

2021 Virtual NXTEK Forum

ReVision

Nov 9, 2021

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Bay &

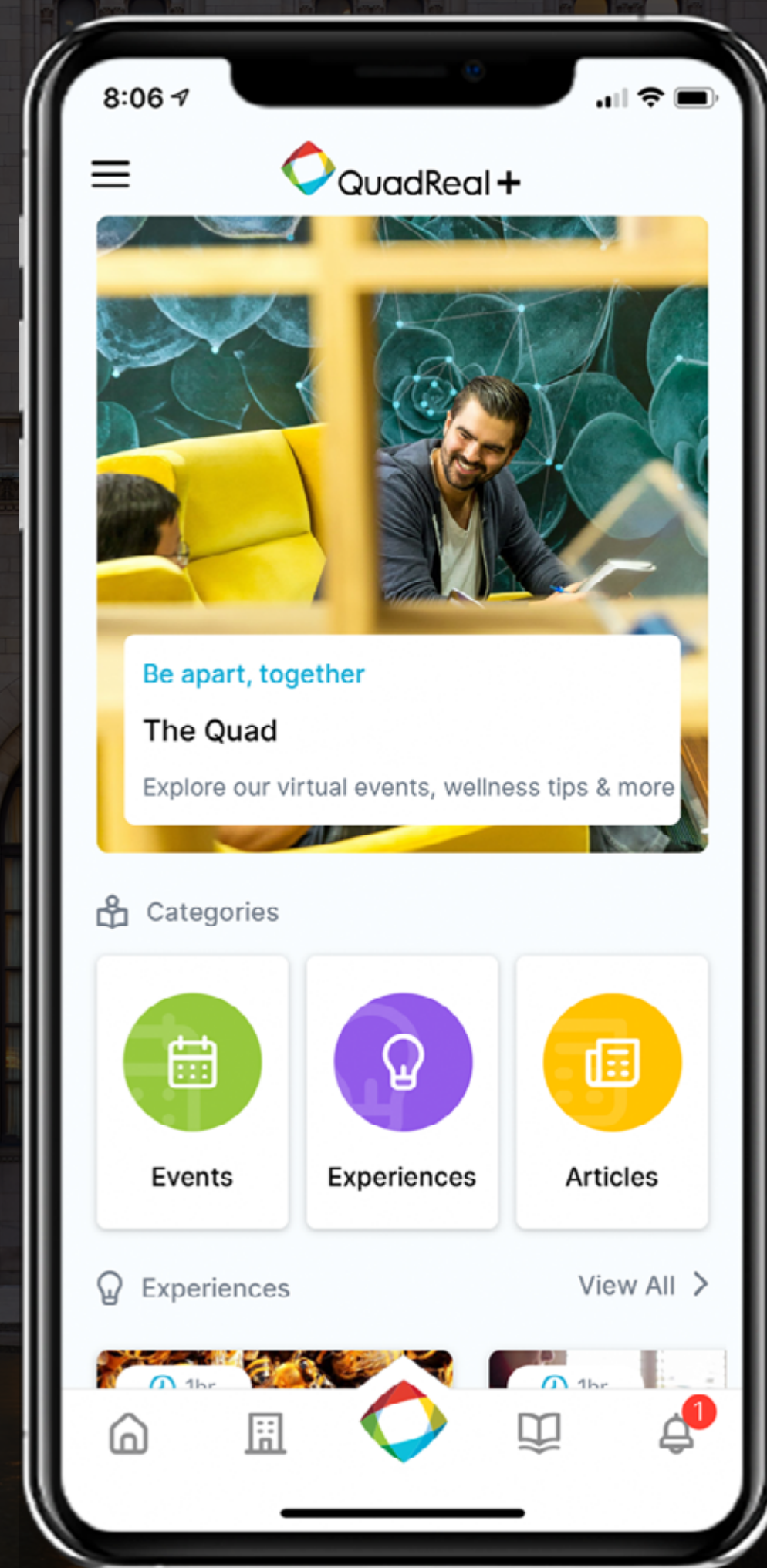
INNOVATION IS OUR MINDSET

We're committed to enhancing the lives of the people and communities we serve.

Constantly evolving our digital offerings provides our communities with top-tier service in the palm of their hands.

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quadrealplus.com



Welcome to the 2021 NXTEK Forum!

What will the recovery look like?

What have we learned?

What is next?

BOMA Toronto's 2021 NXTEK Forum is a full-day virtual event designed to maximize the attendee experience!

Industry experts and early adopters who have harnessed technology to operate their buildings safely and efficiently will share their experiences and look to the future.

Organized in four streams, we'll explore a journey through shifts in PropTech, both complicated and accelerated by COVID-19. Content will span four key areas:

1. **Technology:** support your transition to our new normal
2. **Analytics:** the value of data to advance business objectives
3. **People:** use tech as an amenity to advance a culture of innovation & develop a hybrid work environment
4. **Integration & Adoption:** tech is an investment & every aspect of operations requires its integration. Explore some options.

Make the most of your day! Time has been set aside for networking and connecting with speakers and sponsors.

VISIT THE EXHIBIT HALL

Discover all that our sponsors have to offer. Access the Exhibit Hall [here](#)

CHECK OUT THE ATTENDEES LIST

Connect with colleagues. Meet in a virtual Networking Room or send a private message



Join in the conversation on social media.


Follow us on LinkedIn and Instagram @bomatoronto

Share your experience or learning takeaways throughout the day, during the 2021 Virtual NXTEK Forum. Using the hashtag #nxttek21 and tagging @bomatoronto to help advance the PropTech conversation.

You could win an iPhone 13 Pro - 128GB

- Visit "Announcements" at the end of the Forum to see who won.
- Prizes will be awarded at random.






Special Offer to All Attendees

FREE CONTROL SYSTEM AUDIT & ENERGY BASELINE


**One building per Company | Valid only for November 2021*

The RYCOM Data Intelligence service leverages data collected from multiple building systems (including vibration and occupancy sensors) to:


- ✓ Deliver and measure the reduction in GHG emissions and energy usage. Over 1,500 actions to date have generated savings of:



GHG emissions
(kgCO2) 1,099,122



Energy (ekWh)
8,321,709



Cost Savings
\$752,312
- ✓ Drive operational efficiencies
- ✓ Increase tenant comfort, health and wellness
- ✓ Establish a starting point for Digital Twin and Smart Cities initiatives



Contact our Data Intelligence team at data.intelligence@rycom.com to discuss next steps

Virtual NXTEK Forum

Agenda at a glance

Morning

8:00am – 9:00am Pre-show networking

9:00am – 9:05am Welcome & Introduction

Susan Allen, President & Chief Executive Officer, BOMA Toronto

9:05am– 9:45am Panel #1

One Year Later: A candid conversation with CRE industry leaders

Moderator: Neil Lacheur, Executive Vice President, Avison Young

Speakers:

Brian Rosen, President and Chief Executive Officer, Canada, Colliers International

Dennis Lopez, Chief Executive Officer, QuadReal Property Group

9:45am – 9:55am Opening Remarks

We have been on the SMART journey for about 10 years. Did we achieve our objectives? What needs to be done and what's holding us back?

