



Exhibition Place

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Management Report  
January 31, 2014

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## Executive Summary

- Combined Operating Income (Loss) for Exhibition Place and Allstream Centre for the month ended January 31, 2014 before net naming fees, building loan interest and amortization expense for the Allstream Centre was \$107,692 compared to a budget income of \$147,973 for an unfavourable variance of (\$40,281).
- Net Income for Exhibition Place and Direct Energy Centre for the month ended January 31, 2014 was \$227,604 compared to a budget income of \$246,682 for an unfavourable variance of (\$19,078).
- Operating (Loss) before interest and amortization expense for Allstream Centre for the month ended January 31, 2014 was (\$119,912) compared to a budget loss of (\$98,709) for an unfavourable variance of (\$21,203).
- The Sales & Marketing team secured 24 new events for Exhibition Place.
- Exhibition Place diverted 4,161,018 kg from 4,883,271 kg of waste in 2013, giving us a record waste diversion rate of 85.21% in 2013 compared to 82.56% in 2012.
- Exhibition Place's Recognition Committee received 87 staff nominations for the October/November period and Debbie Sanderson was voted in as the Year End Winner.
- Exhibition Place was awarded the 'Employer of the Year Award' by Ontario Job Opportunity Information Network (JOIN)

## NOTE

Finance staff continue to work on the year-end results for audit review. They will be presented in the next management report.

## January Financials for Combined Exhibition Place and Allstream Centre

Combined Operating Income (Loss) for Exhibition Place and Allstream Centre for the month ended January 31, 2014 before net naming fees, building loan interest and amortization expense for the Allstream Centre was \$107,692 compared to a budget income of \$147,973 for an unfavourable variance of (\$40,281).

### Exhibition Place

Net Income for Exhibition Place and Direct Energy Centre for the month ended January 31, 2014 was \$227,604 compared to a budget income of \$246,682 for an unfavourable variance of (\$19,078).

- Rental income from events of \$1,282,688 is favourable to budget by \$4,724 primarily due to higher than budgeted rental income from the Boat Show offset by budget timing of new events.
- Electrical net services of \$44,189 are unfavourable to budget by (\$92,280) primarily due to lower than budgeted net electrical services from the Boat Show, Bridal Show, Ultimate Travel Show combined with budget timing of new events.
- Food & Beverage concessions of \$109,825 are unfavourable to budget by (\$33,833) primarily due to budget timing of new corporate events.
- Show services from third party billings at \$285,655 are unfavourable to budget by (\$162,094) with corresponding decrease in related show expenses of (\$111,432) for a net unfavourable variance of (\$50,662) primarily due to budget timing of new events.
- Parking revenues at \$582,222 are unfavourable to budget by (\$51,611) with a corresponding decrease in parking expenses of \$9,000 for a net unfavourable of (\$42,611). This is primarily due to budget timing of new events.
- Program recoveries and interest income at \$12,601 are unfavourable to budget by (\$22,914) primarily due to lower than budgeted interest income and an unfavourable variance from BMO Field and Ricoh Coliseum recoveries due to lower level of labor services.

- Direct and indirect expenses at \$2,185,415 are favourable to budget by \$319,779 primarily due to lower utilities due to the energy savings initiatives, lower operational costs and lower direct expenses due to budget timing of new events. Indirect expenses include costs from various departments; these are Chief Executive Officer, Chief Financial Officer, General Manager, Marketing/Event Services, Corporate Secretary, Records & Archives,, Purchasing & Stores, Human Resources, Security, Finance, Operations, Facilities, Utilities, Special Appropriations, Telecommunications and wages & materials for base building upkeep and general maintenance of the grounds.

Direct Energy Centre accounts receivable as at January 31, 2014 was \$2,779,252 consisting primarily of:

- \$823,896 of deposits owed as contractual for future events of which \$622,910 has been received as of February 1, 2014.
- \$576,968 for services on completed events of which \$296,073 has been received as of February 1, 2014.
- \$155,263 for accounts with City Legal; this amount is fully provided for as a bad debt in the financial statements or the rental revenue has not been recognized as income and deferred as appropriate.
- \$15,264 owed for sponsorship arrangements, of which nil has been received as of February 1, 2014.

Exhibition Place accounts receivable as at January 31, 2014 was \$2,668,355 consisting primarily of:

- \$2,100,647 owed by tenants of which \$55,000 (3%) has been received as of February 5, 2014.
- \$90,549 for show services on completed events of which nil has been received as of February 1, 2014.
- \$38,516 owed by City for various services of which nil have been received as of February 1, 2014.
- \$8,256 owed by BMO Field for payroll costs of which nil have been received as of February 1, 2014.

#### Allstream Centre

Operating (Loss) before interest and amortization expense for Allstream Centre for the month ended January 31, 2014 was (\$119,912) compared to a budget loss of (\$98,709) for an unfavourable variance of (\$21,203).

- Rental income of \$10,941 is unfavourable to budget by (\$25,078) primarily due to budget timing of new events.
- Food & Beverage concessions of \$8,500 are unfavourable to budget by (\$30,500) primarily due budget timing of Cerise booked catered business.
- Show services net income from third party billings of \$1,089 is unfavourable to budget by (\$14,680) primarily due to budget timing of new business.
- Net parking revenue at \$1,400 is unfavourable to budget by (\$7,252) primarily due to budget timing of new business.
- Direct and indirect expenses at \$141,842 are favourable to budget by \$42,945 primarily due to lower utilities due to the energy savings initiatives and lower direct expenses due to budget timing of new events. Indirect expenses include costs from various departments. These are Marketing, Event Services, Security, Concierge, Finance, Cleaning and Décor, House Technician, Operations, Utilities and wages & materials for base building upkeep and general maintenance of the buildings.

