

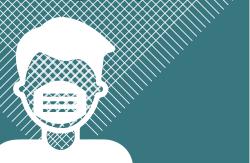
2020

VOICE OF THE COMMERCIAL REAL ESTATE INDUSTRY IN BC



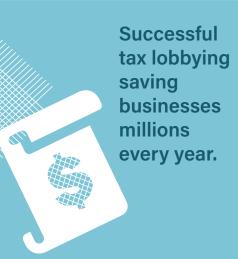


Active participant in BOWA Canada COVID-19 Working Group



2020

Advocacy & Member Resources



Created a business continuity guide for members





New Strategic Planting 2021-2023



Provincial and local engagement to improve permit processing



Priorities

1. Advocacy

BOMA BC will build on its capabilities in advocacy by continuing to consult, engage and serve members across BC, representing them on issues that matter to the provincial and municipal governments, the public and other key stakeholders.

2. Education, Information and Resources

BOMA BC will create rich learning opportunities to meet the diverse needs of members and stakeholders from across the commercial real estate industry, leveraging technology to foster engagement and to enhance the learning experience for members.

3. Member Programs and Services

BOMA BC will offer a robust suite of programs and services that include offerings for all member groups, proactively supporting members and their businesses by addressing their evolving needs, issues and priorities.

4. Events and Networking

BOMA BC will provide events and networking opportunities that are inclusive to a variety of members, emphasizing increased accessibility to members located outside of Greater Vancouver.

5. Member Engagement

BOMA BC will engage in thoughtful, two-way communication with members, leveraging relevant tools and platforms to keep members informed, and to foster engagement with members.





LILLIAN TUMMONDS CHAIR

CHAIR'S MESSAGE

If you are like me, you are probably tired of the word "unprecedented" by now. Yet it is hard to find another word that describes what we have all been through the past year. We have had to radically rethink the way we work together, manage our properties, and support our tenants.

That has also been the case for the BOMA BC Board of Directors. We quickly became comfortable with Zoom and had a year of many firsts: our first virtual board meeting, our first virtual Annual General Meeting and our first virtual strategic planning session. I would like to thank my board colleagues for being so adaptable.

We are very thankful to our BOMA BC members - we exist to support you. Thank you for adapting with us; for getting comfortable with a virtual wave instead of an in-person hello. We have missed getting together to share ideas and swap stories. Your membership and our Corporate Sponsors have enabled us to continue our work.

I would also like to express my sincerest gratitude to all the front-line teams that have been there throughout this pandemic to keep our buildings safe, clean, and operating.

We will be seeing you all in person when it is safe to do so. I am very much looking forward to it!





DAMIAN STATHONIKOS PRESIDENT

PRESIDENT'S MESSAGE

Despite the COVID-19 pandemic turning our lives upside down, some things stayed the same: we offered BOMA BC members advocacy, networking, and education to provide needed resources during – yes, unprecedented times.

Our advocacy work supported members in keeping buildings open, defining essential personnel, promoting effective commercial rent support programs and more. We supported workable and flexible ways to accomplish climate adaptation goals and argued for a better permitting process.

While we had to stop offering in-person events by April, we had record numbers for Ski Day in early March. Throughout 2020, we brought members together virtually in breakout rooms to chat, on Zoom to laugh together during the Awards Gala and in a virtual world at Christmas to backflip, salsa dance and drive a speedboat.

We transitioned to online education covering crucial topics on building operations with reduced occupancy, air filtration and HVAC systems, building cleaning and more. The move online meant we were able to reach members in different parts of the Province more easily, and we will continue to offer online education sessions moving forward.

We also created resources for members, including a business continuity guide and shared best practices from across the country via our participation in the national BOMA Canada COVID Working Group.

While 2020 was a challenging year on many fronts, it helped us focus on delivering value to BOMA BC members. We will continue to do the same for many years to come.





LILLIAN TUMMONDS

CHAIR Vice President, Office Operations, The Cadillac Fairview Corp. Ltd.



WARREN SMITHIES

VICE CHAIR CEO, Martello Property Services Inc.



