



Letter from the President and CEO

Welcome to the 2019 edition of Encore, the Annual Report of the National Music Centre (NMC) celebrating the accomplishments of our third full year of operations. As I'm writing this letter, we are in the midst of the COVID-19 pandemic, which has taken the lives of thousands of people around the world including here in Canada. COVID-19 has also enforced laws that require social-distancing measures to limit the spread of the virus, forcing the closure of all public gathering places around the world including Studio Bell. As we begin to address the impacts of our closure and look to an eventual re-opening, let the stories, images, and facts detailed in the pages of this report not only highlight the accomplishments and milestones attained in 2019, but more importantly serve as an inspiration and reminder that the healing power of music has brought us closer together and is guiding us as we work toward our re-opening and a hopeful future for all.

The year 2019 was a high-water mark for NMC, our best year to date. A culmination of years of building, piloting, and developing our exhibitions, programs and services has resulted in NMC beginning to emerge and be recognized nationally, all while continuing to develop a stronger

connection to our communities of artists, students, teachers, families, audiences, clients, donors, supporters, staff, and volunteers right here in our hometown in Calgary, Alberta.

The Annual Report highlights so many successes and new developments that occurred in 2019, including our largest number of guest visits ever at just under 183,000 new and returning visitors, an increase of 21 percent when compared with 2018. This increase includes the 12,623 guests that experienced Studio Bell on Canada Day, our all-time oneday attendance record. In fact, since opening in 2016, we have welcomed over 400,000 guests through the doors of Studio Bell, a growing testament of support from Calgarians, Albertans, Canadians, and guests around the world who are beginning to recognize, understand, and support the value of NMC's programs, which we have been brought to our communities close to home and far away.

In addition to our general attendance in 2019, we also welcomed over 15,500 students through our on-site education programs; collaborated with 32 community partners on a wide range of programs, events, and projects across the musical spectrum; presented over 196 concerts and events; produced seven new exhibitions; refreshed our retail space; or recorded music in our historic recording studios using our living one-of-kind collection of instruments and equipment.

From a national perspective, we supported the development of 45 emerging and established artists from across Canada hosted through our artist in residence and artist development in the support of the s

programs. We established a National Indigenous Programs Advisory Committee, launched our first ever exhibition focused on Indigenous culture and music, and we continued to work closely with our four national hall of fame partners to produce special exhibitions and events honouring Canada's legendary talents. In October, we hosted the first ever multi-induction ceremony with the Canadian Music Hall of Fame, celebrating four Canadian icons in an intimate induction ceremony filmed and broadcast on CBC. an important cross-country milestone. We also launched our partnership with ADISQ, creating the first Francophone music hall of fame exhibition outside of Quebec, delivering on our national bi-cultural promise. These exciting partnerships continue to shine a spotlight on Calgary and Alberta in our continued efforts to foster a "musiccities" province, and highlight our dedication to showcasing Canadian music both new and revered.

Together through music, NMC continues to build positive momentum throughout our city, province, and country—and we continue to believe in the power of music to build bridges, inspire change, foster creativity and connectivity, and heal us in our darkest moments.

On behalf of our entire team including our committed volunteers, we sincerely thank you for your unwavering support of NMC as we continue to connect and inspire audiences around the world.

Andrew Mosker
President and CEO



Letter from the Chair of the Board

Quelle année 2019 a été! What a year 2019 has been! As Chair of the Board of Directors since 2015 when Studio Bell, home of the National Music Centre (NMC) was still a construction site with endless potential, it has been a pleasure to watch our team make that dream into a reality. Through the dedication, innovation, and hard work of our staff and volunteers, we continue to create a strong foundation and build credibility as a truly national music organization.

It's been inspiring to see NMC's evergrowing and continually diverse public programming, artist development initiatives, education programs, and collections and exhibitions development make an impact on the lives of Calgarians, Canadians, and beyond.