Allstream Centre accounts receivable as at January 31, 2014 was \$284,495 consisting primarily of:

- \$127,047 for services on completed events of which nil has been received as of February 1, 2014.
- \$93,836 owed by Cerise Fine Catering of which nil has been received as of February 1, 2014.
- \$44,383 owed as contractual deposits for future events of which nil was received as of February 1, 2014.
- \$19,228 for accounts with City Legal; this amount is fully provided for as a bad debt in the financial statements or the rental revenue has not been recognized as income and deferred as appropriate.

## Sales and Marketing

### November/December Sales Effort

During this period, our Sales & Marketing team secured 24 new events for Exhibition Place. The events are categorized as follows:

- 12 meetings & conventions
- 3 trade & consumer shows
- 3 holiday parties
- 1 concert
- 1 sporting event
- 1 photo shoot
- 3 other

### November/December Sales Summary

New events held during this time period include CMA B2B Conference, CMPA 2013 Toronto Symposium, ExAc Examination, OAA 2013 Code Changes: OBC Part 3 & 9, Global Roundtable on Innovation Procurement, Canadian Science Policy Conference, ITAC – Board of Directors Meeting & Ingenious Awards Gala, Black Business and Professionals Association, College of Physicians and Surgeons of Ontario Methadone Prescribers Conference, CSAE Trillium Chapter Holiday Season Reception & Dinner, CDHF 2013 Digestive Health Summit, CTCMPAO Inaugural Meeting, OATC Physician Meeting, EPION-Think Tank on Education and Outreach, Grand Cru, 29<sup>th</sup> Annual Brita Resolution Run, The David Foster Foundation Gala, Ontario Centres of Excellence Inc., Accenture Consultant/Specialist Milestone Program, Accenture Manager/Level B, Michelin Tire Ride and Drive, iShares, Data Center Dynamics Converged Toronto, TechTarget: Modern Infrastructure Seminar, Meraki CMNA Training, Eleventh Annual Toronto Perioperative Transesophageal Echocardiography Symposium, EDM – Tiesto Concert, HR – Employee & Labour Relations Meeting, Taxicab Consultation Meeting, TTC Wheel-Trans Meeting, and FLARE Magazine Photo Shoot Still.

### Allstream Centre Hosted Events

On November 14<sup>th</sup> the Sales & Marketing Team partnered with Cerise Fine Catering to host a client event at which Allstream Centre was showcased to prospective clients. In order to create a buzz and leave an impression with the invited event planners, we gave away Jeannie Lottie handbags to all of the attendees. The event was a huge success.

On Tuesday December 3<sup>rd</sup>, 2013, Allstream Centre hosted the annual Canadian Society of Association Executives (Trillium Chapter) Holiday Gala. Themed on Great Gatsby and attended by almost 400 Association & Business Members, the reception and dinner was noted by many to be a tremendous success terms of attendance, entertainment, organization and food. Allstream Centre and Cerise pulled out all stops to ensure this event was a success and should be commended.

### Business Travel

Don Leddy participated at the Tourism Toronto Sales Mission in Chicago from November 13<sup>th</sup> to 15<sup>th</sup>. Tourism Toronto arranged for a luncheon with several event planners with potential business for Toronto. Additional client calls were arranged at client offices where there was opportunity to present Allstream Centre. The sales mission included an evening function at a Chicago Blackhawks game which served as a good networking opportunity.

Barb Outschoorn attended the Ottawa HVA client event with Tourism Toronto on November 29<sup>th</sup>. The event hosted prospective association clients to a reception followed by a hockey tournament. This annual, well-attended event is always a very successful opportunity for forging existing relationships and establishing new ones with clients.

Barbara Outschoorn and Don Leddy hosted a table while attending the CSAE Ottawa Chapter Holiday Gala on December 3<sup>rd</sup>. This is a well-attended and high exposure event that continually generates good will with both existing and prospective clients.

Ellen de Boer attended the annual International Association of Exhibitions and Events (IAEE) Conference in Houston Texas on December 10<sup>th</sup> to 12<sup>th</sup>. Ellen participated in the co-operative SMG booth during the two day trade show, which was attended by Senior Management from major trade and consumer show producing companies from around the world. Participation in SMG's booth provided us with a good opportunity for prospect sharing. While there, Ellen also attended the Annual SMG Sales Meeting, a great resource for learning industry trends hot client topics. This year's meeting centered on enhancing the exhibitor experience. Information from this meeting has been shared with Exhibition Place Exhibitor Services department.

Don Leddy and Barbara Outschoorn attended the MPI Christmas luncheon in Ottawa on December 12<sup>th</sup>. This event is smaller than the CSAE Holiday event which provides good opportunity to build relationships and network.

## Publicity

### Direct Energy Centre

- News Report during this period included **54** hits for Direct Energy Centre. Stories included: The Royal Winter Agricultural Fair; Toronto Boat Show; Pam Am Games; CRFA; Tiesto; One of a Kind Christmas Show; Ultimate Toronto Travel Show; The Living Wall; Print World; SIAL.

### Allstream Centre

- News Report during this period included **19** hits for Allstream Centre. Stories included: Grand Cru Culinary Wine Festival; Science Communication Initiative; Toronto East General Hospital Gala; All Energy Exhibition & Conference; David Foster Gala; Taxicab Consultation Session; UHN Conference; Canadian Science Policy Conference.
- A story titled "Cabbies Out in Force over Reform" ran in the November 21 edition of Metro News.

### Exhibition Place

- News Reports for this period include **29** hits for Exhibition Place. Stories Included: Things to do; Dufferin Bridge Closure; Chief's Gala; Solar Co-op Project; New Years.
- Marketing department sent a press release titled "Exhibition Place Receives Employer of the Year Award" on November 20.
- Marketing department sent a press release titled "Congratulations to Recently Promote Stephanie Lander CMP & Geoff Mak, CEM CMP" on November 25.
- An article titled "Connecting with Community a Key Goal for Exhibition Place" ran in Inside Toronto online magazine.
- Article written by Dionne Bishop, Marketing Coordinator titled "Exhibition Place – Canada's Year-Round Convention and Tourism Destination" ran in the fall issue of Our Toronto.
- An article titled "Pan Am Games: A Calculated Scramble to Toronto 2015" ran on December 16<sup>th</sup> in the Toronto Star.