LEANNE REYNOLDS

TREASURER General Manager, The Exchange, Colliers International



DAMIAN STATHONIKOS

PRESIDENT ВОМА ВС



MICHAEL COLE

General Manager Real Estate Services, BentallGreenOak



SEAN HAMILTON

President, Community Fire Prevention



OSKAR KWIETON

Director of Facilities, Operations & Maintenance, Shape Property Management



JULIE LACASSE

General Manager, QuadReal Property Group



CLAUDE NOBAUER

President, Control Solutions



ELYSE NORGAARD KITURI

BOMA VICTORIA CHAIR General Manager, Property Management, Anthem Properties



JAMES SPOONER

Mechanical Construction Sales Manager, Johnson Controls



KATHY TUULOS

Director of Property Management, Low Tide Properties



ISAAC ZADKA

Senior Vice President, B.U.K. Investments Ltd.



ELYSE NORGAARD KITURI VICTORIA CHAIR

GREATER VICTORIA CHAPTER

As commercial property management professionals, we plan for and respond to largescale emergencies. Throughout 2020, the COVID-19 pandemic dominated our daily lives and business operations. Yet, when reflecting on the year, what sticks out within our industry is the steadfast resilience and immense collaboration. On a national level, BOMA representatives designed and distributed resource guides to all Locals. At the Local level, our members engaged with one another on best practices, and participated in our first virtual webinar: COVID-19: How has the Commercial Real Estate Segment Responded and Adapted. Through the adaptation to virtual technology, members also had the opportunity to attend BOMA BC events.

We were pleased to see the official launch of the Greater Victoria 2030 District in early 2021, with several of our chapter members and local municipalities participating in this exciting initiative. The District was commended for its voluntary industry stewardship, and further demonstrates the collaboration abound within the commercial real estate industry.

While we have missed the social interactions of inperson events, we are exploring creative ways to continue to interact virtually so our members can maintain and build professional relationships. We remain positive that we will soon be able to plan and host our regular events.

On behalf of the Victoria board, I would like to acknowledge the collective work of our community in responding and adapting to the COVID-19 pandemic. In particular, we extend our heartfelt appreciation to the frontline workers who have ensured the safe and continuous operations of our commercial spaces. Thank you!



2020-2021 VICTORIA CHAPTER BOARD OF DIRECTORS:

ELYSE NORGAARD KITURI

CHAIR

General Manager,

Property Management, Anthem Properties Group Ltd.

ROB SCOTT

VICE CHAIR

Executive Vice President,
Bee Clean Building Maintenance

MO JESSA

TREASURER

General Manager, Robbins Parking Service Ltd.

JOHN BOARD

PAST CHAIR

Branch Manager, KONE Inc.

ALISTAIR HARPER

Vice President and General Manager, Richmond Property Group

DARLENE HOLLSTEIN

General Manager - The Bay Centre, Cushman & Wakefield Asset Services

LAURA POLAND

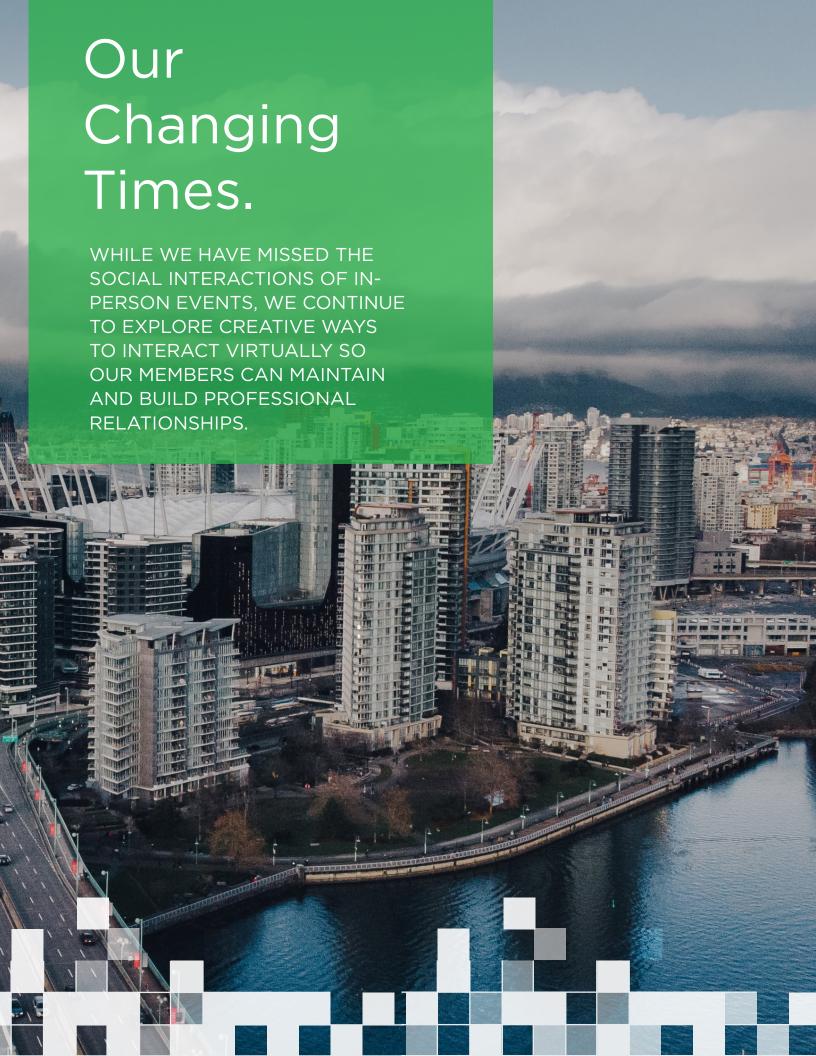
General Manager - Mayfair Shopping Centre, Ivanhoe Cambridge II Inc.