Our impacts are not only being felt by those who experience our programs and services, but also by institutions like the Western Canadian Music Awards that honoured NMC with the Community Excellence Award, Impact in Music Marketing Award, and the Impact in Artist Development Award at 2019's BreakOut West—another example of NMC's growing momentum and recognition of our program's impact in the music sector in Canada.

The Board of Directors are endlessly inspired and excited by the programs, education efforts, artist development, and dedication to preserving and telling Canada's music story, and we truly believe that NMC has a great role to play in the coming together of our nation and our people through the power of music.

A big thank you as well to our retiring board and committee members in 2019, including Thomas d'Aquino, Dave Mowat, Charlie Fischer, and Kim McKenzie. Your contributions to the organization over the years have been incredibly appreciated, and we thank you for your service.

Once again, on behalf of the Board of Directors, a big thank you to all of NMC's staff and volunteers who continue to live our values of community, diversity, passion, workethic, teamwork, and fun. Thank you for another incredible year in delivering success and in building momentum for Canada's home for music.

Rob Braide
Chair, Board of Directors

Board of Directors

Rob Braide, Chair
Cam Crawford, Vice Chair
Freida Butcher, Director
Greg Kane, Director
Steve Kane, Director
Diane Deacon Mannix, Director
Ron Mannix, Director
Andrew Mosker, Director
Dave Mowat, Director
Diane Pinet, Director
Karen Prentice, Director
Susan Van Wielingen, Director

encore National Music Centre | Annual Report 2019

STA = Thank you to the individuals who work tirelessly to make NMC a success.

Executive Office

Andrew Mosker President and CEO Stephanie Pahl Chief of Staff to the President and CEO

Operations

Chad Saunders Director of Operations Roberta Walker Volunteer Coordinator

Development

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Chermaine Chiu Director of Finance Stefanie Forward Manager of Accounting Adnan Ahmed Senior Accountant Mandy Wei Iunior Accountant Tallia Chau

Accounting Clerk and Office Coordinator

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Adam Fox Director of Programs Paul Brooks Performance and Artists Programs Manager Sameena Darr

Performance and Artists Programs Coordinator

Jess Knights Manager, Education and Public Programs

Kat Hoven

Public Programs Coordinator Constantina Caldis Roberts Education and Public Programs

Coordinator Olek Janusz

Educator and Jam Club Coordinator

Education Team Leaders

Evan Rothery Iordan Ganchev

Educators

Brent Cooper Cameron Buie Eric Heitmann Erin Jenkins Kevin Stebner Melody Stang Peter Exner

Collections and Exhibitions

Jesse Moffatt Director of Collections and Exhibitions Claire Neily Collections Manager

Monique McFarlane Manager, Collections and Exhibition

Hayley Robb Collections Research and Interpretation

Meghan MacKrous Collections Coordinator

Brett Phillips Exhibition Technician

Iason Barnsley Collection and Exhibition Technician

Mike Mattson

Digital Content Coordinator Graham Lessard

Studio Manager and Recording Engineer

Iason Tawkin Studio and Electronics Engineer

Eric Cinnamon Assistant Engineer Juan Hurtado **Production Manager**

Franco Mosca External Technical Lead

Matt Walkey

Internal Event Technician

Technical Staff

Connor Harvey-Derbyshire

Samantha Selci Niall Vos

Renato Niro Stuart Bardslev

Colin Lowe Jonathan May

Valery Pashchuk

Ian Dillon Daryll Swart Kelsey Miller

Brenda Sevilla

Marketing, Communications and Visitor Experience

Brandon Wallis Director of Marketing, Communications and Visitor Experience

Julijana Capone Senior Publicist

Maddie Alvarez

Marketing and Communications Coordinator

Brenna Pladsen

Creative Design Specialist

Chad Schroter-Gillespie Digital Media Specialist

Alvin Zacarias Web Coordinator

Shahrazad Azzi

Manager of Visitor Experience

Alexa Badea-Hasasian Visitor Experience Coordinator

Meaghan Lawrence Visitor Experience Team Lead

Visitor Experience Ambassadors

Kim Cabral Oliver Pennock Shelby Emro Mike Dick Sonja Tilroe

Business Development

Senior Manager Sarah Olson Event Manager Nandita Aggarwal Sales and Event Specialist Tracey Hebenton Sales and Event Specialist Tara McLay-Molnar