### Social Media Mentions

- Total October number of mentions for Exhibition Place, Direct Energy Centre and Allstream Centre on social media platforms; Twitter; Blogs; Facebook is: **984**.

## Event Management Services

During the months of November and December, Event and Meeting Co-ordinators and Exhibitor Services staff at Exhibition Place, Direct Energy Centre and Allstream Centre were involved in the following events:

Exhibitions/Meetings/Conventions/Corporate Events	
NOVEMBER 2013	
<ul style="list-style-type: none"> <li>▪ RAWF</li> <li>▪ Accenture Consultant/Specialist Milestone Program- AC</li> <li>▪ 11th Annual Toronto Perioperative Trans-esophageal Echocardiography Symposium - AC</li> <li>▪ Ontario Centres of Excellence - AC</li> <li>▪ SAM Conference -AC</li> <li>▪ CDHF 2013 Digestive Health Summit - AC</li> <li>▪ ExAc Examinations -AC</li> <li>▪ CNE Mkt. Segmentation Research Presentation - AC</li> <li>▪ CRFA Board Meeting- AC</li> <li>▪ CAEM CEM Courses - AC</li> <li>▪ TREC</li> <li>▪ CMA B2B Conference - AC</li> <li>▪ Black Business &amp; Professionals Assoc. - AC</li> <li>▪ CMPA 2013 Toronto Symposium - AC</li> </ul>	<ul style="list-style-type: none"> <li>▪ CCA Natl. Integ. Project Del. Conf. - AC</li> <li>▪ Data Centre Dynamics Converged Toronto - AC</li> <li>▪ iShares - AC</li> <li>▪ College of Physicians (Methadone) - AC</li> <li>▪ OATC Physician Mtg. - AC</li> <li>▪ CTCMPAO Inaugural Mtg. - AC</li> <li>▪ Solicitor Exams</li> <li>▪ HR Employee &amp; Labour Relations Mtg - AC</li> <li>▪ Canadian Science Policy Conference - AC</li> <li>▪ Taxicab Meeting</li> <li>▪ EPION - Think Tank on Educ. &amp; Outreach- AC</li> <li>▪ OAA 2013 Code Changes - AC</li> <li>▪ School Library Resource Fair Fall - AC</li> <li>▪ CUPE Holiday Party</li> <li>▪ Michelin Tire Ride and Drive</li> <li>▪ ITAC Bd. Of Dir. Mtg. &amp; Ingenious Awards Gala - AC</li> <li>▪ Flare Magazine - AC</li> </ul>
DECEMBER 2013	
<ul style="list-style-type: none"> <li>▪ One of a Kind Christmas Craft Show</li> <li>▪ Global Roundtable on Innovative Procurement- AC</li> <li>▪ CSAE Trillium chapter Holiday Season Reception &amp; Dinner- AC</li> <li>▪ David Foster - AC</li> <li>▪ CGA Ontario December Session 3 Exams</li> <li>▪ TPA Children's Holiday Party</li> </ul>	<ul style="list-style-type: none"> <li>▪ Tech Target: Modern Infrastructure Seminar - AC</li> <li>▪ TTC Wheel-Trans Meeting</li> <li>▪ Meraki CMNA Training - AC</li> <li>▪ Accenture Manager / Level B - AC</li> <li>▪ Scotiabank Holiday Party</li> <li>▪ EDM - Tiesto</li> <li>▪ Resolution Run</li> </ul>

### Event Services

During the months of November and December, Event Co-ordinators were very busy with the lengthy set up for the RAWF and the One of a Kind Show, in addition to Solicitor and CGA Examinations, the Scotiabank Holiday party and other seasonal parties. Building management worked with clients to allow early move in in some cases to prevent and contain weather related issues, and to install some electrical and plumbing services.

The Tiesto EDM, a new and last minute addition, took place in Halls A and B of Direct Energy Centre. Emergency planning was completed in a condensed time frame, was reviewed and approved by authorities, and the event was a success. It is our understanding that the client will request to return for future engagements.

### Exhibitor Services

Two events with high volume orders, the RAWF and One of a Kind Show, were serviced in the months of November and December. Service order forms were also prepared and sent out for 2014 events.

We also conducted a year-end review to ensure all 2013 related orders were sent to Accounting, including an audit of the parking cash floats.

Jim Lee and Ken Jattan attended IAEE's Expo! Expo! conference in December at the Houston Conference Centre. Jim met with industry show organizers and also tour the conference facility. As a committee member of IAEE's Award's Committee, Jim had an opportunity to meet with his fellow Awards team. Ken took part in education sessions and staffed our exhibit booth at the trade show.

### Allstream Centre

The month of November was very busy with several back to back events and room turnovers. We had approximately 24 events with Accenture, ITAC and a successful Grand Cru all returning. There were many new clients and very positive feedback was received from all.

In December we hosted 6 events including two large galas, CSAE and the David Foster Foundation. These were both very successful and staff received lots of positive feedback on the services provided. Returning events were Meraki and Accenture.

In December, meeting coordination staff began training on use of the EBMS event management software for producing event resumes for events in Allstream Centre.

### Parking

Parking activity in November and December was similar to the same period last year. Increased parking activity from recurring major shows made up for the parking loss from two smaller shows not held this year.

Parking activity for the year was up slightly for the previous year, despite the temporary loss of spaces due to the Hotel construction. This was achieved in part through the co-operative efforts with shows in keeping non-essential vehicles off the grounds when space was limited.

## IT/Telecommunications

Telecom/IT finalized the upgrade of the Better Living Centre WiFi to the Cisco system, which was provided by Allstream. This completes the WiFi upgrade across the entire campus to the Cisco WLC 5508 controller.