KERRY SHULAR

General Manager Hillside Centre, BentallGreenOak

ROB STORIE

Coordinator - Client Services. Facility Management & Engineering Services, Capital Regional District



BOMA FINANCIAL REPORT

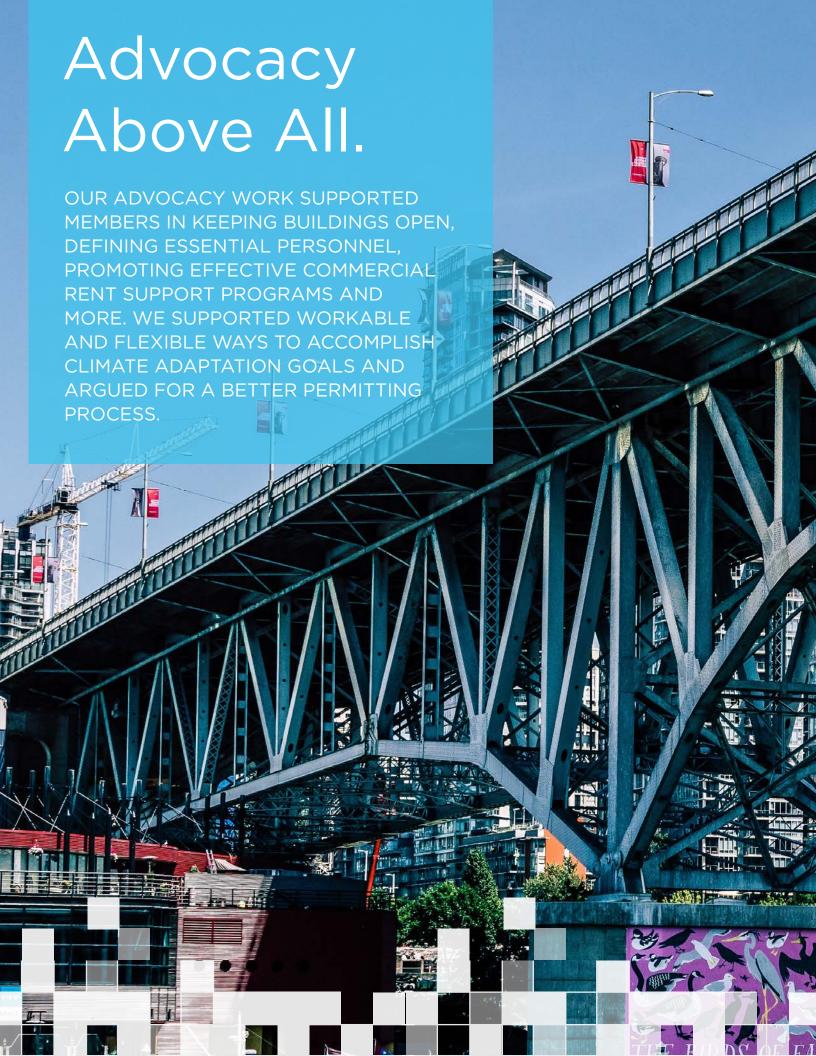
COVID-19...HAS
RADICALLY CHANGED
HOW BOMA BC
CONDUCTED ITS
OPERATIONS.