Cynthia Klaassen

Event Staff

Retail Coordinator

Aline de Oliveira Trevisan Andrew Hume Erin Michelle Lawrie Jaime Miller Janilyn Peredo **Jeff Storey** Kaite Saparco Kevin Aranas

Matthew Johnston Rosie Boardman Troy Hasselman

Information Communication Technology

Tom Yu Senior Manager **Dennis Cheung** ICT Coordintor

Executive Committee

Rob Braide, Chair Ron Mannix Cam Crawford Freida Butcher Andrew Mosker, ex officio Garth Jacques, Secretary Treasurer

Finance and Audit Committee

Cam Crawford, Chair Rob Braide, ex officio Andrew Mosker, ex officio Brinna Brinkerhoff Freida Butcher Charlie Fischer Garth Jacques, Secretary Treasurer

Content and Operations Committee

Rob Braide, Chair Andrew Mosker, ex officio Freida Butcher Steven Kane Kim McKenzie Diane Pinet Sue Van Wielingen Garth Jacques, Secretary Treasurer

Human Resources and Governance Committee

Freida Butcher, Chair Rob Braide, ex officio Andrew Mosker, ex officio Ron Mannix Karen Prentice Cam Crawford Garth Jacques, Secretary Treasurer

Indigenous Programming Advisory Committee

David McLeod, Chair Madeleine Allakariallak Lowa Beebe Alan Greyeyes Amanda Rheaume Steve Wood

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Mike Mattson

Brenna Pladsen

Prince John Media

Hayley Robb

Chad Schroter-Gillespie

Allison Seto

Jaime Vedres

Roberta Walker

Brandon Wallis

Neil Zeller

Design:

Brenna Pladsen

A STANDING OVATION

Thank you to our outstanding volunteers!

With a vast array of talents and enthusiasm to support all programs and departments at NMC, volunteers contributed an astounding 9,961 hours in 2019! The inherent gift given by way of volunteering demonstrates a commitment in believing in the power and universality of music. In the roles of Gallery Attendants, Museum Stewards, Education Stewards, Gift Shop Assistants, Event Volunteers, Collections Volunteers, Construction and Handyperson volunteers, a team of 291 dedicated individuals proved that their collective spirit of giving is second

Inclusivity and diversity lead to a rich and varied spectrum of talents, skills, and cultures. With music as our one international language, volunteers and community partnerships represent a depth and breadth of citizenship and values intrinsic to NMC. As diverse as music itself, the volunteer program at NMC provides a welcoming place to anyone who wishes to uphold and

celebrate the mission, vision and values of NMC. The volunteers that comprise the Scotiabank AMP Crew are truly a tremendous cross-section of Canadian

With almost two-thirds of the current volunteer crew demonstrating a longerterm commitment of at least a year or more, NMC experiences the ongoing benefit of engaged and knowledgeable volunteers that understand and augment the public-facing programs and exhibitions at NMC.

CONTRIBUTIONS BY THE HOUR

2,281

1,641

531

2,810

470

237

1,066

925



To give Canada a home that amplifies the love, sharing and understanding of music.

To be a national catalyst for discovery, innovation and renewal through music.

FYI Staff. "Dan Mangan, NMC Top WCMA Trophy List." FYI Music News. October 7, 2019.

Friend, David. "Calgary's National Music Centre plans permanent exhibit for Indigenous artists" National Post. May 28, 2019.

Mikkola, Jukka. "Avaruusromua: Psykedeelinen äänikone nimeltä TONTO" Yle. October 9, 2019.