The Telecommunications department assisted MLSE with data and voice services requirements due to the amalgamation of staff from BMO and Ricoh to the second floor West Annex.



Design for the telecommunications infrastructure for the new Exhibition Place offices in the south west side of Direct Energy Centre was undertaken.

Telecommunications/IT began the installation of the new enhanced electronic scheduling display system for the Cleaning Services. The new system provides a centralized video distribution system that could also be extended for digital signage uses if required.

The RAWF utilized the Exhibition Place IT infrastructure again this year for its live pay per use video streaming services. This year the editing service was done directly in their onsite offices using a direct high speed feed from RICOH Coliseum.

## Building Operations

### Mechanical

Please note that due to budget restraints imposed, and severe layoffs of trade staff for the month of December, minimal maintenance was performed throughout Direct Energy Centre and the grounds and was limited to emergency circumstances.

- Preparation for Royal Agricultural Winter Fair event move in/move out
- Installed new motor drives in Hufcor Walls A/B , B/C , C/D
- Completed minor floor repairs throughout with epoxy compound
- Completed repairs to: east entrance garage roll up door limits and return to track, East Annex inner roll up to Ricoh Coliseum, Heritage Court to swing space roll up, roll up cables on doors/docks #7,#10, #12

### Electrical

- Replaced burnt out lamps in Direct Energy Centre and west exterior walkways, in parking garage and tunnel to Allstream Centre, and in Royal Agricultural Winter Fair lobby
- Checked power to north east roll-up door and heat tracing on pedestrian and parking ramps
- Repaired East Annex lighting relays Ripped out old equipment Upper East Annex Kitchen
- Corrected deficiencies as listed in the Electrical Safety Authority Report
- Replaced pull chain switch for parking kiosks in the parking garage
- Checked lights in the outdoor directory map signs
- Fixed floor port in Hall C and shut off power to floor ports for cleaning
- Installed temporary breaker for diesel generator distribution panel

## Facility Services

The following maintenance projects and activities were completed in November and December by Facility Service staff or are on-going:

- Completed carpet cleaning at the Queen Elizabeth Building offices and Direct Energy Centre management offices and boardrooms.
- Post RAWF, completed sanitization and a dust blow-down of the ceilings in the Industry Building and East Annex.
- Hired approximately 100 students in preparation for RAWF, ensuring all workers underwent orientation and training.
- Swept the underground garage and pressure washed entrances in preparation for One of a Kind.
- Ordered 200 new tissue dispensers and many soap dispenser parts for the newly renovated Direct Energy Centre washrooms and completed extensive cleaning.
- Serviced six hockey games in Ricoh Coliseum and one soccer game at BMO Field.
- Completed arena turnover from ice hockey to equestrian horse jumping and back to ice hockey under stringent timelines.



- Placed road-salt boxes around our buildings in preparation for the winter season.
- Ordered and used approximately 100 metric tons of road salt throughout December due to very harsh weather conditions.
- Ordered and used 50 bags of *EcoTraction* ice-melter for walkways around Direct Energy Centre. (This product is 100% eco-friendly and does no harm to the environment)
- Lost only 3 large tree branches from our many trees due to an ice storm which is a testament to our tree maintenance program that is monitored and implemented throughout the year.
- Held an information session for Cleaning staff to inform employees of the new projects on the grounds and talk about our mandatory Work Reduction Plan and our recycling program.
- Continue to improve on our Waste Management Practices, diverting 4,161,018 kg from 4,883,271 kg of waste giving us a record diversion rate of 85.21% in 2013 compared to 82.56% in 2012.
- Completed an audit of the projectors in Allstream Centre to ensure operational readiness of the projection systems in all event spaces, including balancing bulb life to ensure consistent imaging.
- Completed a Technical Services inventory assessment in Direct Energy Centre and Allstream Centre to ensure accurate tracking of equipment.

The last two months of 2013 provided unique opportunities with the EDM concert in Direct Energy Centre and a Foundation event at Allstream Centre; both of these unique events required specialized skill sets including automated rigging/ staging systems and pyrotechnics. Staff rose to the challenge and both events were very successful.

## EXcellence in Action

Exhibition Place was awarded the 'Employer of the Year Award' by Ontario Job Opportunity Information Network (JOIN) for our commitment to hiring staff from Spinal Cord Injury of Ontario. . "Exhibition Place hire staff on a casual basis for event such at CNE and the Royal Agricultural Winter Fair. They have been very accommodating towards the needs of our Job Seekers by providing them with position that are suited to their needs and schedules" says Richard McCallum, Spinal Cord Injury of Ontario, in his nomination. "They are an employer of choice and each of the Job Seekers are looking forward to returning next year." The award was presented at the annual Fall Employer Conference lunch and award ceremony held at the Westin Harbour Castle on November 15<sup>th</sup>

Nancy Kloek and Doris Bertrand received an email dated November 4<sup>th</sup> from Allyshah Manji of Ontario Centres of Excellence which read "I just wanted to say thanks for everything, the event was huge success and your staff were great."

Peggy Johnston of IAEE sent an email dated November 4<sup>th</sup> to Jim Lee to invite him to "serve a one-year term as a member of the 2014 Awards Committee", which Jim accepted.

Miranda Salvatore and Kellie Smith of RCI Rogers sent an email dated November 6<sup>th</sup> to Denise DeFlorio; Sandra Marino, David Procopio and Geoff Mak regarding their Digital Day 3D event: "The banquet crew really completed the event with their attention to detail and very speedy service – Sandra, David and their crew were awesome!! We had people tweeting about the food!! Example: "Best non-conference food at a conference!" Ed – you were a huge help getting our AV in order and on budget! The room looked awesome! And your eye for the little things (the important little things!!) is so important and I am grateful for that! Denise –you were a pleasure to work with, once we got all the kinks with the union stuff worked out, the rest was easy! Thanks for your help on-site as well, in making sure we had everything we needed. Many thanks!"