The COVID-19 pandemic radically changed how BOMA BC conducted its operations. To mitigate the risk, the Association took advantage of existing technology and infrastructure investments to move operations virtually. This allowed staff to continue daily operations without interruption. Staff identified and put into use online platforms to allow members to participate in virtual education and networking events. The Board of Directors moved all governance activities online as well, including board meetings, the Annual General Meeting and a strategic planning session. The Board postponed hosting the BOMEX 2020 conference, scheduled to be held in September 2020.

The Association made the decision to charge a nominal amount for most online sessions to generate revenue, as well as provide a barrier to no-shows. Staff solicited additional sponsorship opportunities and government contracts to assist with achieving the Association's objectives while also generating revenue. The Association applied for relevant government assistance programs, including the Canada Emergency Wage Subsidy and the Commercial Emergency Rent Subsidy.

The BOMA BC financial statements are audited annually. In 2020, Loen & Company – the Association's approved auditors – conducted the audit. The Auditor reports an excess of \$271,152 revenue over expenses for year ended December 31, 2020 (\$119,090 in 2019). Total revenue is recorded at \$1,450,208 and expenses (including amortization) at \$1,179,056. End of year net assets are at \$2,601,310 (from \$2,330,158 in 2019). This includes the operating account, as well as the General Reserve Fund of \$500,000; Advocacy Fund of \$75,000; and Special Initiatives Fund of \$50,000. Investments consist of marketable securities and short-term investments of Guaranteed Investment Certificates with maturity dates of one year or less from date of acquisition.

BOMA BC continues to meet its obligations under the Societies Act and provides member services while maintaining a strong financial position. Full audited financial statements are available at: https://www.boma.bc.ca/resources/boma-publications/auditors-report/.





Government Affairs

We spent most of this year focused on keeping our members, tenants, guests and the public safe. Since the onset of the COVID-19 pandemic, BOMA has been at the forefront of health and safety in commercial buildings across Canada. Leaders from across our industry worked together to create the BOMA Pathway Back to Work Guide, which is now in its third updated version: http://bomacanada.ca/pathway-back-to-work/.

As well BOMA BC worked closely with Provincial Ministers and the Public Health Office to help them understand what steps our industry was taking to provide a safe and clean working environment and to ensure that our workers remained essential. Our Emergency, Health and Safety Committee provided advice on new technologies, best practices, and on-the-ground teachings that were conveyed directly to government officials. Similarly, we worked diligently to get up-to-date health information from government out to our membership as it became available.

Along with working on cleaning and safety protocols, we took a leadership role in providing advice on what could be done to help businesses with their ability to pay their rent. After the initial federal commercial rental assistance program was

introduced, BOMA lobbied the Province to work with the Federal Government to create a program that was more accessible and affordable for our local businesses. The result was an improved and streamlined federal rental grant assistance program which is easier to use and much more effective.

BOMA worked closely with municipal officials to help improve the permitting process to shorten the delays and expenses occurred when undertaking tenant improvements. We held several meetings with local government officials to convey the problems our industry still experiences, and to support them to make technological and operational improvements that will help speed up the process.

We held key focus groups to examine the City of Vancouver's new Zero Emission Building Strategy. During these sessions we have advocated for flexible adaptation policies and engagement with our industry to set reasonable and practical targets, and we will continue this work in 2021. Additionally, we teamed up with the City of Victoria and District of Saanich to officially launch Western Canada's first ever 2030 District, where our member companies work together to reduce







Ski Day
Participants
(Record Number!)

2020

Events & Education



200 Guests
BOMA Jingle &
Mingle Event



23 Events Hosted



Thanked Corporate
Sponsors with
Pub Trivia Night



17 Virtual
Events Hosted



their energy and waste consumption by 50% by the year 2030 (from 2007 levels). This initiative will showcase how our industry has taken the lead, in a voluntary and pragmatic manner, to create real and lasting progress on reducing greenhouse gas emissions, without the use of heavy-handed regulatory options. We hope to replicate this program in other areas of the Province.

