



PROPERTY MANAGEMENT

ACHIEVING HIGH TENANT SATISFACTION THROUGH INTELLIGENT PROPERTY MANAGEMENT.

Backed by 40 years of proven property management and leasing experience, Morguard has earned a reputation for delivering leasing expertise, health and safety programs and sustainable operations. The result – high tenant satisfaction.

TENANT SATISFACTION

Morguard provides a structured and disciplined service approach through a proven operational management platform. We make it our business to put tenants first to maintain high tenant satisfaction.

ENGAGEMENT

Our tenant satisfaction program values engagement, from all levels, to foster collaboration. We engage directly with tenants to proactively address their changing business needs.

RESPONSIVENESS

A consistently high level of service is critical to tenant satisfaction. To facilitate responsiveness, Morguard's service platform, SERVICE LINK, expedites the resolution of service requests and streamlines workflow and communication. SERVICE LINK is a user friendly, internet-based dispatching service that routes all requests directly to the on-site property management team and tracks service response times. Tenants have 24/7 real-time access and can follow the progress or status of requests from start to completion.

MEASUREMENT

We continually measure the effectiveness of our property management programs to maintain high levels of tenant satisfaction. We do this through a joint review of fulfillment of operational plans and sustainability programs, and we undertake formal tenant studies to validate tenant satisfaction and engagement.

LEADERS IN TENANT SATISFACTION

Morguard retained Altus InSite, a commercial real estate research firm, to conduct a tenant satisfaction study within our managed commercial office portfolio in Canada. Morguard achieved high service levels and outperformed Altus InSite's industry benchmark (market norms) in every key area.

OVERALL SATISFACTION



LIKELIHOOD TO RECOMMEND



ISSUE RESOLUTION SATISFACTION

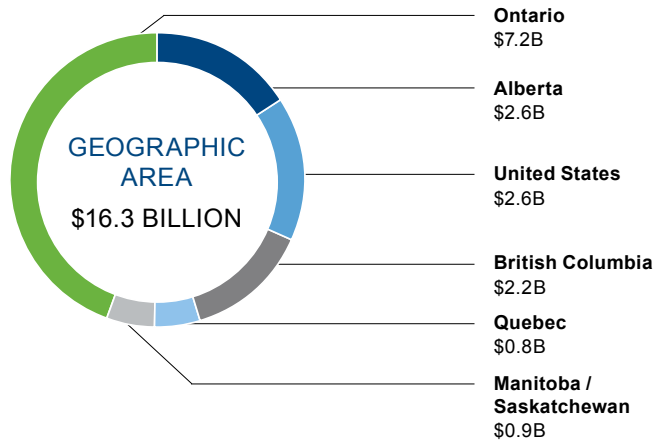


LEASING EXPERTISE

Morguard's team of in-house leasing experts have an in-depth understanding of their regional markets and are committed to matching the right space with tenants' business needs. Every lease is supported with the latest market research to guide negotiations and to ensure an informed decision for a positive long-term tenant relationship.

REAL ESTATE ASSETS OWNED AND UNDER MANAGEMENT

As at December 31, 2016



HEALTH & SAFETY



Morguard has taken a leadership position as a company, and in the real estate industry, to invest in programs that protect people in our owned and managed properties. We have been recognized as one of Canada's Safest Employers by Thomson Reuters for four years running for outstanding performance of the development and delivery of Occupational Health and Safety programs. Tenants benefit from Morguard's management of operational risk at the property level.

We have made valuable investments in programs such as employee training, emergency management and business continuity planning. Over the past decade, these investments have allowed Morguard to create effective, on-site property management teams with strong competencies in risk mitigation. Our efforts are focused on ensuring compliance to regulatory requirements for all building operations and extend to programs such as workplace hazards assessments and controls to air quality programs.

Our commitment to health and safety is among the best for employees, tenants and guests – that account for more than 120 million visits annually to our owned and managed commercial portfolio.

SUSTAINABLE OPERATIONS

To support property sustainability, Morguard works collaboratively with tenants to define goals and identify opportunities to improve operating performance through reductions in energy and water consumption, greenhouse gas emissions and waste.

Our commitment to sustainability continues with our national environmental program, GREEN LINK, that delivers continuous "greening" of properties. We also maintain tenant and employee engagement by promoting green building programs, technologies and practices.

Morguard is committed to achieving BOMA (Building Owners and Managers Association) and LEED (Leadership in Energy and Environmental Design) Certifications showing continuous improvement in operational performance at both existing and new buildings.

LEADERS IN SUSTAINABILITY

Morguard's focus on sustainability has resulted in managing operating costs and lowering the carbon footprint of our owned and managed Canadian commercial portfolio. Over the past five years, owners, tenants, and Morguard have worked collaboratively to achieve significant reductions in every category.

14.6%

REDUCTION IN ENERGY USE (ekWh)

22.8%

REDUCTION IN GREENHOUSE GAS (tCO)

34.5%

REDUCTION IN WATER (m3)

51.0%

WASTE DIVERSION RATE

Morguard

Real Estate Potential. Realized.

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Morguard is a fully integrated real estate company with \$16.3 billion of real estate assets under management across North America. With a proven real estate management platform, Morguard delivers high tenant satisfaction through leasing expertise, health and safety programs and sustainable operations.

CONTACT

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