Nancy Kloek received an email dated November 7<sup>th</sup> from Nancy Milani of Thunder Bay Chamber of Commerce: “Thank you so much and many thanks to your team at the centre. They were terrific to work with and most attentive to us!”

Jenelle DaSilva-Rupchand sent an email dated November 7<sup>th</sup> to Nancy Kloek which read “Thank you for playing a major role in the success of the CMA’s B2B Conference yesterday! I appreciated your patience [...] You handled these things with ease and I was pleased to work with you and the Allstream Centre team. “

Kathy Treanor received an email dated November 7<sup>th</sup> from Heather Reid regarding the CDHF 2013 Digestive Health Summit: “It was an absolute pleasure working with you – and I look forward to doing so again in the future!!!!

Ed Wall, Account Manager, Westbury National Show Systems received an email dated November 7<sup>th</sup> from Jenelle DaSilva-Rupchand “Thank you for playing a major role in the success of the CMA’s B2B Conference yesterday. [...] Dan, stationed in room 205C, was very helpful—[...] (Also, in the past, I’ve worked on-site alongside Mark and Mel and they were quite good as well.) It was a team effort with A/V. Thank you so much.”

Frank Weber of Tea Squared sent an email dated November 11<sup>th</sup> to Peter Jeffrey; Frank Martindale; Wayne McEldon; Mickey Atkinson, cc Hugh Craik: “I just wanted to say a quick thank you for making the 2013 Royal another success. [...] This year was the first time I had the pleasure to work with Hugh Craik. In many ways, this might have been the toughest year as there were many last minute additions and different pieces than expected. Hugh was absolutely amazing and was three steps ahead at all times. The speed in which the installations were handled was beyond expectations and it never felt like anything we asked for was a problem or a burden. Hugh made this Fair an absolute pleasure and that I want to thank him for.”

Peter Jeffrey and Jim Lee received an email dated November 12<sup>th</sup> from Richard Fortin regarding Tasleem Lokhat: “I am writing on behalf of the Northern Ontario Pavilion (55 exhibitors) to express our gratitude and appreciation for services provided by Taz during the Royal Agricultural Winter Fair. She handled several issues for me personally and for several of my exhibitors and works very closely with Geron Associates who design and assemble our booth and who have constant contact with her for months prior to the Fair. She is consistently helpful, pleasant and most important, does not give up until she finds a solution to our particular problem. We look forward to working with her again as we plan for next year's fair.”

Eman De Sutter sent an email dated November 13<sup>th</sup> to Nancy Kloek regarding the Datacentre Dynamics event: “[...] it was great to see you again and a pleasure to work with you and the Allstream and Cerise staff. “

Denise DeFlorio received an email dated November 15<sup>th</sup> from Pauline Christian which read “[...] You were awesome and it was a pleasure working with you! Thanks for the great suggestions in helping us to keep down the cost for the convention. You are appreciated!”

Theresa Beenken of National Speakers Bureau sent an email dated November 19<sup>th</sup> to Dionne Bishop which read “Congratulations to you and Allstream Centre for an incredible event last week featuring your space, the purse & catering/dessert lounge, and Rana Florida. It definitely felt like an ‘upgraded’ event and well designed opportunity to showcase your impressive venue at Allstream Centre. Trust you

are receiving positive feedback all around. We were proud to partner with you on this event. Please share my congrats with Laura, Tamer and the rest of your team. “

Denise DeFlorio received an email dated November 19<sup>th</sup> from Conrad Tang of College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario “Please accept our heart-felt thanks to you and your team for our event yesterday. Our event was successful and we wouldn’t be able to do it without your professional assistance!”

Amy Whittington of The College of Physicians and Surgeons of Ontario sent an email dated November 21<sup>st</sup> to Denise DeFlorio: “[...] You and your team were so accommodating, professional and always willing to help which made for a stress free event. I look forward to taking the client satisfaction survey as well as working with you at our April 2014 conference.”

Sandra Albione of Ophea (Ontario Physical and Health Education Association) said in her Client Satisfaction Survey: “I really enjoyed working with the majority of Allstream staff. They were knowledgeable, responsive and very accommodating for any changes. We look forward to being back at the venue next year.”

Doris Bertrand received an email dated November 25<sup>th</sup> from Jenelle DaSilva-Rupchand: “Thank you for playing a major role in the success of the B2B Conference on November 6<sup>th</sup>. I had another big project at the end of October that was not ideal timing and so I was quite busy around that time, so I especially appreciated your patience. I also appreciated that you handled many last-minute changes, particularly with the sponsor’s requests, with ease.”

Gail Bromell sent an email dated November 25<sup>th</sup> to Kathy Treanor; “I just wanted to take a minute to **thank you** SO MUCH for all of your assistance with CSPC! You were truly **amazing** from start to finish. I appreciate all of the time you spent with us for calls, meetings and also for the **excellent** on-site support. You’re **one of a kind** and I truly appreciate **everything!**”

Bradley Fletcher received an email dated November 26<sup>th</sup> from Tim Lilleyman: “The lunch served by Ovations on November 13<sup>th</sup> for the Royal staff was outstanding. The presentation, the selection & the taste made the group very happy. I know you went above & beyond for us & I appreciated it.”

Tracy Blyth wrote the following in her Client Satisfaction Survey for the CSAE Trillium Chapter Holiday Party, which took place on December 3<sup>rd</sup>: “[...] everyone we worked with were professional and courteous. Dionne Bishop and Nancy Kloek were great to work with and of course Don Leddy was great as well. Everyone was very responsive and provided valuable feedback during the process.”