We undertook the fourth phase of our Sector Labour Market Partnership Program in partnership with the Ministry of Advanced Education, Skills and Training to implement strategic project recommendations to address the human resource needs of the commercial property and facility management industry, and we look forward to sharing some of the materials that were produced with our membership. While we are looking at ways to improve the post secondary training opportunities available to people in our industry, we have also been speaking with government about how we can improve the process of education and certification required to be a thirdparty property manager in BC.

We successfully lobbied the Provincial Government to introduce as a pilot program a new financing tool called Property Assessed

Clean Energy (PACE) which would allow building owners to make significant energy efficiency and resiliency improvements to their building while being able to transfer those capital costs to an operational expense through property taxes. We began conversations with the Canada Infrastructure Bank on how we can help deploy investment capital into commercial building retrofit projects in BC, and we think there will be an opportunity to tie in this investment funding with progressive tax policies to help spur further investment. We believe this will open up more opportunities for our members to make significant retrofit improvements which have longer pay back periods. The effects of our past lobbying efforts are still being felt this year as the City of Vancouver continued its commitment to shift 2% of property taxes from businesses back to residential ratepayers.

We will continue to advocate for effective programs and policies that will support our members and help our industry thrive throughout the next year. If you have issues related to government regulation or policy that you think can be improved, please do not hesitate to reach out to us.









Events

BOMA JINGLE AND VIRTUAL MINGLE

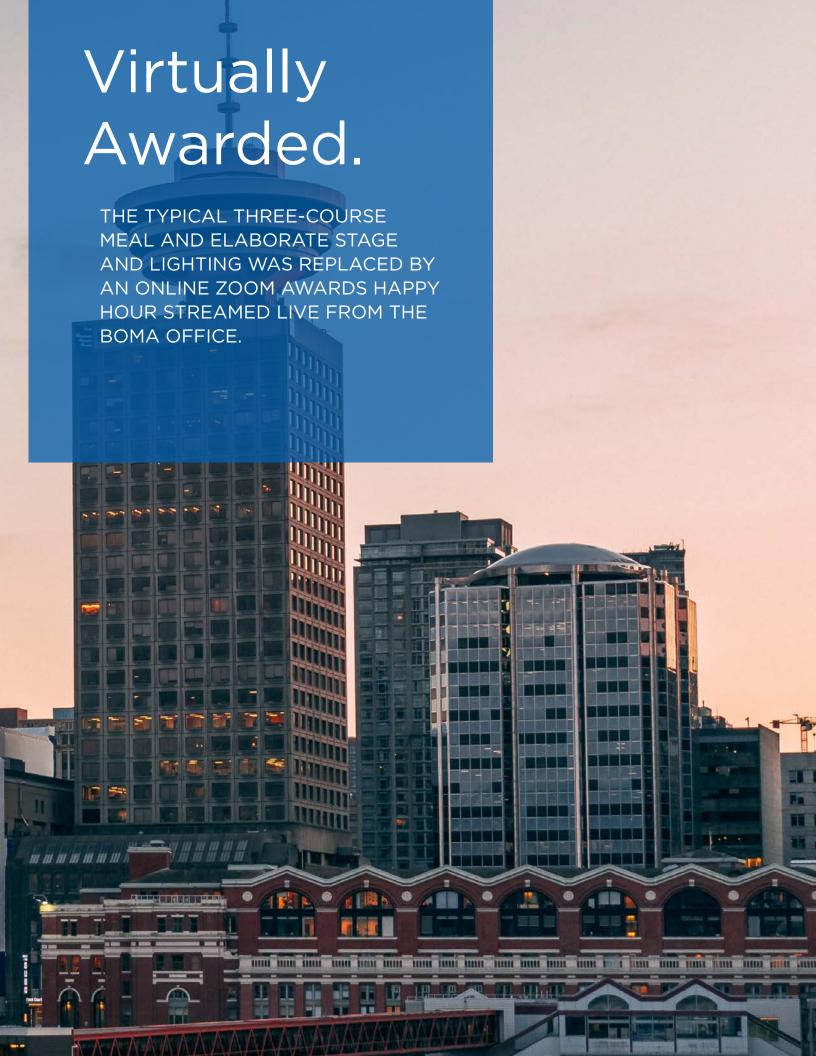
A unique 3D avatar Christmas party made it possible to move around and talk with one another. Guests picked up a gift of prosecco and treats in advance. At the event we played live trivia and awarded a treasure trove of prizes, including two electric bikes (see opposite for virtual "plaza" greeting place).