VISITS BY THE NUMBERS 2019

53,533

General paid admissions

14,058

Canada Day and other complimentary admissions

22,900 Third-party rentals attendance

15,585 Education program

10,511

NMC events and co-production attendance

204 Artists served

66,101 King Eddy attendance

182,892 TOTAL GUESTS VISITS (+21% YOY*)

2,283 NMC Members

ON THE WEB

NMC AMPLIFY online content platform amplify.nmc.ca

41,980 Users

114,384

Pageviews

STUDIO BELL WEBSITE

266,124

Sessions

577,262 Pageviews

COLLECTIONS DATABASE

8,776 Sessions

> 29,612 Pageviews

SOCIAL MEDIA

VIDEO AND LIVE STREAMING

3 Live streamed events

227,375

49 Videos published

Total video views

FOLLOWERS

13,975

Facebook (+6% YOY)

12,397

Twitter (+4% YOY) 13,106 Instagram (+24% YOY)

822 YouTube (+17% YOY)

*Year-over-year growth

COMMUNITY EXCELLENCE AWARD 2019 National Music Centre

WHITEHORSE.2019

Western Canadian

COLLECTIONS

The National Music Centre collection is the foundation for exhibitions and residency programs at Studio Bell.

As an organization, we believe sustainable collecting begins with purposeful loans and acquisitions. In 2019 NMC added 352 new acquisitions and loans to help preserve and share our musical heritage. Including:

241 GUITARS

from Randy Bachman's personal

1 BOCK MICROPHONE

used by the late Gord Downie from the Tragically Hip

26 BASS GUITARS

from Geddy Lee's personal collection

1 HANDMADE DRUM

used by Steve Wood, founding member of Northern Cree. This hand drum is NMC's first Indigenous artifact

1 TECHNICS SX-U90P ELECTRONIC ORGAN

played during Calgary Flames home games at the Saddledome sports arena

1 THEREVOX ET-4 ANALOG SYNTHESIZER.

made in Ontario

10 VINTAGE GUITAR AMPLIFIERS, including two

Canadian-made Traynor amps

1 AVID S6 AUDIO MIXING **CONTROL SURFACE**

to use in the recording studios

1 PEATE MANDOLIN

from the 1920s, made in Québec

50+ ITEMS FROM VARIOUS 2019 HALLS OF FAME INDUCTEES.

including Corey Hart, Anya Wilson, Charlie Major, Eddie Schwartz, Andy Kim, Chilliwack's Bill Henderson, Michael Timmins, and Bobby Curtola

4 PIECES OF MEMORABILIA ON LOAN FROM PAUL BRANDT,

including an Epiphone guitar

1 AUTOGRAPHED HALTER TOP worn by Shania Twain

1 GIBSON HUMMINGBIRD **ACOUSTIC GUITAR**

from Terri Clark

4 PIECES OF MEMORABILIA

from Newfoundland country singer Michael T. Wall

15 NEW ORAL **HISTORIES**

were taped, including interviews with Randy Bachman, Brian Sklar, Technician in Residence Markus Resch and NMC Master in Residence Suzanne Ciani

