



2017
ANNUAL REPORT



LETTER FROM THE CEO

Dear Community,

I always enjoy the opportunity to reflect on the past year and provide an overview of our results. While the London Convention Centre is owned by the City of London, we operate independently with a Board of Directors appointed by Council. Our Board is very respectful of our mandate to manage this fine facility on behalf of the City of London with a mission to drive economic benefit for the community.

I'm happy to report that in 2017 the LCC hosted 306 events; driving an economic impact of \$17.8 million. Over 10,000 hotel room nights were generated from the 31 conventions/conferences and multi-day events hosted in 2017. These conventions help raise the profile of the City by attracting guests that may not otherwise have visited London. Hosting annual association meetings and conferences in London drives the economy, connects local businesses to provincial and national organizations, and brings world class speakers to London.

The LCC also had the privilege of working with many local charities and organizations hosting 14 fundraising galas in 2017. We are delighted to annually support so many great community initiatives helping organizations raise much needed funds.

Annually, the London Chamber of Commerce boasts of having the largest business achievement awards in the County. This is only possible because the City had the foresight to build the London Convention Centre, which is equipped with a 33,000 square foot Grand Ballroom.

In 2017 the LCC took a new risk, launching the Luxury London Bridal Show in partnership with Twelve Nights Events. This March show attracted over 300 qualified brides and grooms for an amazing day of food and beverage tastings, hair and make-up appointments and "Say Yes to the Dress" experiences. The LCC Mother's Day Brunch, which started in 2016, saw a substantial increase in attendees in 2017. Both of these new events contribute to the vibrancy of Downtown London.

The London Convention Centre is Southwest Ontario's gathering place where people join together to CONNECT, SHARE AND PLAY! We are excited to play such an important role in the community and share this annual report.

Lori Da Silva

BOARD OF DIRECTORS

2017 BOARD OF DIRECTORS

Crispin Colvin – Chair
John Irwin
Titus Ferguson
Peter White
Chris Moss
Dr. Christopher Schlachta
Nora Fisher
Tony Soares
Councillor Paul Hubert
Councillor Jared Zaifman
Mayor Matt Brown
Martin Hayward

CORPORATE OFFICERS

Lori Da Silva
CEO & General Manager
London Convention Centre

Stefan Loker, Secretary
Director, Corporate Services
London Convention Centre

EXECUTIVE COMMITTEE

Crispin Colvin - Chair
Peter White
Paul Hubert
John Irwin
Chris Moss



OUR CULINARY EXCELLENCE

Executive Chef David Van Eldik, CCC London Convention Centre

Born and raised in London Ontario, Executive Chef David Van Eldik was lured into the culinary world when his passion for the industry was realized in his youth. David studied culinary arts under the guidance of several European Chefs, during which time he developed his own unique style, flair, and depth of knowledge.

He began his career in the hotel industry where he was able to establish a wide range of culinary skills and earned his Red Seal. David joined the London Convention Centre Culinary Team in 1996, at the age of 29, as Sous Chef. Here he developed and honed his skills in a banquet style kitchen. By 2002, David was leading the LCC Culinary team as Executive Chef. More than a decade later, David remains at the helm of the talented team of Chefs who are well versed in many styles of cooking.

In 2005, David completed the Culinary Chef de Cuisine program through the Canadian Culinary Institute and is now part of an elite group of Chefs with the accreditation of CCC (Certified Chef de Cuisine). In 2016, he was awarded Chef of the Year by the Ontario Restaurant Hotel and Motel Association.





Bringing the world to London



Experience of our guests and team members



Gathering place for everyone



Fiscally Responsible

OUR STRATEGIC FOCUS

PERFORMANCE SUMMARY



112,712
Delegate Days



306
Events



\$17.8 M
Economic
Impact



10,400
Hotel Room
Nights



72%
Building
Utilization
Rate



With 37 full-time associates and a part-time / casual team that can reach 100 associates in our peak seasonal periods, we are exceptionally proud of our highly dedicated “hospitalians”. Our dedicated team strives for the “raving fan” guest experience and takes personal responsibility to delight our guests with every act.

We believe that our service success lies in collaboration in addition to inspiring innovation, creativity and personal growth among our associates. Team members are encouraged and supported to grow and share new ideas. At the LCC we support and invest in our associates through educational assistance, ongoing department specific training, and we also endorse in-house workshops to bring our associates together.

OUR **TEAM**

TOP 10 CONFERENCES

- Canadian Coptic Centre | May 2017 | 1400 Delegates
- Trinity Motivation | June 2017 | 1200 Delegates
- Grain Farmers of Ontario | March 2017 | 600 Delegates
- Anglican Diocese of Huron | May 2017 | 550 Delegates
- Ontario Pharmacists' Association | June 2017 | 500 Delegates
- Centre for Research and Education on Violence Against Women & Children | October 2017 | 500 Delegates
- Ontario Association of Veterinary Technicians | March 2017 | 400 Delegates
- 3M Canada | January 2017 | 400 Delegates
- Salvation Army Leadership | April 2017 | 350 Delegates
- Canadian Association for Enterostomal Therapy | May 2017 | 350 Delegates



ORHMA Facility of the Year



The London Convention Centre was recognized as Facility of the Year for 2017 by the Ontario Restaurant Hotel Motel Association at the London Hospitality Awards Gala.

This award is presented to an organization that has demonstrated leadership and innovation in the hospitality industry.





LONDON
CONVENTION
CENTRE

Welcome to



Drive Slowly

CAPITAL IMPROVEMENTS

The London Convention Centre is committed to improving spaces to meet the needs of sophisticated audiences.

In 2017, we:

- Enhanced way-finding in the parking garage
- Beautified the parking garage to make a brighter and friendlier space throughout the building
- Improved lighting by installing energy efficient bulbs

CORPORATE SOCIAL RESPONSIBILITY



The London Convention Centre is committed to protecting our environment and is continuously looking to improve our waste management and energy programs. Currently, efforts are directed to reducing waste and energy use and recycling and reusing as many items as possible while continuing to offer a safe environment for guests and staff. Purchasing policies include a “Green” emphasis for all our suppliers.

| Recyclable Items (in lbs) | 2017 |
|----------------------------------|-------------|
| Recycling Co-Mingled | 8,355 |
| Wood Pallets | 3,795 |
| Organics | 38,425 |
| Corrugated Cardboard | 15,267 |
| Deep Fryer Oil | 825 |
| Waste | 50,149 |
| Percent of Recycled Materials | 57% |



londonCC.com