SKI DAY

Attendance records were broken with 106 people traveling by coach to Whistler for an exciting day of snow sports, followed by dinner at Caramba.

The TNP Committee organizes networking and educational events for emerging leaders under the age of forty, and offers the BOMA Mentorship Program to members. Both sessions this year were presented by professional trainers. 'Stuck to on' was delivered in-person by Illinois speaker, Steve J. Thomas. Dale Carnegie Vancouver led an interactive session on 'Virtual meetings that engage'.

THE NEW PROFESSIONALS OF BOMA



Awards Happy Hour

Besides one virtual seminar, this was BOMA BC's first virtual special event of 2020. The typical threecourse meal and elaborate stage and lighting was replaced by an online Zoom Awards Happy Hour streamed live from the BOMA office. Staff were strategically placed in different areas of the office to abide by physical distancing. Fifteen breakout rooms gave people the opportunity to catch up with each other and meet new people. A comedian provided comedic relief during a 15-minute live set.



THE OUTSTANDING BUILDING OF THE YEAR (TOBY): 500,000 - 1 MILLION S.F.

Park Place, QuadReal Property Group



TOBY: 250,000 - 499,999 S.F. 745 Thurlow, QuadReal Property Group



TOBY: UNDER 100,000 S.F.

1669 East Broadway, Wesgroup Properties LP



TOBY: CORPORATE FACILITY

Translink Building: 287 Nelsons Court, Wesgroup Properties LP



TOBY: SUBURBAN OFFICE LOW RISE

Kent Corporate Centre, GWL Realty Advisors Inc.



EARTH AWARD

980 Howe, Manulife Investment Manage



TOBY: RETAIL: OPEN AIR STRIP MALL

Millstream Village Shopping Centre, GWL Realty Advisors Inc.

TOBY: MEI



ment



BUILDING OPERATIONS TEAM OF THE YEAR

Bouygues Energies & Services Canada's RCMP 'E' Division team



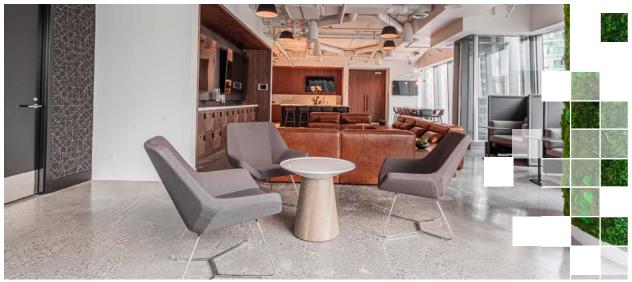


es Community Health Centre, Wesgroup Properties LP



TOBY: RENOVATED

609 Granville St. - Canaccord Genuity Place, The Cadillac Fairview Corp.



TENANT IMPROVEMENT OF THE YEAR

Oxford Properties Group for Social 7 Lounge



HEALTH & SAFETY AWARD

Bouygues Energies & Services Canada



YOUNG PROFESSIONAL

Garrett Wiseman, FirstOnSite Restoration



PINNACLE: CUSTOMER SERVICE

Haakon Industries

Sponsor Recognition

PLATINUM



GOLD







SILVER











BRONZE

Triovest Realty Advisors (BC) Inc. Chubb Edwards

Envirosafe Janitorial Inc.

Priority Building Services Ltd.

Bee-Clean Building Maintenance

Control Solutions Ltd.

Manulife Financial Real Estate

Cascades Recovery Inc.

C&W Services

SerVantage Services Corp.

Peterson

Alpine Building Maintenance Inc.

Sterling IAQ Consultants Ltd.

GuardTeck Security Co.

GardaWorld

Johnson Controls

Ultra-Tech Cleaning Solutions

QMC Submetering Solutions

ENERGY EDUCATION PARTNER:



Sustainability tools & assistance.





Energy Management Program

The BOMA Energy Management Program (EMP) provides energy management assistance to BOMA members with small and medium sized buildings that lack the resources to carry out these initiatives on their own.

