



ISSUE #6 : AUGUST 2015

Informing Canadian
Corporate Real Estate
Professionals

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THE APP EFFECT ON TENANT EXPERIENCE

Many of us now either use or have easy access to technologies in our home to interact with it – a learning thermostat, a web camera, internet-streaming radio or television, energy use from smart meters and more. This trend is accelerating – global smart phone shipments will increase by a thousand during the time it takes you to read to the end of the next paragraph and text neck is a concern for those buried in their phones for hours at time.



Photo courtesy of Cisco Systems, Inc.

As a result, we expect that there is an app for just about any information we need or action we'd like to take: instead of buying a book, download it to an e-reader; instead of waiting in the cold for a cab, click an app and share a ride; charge your car instead of filling it up; book a hotel online or choose to couch surf. This same large-scale disruptive technological change has not yet happened in commercial real estate. No two properties are alike, but it is not an exaggeration to say that few offer the personalized experience that we are starting to expect. Occupants generally cannot control light levels, have input on thermal comfort nor have access to real-time performance of the building.

With the proliferation of mobile technologies, this gap between consumer technologies and the traditional office space is becoming very apparent. It is leading many tenants to start asking landlords about what interactions are possible in a space, particularly as a way to retain and attract the best talent.

A major driver for those that design, build and occupy commercial real estate is productivity. There are ample studies and market surveys that show that providing flexibility and options on how and where to work is increasingly important. Open-concept, unassigned workspaces on the outside of floor plates provide access to day light, while quiet rooms for private phone calls or meetings, creativity zones with white boards and comfortable seating to encourage team collaboration offer options for different tasks. Café spaces encourage discussion and informal connections between occupants, and a game or two (not just in Google's offices!) can help break up the monotony of a day and help maintain staff creativity. Sound like a place you'd like to work?

Pervasive Wi-Fi and easily accessible video-enabled conferencing remove location barriers and give options to staff to collaborate in any way that supports their work-life balance, including not coming into the office at all! These same technologies can save energy over their traditional design counterparts, reduce travel requirements, and even reduce the actual space that a tenant needs to lease, because a lower percentage of staff are in the office at any given time. When in the office, the space needs to seamlessly provide the same interactivity to enable the most productive work environment for that employee at that time. The technology should "just work", and space type, light level or thermal comfort should never be an impediment to productivity.

Properly deployed technology in a building can address these concerns, aiding in tenant engagement efforts – like digital signage that shows live energy use data in an elevator or tenant lobby – or in providing the ability to occupants to manage their own space comfort through communal voting on setpoint. The list of "use cases" can be as unique as the building, given tenants needs, desire to innovate and the building system's ability to functionally provide these services.

Integration of the sort mentioned above has been possible, albeit expensive and usually a one-off proposition, for years. What has changed recently is the acceleration of connected devices and expectation of users. Those managing real estate assets will struggle to keep pace with these changes and demands without flexible, scalable infrastructure that changes how devices and systems are connected in a building. Systems need to use open protocols, be converged onto the same corporately secured networks and share data in ways that every system understands and can act upon. The same principles that have led to the use of the internet are being applied to real estate.

Owners, designers and builders will approach these changes cautiously, with occupants driving many of the changes. Not to be left out, those managing properties stand to benefit from this connectivity of systems, with the data that is harvested by newly connected systems allowing them to tailor the experience in a space to a degree not experienced before, while optimizing their operating costs. These effects will drive retention, higher rents, and higher net operating incomes for their assets. Sounds like a win-win.

Expect this trend to increase, particularly in those buildings where the infrastructure was designed with this flexibility and change in mind. There is, or will soon be, an app for that.



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VIEWPOINT

IS THERE VALUE BEHIND TORONTO'S HOSTING THE PAN AM AND PARA PAN AM GAMES?