Speakers:

SMART Committee Co-Chairs Casey Witkowicz & Thano Lambrinos

9:55am – 10:15am Opening Keynote

The Acceleration of Change

Speaker:

Michael Baldwin, Executive Director, One11 Advisors

10:15am – 10:20am Tekblitz 1

10:20am – 10:45am Panel #2

Post-pandemic PropTech: Resetting expectations and re-evaluating the role of tech for Canada's CRE

Moderator: Thano Lambrinos, Senior Vice President – Digital Buildings, Experiences & Innovation, QuadReal Property Group

Speakers:

Brooks Barnett, Director, Government Relations & Policy, REALPAC

Courtney Cooper, Principal, Alate Partners

10:45am – 11:00am Break (15 min)

11:00am – 11:35am Panel#3

Adoption and Use of Analytics in Building Operations.

Moderator: Peter Altobelli, Vice President of Sales and General Manager, Yardi Canada Ltd.

Speakers:

Bill Masse, Director, Digital Building Projects, QuadReal Property Group

Dr. Marco Macagnano, Senior Manager, Digital Real Estate Leader, Real Estate Advisory, Deloitte Financial Advisory

Jon Douglas, Director of Portfolio Services & Sustainability, Menkes Developments Ltd.

11:35am – 11:40am Tekblitz 2

11:40am – 12:00pm Keynote

While Nations Talk, Cities Act: City solutions to climate change

Speaker:

David Miller, Managing Director, International Diplomacy, C40 Cities and former Mayor City of Toronto

Afternoon

12:00pm – 12:45pm Lunch & Learn. Special guest video presentation

Speaker: Ian Khan, Founder & CEO of Futuracy will take us on a tech journey exploring Prop Tech today and predictions for the future.

12:45pm – 12:50pm Tekblitz 3

12:50pm – 1:25pm Panel #4

Role of Technology: Advancing the culture of innovation from a people perspective

Moderator: Susan Allen, President and Chief Executive Officer, BOMA Toronto

Speakers:

Claire Santamaria, Head of Human Resources, Oxford Properties Group

Sarah Clarke, Vice President, Office East, QuadReal Property Group

1:25pm – 1:30pm Tekblitz 4

1:30pm – 2:05pm Panel #5

Impact of Technology on Health and Wellness

Moderator: Demitrius Marshall, Chief Strategy Officer, RYCOM Corporation

Speakers:

Sarah Heppinstall, VP Construction, First Capital REIT

Landry Biles, General Manager, Toronto Dominion Centre, The Cadillac Fairview Corporation Limited

Steven Pacifico, VP, Sustainability, Innovation and National Programs, Epic Investment Services

2:05pm – 2:20pm Break (15 min)

2:20pm – 2:55pm Panel #6

Integration and Adoption: Culmination of people, machines and process leading to success

Moderator:

Arv Gupta, Senior Vice President, Operations, The Cadillac Fairview Corporation Limited

Speakers:

Edi Demaj, Co-Founder, KODE Labs

David Shearer, Director, Integrated Digital Services, Pinchin Ltd.

2:55pm – 3:00pm Tekblitz 5

3:00pm – 3:35pm Closing Keynote

Silver Linings, Optimism and Hard Work: A global perspective from GWLRA as we move toward 2022 and beyond

Moderator: Casey Witkowicz, President & CEO, RYCOM Corporation

Speaker:

Paul Finkbeiner – EVP & Global Head of Real Estate, Great-West LIFEco

3:35pm – 3:45pm Recap & Closing Remarks

Speakers:

Susan Allen, President & Chief Executive Officer, BOMA Toronto

SMART Committee Co-Chairs Casey Witkowicz & Thano Lambrinos

3:45pm – 4:15pm Networking

Get in the game and win!

**Play Gamification. Answer the NXTEK challenges
Up for grabs?**

David Miller's new book, "Solved"

A Google Nest Wi-Fi Smart Learning Thermostat

A PhoneSoap 3 UV Sanitizer & Charger

Grand Prize: an iPhone 13 Pro - 128GB

Follow the leaderboard

All Gamification players are eligible to win!

Visit the "Announcements" tab to see who won.

Enter your first challenge

In June 2021, Toronto-Dominion Centre became one of the largest office complexes in Canada to earn what designation?

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optimize utility spend and gain
full visibility across your
portfolios from anywhere with a
single connected solution for
energy management

SEE HOW >

Special Guest Video Presentation featuring technology futurist Ian Khan

Lunch & Learn 12:00 pm - 12:45pm

While enjoying your lunch break, join us to watch special guest Ian Khan, Founder & CEO of Futuracy! Ian will take us on a fast-paced journey that explores PropTech today and touches on predictions, opportunities and the exciting future for the CRE Industry. Ian's remarks will focus on the Forum's 4 streams and isolate top technologies you should consider now!

Ian will be available for a live Q&A at the conclusion of his presentation.



Ian Khan, Founder & CEO of Futuracy

Ian Khan is a multiple documentary film maker, author and has been featured on BBC, CNN, Bloomberg, Fox, CTV, Global TV, Arab News (Saudi Arabia), Gulf News (UAE), Expansion (Spain), Fast Company, and multiple other media outlets.

As a Forbes featured technology futurist and a Future Readiness pioneer, Ian is a highly prolific thought leader who has worked with clients including Intel, ServiceNow, Microsoft, Telus and hundreds of leading organizations is the creator of the Future Readiness Score. His focus: Future Readiness, Blockchain, Cryptocurrency, Future of Work, The Great Resignation, Internet of Things, Artificial Intelligence, The Creator Economy.

Ian has collaborated on many incredible projects, including co-authoring "After Shock" and contributing to McGraw Hill, Forbes, Entrepreneur Magazine, Business.com and many other highly recognized media outlets. His works are available on Amazon Prime Video, Emirates Airlines, FlyDubai, and broadcast networks.