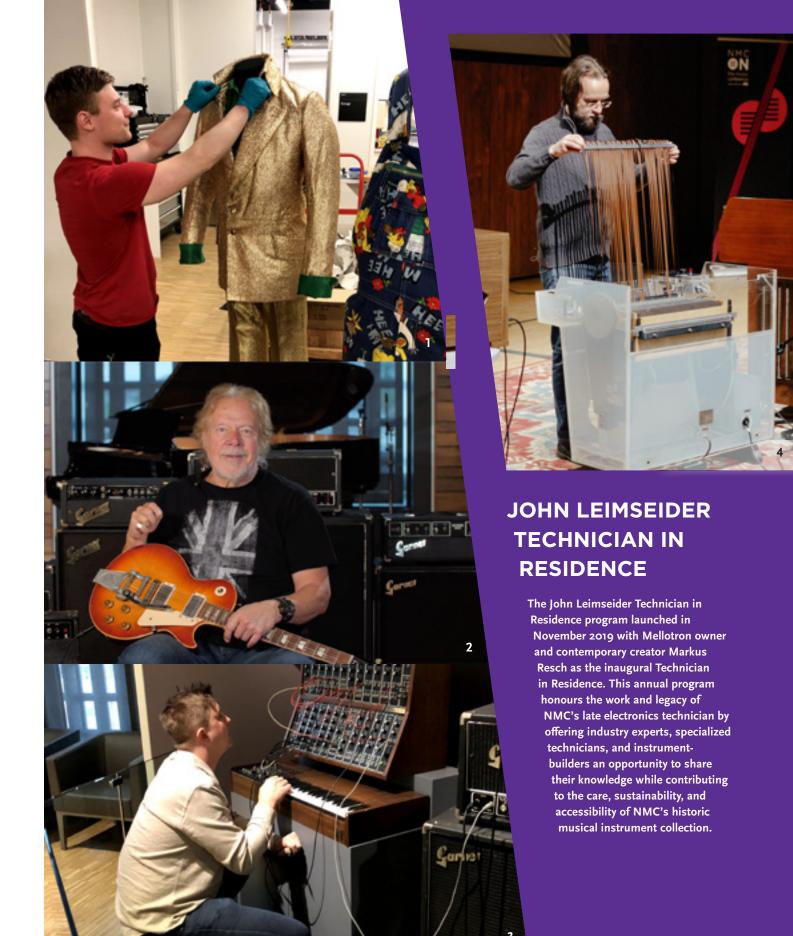
26 PREVIOUSLY TAPED ORAL HISTORIES

were added to NMC's Online Collections Database, including R. Harlan Smith, Calgary Folk Music Festival's Kerry Clarke, nêhiyawak and Lindsey Ell

10 MUSICAL INSTRUMENTS

from NMC's living collection were restored for use by Studio Bell interpreters for Backstage Pass tours, and regular paid visitor tours

- 1 Collections intern Jesse Patterson fits a mannequin with country singer Michael T. Wall's gold suit for display. Image: Hayley Robb
- 2 Randy Bachman recording an oral history interview with his 1959 Gibson Les Paul (aka American Woman guitar). Image: Chad Schroter-Gillespie
- 3 Studio and Electronics Engineer Jason Tawkin setting up the Calgary-made Delta Music Research modular synthesizer for use in interpretive tours. Image: Hayley Robb
- 4 Technician in Residence Markus Resch during his public workshop at Studio Bell. Image: Allison Seto





"YOU NEED TO COME HERE WITH AN IDEA, BUT THE EXTENSION OF THIS IDEA IS WHAT THE CENTRE MAKES POSSIBLE. WORKING WITH THE TEAM HERE, NO KIDDING, IT FEELS LIKE EVERYTHING IS POSSIBLE."

- JEAN-MICHEL BLAIS,
2019 ARTIST IN RESIDENCE

LIVING COLLECTIONS

"...WITHOUT NMC AND THE STAFF
HERE, WE JUST WOULD NEVER
HAVE THE OPPORTUNITY TO EVEN
LOOK AT GEAR LIKE THIS, NEVER
MIND ACTUALLY TOUCHING IT AND
USING IT."

- JASON BORYS, NËHIYAWAI

Our recording studios allow artists and visitors to access the living musical Instrument collections for music making and recording. The recording studios offer unprecedented opportunities for artists to create new works with obsolete, rare and historical musical instruments.

2019 marked the busiest year yet for NMC's recording spaces. We captured 1,014 hours of new music on our three historic analog consoles through commercial bookings, artist residencies, and other special recording projects. In total, 204 artists used Studio Bell's recording studios in 2019.

Visiting artists logged **5,300** hours on NMC's "living collection" of musical instruments in **2019** thanks to NMC's unique approach to providing access to the historical NMC collection.

As delivering on our mandate of providing access to the NMC collection, NMC also launched Rolling Stones Mobile (RSM) Listening Parties, a private event where guests enjoy a key piece of our collection in addition to delicious bites and brews from the King Eddy.

