

Appendix C

EXcellence in Action

All quotes below are printed with the permission of the client as noted.

Jeremy Persaud sent an email dated April 8th to Barbara Outschoorn, Senior Account Executive, regarding service received by Theasha Ellis, Event & Meeting Coordinator, and Emily Kempe, Facility Coordinator; "The staff at Exhibition Place were very courteous with their assistance to make this possible and the amount of hospitality shown played a huge role in our successful shoot. Not only did we exceed our own expectations when we reviewed our final production.... [...] ... all the hard work that Barb has put in to facilitate our production. She has been very helpful and has spent many undocumented hours to make sure that all areas were covered. Without her none of this would be possible. [...] I would also like to thank Emily and Theasha for their hospitality, being extremely considerate during our time of technical difficulties, and for responding immediately."

Charissa Logna sent an email dated April 21st to Nancy Kloek, Event & Meeting Coordinator, cc Tony Porter, Director of Security & Transportation; "This is just a little note to send you the BIGGEST THANK YOU for all the support and help you provided to us over the past three weeks. We FINALLY wrapped up our last TIC Trial today and despite the mixed bag of weather, it went well. Thank you so much for your patience and working directly with our applicants. Tony you have a superstar!"

Don Boyle, CEO, and Tony Porter, Director of Security & Transportation, received an email dated April 30th from Sunny Petrujkic from City of Toronto regarding street sweeper testing at Exhibition Place; "I wanted to send a note of thanks and express my sincere gratitude to Tony, Paul, Rocco and the entire EX Place Operations team for allowing us to conduct the City of Toronto Street Sweeper and U of T Air Quality testing along Manitoba Drive earlier this week. I am happy to report that we had two very successful days and everything went as planned. [...] I appreciate your time and cooperation with staging and parking. I look forward to working together again in the future"

Colin Dimock of Solotech sent an email dated May 19th to Alba Mercury, Event Coordinator, and Peter Garraway, Production Coordinator; "I wanted to thank you on behalf of Mike, Greg and myself for all of the hard work that you and your staff put in over the past month to make this show a success. From the multiple site inspections, to the numerous email answers and hospitality you provided our Solotech team on-site. I also wanted to mention that Local 58 were incredible to work with and they went above and beyond to make this show happen, especially with all of the last minute additions and how busy our industry is right now. Richard Snow did an excellent job as our IA crew chief and you're lucky to have him. We look forward to coming back to your facilities in the near future."

The management and staff of exhibition Place received an undated letter from Tim Carr, Michelle Carr and Kathy-Joan Carr of Muskoka, Ontario:

"Back in 2019 we attended the Regional Convention of Jehovah's Witnesses held at your facility. Due to COVID-19 developing in 2020, it was the last in person convention we were able to hold. Hopefully that day is changing soon. Anyway, we wanted to send a note to you all expressing our appreciation and gratitude for the efforts and care that you took when we all were there. Thank you for all that you did in helping our event go so smoothly. We cannot fully imagine how difficult the past two years have been for you all with all the lockdowns, shutdown and severe limits on the number of people allowed in your facilities. We hope for better days in the near future. Nonetheless, we are sure as you open up again, you will be working diligently to keep yourselves and your visitors safe and healthy. Your efforts are greatly appreciated. We also hope that you, your families and loved ones remain safe and healthy in the days to come. Once again, thank you for helping to make our international convention an enjoyable success.

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Rebecca Furler of Mosaic North America, planner for the Ride to Conquer Cancer event at Exhibition Place, sent an email dated June 20th to Nancy Kloek, Event and Meeting Coordinator; “Thank you so much for your lovely email. Working with you was an absolute pleasure and I want to express my deepest gratitude for all the help you provided to us in the lead up and during the event. You made a super complicated event so much easier for us to execute.”