Learn more about Ian here: www.iankhan.com

Full 2021 NXTEK Forum Morning

Morning

8:00 – 9:00 Pre-show and networking

9:00 – 9:05 Welcome & Introduction

9:05– 9:45 Panel #1

Title: One year later: A Candid Conversation with CRE Industry Leaders

Stream: A broader perspective: technology, analytics, people, Integration/adoption

Moderator: Neil Lacheur, Executive Vice President, Avison Young

Panelists:

- Brian Rosen, President and Chief Executive Officer, Canada, Colliers International
- Dennis Lopez, Chief Executive Officer, QuadReal Property Group

Abstract:

How did we fare? Industry leaders are back to unpack the impact COVID-19 has had on technological innovation, operations and investment.

9:45 – 9:55 Opening Remarks

SMART Committee Co-Chairs Casey Witkowicz & Thano Lambrinos

Abstract:

We have been on the SMART journey for 10 years. Did we achieve our objectives?

What needs to be done and what is holding us back?

9:55 – 10:15 Opening Keynote

Title: The Acceleration of Change

Streams: Technology, Analytics, People, Integration/Adoption

Speaker: Michael Baldwin, Executive Director, One11 Advisors

Abstract:

A look back over the past 17 months in the CRE. How has the unprecedented acceleration of change impacted technology, people, data and the speed of integration and adoption? How will the next 1-5 years be impacted by this rapid pace of change?

10:15 – 10:20 Tekblitz

CleanAir.ai

10:20 – 10:45 Panel #2

Title: Post-pandemic PropTech: resetting expectations and re-evaluating the role of tech for Canada's CRE

Stream: Technology

Moderator: Thano Lambrinos, Senior Vice President – Digital Buildings, Experiences & Innovation, QuadReal Property Group

Panelists:

- Brooks Barnett, Director, Government Relations & Policy, REALPAC
- Courtney Cooper, Principal, Alate Partners

Abstract:

Have we entered a new stage in Canada's PropTech evolution? Has the global pandemic changed the way we evaluate real estate technology and its contribution to the CRE business? This panel will discuss perspectives on the next chapter for PropTech in Canada and ways in which collective expectations and opportunities have changed in the sector.

10:45– 11:00 Break

11:00 – 11:35 Panel #3

Title: Adoption and Use of Analytics in Building Operations

Stream: Analytics & Integration/adoption

Moderator: Peter Altobelli, Vice President of Sales and General Manager, Yardi Canada Ltd.

Panelists:

- Jon Douglas, Director of Portfolio Services & Sustainability, Menkes Developments Ltd.
- Dr. Marco Macagnano, Senior Manager, Digital Real Estate Leader, Real Estate Advisory, Deloitte Financial Advisory
- Bill Masse, Director, Digital Building Projects, QuadReal Property Group

Abstract:

The adoption and use of analytics has become mission critical for building operations as we continue to navigate through a challenging and unprecedented pandemic. Learn from property case studies, and the challenges and silver linings that continue to evolve.

11:35 – 11:40 Tekblitz

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11:40 – 12:00 Keynote

Title: While Nations Talk, Cities Act: City Solutions to Climate Change

Stream: Technology, People

Speaker: David Miller, Managing Director, International Diplomacy, C40 Cities and former Mayor City of Toronto.

Abstract:

Climate change is at our doorstep and city-based climate action is critical to mitigating the worst impacts of this global challenge. Cities are implementing solutions now, including decarbonizing the buildings sector, which must be accelerated to meet the needs of people and global climate targets.

12:00 – 12:45: Lunch and Learn Break & Video

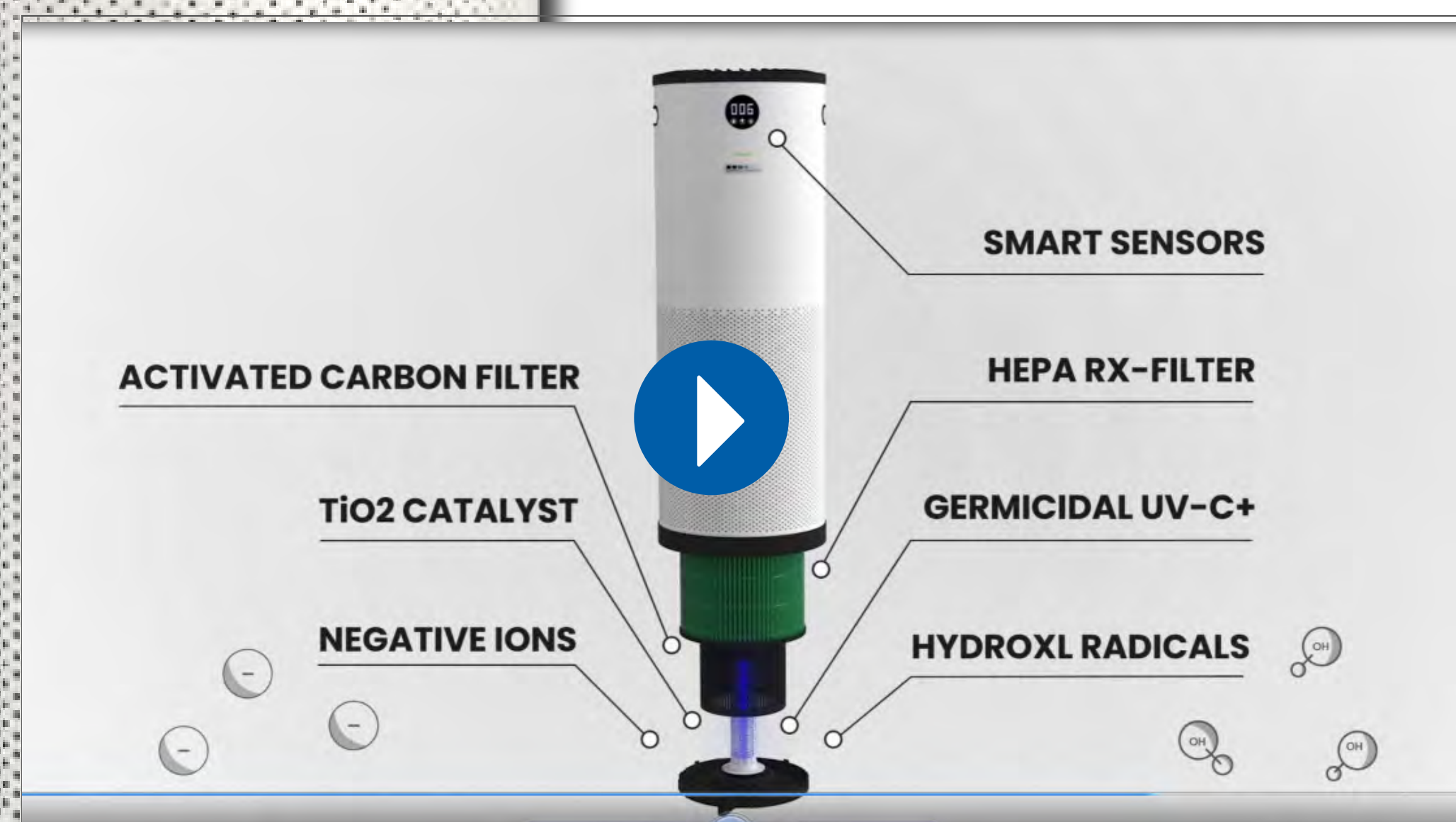
Special Presentation:

Ian Khan, Founder and CEO of Futuracy, narrates an inspired retrospective through today and tomorrow's Prop Tech journey.