^{1 2019} Artist in Residence Wish Lash (aka Kerry McGuire) in Live Room B. Image: Allison Seto

^{2 2019} Stingray Classical Artist in Residence Jaijai Li in Live Room A. Image: Sebastian Buzzalino

EXHIBITIONS

Seven feature exhibitions were launched in 2019 and four exhibitions were renewed with fresh content. Our exhibitions are one of the core attributes that make National Music Centre truly national.

The exhibitions featured the stories and artifacts of over 100 Canadian musicians – from the newest inductees into the Canadian Music Hall of Fame, the Canadian Songwriters Hall of Fame, and the Canadian Country Music Hall of Fame, to powerful Indigenous voices in the Speak Up! gallery. Once again, NMC worked closely with local and national partners to present captivating and educational exhibitions to Studio Bell visitors.

January

The Radio Lounge in partnership with iHeartRadio

February

40 Years of Forward Thinking in partnership with Calgary Folk Music Festival

Rolling Stones Mobile Studio exhibition graphics renewal

March

Milestones: 2019 Canadian Music Hall of Fame Inductee Corey Hart

- 1 The Radio Lounge in partnership with iHeartRadio. Image: Brenna Pladsen
- 2 Calgary Folk Music Festival's 40 Years of Forward Thinking. Image: Brenna
- 3 Milestones: Corey Hart, celebrating his 2019 induction into the Canadian Music Hall of Fame. Image: Brenna Pladsen

Geddy Lee's Big Beautiful Bass Exhibit, curated by Geddy Lee of Rush

Speak Up! Exhibition renewal presented with support from TD

Homegrown Country: Celebrating Canadian Country Music

September

Canadian Country Music Hall of Fame 2019 Inductees Anya Wilson and Charlie Major

Canadian Songwriters Hall of Fame 2019 Inductees Ian Tyson, Sylvia Tyson, Stan Rogers, Buffy Sainte-Marie, Harmonium, Eddie Schwartz and Édith Butler

October

Canadian Music Hall of Fame 2019 Inductees Chilliwack, Cowboy Junkies, Andy Kim, and Bobby Curtola (posthumously)

Soundbox "Flocking Sounds" exhibition

in partnership with the University of

- 4 The new Canadian Songwriters Hall of Fame and permenant exhibition at Studio Bell. Image: Chad Schroter-Gillespie
- 5 RSM Listening Party guests in the renewed Rolling Stones Mobile Studio space adjacent to the King Eddy. Updates to the space included re-designed window graphics and a graffiti mural by local artist David Brunning. Image: Sebastian Buzzalino





HALLS OF FAME

Nine new Hall of Fame plaques were added to the walls of the Halls of Fame galleries. This includes the historic reunion between former musical partners Ian and Sylvia

Tyson during their individual inductions into the Canadian Songwriters Hall of Fame.

- 1 Ian & Sylvia Tyson's inductions into the Canadian Songwriters Hall of Fame. Image:
- 2 Corey Hart's induction into the Canadian Music Hall of Fame. Image: Brandon Wallis
- 3 Chilliwack, Andy Kim, Cowboy Junkies and Bobby Curtola's family at the first multiinduction into the Canadian Music Hall of Fame. Image: Neil Zeller
- 4 Terri Clark placing her Canadian Country Music Hall of Fame plaque. Image: Neil Zeller
- 5 Jackie Rae Greening placing her Canadian Country Music Hall of Fame plaque. Image: Neil Zeller



To commemorate the Canadian Country Music Awards' return to Calgary after 14 years, NMC launched a special exhibition with the generous support of Calgary Arts Development and individual donors and volunteers in June 2019. The Homegrown Country exhibition featured artifacts from some of Canadian country music's biggest names as well as a selection of stunning images donated by country music photographer Bill Borgwardt.

NMC brought Country Music News back to life in digital format with its former editor/publisher Larry Delaney contributing new content to the Homegrown Country exhibition each month. To date, this evolving exhibition has recognized over 100 artists and industry builders.

