

Stop By the Canada Pavilion

The Ontario Ministry of Enterprise, Opportunity and Innovation, in partnership with Investment Partnerships Canada, invite you to stop by their 6,000 sq. ft. pavilion for a taste of Canada or simply a moment's rest.

Located in the Host Reception Area, just south of the Convention Hall, the Pavilion will provide a variety of business conveniences, refreshments, courtesy phones, message board, or a chance to unwind with a shiatsu neck massage. There will also be maps, research reports and other information about Toronto, Ontario and Canada in general.

"This is an excellent opportunity for people, particularly our American visitors, to take a look at Toronto and the province of Ontario, and see the positive things that are happening with respect to the economy here, in terms of job creation and the positive real estate environment as well," said John Davidson, Manager, U.S. Investment Sales, Ontario Ministry of Enterprise, Opportunity and Innovation.



Metro Toronto
Convention Centre,
Toronto, Ontario

Site Selectors Want Functional Information—Fast

Forget pretty pictures, real estate professionals want the right facts at their fingertips, according to a recent article published by the International Economic Development Council (IEDC).

A solid website that's light on graphics but long on useful content was high on site selectors' wish lists. This information-driven strategy has served as a model for the **Ontario Investment Service** and their website profiling Ontario at www.2ontario.com.

Visit the site and you'll find a brief overview of Ontario, community profiles, news about recent corporate investments and business immigration assistance. You will also be able to quickly download brochures, research reports, maps and newsletters.

There's also a special section for site selection professionals which offers detailed introductions to Ontario and Canada. Site selectors can download a variety of data, charts and graphs and import them directly into presentations.

Contact Centers Continue to Spark Investment

Ontario topped all other Canadian provinces in 2002 for Customer Contact Center job creation and new Customer Contact Center deals, according to Steve Demmings, President of **Site Selection Canada**.

Ontario offers strategic advantages to companies looking to expand their customer contact centers and other facilities, said Demmings, whose firm specializes in providing consulting services and site location alternatives to U.S. and Canadian companies.

"When you look at where the expansions are taking place in Canada, and specifically in Ontario, there is definitely a trend to smaller, Tier II and Tier III cities, of which Ontario has a disproportionate share."

"You're also seeing a lot of communities in Ontario which are resource-based or mining-based. They have higher levels of unemployment or underemployment, which can be very attractive to the U.S. customer contact center industry," Demmings said. "The issue which continues to manifest itself is the supply of labor, the quality of labor—an educated workforce, and Ontario has an abundance of that."

"I think the customer contact center industry has raised the consciousness among U.S. decision-makers in other sectors—that there's something up here in Canada to their advantage."

"There's going to be a new wave of U.S. businesses that will discover there's a great product up here. There are huge operational efficiencies, due to the U.S. dollar, diverse labor pool, and great infrastructure," Demmings said. www.siteselectioncanada.com

**Looking for a prime location
for business investment?**

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For more information about Ontario, visit www.2ontario.com/call31 or call 1 800 819-8701.

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SPECIAL REPORT

**CORENET
GLOBAL
SUMMIT
2003 TORONTO**

CoreNet Global Summit Heads for Toronto

CoreNet Global, the world's premier association for corporate real estate and related professionals, is scheduled to hold its 2003 Global Summit in Toronto, Ontario, Canada, May 3-7, 2003.

CoreNet Global is a professionally and geographically diverse organization with a network of 53 locally-based chapters in five global regions: Asia, Australia, Europe, Latin America and North America, including Canada. Its nearly 7,000 members manage \$1.2 trillion in assets globally, totaling 700-billion square feet of owned and leased office, industrial and other space.

Building on a Positive Toronto Experience

"CoreNet Global is excited to be coming to Toronto, which we view as an important center of global business, commerce and culture," according to Peggy Binzel, President and CEO CoreNet Global.

"This event is all about convening the decision-makers who drive the corporate workplace and who influence location decisions for major companies. So the venue needs to offer the right mix of meeting and hotel accommodations, as well as access to area amenities and attractions. We're confident that Toronto has this blend of facilities and attractions as a major international business center," Binzel said.