It's like a flu shot for the whole office

Learn more about
Jade Air Purifiers here.
Contact us today!



Post Pandemic: The changing face of facilities management

The lessening of Covid restrictions carried with it the promise of a return to normal and a return to the office to reconnect with colleagues.

For facilities managers, the work has only just begun with many playing a key role as organizations return to a semblance of pre-pandemic routine.

A recent study, by leading hygiene services provider Citron Hygiene, found that 70 per cent of facilities managers say their role is more important than ever before as they look to keep the workforce safe in the months ahead.

Keeping a healthy and well-maintained premise is a complex and ever-changing process, which requires a high degree of organization and operational efficiency. And, of course, the larger the size and number of locations, the greater the level of management and coordination is required.

The visibility of hygiene measures, from the front door to the washroom, are now expected by all staff and guests. To keep your washroom users happy, supplies need to be stocked and well-maintained. Having robust automatic technology and products in place, including hand sanitizers and automatic soap fixtures, will result in a more efficient and effective cleaning regime, saving staff precious time. For common areas, air care systems must be implemented and maintained to ensure functionality. A medical grade air purifier that filters, sterilizes and re-energizes indoor air is no longer a nice to have, it's a necessity to keep your workplace healthy. As workplaces reopen, FM costs are likely to remain high as the responsibility to maintain healthy spaces continues to remain a top priority. Having a supportive hygiene services provider can help to alleviate the pressures facilities managers currently face while improving quality through access to innovative solutions.

A reliable hygiene services provider can bring peace of mind to everyone in your business. At Citron Hygiene, we have more than 45 years of experience providing hygiene solutions to businesses of all shapes and sizes. Our mission is to provide clients with a safe, hygienic, and refreshing building environment for their employees, customers, and guests.

Partnering with Citron Hygiene will give you access to the most innovative products on the market, proving to be a huge benefit to your business as you re-enter the workplace.

To find out how Citron Hygiene can enhance your washroom and workplace hygiene, visit our virtual booth at NXTEK or visit www.citronhygiene.com or call 800.643.6922.

Keeping a healthy and well-maintained premise is a complex and ever-changing process



Full 2021 NXTEK Forum

Afternoon

Afternoon

12:45 - 12:50 Tekblitz



12:50 - 1:25 Panel #4

Title: Role of Technology: Advancing the culture of innovation from a people perspective

Stream: People

Moderator: Susan Allen, President and Chief Executive Officer, BOMA Toronto

Speakers:

Claire Santamaria, Head of Human Resources, Oxford Properties Group

Sarah Clarke, Vice President, Office East, QuadReal Property Group

Abstract:

We need to advance the culture of innovation within organizations and offer technology as an amenity and develop a hybrid work environment. How do we go about doing that? How does tech enable occupant health (including mental health), wellness, and productivity in a hybrid environment?

1:25 - 1:30 Tekblitz



1:30 - 2:05 Panel #5

Title: Impact of Technology on Health and Wellness.

Streams: Technology & People

Moderator: Demetrius Marshall, Chief Strategy Officer, RYCOM Corporation

Panelists:

- Sarah Heppinstall, VP Construction, First Capital REIT
- Landry Biles, General Manager, Toronto Dominion Centre, The Cadillac Fairview Corporation Limited
- Steven Pacifico, VP, Sustainability, Innovation and National Programs, Epic Investment Services

Abstract:

With a specific focus on experiential aspects, how can technologies help us accelerate the transition into our new normal and address improved building performance, improved environmental quality, increased comfort, productivity, and services?

2:05 - 2:20 Break

2:20 - 2:25 TekBlitz



2:25 - 2:55 Panel #6

Title: Integration and Adoption - Culmination of People, Machines and Process Leading To Success

Stream: Integration/Adoption

Moderator: Arv Gupta, Senior Vice President, Operations, The Cadillac Fairview Corporation Limited

Panelists:

- Edi Demaj, Co-Founder, KODE Labs
- David Shearer, Director, Integrated Digital Services, Pinchin Ltd

Abstract:

The culmination of people, machine and processes lead to success. Technologies must be integrated into every aspect of operations: work standards, physical infrastructure and business processes. This requires investment.

2:55 - 3:00 Tekblitz



3:00 - 3:35 Closing keynote

Title: Silver Linings, Optimism and Hard Work: A global perspective from GWLRA as we move toward 2022 and beyond

Stream: Technology, Analytics, People, Integration/Adoption

Moderator: Casey Witkowicz, President & CEO, RYCOM Corporation

Speaker:

Paul Finkbeiner - EVP & Global Head of real Estate, Great-West LIFE CO

Abstract:

As we all look to 2022 and beyond, an intense focus on "People", "Analytics", "Technology" and "Integration and Adoption" will be pivotal to success. Paul's unique global vantage point relative to his leadership capacity for GWLRA's over 750 employees and a diverse Portfolio of office, industrial, retail, and multi-residential asset classes, has revealed that, notwithstanding the many silver linings and unique business opportunities that the pandemic has revealed, numerous challenges still abound. Paul will share his views, his strategic focus and vision, particularly around the old adage of "hard work", and the key role it will play for our future success!

3:35 - 3:45 Recap & closing

SMART Committee Co-Chairs Casey Witkowicz & Thano Lambrinos

3:45 - 4:15 Networking

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Case Study

PROLOGIS COMPLEX

1, 2&8 Prologis Blvd.