In September 2019, to coincide with Canadian Country Music Week, NMC "countrified" Studio Bell and released a special Homegrown Country Visitor Guide to give Studio Bell visitors more in-depth information into the country music artifacts on display throughout the five floors of exhibitions.



n Country. Image: Chad

national superstar ia Twain was the first e artist to have three ecutive albums sell O million copies in the nd her 1998 album on Over remains the

CELEBRATING CANADA'S

selling country album ime. The halter top





In June of 2019, NMC opened Speak Up!, an exhibition entirely dedicated to Indigenous artists. The exhibition showcases First Nation, Métis and Inuit artists from across Canada who have left their mark on culture through music. Curated by NMC's National Indigenous Programming Advisory Committee, Speak Up! received significant media attention, both regionally and nationally. The exhibition features NMC's first loaned Indigenous artifact, a handmade drum used by Steve Wood, founding member of Northern Cree.

Updated annually, the exhibition provides a platform to celebrate and recognize Indigenous voices who have, or are, making a social impact on a local, regional, or national level.

Designed by Saskatoon-based advertising and design studio The Engagement Party, Studio Bell's Speak Up! exhibition renewal won the Award of Excellence in the category of Graphic Design at Saskatchewan's 2019 Premier's Awards of Excellence in Design.



- 1 This drum is NMC's first loaned Indigenous artefact. Image: Brenna Pladsen
- ² The opening of Speak Up! Image: Brandon Wallis
- 3 Northern Cree performing in Speak Up! before Steve Wood's drum was installed in the exhibition. Image: Mike Mattson





PROGRAMMING

National Music Centre programming mission is to connect people to music in Canada.

All musical styles and voices that are part of Canada's cultural fabric are welcome at NMC and are expressed in a variety of activations that occur at Studio Bell on a regular basis, be it programs focused on history, creation, education, presentation, or celebration.

We work with emerging artists looking for tips on how to level up their career and elementary school kids learning to see the world through the lens of music. Music lovers come to Studio Bell to explore exhibitions that highlight the stories of legendary Canadian artists, hear an inspiring live performance, or take in a workshop about the benefits of music and healing. We are a champion for music and the benefits that music

delivers for our culture, our society, and our evolving national identity.

NMC delivered programs in 2019 with that focus and mission top of mind, and in doing so set records for every statistic recorded in our family of programs. NMC served more students and youth with education programs than ever before; Studio Bell hosted more NMC-presented live music events and co-presentations for more audiences; artist development programs produced outcomes for the most artists in our brief history; and public programs and special events helped drive our best general admission attendance statistic to date.