While the media continues to announce daily how many tickets are still available for the Pan Am Games, and residents either head to the cottage or leave their homes 40 minutes early to ward off anticipated grid lock associated with the Pan Am Games... we all at times are pondering the question "Is there any value behind us hosting the Pan Am Games". And from a Corporate Real Estate perspective - one ponders the effects the Pan Am Games will have on the Toronto real estate market. Many, myself included, are of the position that Toronto's hosting the 2015 Pan Am and Para Pan Am Games this summer could very well "replicate the impact on real estate and development that was seen by Vancouver following the 2010 Olympic Games". "With the dollar falling the way it is and more Americans coming from places like Chicago to see Canada for the first time, it could spur some investments for sure" said Simon Clayton, a Realtor with MacDonald Realty". (www.canadianrealestatemagazine.ca/news/how-will-the-pan-am-games-impact-toronto-real-estate-188081.aspx)

Vancouver hosting the Olympics in 2010 encouraged many development projects and really kick-started the economy and much of it was the allure of the Olympics. Both the Olympics and the Pan Am Games open the way for infrastructure projects which might otherwise not have come to fruition. In Toronto - most notably is the Union-Pearson Express rail that will connect Toronto Pearson Airport and Union Train station together. This coupled with an increase in highway and local road repairs will send the message to investors that Toronto has an infrastructure which supports a growing and vibrant economy. And it goes without saying that the world wide media attention, will put Toronto on the map for tourists and investors alike. Be it for the games or at some point in the future. The hope is that investors will like it enough to open offices and buy homes and either spend time in Toronto or move their livelihood to the GTA.

Overall the Government of Canada and the Government of Ontario have committed \$500 million towards the costs associated to host the Games. More than \$4 million has been invested in the 27 sport venues across the GTA. The newly constructed velodrom track on the outskirts of Milton is just one of many. This \$56-million centre is one of the most ambitious new facilities in the 2015 Pan Am Games 33-venue suite. The locations for the games span municipalities from Minden to Welland and will bring hundreds of thousands of spectators to the province for the events. While the various new and improved athletic facilities in the GTA is welcomed with open arms by some - many skeptics harbour concerns about what becomes of the facilities after the Pan Am Games are complete. However in the case of the velodrome it is already being used by local cyclists and sports enthusiasts and will continue to

be made available to the public after the games. Additional arguments and skeptics of positive ramifications from the Games argue that with the exception of the USA and a few others the majority of the PASO nations (Americas and the Caribbean) are not that affluent nor representative of typical investing nations. So will we really see any inflows of investment in the months and years following the Games? One can only speculate...

Pan Am venues come in three kinds: permanent facilities, temporary facilities and upgrades or facelifts. The majority fall into the latter category—for example, the Rogers Centre will be redecorated for the Pan Am Ceremonies—and any new venues are attached to universities or have dedicated uses or legacy plans.

According to Matti Siemyatycki, an associate professor in the University of Toronto's geography department who specializes in urban infrastructure he states "That's good planning - often times one of the challenges we see with these mega-sporting events is that we build permanent facilities that have no future uses," said The Athletes' Village, located near Toronto's Don River, could've posed a major risk: a new build that would drag on the municipal budget if condominium units failed to sell. But the condos are already 90 per cent sold and developers have inked deals with seven retailers who plan to set up shop there, according to the Toronto Star.

Waterfront Toronto was already considering the Pan Am location for redevelopment, and the new neighbourhood will include public facilities, such as a YMCA and park space. Rather than building something solely for the games, the city made an infrastructure investment that aligned with existing priorities. The decision is characteristic of the larger Pan Am planning strategy: choosing venues based on use rather than geography.

Well - all one can truly say is "bring on more gold Medals Canada!" and only time will tell what the real value the Pan Am Games will have on Corporate Real Estate in the GTA. What do CoreNet Members think? Is there Value Behind Toronto's Hosting the Pan Am and Para Pan Am Games? Email us your comments to lorri.rowlandson@brookfieldgis.com and we will report back on what our members said in our next Edition.