Jessica Perreault of Conference Board of Canada sent an email dated December 4<sup>th</sup> to Kathy Treanor; “[...] everything was fantastic! Our guests were very happy. Thank you so much for all of your help, please also thank Dave (?) the guy who helped out with the AV. He went above and beyond – I appreciated his help so much. “

Patti Stewart sent an email dated December 4<sup>th</sup> to Arlene Campbell and Jeff Gay “I just wanted to share with you that at One of a Kind, our experience with your new caterer Ovations has been very positive. They have a great attitude, are very easy to work with and try very hard to give us what we ask for. “

Staff received a post-event email from CSAE Trillium Chapter on December 5<sup>th</sup> which included the following comments: “What a great time we had being glamorous at the Glamour & Gatsby CSAE

Trillium Chapter Holiday Season Dinner held at the **Allstream Centre**. The room was buzzing with such positive energy. Thank you to the teams at **AV Canada** and the **Allstream Centre** for so beautifully setting the mood and tone of the room.”

Exhibition Place’s Recognition Committee received 87 staff nominations for the October/November period. Following are the winners:

	<b>October/November Winners</b>
<b>Section 1</b>	Wasył Stasyszyn, Cleaning Services
<b>Section 2</b>	Sherman Sue, Facility Services
<b>Section 3</b>	Tasleem Lokhat, Exhibitor Services
<b>Section 4</b>	Mike Stevanovic, Building Operations
<b>Section 5</b>	Eric Keung, Security Services

October/November was the year end period for the Recognition Program, and a Year End winner was subsequently chosen and announced at a staff function on December 18<sup>th</sup>. We are thrilled to announce that Debbie Sanderson, Executive Assistant to the CEO, was unanimously voted in as the Recognition Program Year End Winner. Huge thanks to Debbie for being an EXcellent colleague!

## **Ovations Food Services**

### November

November was a great operational month for Ovations. The One of a Kind Show gave us the opportunity to operate two stand-alone a la carte restaurants during the show, one right in the show floor and the second in Café Soleil. In addition, Ovations offered three fixed concession locations and several sub-contractor partners to provide Food & Beverage services.

### December

December was a wonderful opportunity for Ovations to give back to our local community, thanks to Arlene Campbell for arranging contact with Street Connection Church. Ovations cooked and portioned a holiday turkey dinner on site, which was served to 1,200 homeless people at a church in Downsview on Saturday, December 21<sup>st</sup>. Grateful thanks go out to all of the volunteer staff from Ovations who gave of their time.

## **Cerise Fine Catering**

### November

November was a challenging month for the Cerise team due to both the diversity and volume of the events, which included the College of Physicians, Canadian Science Policy Association, Information Technology Association, Data Centre Dynamics, and the Taxi Drivers Association of Toronto. The facility played host to new and repeat guests, and staff performed admirably despite the challenges due to volume.

### December

December started with the return of CSAE’s Holiday Gala. The Great Gatsby themed event was a great opportunity for Chef Montague to showcase his culinary flair, which drew rave reviews from close to 400 Association and Business guests.

Two nights later the prestigious David Foster Foundation was welcomed and their one thousand guests enjoyed both fine dining and world class entertainment. Toronto's elite enjoyed performance by Andrea Bocelli, The Canadian Tenors, Earth Wind and Fire and of course, David Foster, all of whom lit the room with both their presence and talent.

Submitted by:

Arlene Campbell  
General Manager, Sales & Events

Submitted by:

Dianne Young  
CEO, Exhibition Place

## APPENDIX A

### Combined Exhibition Place and Allstream Centre Financial Summary

	<b>Statement Of Operations Highlights</b>		
	<b>For the one month ended January 31, 2014</b>		
	<b>Actual</b>	<b>Current Month Budget</b>	<b>Fav (Unfav) Variance</b>
	\$	\$	\$
Event Income	2,523,870	2,939,621	(415,751)
Direct Expenses	161,702	297,443	135,741
Indirect Expenses	2,254,476	2,494,205	239,729
<b>Operating Income (Loss) before building loan interest &amp; amortization and naming fees</b>	<b>107,692</b>	<b>147,973</b>	<b>(40,281)</b>
Interest expense - Allstream Centre	149,219	149,219	-
Amortization expense - Allstream Centre	129,216	129,216	-
<b>Operating Income (Loss) before naming fees</b>	<b>(170,743)</b>	<b>(130,462)</b>	<b>(40,281)</b>
Contribution from (to) Conference Centre Reserve Fund	205,684	184,481	21,203
<b>Net Income (Loss)</b>	<b>34,941</b>	<b>54,019</b>	<b>(19,078)</b>

(1) Operating Income for the Board before interest on City loan, amortization of building improvements net of contribution from naming fees is \$107,692 compared to a budgeted Operating Income of \$147,973 for an unfavourable variance of (\$40,281).

(2) Amortization is a non cash item as related to the capitalization of the asset for the Allstream Centre.

**EXHIBITION PLACE  
FINANCIAL STATEMENT HIGHLIGHTS  
JANUARY 2014 AND COMPARATIVES**

	MONTH			2013 ACTUAL	
	ACTUAL	BUDGET	VARIANCE	ACTUAL	YOY VARIANCE
Number of Events	5			4	1
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Direct Event Income	1,524,996	1,669,392	(144,396)	1,516,344	8,652
Ancillary Income	232,183	353,914	(121,731)	206,520	25,663
Advertising and Sponsorship	17,138	17,482	(343)	17,981	(843)
Rent-MLSE-Ricoh Coliseum	43,879	41,740	2,139	43,879	-
Naming Rights	88,921	101,667	(12,746)	101,667	(12,746)
Parking EP	582,222	633,833	(51,611)	559,758	22,464
Program Recoveries and Other	12,601	35,515	(22,914)	11,378	1,223
<b>Total Event Income</b>	<b>2,501,940</b>	<b>2,853,543</b>	<b>(351,603)</b>	<b>2,457,527</b>	<b>44,413</b>
Direct Expenses	160,222	273,658	113,436	199,383	39,161
Indirect Expenses	2,025,193	2,231,536	206,343	1,972,947	(52,246)
Naming Rights	88,921	101,667	12,746	101,667	12,746
<b>Total Event Expenses</b>	<b>2,274,336</b>	<b>2,606,861</b>	<b>332,525</b>	<b>2,273,997</b>	<b>(339)</b>
<b>Net Income (Loss)</b>	<b>227,604</b>	<b>246,682</b>	<b>(19,078)</b>	<b>183,530</b>	<b>44,074</b>



