

GILLIAN HENDERSON BA (Hon), MBA, LEED AP

Vice President-Operations, Enerlife Consulting Inc., 2002 to present
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SUMMARY OF PROFESSIONAL EXPERIENCE

Gillian leads the company's work in management consulting, strategic programs and project management, and social marketing. With over 20 years of experience in change management, energy efficiency and sustainability, she has executive responsibility for projects and programs in the commercial office, municipal, retail, post-secondary and multi-residential sectors. She has extensive experience with development of public and private sector strategic plans to achieve low-carbon goals, stakeholder engagement, effective program design, and implementation. She developed market research, best practice guides and documentation to support performance-based conservation and sustainability initiatives, with measurable results. Gillian has also conducted research and analysis in benchmarking and energy efficiency and developed and implemented engagement and communication programs aimed at realizing sustainability goals.

Gillian chaired the Collaboration Committee for Civic Action's Race to Reduce, a large-scale, collaborative program among landlords and tenants aiming to substantially improve the energy and environmental performance of office buildings.

RELEVANT PROJECTS

City of Toronto Green Will Initiative Strategic Energy Management Program

Gillian leads the stakeholder engagement and development and delivery of a series of Strategic Energy Management workshops, working with Green Will Initiative participants in commercial, institutional, and MURB sectors to develop their Pathways to Net Zero plans.

Mayors' Megawatt Challenge, Greening Health Care, and Sustainable Schools programs

Gillian provides strategic and executive leadership for the Climate Challenge Network's Mayors' Megawatt Challenge program and actively contributes to the strategic evolution of the Greening Health Care and Sustainable Schools programs. She leads the pilot project developing the roadmap to net-zero ice rinks. She facilitated the development of the original strategy, concept and vision for the three programs (together formerly known as the Living City initiative) with 20+ stakeholders on behalf of the Toronto and Region Conservation Authority (TRCA).

Cadillac Fairview

At Yonge Corporate Centre, Gillian led the implementation and documentation of energy-related credits for LEED Operations + Maintenance certification, and supported BOMA BEST and Race to Reduce documentation for other Cadillac Fairview commercial office buildings. Gillian is the Senior Project Manager responsible for the Integrated Building Performance Process several Cadillac Fairview commercial office buildings. This includes budget control and planning for a comprehensive evidence-based renewal of Cadillac Fairview's Yonge Corporate Centre (YCC) heating, cooling, ventilation and lighting systems. Gillian facilitates the successful Tenant Green Committee and developed the occupant engagement program at YCC.

HIGHLIGHTS OF EXPERIENCE

- Leads Enerlife's market analysis and best practice research
- Senior project management of projects and programs in multiple building sectors
- Over 20 years of experience in energy efficiency and sustainability

AREAS OF SPECIALIZATION

- Skilled project and program manager
- Engagement and communications expertise
- LEED O + M implementation
- Sector consulting and organizational effectiveness

ASSOCIATIONS

- LEED Accredited Professional
- Collaboration (Engagement) Committee Chair, Race to Reduce
- CaGBC LEED O+M Faculty Selection Committee

ACADEMIC QUALIFICATIONS

- Master of Business Administration (1st Class Honours), University College Dublin
- Adult Training & Development Program, Ontario Institute for Studies in Education (OISE)
- Project Management Certificate, Project Management Institute, University of Toronto
- Bachelor of Arts (Honors), Queens University

Town of Halton Hills Corporate Energy Plan

Gillian was responsible for successful delivery of the Town of Halton Hills Corporate Energy Plan 2019-2024 update, led the stakeholder engagement, and oversaw building performance evaluation and analysis to recommend strategic actions to achieve the Town's overall goals as well as building-specific low-carbon targets based on in-depth review of the municipality's facilities, including the Town Hall.

Town of Caledon GHG Reduction Plan

Senior Project Manager leading the development of the Town of Caledon's Conservation Demand Management plan and Corporate GHG Reduction Framework. Gillian worked closely with the Project Manager to determine best practices and performance-based targets for municipalities in energy efficiency, waste, water and fleet practices, conduct workshops with stakeholders, and determine financial and organizational implications of adopting the targets and practices.