Lisa Thorsteinson M.B.A.
Director, Sales & Marketing
Envirotech Office Systems

FEATURED ARTICLE AND REPORTS

IMPROVING CORPORATE REAL ESTATE ALIGNMENT WITH THE ENTERPRISE

March 2015 - [Download Full Report](#)

Barry Varcoe, Global Head of Corporate Real Estate & Facilities Management for Zurich Financial in London and a former Chair of CoreNet, recently led a round table discussion at the CoreNet Global Hong Kong Summit in March, 2015

The focus of the discussion centered around how the CRE & FM function within an organization can improve its alignment and relevance to the enterprise. In sum – how can Real Estate Resonance be achieved? It focused on what is important to the internal customers of CRE. It was no surprise that cost savings and overall cost management/control were at the top of the list. Barry guided his audience through a more detailed look at how CRE's can influence the common business theme of cost: income ratios. He categorized the items into two categories: Maximizing today's economic value; and Building tomorrow's organizational capability. He closed with a statement about what an expanded role for CRE and its service providers could offer, especially to the "Building tomorrow's organizational capability".

"CRE & FM can be a (or the only) natural business integrator for all the factors that combine to support modern "work". To do this requires a new mindset, going well beyond the traditional support function order taker and fulfilment for "space" to being an integrated part of the business value chain. This of course requires significant leadership. It can't happen though if the "function basics" are not right, which is where the role of reliable service providers comes in, allowing the in-house team the time and mind bandwidth to concentrate on these possible new areas of value, changing the dialogue with the enterprise leadership and their expectations of the function".

Barry highlighted that in order for everything to be properly aligned - CREs require a thorough understanding of what the Business Unit is about, and conversely on the Business Unit side they need to have a proper understanding of how CRE works. It is only then that Real Estate Resonance can truly work.

RECYCLED OFFICE FURNITURE: GOOD FOR THE ENVIRONMENT, GOOD FOR YOUR BUSINESS.

The landscape of the GTA continues to evolve with new office towers going up every month, companies relocating or expanding, and in some instances downsizing. The end result is that on any given day a vast amount of office furniture is doomed to dumpsters and end up in landfill. While many Corporations do look to "give back to the community" and try to donate furniture to Charitable Organizations of their choice – navigating through the process can be time consuming. In the CRE world, time is of the essence and office

spaces often needed to be vacated yesterday!

As a result, a growing number of organizations within the CRE & FM world and the Contract Furniture industry are looking to raise awareness that "Office Furniture is in fact a recyclable product, just like paper, glass and aluminium cans".

The basic structure of most office furniture (notwithstanding some chairs) has a very long life span. Instead of wearing out, it is often replaced because it is simply "dirty" or "outdated over time". Organizations need to change their behaviour and instead of directing these furnishings to a storage locker, internal warehouse or the dumpster – think about diverting them out of the solid waste stream and back into the consumer market by restoring it to new condition. Within both Canada and the United States several established dealerships have surfaced that focus solely on taking these old pieces and reintegrating them into their production lines to either a) re-paint, re-upholster and replace any broken pieces to restore to its original state or b) utilizing these products for their parts and pieces and integrate them into their production process. These new office products are often referred to as "Better than new" as they are not only a fraction of the cost of new but they are truly GREEN and support the environment. Today remanufactured furniture is becoming the furniture of choice for more and more companies because it outperforms in several ways.

Cost Benefits: 30% - 60% less than new

Design Benefits : Organizations are able to customize and choose colours, finishes and fabrics.

Good for the Environment: Conserving Natural Resources; Solid Waste Stream Reduction; Energy Conservation; Recycling reduces air pollution caused by the manufacturing process.

Many Fortune 500 companies are jumping on the "Remanufactured Bandwagon" and when creating a Furniture Budget are looking to a blended approach with a % of remanufactured and a % of new furniture in order to satisfy their shareholders and support the environment.

So whether it is finding a solution for your existing furniture as you move to your new home or selecting furniture vendors as part of your next big move, stakeholders within the CRE and FM world are recognizing that what is good for the environment is also really good for your business.