Energy and Operational Efficiency

PROJECT DETAILS

Client: Triovest

Location: Mississauga, ON

Number of Buildings: 3

System implemented: Fault Detection & Diagnostics

Project Goal: Improved Energy & Sustainability Performance

Project Duration: 2018 - Present Day

SITE AWARDS

- BOMA Net Zero Challenge
- BOMA TOBY Award

SUCCESSES

Decrease in metered electricity costs for tenants by reducing heat pump usage

Created a foundation for connecting other building systems into a single analytics platform

133%
ANNUAL ROI

Informed decisions around operational cost allocation

Improvements in operational staff efficiency

MEASURED RESULTS



200.60 tCO₂e

Reduction in Greenhouse Gas Emissions



\$13,000

Save on Energy Incentives



\$94,000

Energy Savings



\$49,000

Annual Operations Cost Savings



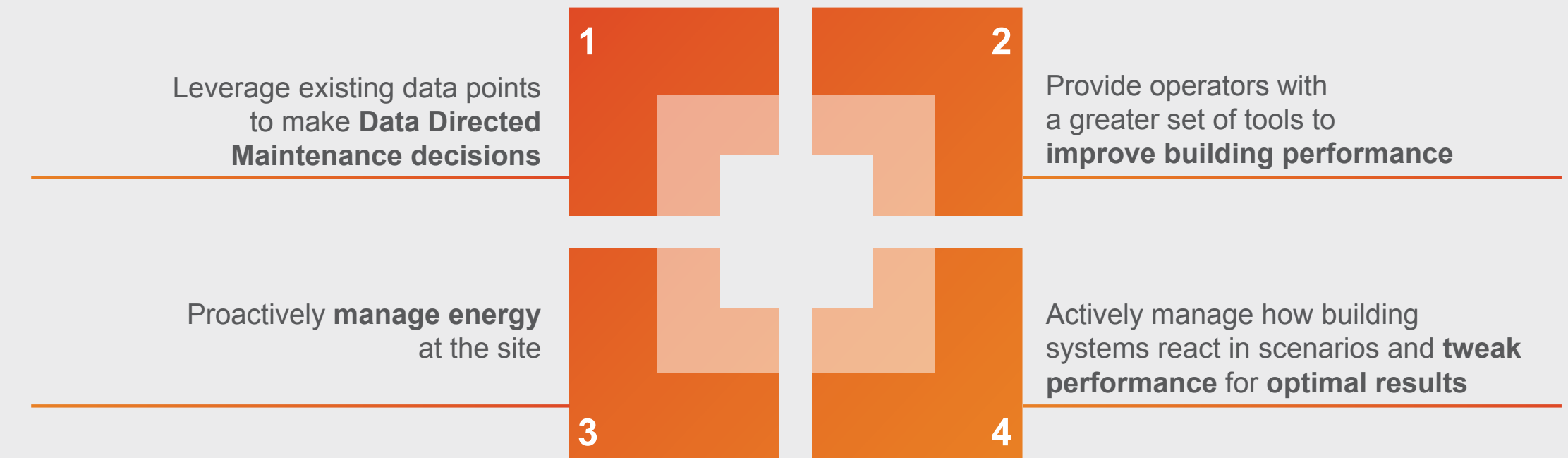
\$156,000

Total Annual Savings

EDITORIAL FEATURE

METHODOLOGY

The RYCOM platform pulls data from the BAS to analyze HVAC equipment, lighting and tenant sub-meters. This allows RYCOM to provide the operations team with new insights to:



“*Triovest embarked on the Data Intelligence Smart Solution at 1, 2 & 8 Prologis as we believed in the methodology and capability of the platform and service. It also supported our investment in IoT and digital transformation vision. Three years in, the results and business impacts of the program have exceeded the expected ROI. In addition to the energy savings, we leveraged this platform in a new way to reduce service contracts by \$34K annually. As we enter the next phase of our Data Intelligence strategy, we look forward to extending our partnership and replicating the successes elsewhere in our client's portfolios and adding other building systems data points to further drive savings, improve tenant experience, and support our Sustainability and health and wellness initiatives.*”

Marlene Farias - Senior Vice President, Central Region - Triovest

CHALLENGES

Before the project started, there was little visibility into what building systems were doing during off-peak times, such as overnight and on the weekends. Sequences implemented to address morning warm-up and night setback were rarely reviewed for performance to ensure energy efficiency. Furthermore, heat pumps were found to be short cycling their compressors due to high heat loads in spaces that were not occupied.

It was necessary to implement a solution that allowed for proper systems monitoring, as well as data collection to ensure the buildings were running efficiently without compromising tenant comfort.

SOLUTIONS

The goal of this project was to improve energy and sustainability performance, ultimately resulting in \$94,000 energy savings. With the new platform, RYCOM was able to achieve significant energy savings by tuning the performance of the new HVAC system and BAS at 1, 2 & 8 Prologis Blvd.

The introduction of a real-time analytics platform also allows the team to receive alerts and review and track operational inefficiencies, enabling them to achieve \$34,000 in maintenance contractor savings and \$15,000 in labour and equipment lifecycle savings. With this platform, the team has instantaneous data that automatically generate insights about how these systems could be maintained, tweaked or tuned for optimization.



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Nxtek Forum Co-Chairs

We have been on the SMART journey for 10 years. Did we achieve our objectives? What needs to be done and what is holding us back?



Thano Lambrinos
Senior Vice President
Digital Buildings, Experiences
& Innovation

Thano Lambrinos has over 15 years’ experience in the construction and building technologies space, and leverages digital transformation learnings across vertical markets to drive innovation and change in commercial real estate. At QuadReal, Thano works to deploy advanced technologies that redefine the way buildings are designed, built, managed, and how the occupants experience their environments. As Senior Vice President, he leads the Digital Buildings, Customer Experience & Innovation teams, and is focused **on the development and execution of the digital strategy across a global real estate portfolio.**



Casey Witkowicz
President & CEO
RYCOM Corporation

Casey Witkowicz is the Founder, President & CEO of RYCOM Corporation. A true leader and innovator, Casey has been at the forefront of transformative technology solutions for companies across North America for over 30 years. With a relentlessly entrepreneurial spirit and industry-leading capabilities, Casey doesn’t stop at “good enough” – but looks to push the bar higher in everything he does. As RYCOM’s fearless leader and the former Vice-President of Motorola and AT&T, who has held top engineering and marketing posts at AT&T, Allstream and Unitel, **there’s no doubt Casey is wired for results.**

Nxtek Forum Keynote Speakers



Opening Keynote: A look back over the past 17 months in the CRE. How has the unprecedented acceleration of change impacted technology, people, data and the speed of integration and adoption? How will the next 1-5 years be impacted by this rapid pace of change?

Michael Baldwin
Executive Director, One11 Advisors

Michael’s work spans careers in technology and management consulting organizations across industries with a particular focus on real estate, high tech and financial services organizations.