Region of Peel GHG Emission Reduction Prioritization Methodology and Implementation Plan

Senior Project Manager for the development of the Region of Peel Greenhouse Gas Emission Reduction Prioritization Methodology and Implementation Plan. Enerlife was engaged to provide the Region with performance-based energy and carbon reduction targets for their whole portfolio, as well as estimated costs for engineering studies, testing, and operational and capital improvements.

City of Toronto Energy Conservation and Demand Management Plan

Senior Project Manager for the strategic development and proposed implementation of City of Toronto Energy Conservation and Demand Management Plan 2014-2019, applying an evidence-based approach to establishing savings potential across all City of Toronto buildings.

GREEN UP Pilot Projects (for CaGBC)

Senior Project Manager/Principal for GREEN UP pilot projects and the programs developed from the LEED pilots for the Canada Green Building Council (CaGBC) in the commercial office, government and administration, schools, and retail (bank and credit union) sectors. Directly developed and managed the pilots and programs for the commercial office and retail sectors, while managing the overall budgetary and overseeing the project management of other sectors.

Performance-Based Conservation Pilot Project

Led the Performance-Based Conservation pilot with Ontario's Independent Electricity System Operator in the service area for Alectra, Milton Hydro and Halton Hills Hydro, which included over 200 municipal, school and commercial office buildings.

Mount Royal University Greenhouse Gas Inventory and AASHE STARS certification

Developed air and climate, building operations and maintenance and building energy consumption calculations and summaries for the initial AASHE STARS certification for the university. This included producing a Greenhouse Gas Inventory for the university.

Oxford Properties

Managed the development of an evidence-based energy target model for retail, office, multi-residential and hotel properties to support the strategic objectives and make the business case for Oxford Properties' corporate GHG reduction target that is both achievable and meets the Science-Based Targets criteria. The model considered carbon reductions from building energy reductions, onsite renewables, and offsite renewables.

Produced the ground-breaking 'Sustainable Intelligence' operational excellence guides for commercial office and retail asset classes for Oxford Properties, focusing on identifying organizational and sector best practices and case studies. This required a survey of all General Managers and significant consultation with key subject matter experts across the country. Determining sector-wide best practices, and how best to initiate them internally was a key component for each iteration of the guide. Gillian also developed the second update of the guides, with the addition of Oxford's multi-residential, hotel and industrial asset classes.

Ontario Realty Corporation (Infrastructure Ontario)

From internal and industry best practices, Gillian developed a sustainable building operation guide for over 1000 Infrastructure Ontario buildings. This required facilitating stakeholder teams and providing technical review and input. Another project required testing and documentation of the results and process of a performance-based conservation pilot with IO buildings, as an easy-to-use energy performance operating guide for all operators and building managers of medium-sized buildings within Infrastructure Ontario. These include courthouses, offices, emergency response centres, and service retail stores.

Office of Energy Efficiency, Natural Resources Canada

Supervised research team and wrote research paper for Natural Resources Canada on the challenges faced by schools and hospitals in using benchmarking to improve energy performance. The paper took a deeper look into the benchmarked energy performance of hospitals and schools to identify common characteristics of high-scoring buildings. The research included both qualitative and quantitative analysis with both an emailed survey and phone interviews. Prior to that, wrote an energy benchmarking primer for the Office of Energy Efficiency to build the business case for energy management benchmarking.

City of Oshawa

Produced a consulting report providing recommendations for strategy, process and organizational structure improvements for the Office of Energy Management of the City of Oshawa. This involved in-person interviews with over 40 staff members, and the development of energy savings opportunity model supporting the business case for investing in energy efficiency measures.

Toronto Central Local Health Implementation Network (LHIN)

Wrote the Toronto Central Local Health Implementation Network (LHIN) Energy Plan, which identified the energy savings potential across the LHIN. It also provided recommendations for implementation and energy savings measures to undertake.

Social Housing Services Corporation (SHSC)

Wrote, piloted and implemented an on-line survey of members to understand opportunity to provide energy efficiency services and inform energy efficiency pilot for Social Housing Services Corporation for 46 housing providers (148 buildings) across Ontario.