[Reference link to Blog Article](#)

MEMBER PROFILE

IN MEMORIAM - DAR LEI

June 16, 1984 - May 11, 2015

When Dar walked into a room, it was always a good thing because it meant we were about to witness a kind, generous, and dedicated young professional passionate about the CRE industry.

For those who had the chance to work personally with him, you would have known a young man who was extremely talented and had a calm way of overseeing everyday challenges and obstacles. Often behind the scenes, Dar was well-known throughout CoreNet and truly embodied what it meant to be a young leader: to be actively engaged, to inspire others, and to attract future real estate leaders into the Canadian Chapter.

Since his early days as a co-op student, Dar had a natural comprehension of the real estate industry. Over the past 12 years, Dar was a part of major CRE initiatives during this tenure at CBRE and Brookfield Global Integrated Solutions. Creative in both design and marketing, Dar had a profound understanding of corporate real estate services and what tasks and objectives were required in order to ensure a seamless completion and client satisfaction.

CORENET ACCOMPLISHMENTS

1ST RECIPIENT OF THE CORENET CANADIAN CHAPTER YOUNG LEADERS AWARD IN 2013

In closing, losing a friend is never easy for anyone. Dar was an integral part of our CoreNet community and he was a friend to all of us. We will cherish our fondest memories of him and keep them close to our hearts. Celebrate his life in his honour. Our deepest condolences to his family, friends, and loved ones.

Rian Tara Johnson



[HTTPS://WWW.LINKEDIN.COM/IN/DARLEI](https://www.linkedin.com/in/darlei)

AN HONOURARY MENTION FROM TWO PREVIOUS MARCOMM COMMITTEE MEMBERS:

I had the privilege of working with Dar for over three years and cannot begin to share how much he has contributed to CoreNet and the lives of everyone he contacted. Dar always warmed up the room with his friendly and calm demeanor. His creative and extraordinary work ethic and engagement was always present and his care for his work and contributions demonstrated that commitment to quality and excellence in all that he did. This newsletter being a great example. Not only that, he made it look easy, did it with a smile and was very giving of himself and collaborative in the process. Dar was truly one of the special ones. He was a young wise soul and someone who was so talented he mentored all of us in some way both personally and professionally. Working with Dar reminded me of all the great things that can be achieved with passion, kindness and generosity.

Lisa Fulford Roy

I too have been privileged enough to work with Dar as his right hand man on the Newsletter for the past 3 years. He was my friend, an industry colleague and the creator / mastermind behind the CoreNet Newsletter. His unwavering sense of commitment and dedication to the Newsletter as a volunteer was always there when myself or the rest of the Team were unable to make the time. Dar always quite simply "carved out the time". Words can truly not express what a terrible loss this is and how missed he will be. May this Newsletter carry on in remembrance of him.

Lisa Thorsteinson
(Past and current CoreNet Newsletter Team)

PRESIDENT'S MESSAGE



As I write my President letter to the incredible CoreNet members, I take this time to reflect and share with you all how grateful I am for having the opportunity to serve in this role. It is an honour to work alongside our many volunteers who are actively involved in our chapter and continue to go above and beyond the call of duty.

It is evident that it does in fact take a village – people, sponsors and organizations whom all contribute to this Chapter and make it a success. Equally important, I am very proud that we are part of a global organization that continues to help each of our members add value to our companies and contribute to the achievement of our firms.

Over the past 7 months, I have heard you all loud and clear – let's take CoreNet to the next level. I learned that our members want to continue to see the following benefits from CoreNet:

- Increase of local educational programs and best-practices and the development of seminars, webinars, conferences and breakfast/lunch events
- Continue the momentum in hosting social and networking events
- Strong, dedicated Chapter Executive Leadership that continues to provide value to members
- Mentorship and CRE professional development to Young Leaders

I want to thank the Executive Committee members for providing me with incredible support, guidance and counsel throughout my term. I have learned so much from the experience and appreciate the support I have received in so many countless ways.