The Global Summit is building on the success of a previous IDRC conference held in Toronto in 1995. The three-and-a-half-day Summit and Expo is expected to attract more than 2,000 corporate real estate executives and related professionals from the most prestigious and respected corporate real estate firms and corporations, including many Fortune 1,000 companies around the world. In addition, most of the top site selection consultants in North America are CoreNet Global members and will be attending this event.

For more information about Ontario, visit www.2ontario.com/call31 or call 1 800 819-8701.

Ontario Welcomes CoreNet Delegates

The Honorable James M. Flaherty
Minister of Enterprise,
Opportunity & Innovation
Province of Ontario



On behalf of the Government of Ontario, and as a member of the Honorary Board of the Host Organizing Committee for the Toronto 2003 CoreNet Global Summit, I can tell you first-hand that we have a lot in store for you.

Hundreds of volunteers are already planning for your arrival and organizing a terrific four days.

We'll be showcasing the best of Ontario, highlighting Ontario's diverse business community and the strength and competitiveness of our economy.

As you know, the theme of the Toronto Summit is: *Driving Innovation and Value in a Challenging Economy* and it's an appropriate theme for our province.

Ontario is unleashing the power of innovation. We've lowered taxes and put the conditions in place to help Ontario businesses research, develop and commercialize new products and compete on the global stage.

Ontario's commitment to innovation is only one part of the compelling business case that we offer. We look forward to presenting Ontario's strengths more fully during the Toronto CoreNet Global Summit.

The Government of Ontario is proud to be a sponsor of this event together with our government partners and private sector sponsors.

We all join in inviting the global corporate real estate community to Toronto from May 3rd to May 7th, 2003. We look forward to seeing you there.

Meeting the Challenges of a Changing World

World events and economic trends of the past 18 months have changed the way corporate real estate is managed. But according to the organizers of the 2003 CoreNet Global Summit, with these challenges comes opportunity for asset management professionals to innovate and create value.

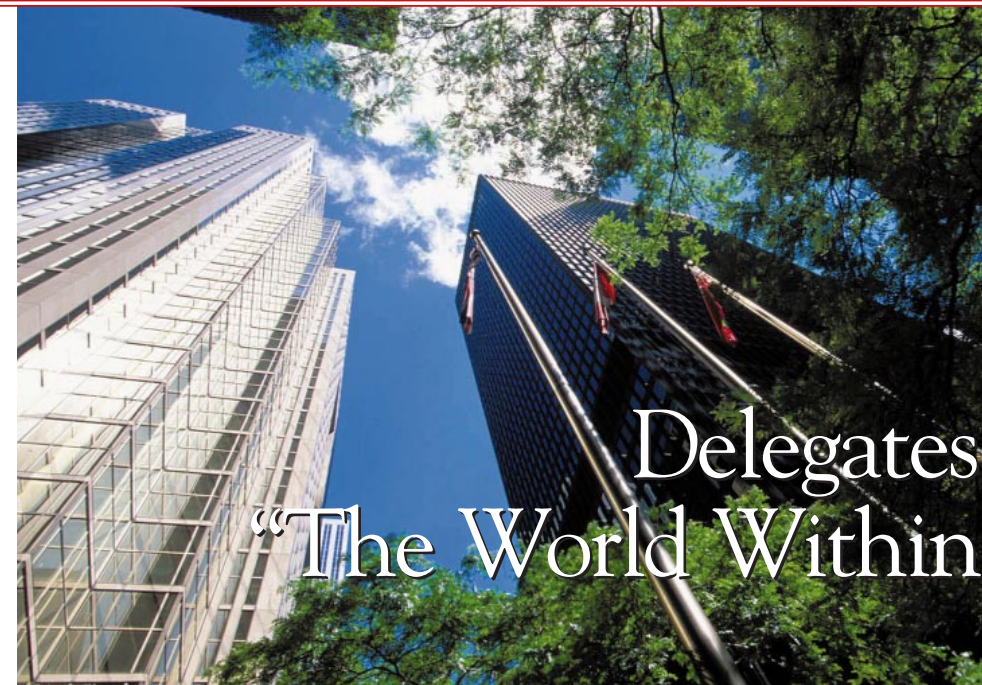
That's why this year's Summit is themed: *Optimizing the Corporate Real Estate Value Network: Driving Innovation and Value in a Challenging Economy*.