**ALLSTREAM CENTRE  
FINANCIAL STATEMENT HIGHLIGHTS  
JANUARY 2014 AND COMPARATIVES**

	<b>MONTH</b>			<b>2013 YTD</b>	
	<b>ACTUAL</b>	<b>BUDGET</b>	<b>VARIANCE</b>	<b>ACTUAL</b>	<b>YOY VARIANCE</b>
Number of Events	2			4	(2)
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Direct Event Income	12,030	36,019	(23,989)	25,374	(13,344)
Ancillary Income	8,500	41,407	(32,907)	3,989	4,511
Parking Revenue	1,400	8,652	(7,252)	734	666
<b>Total Event Income</b>	<b>21,930</b>	<b>86,078</b>	<b>(64,148)</b>	<b>30,097</b>	<b>(8,167)</b>
Direct Expenses	1,480	23,785	22,305	2,000	520
Indirect Expenses	140,362	161,002	20,640	145,442	5,080
<b>Total Event Expenses</b>	<b>141,842</b>	<b>184,787</b>	<b>42,945</b>	<b>147,442</b>	<b>5,600</b>
<b>Operating Income (Loss) before building loan interest &amp; amortization and naming fees</b>	<b>(119,912)</b>	<b>(98,709)</b>	<b>(21,203)</b>	<b>(117,345)</b>	<b>(2,567)</b>
Interest expense	149,219	149,219	-	153,039	3,820
Amortization expense	129,216	129,216	-	129,216	-
<b>Operating Income (Loss) before naming fees</b>	<b>(398,347)</b>	<b>(377,144)</b>	<b>(21,203)</b>	<b>(399,600)</b>	<b>1,253</b>
Contribution from/(to) Conference Centre Reserve Fund	205,684	184,481	21,203	161,235	44,449
<b>Net Income (Loss)</b>	<b>(192,663)</b>	<b>(192,663)</b>	<b>-</b>	<b>(238,365)</b>	<b>45,702</b>

Note 1. 2014 Allstream Centre Total Event Income Budget was based on Proforma and 2013 actual.

**DIRECT ENERGY CENTRE AND ALLSTREAM CENTRE  
EVENT STATISTICS  
FOR THE ONE MONTH ENDED JANUARY 31, 2014**

**DIRECT ENERGY CENTRE**

	<u>MONTH ACTUAL</u>		<u>YTD ACTUAL</u>		<u>PRIOR YEAR ACTUAL</u>	
Attendance [Note:1]	128,380		128,380		100,000	
	(NOTE 1)		(NOTE 3)		(NOTE 2)	
<u>EVENT</u>	<u>ACTUAL # OF EVENTS</u>			<u>NET EVENT INCOME</u>		<u>REFRESHMENT</u>
	2014	2013	2012	ACTUAL	BUDGET	PER CAP'S ACTUAL
	#	#	#	\$ (IN '000'S)	\$ (IN '000'S)	\$ (IN '000'S)
Consumers Show	4	3	2	1,524	1,283	4.48
Trade Show	0	0	1	-	-	-
Exam	0	0	0	-	-	-
Photo/Film Shoot	0	0	0	-	-	-
Meeting/Corporate	1	0	3	8	-	-
	<b>5</b>	<b>3</b>	<b>6</b>	<b>1,532</b>	<b>1,283</b>	<b>4</b>

**ALLSTREAM CENTRE**

	(NOTE 4)			(NOTE 3)		(NOTE 2)
<u>EVENT</u>	<u>ACTUAL # OF EVENTS</u>			<u>NET EVENT INCOME</u>		<u>REFRESHMENT</u>
	2014	2013	2012	ACTUAL	BUDGET	PER CAP'S ACTUAL
	#	#	#	\$ (IN '000'S)	N/A	\$ (IN '000'S)
Gala	0	0	0	-	-	-
Conference	0	2	1	-	-	-
Reception	0	0	0	-	-	-
Meeting	2	2	5	10	-	-
Photo/Film Shoot	0	0	0	-	-	-
Exam	0	0	2	-	-	-
	<b>2</b>	<b>4</b>	<b>8</b>	<b>10</b>	-	-

Note: 1 Attendance estimates provided by Show Management.

Note: 2 Refreshment per cap's based on information reported by Ovations/Cerise.

Note: 3 Net event income includes rent and services, ancillary income includes catering and electrical commissions.

Note: 4 Allstream Centre opened on October 2009.