We have hosted many wonderful events this year - please keep an eye on the many upcoming Learning Programs, Networking events, and Young Leader events we have scheduled as well as the annual REMMY awards on September 30th, 2015.

Again, thank you for your engagement. I am humbled and honored to serve the Canadian chapter and look forward to another prosperous year.

Sincerely,
Tim Peters

NEW MEMBERS

KATHY KOLODZIEJ

Director,
Transaction Management, JLL

TREVOR LANGDON

Manager of
Business Development
Green Standards Ltd.

LESLIE LIS

Sr. Vice President, JLL

MICHAEL REMY

Editor, Communications Le Pi2

ANDREW ROWE

Corporate Services
Relationship Manager
CIBC Corp. Real Estate

RUBEN SEKHON

Associate , Miller Thomson LLP

JULIE SLESS

Sr. Workplace Transformation
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RENATO LEGATI

VP, Real Estate, MDC Partners

MARK LUCAS

Manager, Business Development
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Associates Inc.

CATHERINE WILSON

Marketing Coordinator

CHRISTOPHER HILL

Principal, Garrison Creek

NELLY MOSSTAGHIMI-TEH

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ODYSSEAS PAPADIMITRIOU

Associate, Miller Thomson LLP

CHRIS SLOAN

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GREG MOORE

Senior Managing Director, CBRE

MARK PETZNICK

Principal and VP
Newmark Knight Frank
Devencore

ANDY SCHONBERGER

Business Development, Cisco

BRIAN TU

Manager, Corporate Facilities
International Financial
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STEVE WALTON

General Manager,
Real Estate Management
Oxford Properties Group

MARY ANN DEEBANK

Sr. Director,
Corporate Real Estate
CIBC Corp. Real Estate

KATELYN SCOTT

Manager,
Strategic Workplace Solutions
Brookfield Global Integrated
Solutions

MARK BURNS

ICI Coordinator, City of Brampton

GLEN CHECKLEY

Manager, Facilities & Real Estate
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KEVIN COMBDON

Project Manager,
RE Transactions & Projects Can-
ada, Shell Canada Ltd.

BEVERLY HORII

Managing Director,
IA Interior Architects

JENNIFER HORWOOD

Accounting Manager
PTS Consulting Canada Ltd.

DEAN HUGHES

Portfolio Manager,
RE Transactions & Projects
Canada, Shell Canada Ltd.

JENNIFER LEWIS

Sales Trainee, CBRE

AMANDA PRASOW

Director of Marketing
Insight Management

DALE ROONEY

General Manager
Brookfield Global Integrated
Solutions

CHRISTOPHER SANDIFORD

Director, Strategic Development
CAS Interiors

MADELEINE SCHMIDTS

Associate, Interior Design,
DIALOG

MARK STEWART

Territory Representative
Teknion

ASHLEY WARBOYS

A&D Market Manager,
Teknion Corp.

KATHRYN WISSE

Portfolio Manager,
RE Transactions & Projects
Canada, Shell Canada Ltd.

STEPHEN ZADRAVEC

Portfolio Manager,
RE Transactions & Projects
Canada, Shell Canada Ltd.

MAKING LINKS

Thank you to everyone who participated in the 2015 Golf Classic held on June 2, at Lionhead G&CC, Brampton. What a fantastic day on the links!

This year saw a record 43 4-some teams enjoying ideal weather while they played on both courses. Many took advantage of the tips provided by the Golf Professional at the driving range prior to the team scramble start. We hope it helped your game!

Unique to most industry association tournaments, everyone completed their round in less than 5 hours. This allowed for plenty of time for networking with industry colleagues ahead of dinner and awards at the newly renovated clubhouse. The Spa Program provided a relaxing alternative for non-golfers.