His work spans 22 years, and includes leadership roles at 2 multi-family REITs, which has enabled him to combine his consulting and corporate backgrounds with technology to bring a unique perspective to his clients. He has helped real estate organizations improve their business processes, systems and practices through diagnostic evaluations, systems implementation and development of strategic improvement and transformation initiatives with both technology and operations departments and C-Suite leaders. Michael aligns executive-level strategies and expectations with his experience in technical and team-based aspects of implementation, achieving results through applying rigorous project and change management methodologies.

Prior to joining One11 Advisors, Michael held various consulting and leadership roles at UDR, Inc., Aimco, RealFoundations, Accenture and Capgemini. He is an active participant with the National MultiFamily Housing Council (NMHC) and is a speaker at their annual OpTech conference.



Lunch Keynote: Climate change is at our doorstep and city-based climate action is critical to mitigating the worst impacts of this global challenge. Cities are implementing solutions now, including decarbonizing the buildings sector, which must be accelerated to meet the needs of people and global climate targets.

David Miller,
Managing Director, International Diplomacy, C40 Cities and former Mayor of Toronto

As former chair and current Director of International Diplomacy and Global Ambassador of Inclusive Climate Action at C40 Cities Climate Leadership Group, David Miller is responsible for supporting Mayors in their climate leadership and for building a global movement for socially equitable action to mitigate and adapt to climate change.

Miller was Mayor of Toronto from 2003 to 2010. Under his leadership, Toronto became admired internationally for environmental leadership, economic strength and social integration. He is a leading advocate for the creation of sustainable urban economies, and a strong and forceful champion for the next generation of jobs through sustainability.

David Miller is a Harvard trained economist, professionally a lawyer and author of the book Solved: How the World’s Great Cities are Fixing the Climate Crisis.



Closing Keynote: As we all look to 2022 and beyond, an intense focus on “People”, “Analytics”, “Technology” and “Integration and Adoption” will be pivotal to success. Paul’s unique global vantage point relative to his leadership capacity for GWLRA’s over 750 employees and a diverse Portfolio of office, industrial, retail, and multi-residential asset classes, has revealed that, notwithstanding the many silver linings and unique business opportunities that the pandemic has revealed, numerous challenges still abound. Paul will share his views, his strategic focus and vision, particularly around the old adage of “hard work”, and the key role it will play for our future success!

Paul Finkbeiner,
Global Head of Real Estate Great-West LIFECO

Paul oversees a global real estate platform that totals over \$27 billion in assets under management, in Canada, the U.S., U.K. and Ireland. He works closely with these four regional offices to expand Great-West LIFECO’s real estate business by attracting third party investors and continuing to grow their existing client base.

Previously Paul was President of GWL Realty Advisors for 18 years. Under his leadership, Paul grew the company’s real estate portfolio from \$800 million in Canada to \$17 billion in Canada and the U.S. Paul has over 30 years experience in the real estate industry. He holds a Bachelor and a Master of Applied Science degree from Queen’s University and a Master of Business Administration degree from McGill University.

Panel #1

How did we fare? Industry leaders are back to unpack the impact COVID-19 has had on technological innovation, operations and investment.



Neil Lacheur,
Executive Vice President of Real Estate Management Services at Avison Young

As the Executive Vice President of Real Estate Management Services, Neil is responsible for leading the Canadian practice. With a wide array of leadership experience in both entrepreneurial and corporate environments, Neil has a passion for building talented teams to deliver exceptional performance for clients and customers through a strong commitment to excellence, collaboration, and integrity.

Prior to joining Avison Young, Neil has held pivotal roles at Quadreal Property Group, Bentall Kennedy, Manulife Financial and, Founder & Vice President, Real Estate for ENN, Elevator News Network (now known as Captivate); as the Senior Vice President, Customer Experience at QuadReal, Neil championed an overarching objective to instill a ‘Customer First’ culture into all facets of the organization, and during his tenure at Bentall Kennedy, Neil was responsible for office and industrial property management across southern Ontario.

The opportunity to deliver value for clients through collaboration with colleagues at a vital, dynamic organization inspires Neil every day.



Dennis Lopez,
Chief Executive Officer, QuadReal Property Group

Dennis Lopez joined QuadReal as Chief Executive Officer in June 2017. He is responsible for the leadership of the company and its global investments. A seasoned real estate professional, Dennis brings broad international experience and deep relationships with global real estate leaders to QuadReal.

With over 30 years of industry experience in real estate acquisitions, development, M&A and financings Dennis has worked in the Americas, Asia and Europe. He served as the CIO of AXA Real Assets, the fifth largest global real estate investment manager. During his tenure at AXA, he was integral to approving over \$60 billion in acquisitions, sales and loans. Previously, Dennis served as the CEO of SUN Real Estate, a private equity firm operating in India and Russia; as Global Head of Real Estate at Cambridge Place, a London-based hedge fund; and was a Managing Director and European Head of Real Estate Investment Banking at J.P. Morgan.

He has held several board and industry memberships. Dennis is based in Vancouver, at QuadReal's head office.



Brian Rosen,
President and Chief Executive Officer | Canada at Colliers International

Canada’s leading commercial real estate services and investment management firm. Brian assumed his leadership position in March, 2020 and is responsible for driving growth and establishing the strategic direction of the business in the region. In addition to his role as President and CEO in Canada, Brian is also a member of the global senior executive team that sets the vision and strategy for Colliers International.

Prior to being appointed President and CEO in March 2020, Brian served as Chief Operating Officer | Canada at Colliers, overseeing operations of the Canadian business, including business development, finance and accounting, marketing and communications, IT and human resources.

Brian has spent his career fostering innovation and driving change, solving complex problems and continuously challenging and improving operations. An experienced General Manager, Corporate Strategist, Sales Leader, and Marketer, Brian worked at Iron Mountain for over a decade before joining Colliers, serving most recently as Senior Vice President and General Manager, Canada.

Panel #2

Have we entered a new stage in Canada’s PropTech evolution? Has the global pandemic changed the way we evaluate real estate technology and its contribution to the CRE business? This panel will discuss perspectives on the next chapter for PropTech in Canada and ways in which collective expectations and opportunities have changed in the sector



Brooks Barnett
Director, Government Relations & Policy, REALPAC

Brooks joined REALPAC in January 2014 and brings with him a wealth of experience in the field of government and stakeholder relations, and public policy. Brooks is responsible for advancing REALPAC’s advocacy positions through multiple levels of government via a transparent, open approach in line with REALPAC’s mission and vision. Brooks monitors the daily and long-term progress of relevant government legislation, produces monthly and as needed government relations updates, government submissions, in depth policy research papers and commentaries, and maintains close relationships with important government and stakeholder contacts. Brooks also closely monitors the developing Canadian real estate innovation space and writes on topics relating to ‘ PropTech’ and smart cities.