**COMBINED EXHIBITION PLACE AND ALLSTREAM CENTRE  
CHEQUE DISBURSEMENTS - JANUARY 2014  
GREATER THAN \$50,000**

Chq No	Date	Amount	Description
		\$	
	07/01/2014	ADP CANADA	322,854.30 SALARY PAYROLL
	08/01/2014	ADP CANADA	127,363.22 HOURLY PAYROLL
	15/01/2014	ADP CANADA	184,242.31 HOURLY PAYROLL
	21/01/2014	ADP CANADA	323,275.10 SALARY PAYROLL
	22/01/2014	ADP CANADA	220,931.30 HOURLY PAYROLL
11793	03/01/2014	ENBRIDGE	56,061.51 2013 NOVEMBER GAS
11797	02/01/2014	CITY OF TORONTO	63,099.52 2014 LOAN PAYMENT
11833	07/01/2014	LOCAL 58 BENEFOTS FUND	63,609.42 2013 DECEMBER UNION DUES
11814	07/01/2014	CITY OF TORONTO	76,423.66 PREMIUM FOR DENTAL & LIFE FOR JANUARY 2014
11908	15/01/2014	R-CHAD GENERAL CONTRACTING	90,218.07 2013 CAPITAL WORKS - DEC WASHROOM
11812	07/01/2014	CORFLEX INC	119,779.98 2013 CAPITAL WORKS - DEC PARTITION WALL SYSTEM
11876	15/01/2014	CITY OF TORONTO	156,519.96 2013 4TH QRT LEGAL & CEO SALARY
11796	02/01/2014	CITY OF TORONTO	222,689.97 2014 JANUARY LOAN PAYMENT
11846	07/01/2014	R-CHAD GENERAL CONTRACTING	247,824.59 2013 CAPITAL WORKS - DEC WASHROOM
11795	03/01/2014	TORONTO HYDRO ELECTRIC SYSTEM	309,879.25 2013 NOVEMBER HYDRO
		<b>DISBURSEMENTS OVER \$50,000</b>	<b>2,584,772.16</b>
		<b>OTHER DISBURSEMENTS</b>	<b>569,429.83</b>
		<b>TOTAL DISBURSEMENT</b>	<b><u>3,154,201.99</u></b>

**The Board of Governors of Exhibition Place  
Balance Sheet  
As At January 31, 2014**

	Jan-14	Jan-13
	\$	\$
<b>FINANCIAL ASSETS</b>		
CASH	835,352	4,054,413
SHORT-TERM INVESTMENTS	2,000,000	2,800,000
TRADE ACCOUNTS RECEIVABLE	7,108,188	2,765,771
ALLOWANCE FOR DOUBTFUL ACCOUNTS	(250,830)	(384,614)
NET ACCOUNTS RECEIVABLE	6,857,359	2,381,158
SALES TAX RECOVERABLE	294,001	(292,246)
OTHER RECEIVABLE	2,827,053	5,141,329
RECEIVABLE FROM THE CITY OF TORONTO	7,502,116	7,502,116
<b>TOTAL FINANCIAL ASSETS</b>	<b>20,315,881</b>	<b>21,586,769</b>
<b>LIABILITIES</b>		
ACCOUNTS PAYABLES - TRADE	613,051	1,168,378
ACCRUED LIABILITIES	3,392,705	2,426,072
SALES TAX PAYABLE	918,583	(99,688)
CONFERENCE CENTRE RESERVE FUND	88,921	97,333
DEFERRED REVENUE	8,806,822	6,599,540
OTHER CURRENT LIABILITIES	734,797	716,856
EMPLOYEE BENEFITS PAYABLE - PSAB	9,004,270	9,004,270
OTHER LIABILITIES	518,717	518,717
LOAN PAYABLE - ERP PROJECTS	6,702,186	7,173,308
GOVERNMENT ASSISTANCE	1,500,566	1,633,742
LOAN PAYABLE- FCM CAPITAL ASSET	1,671,805	1,756,802
LOAN PAYABLE- CONFERENCE CENTRE ASSET	35,522,220	36,422,920
NET INCOME (LOSS) CURRENT	34,941	(54,835)
PRIOR YEAR SURPLUS	(5,282,063)	913,991
<b>TOTAL LIABILITIES</b>	<b>64,227,521</b>	<b>68,277,406</b>
<b>NET DEBT</b>	<b>(43,911,640)</b>	<b>(46,690,637)</b>
<b>NON-FINANCIAL ASSETS</b>		
INVENTORIES	72,172	72,939
PREPAID EXPENSES	36,308	122,023
STEP UP RENT/OTHER RECEIVABLE	1,352,973	1,470,735
FIXED ASSETS		
EQUIPMENT	55,532,284	55,532,284
ACCUMULATED DEPRECIATION -	13,082,097	10,507,343
EQUIPMENT - NET	42,450,187	45,024,940
<b>TOTAL NON-FINANCIAL ASSETS</b>	<b>43,911,640</b>	<b>46,690,637</b>

# Summary of Sole Source Commitment Activity by Reason - November 1, 2013 to December 31, 2013

Part A of the report below informs the Board of the sole source activity for Exhibition Place including sole source purchases approved through the Board. The format used to provide the information below is the same used by the City of Toronto Purchasing and Materials Management Division (PMMD) so as to maintain consistency and uniformity in reporting.

Procedures for the processing of sole source purchase are outlined below and include due diligence measures to ensure that:

**Part A**

- (1) Detailed explanation is provided for the sole source purchase.
- (2) Sole sourcing is an appropriate method to obtain the needed goods and/or services
- (3) Proper approvals as outlined in the Board Financial By Laws are obtained before processing a sole source purchase; and
- (4) Where possible, the process is in accordance with current market conditions and prices offered to other customers.

Total sole source activity from November 1 to December 31 total is \$88,268.74. The percentage of dollar value of sole source purchasing activity for goods and services compared to the total purchasing expenditures of \$2,057,156.87 is 4.3% for this period. The revised annual percentage year to date is 6.7% on purchasing expenditures of \$7,658,873.35.

**EP Program**

Reason for Sole Source	Number of Commitments	Number of Suppliers	Total Value
Match Existing Equipment/Service	0	0	\$ -
Specialized Services	1	1	\$ 7,700.00
Ensure Warranty Maintenance	0	0	\$ -
Emergency	0	0	\$ -
Time Constraints	0	0	\$ -
Bridging Contract	0	0	\$ -
Proprietary/Trademark/Patent	0	0	\$ 32,114.60
Health & Safety Issues	0	0	\$ -
Other Reasons -Used Equipment	0	0	\$ -
Other Reasons - Number of firms with total value of various separate orders exceeding \$3,000 (See Note)	42	10	\$ 48,454.14
<b>Total</b>	<b>43</b>	<b>11</b>	<b>\$ 88,268.74</b>

NOTE: Reporting Protocol requires that staff report on total value of all commitments to any single vender that in total exceed \$3,000 for the previous 12 months, where no competitive process has taken place.