Much of the tournament success is the result of the generosity of the sponsorships from the following companies: Alison Young, Artopex, Brigholme Interiors Group, CAS Interiors, Cadillac Fairview, City of Brampton, DPI Construction Management, CTI-Haworth, Flat Iron Building Group, GovanBrown Construction Managers, Greenferd Construction, H.H. Angus, Infrastructure Interior Design, Manulife Real Estate, Mars Drinks, Mohawk Group and Stadia Glass & Door.

Of note, the CoreNet Canada golf & spa website received almost 850 total visits over the past few months. Very impressive!

A special thanks to Kelly Stobbe, Chair - Special Projects and the other members of the Golf Committee, as well as Tim Peters - CoreNet Canada President.

Thanks again to all the golfers and sponsors. We hope to see you all again next year and appreciate your continued support of this tournament and the Canadian Chapter's educational programs it supports.





MAKING LINKS

2015 Golf Classic



UPCOMING EVENTS

WEBINAR:

LEED V4 GREEN ASSOCIATE EXAM STUDY COURSE

When: August 11, 2015 6:00 pm - 8:16 p.m

Where: Webinar, Online

[Learn more or Register](#)

LEED V4 GREEN ASSOCIATE STUDY COURSE

When: August 18, 2015 9:00 am - 5:00 pm

Where: Evergreen Brick Works

[Learn more or Register](#)

GREEN DRINKS

When: August 19, 2015 6:00 pm - 9:00 pm

Where: Grace O'Malleys

[Learn more](#)

GREEN DRINKS

When: September 16, 2015 6:00 pm - 9:00 pm

Where: Grace O'Malleys

[Learn more](#)

CORENET ANNUAL REMMY AWARDS

When: September 30, 2015

Where: Toronto Board of Trade,
77 Adelaide Street West, Toronto

[Learn more](#)

2015 NORTH AMERICAN CORENET GLOBAL SUMMIT

When: October 18 - 20, 2015

Where: Los Angeles, California

[Learn more or Register](#)

2-DAY MCR SEMINAR

When: August 18-19, 2015

Where: Montreal

[More information](#)

WORKSHIFT FRAMEWORK AND CERTIFICATION

When: September 16, 11:30 am - 1 pm

Where: Calgary

[More Information](#)

2015 SUMMER SOIREE

When: August 12, 2015, 5:30 am - 7:30 pm

Where: Toronto

[More information](#)



WHAT IS THE TRUE VALUE OF A CORENET MEMBERSHIP?

As individuals and Corporations alike take a closer look at their spend levels, membership organizations are having to work harder at delivering “real value” to their memberships to attract and retain members. In order to market CoreNet to new members, we felt it was best left to our members themselves. Below are the primary drivers our members keeping coming back and New Members are coming to see what we are all about!

WHY JOIN CORENET?

CoreNet has been indispensable to the success in my career growth over the years.

- I used CoreNet as an opportunity to really develop myself as a professional at the beginning.
- Later on I used CoreNet as an opportunity to give back to others what I learned.
- CoreNet has helped me learn about other organizations' successes that I can bring back to my company.

Understanding what's going on in the Global Real Estate world is really powerful.

- Since I started with CoreNet, CoreNet has been immensely helpful in both learning the industry and in making contacts in the industry.
- CoreNet gives me unparalleled access to both education and relationship capital.

No other organization in the world focuses on Corporate Real Estate like CoreNet does—from all points of view and interests.

- CoreNet provides me and my organization with a range of information sources, courses, meetings, programs and conferences globally and second to none.
- As a Service Provider I have been delighted by the acceptance of my End User customers at CoreNet functions. Everyone treats me like one of their own at meetings and conferences.

TO LEARN MORE – OR TO JOIN

More about what members are saying personally can be found at: <https://www.corenetglobal.org/Membership/>.

To join, please go to www.corenetglobal.org/join; in the payment section, please insert promo code: 5xx1w for a 15% discount.

Your cost for the year 2015 will be pro-rated from the day you join as well.

SOCIAL MEDIA

Click to visit our Social Media Channels!



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