The case study-based learning agenda for the Summit will offer best practices and guidelines, lessons learned and tools from companies and organizations coping with today's battle to balance productivity and profits against cost-cutting and the need to "do more with less".

Highlights of the Toronto educational program include:

- **Optimizing the Corporate Infrastructure through Infrastructure Resource Management**
- **The Web-centric Corporation and the Impact on Corporate Real Estate**
- **The Future of Work is Now! How the nature of work is changing.**
- **Sustainable Design Saves Big Dollars**
- **Creating Facilities that Enable Strategic Corporate Objectives: Innovative Case Studies**
- **Creative Solutions for Property Disposition**
- **CFO's Demand Tighter Cost Control—Here is how you do it!**
- **The Latest Trends in Manufacturing and the Impact on Real Estate**
- **New Innovations in the Retail Segment**
- **Location Strategy as a Tool to Improve Corporate Results**
- **Challenges on the Global Scene—Managing CRE Asian Solutions from Afar**
- **CRE/Client Relationship Management—New Approaches to Serving your Customer Better**

To register, review the agenda and educational programs, or find out more about the Summit theme, please visit the CoreNet Global Website at www.CoreNetglobal.org.



Delegates Can Tour "The World Within a City"

Partner and Guest Tours will offer delegates and guests the opportunity to visit some of Toronto and Southern Ontario's most interesting attractions, including a visit to **Niagara Falls**. Composed of two falls, The American Falls and The Horseshoe Falls, the combined vista is truly awe-inspiring.

Also planned are trips to the **Niagara Region**, one of the finest wine-grape growing regions in the world; "Toronto's Majestic Castle", **Casa Loma**, complete with 98 rooms, decorated suites, secret passages, stately towers, and estate gardens; and **CITY-TV**, a unique Toronto and TV landmark for its efficient use of videography in television journalism.

Organizers of the CoreNet Global Summit in Toronto, May 3-7, 2003, have arranged a variety of events to help delegates explore and enjoy one of the most culturally rich and diverse cosmopolitan centers in the world.

Business Tours will visit some of Toronto's most successful corporations and vibrant business districts, including: **FedEx Canada, Bombardier Aerospace, IBM Canada** and **Rogers Communications**, a Canadian cable TV, Internet, publishing and Wireless communications leader.

Theater Tours. Toronto is the third-largest theater center in the English-speaking world (after New York and London). There are now over 200 professional theater and dance companies in the city, including non-profit and commercial theaters.

Special Events Add Luster to the Summit

Two additional events will impress Summit delegates at this year's conference. On the evening of May 3rd, the Toronto 2003 Global Summit Partnership will host a **Pre-Event VIP Gathering at the CN Tower**. Two hundred specially invited guests will feel on top of the world as they visit the tallest freestanding structure in the world (1,815 ft., 5 inches), and the center of tourism in Toronto.

The Sunday Night Gala on May 4th at **Allen Lambert Galleria, BCE Place**, open to all delegates, will be especially dazzling. BCE Place is one of Toronto's most significant and spectacular buildings, blending old and new architecture in a venue that is truly one of a kind.

The Galleria is a beautiful pedestrian avenue resplendent in light and glass. Eighty-five feet high, 45 feet wide and 360 feet long, Gala participants will have exclusive use of this magnificent facility.

Organizers have planned an evening like none other, featuring outstanding regional cuisine, local wines and beers as well as stunning entertainment and great company.



Allen Lambert Galleria, BCE Place



CN Tower, Downtown Toronto, Ontario, Canada