Our Energy Manager, David Salsberg, completed energy audits for 18 buildings and developed Strategic Energy Management Plans for four BOMA BC member companies. The energy conservation measures that he suggested have the potential to save \$143,490 in electricity costs. He also suggested the use of other energy and environment services that BOMA BC provides to members as described below.

BOMA UTILITY TRACKING SYSTEM

This utility monitoring system (powered by PUMA) helps business owners and property managers track and analyze energy consumption and greenhouse gas emissions. Participants are able to better understand consumption in their buildings, identify conservation projects and track the success of these projects.

BOMA ENERGY TRAINING

This recently updated interactive online energy management training program teaches building management and operations personnel how to easily identify energy reduction opportunities and better understand energy conservation principals. It also teaches how to develop strategies to encourage stakeholders to save energy. This self-paced online course provides learners with a refreshed set of skills and knowledge to identify and act on energy reduction opportunities. Participants can select individual modules for more flexibility in their learning options.

BOMA TOTAL WASTE MANAGEMENT PROGRAM

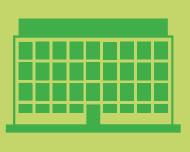
The Total Waste Management program is a onestop, cost effective recycling service that includes: paper; cardboard; mixed containers; batteries; electronics: and organics. BOMA BC members receive a comprehensive waste audit to help identify and improve current waste practices.



104 LIGHT INDUSTRIAL

30%

DECREASE IN ANNUAL WATER USE INTENSITY



147 OFFICE

389

Active certifications in British Columbia



Certifications in **BC**





Enclosed
Shopping Centre

21Platinum Buildings



105

Gold Level Buildings



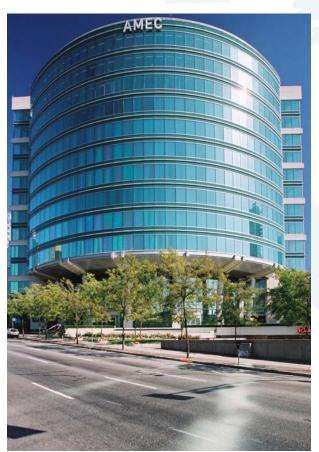
116

Achieved Silver Certification



BOMA BEST®

MADE FOR INDUSTRY BY THE INDUSTRY, **BOMA BEST**® IS THE NATION'S LARGEST ENVIRONMENTAL ASSESSMENT AND CERTIFICATION PROGRAM FOR EXISTING BUILDINGS.



111 Dunsmuir



The Bay Centre



789 West Pender





Committees

ENERGY & ENVIRONMENT COMMITTEE

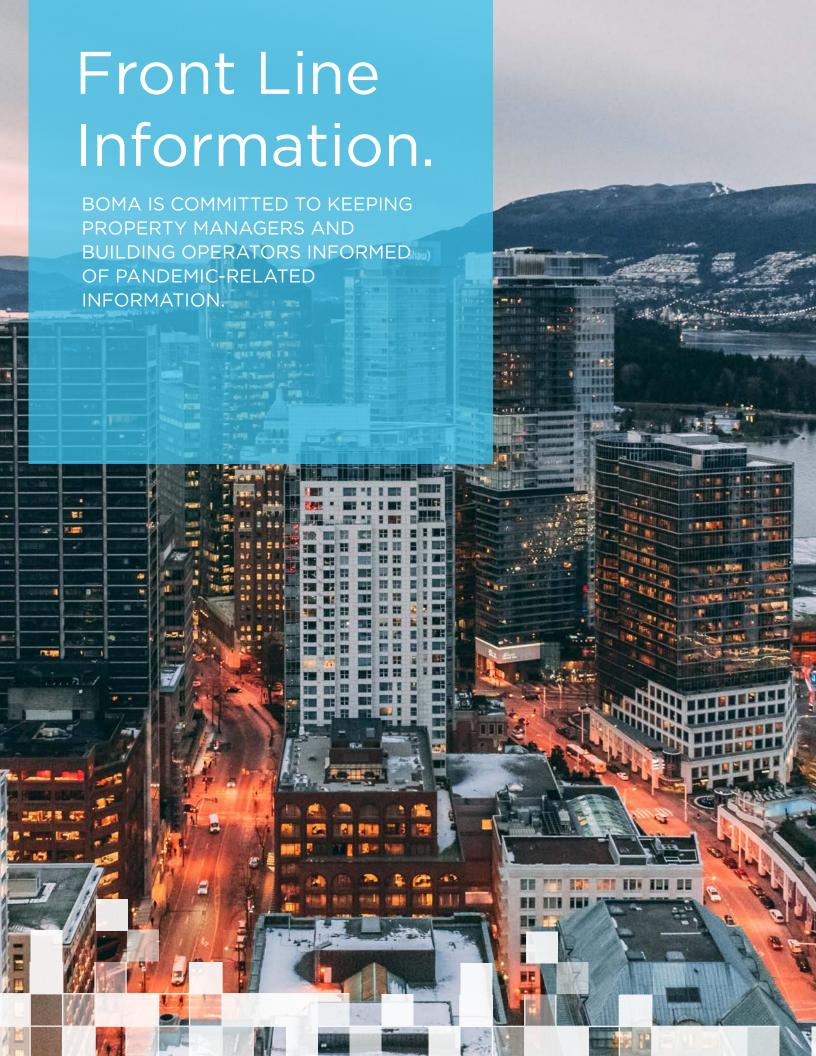
BOMA BC's Energy and Environment Committee reviews energy and sustainability related initiatives. The committee helps plan awareness campaigns, events, and provides advice to BOMA on programs and policy related to energy and environmental programs. This year the committee focused on provincial and regional climate adaptation and greenhouse gas reduction policies, to try and prevent any unintended negative consequences of those policies on our industry.