Prior to joining REALPAC, Brooks was a Policy Advisor in the Office of the Mayor of Toronto. While there, Brooks assisted with the management of diverse policy files, Council relations, and targeted stakeholder relations activities. Brooks has also worked on a myriad of political and non-profit campaigns at both the regional and national level.



Courtney Cooper,
Principal, Alate Partners

Courtney is a principal at Alate Partners, where she leads investments in real estate technology companies, provides portfolio support, and manages relationships with industry partners.

Prior to Alate, Courtney spent nearly 10 years in technology and operations at some of Canada’s leading real estate and financial services companies, including Dream and Great-West Life. Courtney is also the co-founder of PropTech Collective and a member of the ULI Toronto Advisory Board.

Courtney takes a human-centred approach, developed through her graduate studies in Strategic Foresight and Innovation at OCAD University. She holds a B.S. in Business Administration with a specialty in Operations from Georgetown University.



Thano Lambrinos,
Senior Vice President, Digital Buildings, Experiences & Innovation, QuadReal Property Group

Thano Lambrinos has over 15 years’ experience in the construction and building technologies space, and leverages digital transformation learnings across vertical markets to drive innovation and change in commercial real estate. At QuadReal, Thano works to deploy advanced technologies that redefine the way buildings are designed, built, managed, and how the occupants experience their environments. As Senior Vice President, he leads the Digital Buildings, Customer Experience & Innovation teams, and is focused on the development and execution of the digital strategy across a global real estate portfolio.

Panel #3

The adoption and use of analytics has become mission critical for building operations as we continue to navigate through a challenging and unprecedented pandemic. Learn from property case studies, and the challenges and silver linings that continue to evolve.



Peter Altobelli
Vice President of Sales and General Manager, Yardi Canada Ltd.

Peter has worked in the technology industry for more than 30 years and began collaborating with Yardi to establish a footprint in Canada in 1998. Yardi develops industry-leading property and investment management software for all real estate asset classes. Currently, Peter leads Yardi's presence in Canada with a focus on fostering client partnerships and introducing innovative products that drive growth and increase efficiencies. Peter's commitment to the CRE Industry through active participation on Ryerson University Real Estate Advisory Committee, as a board member of the Hamilton District Apartment Association and the Greater Toronto Apartment Association Charitable Foundation. A lifelong Hamilton resident, Peter is married with three children and received a diploma in Computer Technology from Mohawk College.



Jon Douglas
Director of Portfolio Services & Sustainability, Menkes Developments Ltd.

Jon is the Director of Portfolio Services & Sustainability for Menkes Developments Ltd which is a fully integrated real estate company involved in the construction, ownership and management of the office, residential, industrial, and retail properties, with a primary focus on the Greater Toronto Area. He is responsible for strategic sustainability development and overseeing the implementation of practices and standards that reinforce the Menkes' commitment to sustainability and social responsibility.



Dr. Marco Macagnano
Senior Manager, Digital Real Estate Leader, Deloitte Financial Advisory

Marco serves as the Digital Real Estate offerings leader for Canada at Deloitte Financial Advisory, pioneering profitable Go-To-Market strategies, digital transformation and strategy in project design, implementation and operations. This is achieved through end-to-end IoT solutions, data analytics, systems and platform solutions, strategic frameworks and experience design within a multi-disciplinary organizational context. Marco has over 15 years of professional experience and is an award-winning professional architect. He completed his Ph.D. in Architecture with a focus on Smart and Sustainable built environments in the Information Age, and was named a winner in Building Design + Construction's 2018 Global 40 Under 40 in the category of Architecture, Engineering and Construction (AEC). Marco also leads green building design and strategy as a former Director of the Green Building Council, catering to a sustainable future achieved through building energy efficiency and carbon neutrality.



Bill Masse,
Director, Digital Building Projects, QuadReal Property Group

As the Director of Digital Building Projects at QuadReal Property Group, with 20+ years of experience in building systems controls, construction, integration, and technology, Bill leads the deployment and implementation of QuadReal's global digital strategy. With a diverse set of technical and real estate expertise, Bill oversees the marriage of the aspirational use-cases and desired business outcomes with real practical application and implementation of technology – turning the ideas into reality. Bill's career has seen him go from being “on the tools,” to leading a technology integration firm, to starting his own software company – which lends to his exceptional ability to navigate many different skillsets in an effort to digitally transform real estate.

Panel #4

Technology will be key to driving and advancing the culture of innovation within organizations from a “people” perspective. How will it impact a hybrid work environment? How can it help to drive the tenant experience?



Susan Allen
President & CEO, BOMA Toronto

Susan is an accomplished real estate executive with over 19 years of experience in commercial real estate operations and management in both the office and retail sectors, and has held progressively senior positions in the industry. In her current role with BOMA Toronto, Susan has led the rebranding and growth of the organization, which is one of the largest BOMA Organizations in North America. She is responsible for the Associations' overall strategic planning focused on proactive advocacy, sustainability, education, and professional development of members. Prior to her current role Susan was the General Manager, CF Toronto Eaton Centre, Cadillac Fairview's 4 million square foot flagship asset, where she led a team of 160 people.

Susan currently sits as Treasurer on the Board of Directors for BOMI Education Canada, and is a former Chair, Board of Directors of BOMA Toronto, the former Chair of both the BOMA Canada and BOMA Toronto Awards Committees, and has judged properties on the local, Canadian, and International levels. She was elected to the WLI (Women's Leadership Initiative) Championship Team at ULI Toronto. Susan also sat on the Board of Directors of the Downtown Yonge Business Improvement Association, and was a member of the Advisory Council for the Real Estate Management Program at Ted Rogers School of Business at Ryerson University. She has won numerous property awards which include a Canadian TOBY Building of the Year and Earth Awards.



Sarah Clarke
Vice President, Office East, QuadReal Property Group

As a key member of the QuadReal Operational Excellence team, Sarah is responsible for leading the operations for QuadReal's East Office portfolio. She is widely regarded as a champion of the organization's objectives who conducts herself in a way that inspires and promotes excellence.

Sarah joined QuadReal in 2017 as the General Manager for Commerce Court in the heart of Toronto's Financial District where she was responsible for the strategic leadership and overall property management operations. Sarah has taken on increasingly senior roles, with her exceptional leadership, unwavering commitment to exceeding expectations and contributions to QuadReal and the industry at large.

