innovation: Don't confuse the art of the possible with the art of the profitable.*

## BOMA MONTHLY LUNCHEONS

Education and information are key pillars of BOMA Calgary. Monthly luncheons provide the opportunity for guest speakers to present on matters of interest to the industry.

This year BOMA Calgary was fortunate to have a talented group of individuals who spoke on topics such as technology, the economy, upcoming construction projects, and the environment.

Thank you to the speakers, who gave their time and expertise to educate our members.

- Rick Huijbregts, PhD., Director, Real Estate, Cisco Systems, US & Canada
- Dean Slater, Planning & Capital Development, Senior Construction Consultant, Calgary Health Region
- Todd Hirsh, Senior Economist, ATB Financial
- Adam Legge, Director, Research and Business Information, Calgary Economic Development
- John R. Scott, Vice President Development, Ivanhoe Cambridge
- David L. Day, MSc, Director, Environmental & Safety Management, Utilities &



Clockwise from top right: Todd Hirsh; Chris Turner; David Day; Adam Legge; John Scott; Casey Vander Ploeg



Environmental Protection, The City of Calgary

- Casey Vander Ploeg, Senior Policy Analyst, Canada West Foundation
- Chris Turner, Author, The Geography of Hope

*Information is the seed for an idea, and only grows when it's watered.*

# THE CELEBRATORY

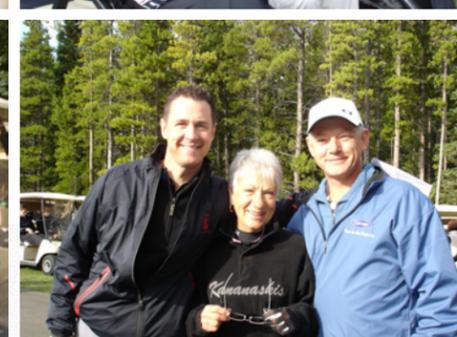
## ENMAX BOMA GOLF CLASSIC

Now in its 27th year, the ENMAX BOMA Golf Classic is the highlight event of the year for BOMA Calgary. 288 golfers descend on Kananaskis Country Golf Course, occupying both courses for one day. Kananaskis does an excellent job of organizing and preparing for this event and hosts a huge dinner as part of the package.

“ Absolutely the best golf tournament going on in Calgary! Congratulations to everyone who organized this great event. ”

The hard workers of this event are the members of the Golf Committee! Kevin Delahunt and Kerrie Nault run the show as Co-Chairs, with Pam Kennedy, Don Schaab, Hal Currie, Carmel Smetschka, Steve Walton and Fred Edwards assisting in a myriad of roles. This is a team who delivered an incredible day with or without the cooperation of the weather!

\$7,674.20 was raised for the Calgary Interfaith Food bank!



Network: The way of the world is meeting people through other people.

# THE CELEBRATORY



## BOMA SKI DAY



## BOMA SOCIALS

- Cinco de Mayo • Oktoberfest • Cinco de Mayo • Oktoberfest



*Influence may be the highest level of human skills..*



# FIN

## OPPORTUNITY

Life pulls us from all directions and it is with great skill and less sleep that we accomplish what we feel is necessary to be happy and successful.

Interests and goals will determine where an individual will spend their time. As well, one's commitment to their career and professional development certainly play a role.

Being involved with BOMA Calgary is an excellent way to contribute time and gain experience and training. It is volunteering with a purpose focusing on career and personal development.

With committees focusing on various parts of the industry, there is ample opportunity to grow and learn.

Where will BOMA take *you*?

BOMA CALGARY

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