CONTACT COMMITTEE

The Contact Committee was forced to shift gears in 2020, like everyone else. Being unable to meet in person, building connections with new, existing and potential members became even more crucial. The committee held successful virtual Happy Hour sessions to meet and welcome new members into the association. Engagement remains the biggest focus of the committee.

EMERGENCY, HEALTH AND SAFETY COMMITTEE

BOMA's Emergency Health and Safety Committee focused on our industry's response to the COVID-19 pandemic. They met regularly to discuss new guidelines, share best practices, and plan ways to keep our tenants and members of the public safe. Committee members provided information on health and safety protocols and security technologies which could be conveyed directly to provincial and federal policy officials, creating a communications infrastructure to support changing public health guidelines.





Education

Both the Education and Quality Building Team Committees were committed to keeping property managers and building operators informed of pandemic-related information. There was still a need to cover other important topics, which rounded out the seventeen sessions that were organized throughout the year.

WEBINARS:

- Economic update
- Hear from City of Vancouver's Development Permitting Department
- COVID-19: A tactical approach to HR & Finance
- A conversation on transitioning buildings to increased operations
- Optimizing buildings for energy efficiency during a pandemic
- Managing your BOMA BEST application during COVID-19
- New B44 Elevating Code
- BC Hydro upgrades update
- Microsoft Teams training
- Recommissioning for existing buildings

QUALITY BUILDING TEAM (QBT) SESSIONS:

- Premise plumbing in Vancouver buildings:
 Enhanced public safety, efficiency & long-term resiliency measures (74 people at the February session and 66 at the March session)
- How life safety in buildings is being affected by COVID-19
- Solar energy in BC
- Water damage
- How energy audits can drive operations, maintenance and system performance improvements
- Managing a building's ventilation and air cleaning in the age of COVID-19





Education Foundation

"To those of you responsible for deciding the recipients of the Building Owners and Managers Association of BC, Gerry Thomson Memorial Bursary, please accept my most sincere thanks. I am incredibly appreciative of your support and the news has also helped serve as a morale boost as I prepare for the end of the summer semester and finals.

My decision to go back to school and earn a degree was one I did not take lightly, nor was the decision to move immediately into an advanced program at BCIT. In order to qualify for post-secondary education, I had to upgrade several high school classes; it wasn't until my mid-thirties when I began to actually walk the path of achieving a degree. I did not like my career situation, so I decided to change it and go back to school as a mature student. I rent an apartment alone in downtown Vancouver and was working 3-4 shifts per week as a bartender, while also taking five courses until the pandemic shut my work, and many businesses, down.

As you may imagine, there was not a lot left over at the end of each month before COVID-19; this bursary will give me some much-needed breathing room. I have plans to work in commercial real estate or in development but have not yet solidified my path. Whatever area I decide to specialize in, please know that you had a hand in helping me achieve a better life; for that I will always be grateful."

Professional Real Estate Student, BCIT