In 2021, Sarah was the recipient of the Paul Cantor Award that recognizes a QuadReal colleague who defines dedication to excellence. Named in honour of QuadReal's Founding Chair, the award is presented by QuadReal's Board annually to a team member who embodies commitment to our values, to excellence and to community-building.



Claire Santamaria
Head of Human Resources, Oxford Properties Group

As Head of Human Resources for Oxford Properties, a leading global real estate investor, asset manager and business builder, Claire is responsible for leading people practices across Oxford's global business. She is a member of Oxford's Executive Committee as well as the OMERS HR leadership team.

Claire is a trusted, versatile and flexible leader and business partner, and has a deep understanding of Oxford's business and culture. She initially joined Oxford in 2008 to lead marketing at Canada's top performing shopping centre, Yorkdale, and quickly took on increasingly senior roles on the retail team. She was most recently Vice President, Yorkdale, with accountability for the operating performance of the \$3.5+ billion property and leadership of its 200+ person team.

Prior to joining Oxford, Claire worked at other retail real estate operators and investors.

Claire has a Bachelor of Arts from York University and completed Post Graduate Studies in Human Resource Management from Humber College. She lives in Toronto.

Panel #5

With a specific focus on experiential aspects, **how can technologies help us accelerate the transition into our new normal** and address improved building performance, improved environmental quality, increased comfort, productivity, and services?



Landry Biles
General Manager, TD Centre, The Cadillac Fairview Corporation Limited

Landry is currently responsible for the Toronto Dominion Centre (TD Centre), which is a 4.5 million square foot office complex in the heart of Toronto’s Financial District. Landry has supported operations at Cadillac Fairview since joining the organization in 2013. Prior to joining Cadillac Fairview, Landry spent over 10 years supporting manufacturing operations in organizations such as; Campbell Soup Company, ArcelorMittal-Dofasco and Saint-Gobain-CertainTeed. He is a Professional Engineer in the Province of Ontario and a graduate of Chemical/Biochemical Engineering from Western University.



Sarah Heppinstall
Vice President, Constructio, First Capital REIT

Sarah joined First Capital REIT in 2016 and is responsible for all construction projects across First Capital's portfolio. Sarah has over 15 years experience of managing a range of projects, meeting challenging budgets and schedules. Prior to joining First Capital, Sarah was a Project Manager at Colliers Project Leaders. Sarah holds an Honours Bachelor of Science degree and a Master of Science degree both in Project Management.



Demitrius Marshall
Chief Strategy Officer, RYCOM Corporation

Demitrius' passion for technologies and their real world application drives him to develop innovative solutions that exceed business expectations and solve problems before they occur for RYCOM Corporation. With over 20 years of experience, Demitrius is responsible for the long-term technical direction of RYCOM and leads the company's technologists to implement best-in-class market solutions and services. Demitrius brings the knowledge and vision to his role to evolve with the ever-changing pace of business. He serves as a trusted advisor who is truly invested in the success of his client's business.

Demitrius is a graduate of the University of Western Ontario. During the rare occasion that Demitrius is not at the office, he can be found chauffeuring his kids to their various activities and generally being a 24/7 referee. Even his dogs have given up on him. Demitrius also spends time on community work through various economic projects.



Steven Pacifico
VP, Sustainability, Innovation and National Programs, Epic Investment Services

Steven Pacifico is an energetic and motivated sustainability practitioner with over 20 years' experience working in the environmental and sustainability sector—working with corporations, government, and NGOs. His experience is focused on developing sustainability and stakeholder engagement business strategies. Steven currently works as the Vice President, Sustainability, Innovation, and National Programs for Epic Investment Services, a commercial real estate company, comprising over \$17.5B and 30+M square feet of assets under management in office, retail, industrial and multi-family residential classes extending across Canada and the USA. Prior to Epic, Steven lead Energy Exchange, an organization dedicated to energy/climate literacy and policy development. Steven was also the Director of Sustainability and Stakeholder Engagement for The Delphi Group. Steven has a Master of Environmental Studies in Business, Sustainability, and Change Management from York University and the Schulich School of Business and a Bachelor of Environmental Sciences, with Honours, from the University of Guelph.

Panel #6

The culmination of people, machine and processes lead to success. Technologies must be integrated into every aspect of operations: work standards, physical infrastructure and business processes. This requires investment.



Edi Demaj
Co-Founder, KODE Labs

Edi has over 8 years of experience in PropTech, particularly in smart, connected buildings and cities and is a key contributor to the vision and roadmap of KODE Labs. He's involved in helping bridge the gap between technology, product and other areas within the company. Edi also has over a decade of experience in real estate development, management, leasing, buying and selling of various types of buildings and portfolios. Previous to KODE Labs, he co-founded one of the fastest internet providers in North America, Rocket Fiber.



Arv Gupta
Senior Vice President, Operations Services, The Cadillac Fairview Corporation Limited

Arv is an accomplished operating Executive with extensive General Management background in Retail /Consumer Products and Services, known for building and transforming organizations to drive significant sales growth and value.

Accomplished in leading business units within multiple consumer industry sectors, including iconic consumer brands, driving “turnaround” performance, by gaining organizational commitment for revitalized business directions. Arv is currently the Senior Vice President of Operations Services, at Cadillac Fairview, with a mandate to drive national operational efficiency and effectiveness, while maintaining a standard of excellence in client experience across all properties.

Arv is a graduate of the University of Waterloo with an Honours Bachelor of Mathematics, and he holds a Master of Business Administration from Wilfrid Laurier University.



David Shearer
Director, Integrated Digital Services, Pinchin Ltd

With more than 18 years of environmental consulting experience, and nearly 5,000 projects to his credit, David is the Director of Integrated Digital Services for Pinchin offices, servicing clients and developing strategy nationally. David solves complex building related problems. He has a passion for technology and innovation, and leads Pinchin's Technology Strategy and is the chair of Pinchin's Innovation Team. Recognizing that digital transformation is as much about people as it is about technology, David actively engages in developing change management initiatives and organized rollouts to “cross the chasm” to maximize staff adoption and return on investment for the company.

David holds a Bachelor of Science degree in Environmental Science from the University of Guelph and Leadership in Energy and Environmental Design Accredited Professional (LEED AP), is a member of the Canadian Association of Radon Scientists and Technologists and is on the Canadian Green Building Council.

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As we look towards 2022, BOMA Toronto remains committed to providing our members, stakeholders and the Commercial Real Estate Industry with trusted, valuable, relevant resources and guidance. Thank you for your continued support. Your membership matters to us.

Renew your membership today! For membership enquiries, contact
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Thanks to the SMART Committee!

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