1 Deuling pianos returned to a recordbreaking audience on Canada Day. Image: Brandon Wallis

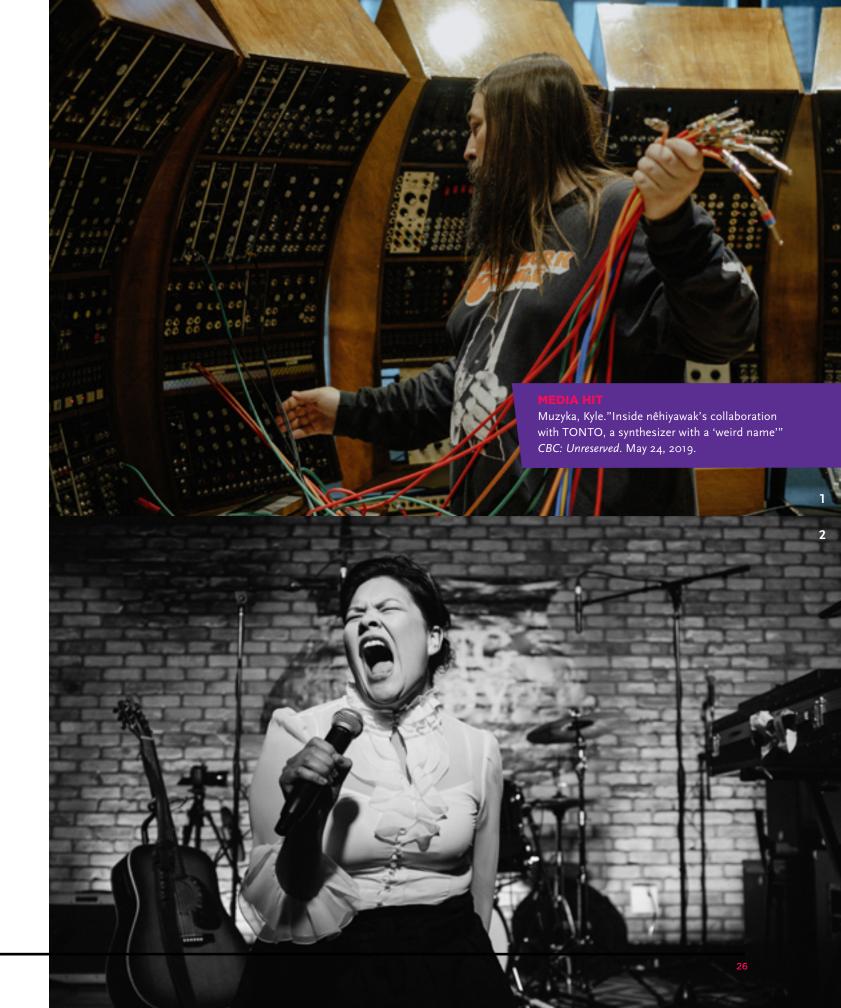
CELEBRATING INDIGENOUS ARTISTS

Supporting Indigenous musicians through incubation, performance, and exhibition at Studio Bell.

In 2019, NMC continued intentional work on developing Indigenous music through on-site programming and telling Indigenous music stories thanks to sponsorship from TD. In consultation with the NMC National Indigenous Program Advisory Committee, NMC provided one selfdirected creative residency to JUNO Award nominee psych-rock band nêhiyawak (Treaty 6, Edmonton), and granted two artists (Kristen McArthur and Brandon Baker) all expenses paid for participation in the five-week AE West artist development program. In recognition of Aboriginal Peoples

Television Network's historic broadcast from Fort Calgary during Indigenous Peoples Day, NMC produced a week of programs including a marquee concert in collaboration with Sled Island featuring Blackbelt Eagle Scout and local and national Indigenous acts. Tours were given devoted to highlighting the diverse musical contributions of Indigenous people in Canada, culminating in the new exhibition Speak Up!. NMC also programmed a micro-incubator for artist development in collaboration with Canada's Music Incubator.

- 1 Jason Borys of nêhiyawak working with TONTO during the psych-rock group's residency. Image: Allison Seto
- 2 Melody McArthur performing in the ÁE West Extravaganza Showcase after the five-week program. Image: Sebastian



ARTIST DEVELOPMENT PROGRAMS

Introducing collaborations with the tastemakers of Canadian music and nurturing talent from across Canada.

NMC continued to develop its reputation as a sought-after resource for Canadian artists looking to hone their craft, develop their commercial skills, and produce new work. In December, we closed our call for applications for our 2020 Artist in Residence (AiR) Program, sponsored by Bell Media, where we saw a 250 percent increase in application volume from the previous year.

Studio Bell hosted 10 self-directed artists in residence in 2019, spanning a diverse array of genres (hip hop, electronic, rock, folk) and regions (Quebec, British Columbia, Alberta, and Ontario). Identifying the importance of NMC contributing to our local music

scene, we prioritized serving local artists, with three spots reserved for Calgary-based musicians. National representation included Nick Middleton (The Funk Hunters, BC), Ian Blurton (Change of Heart, ON), and CBC Searchlight award-winner Shopé (ON).

In 2019, NMC began a multi-year partnership with Stingray, a music, media, and technology company, to create opportunities for classical musicians to access AiR. Participants included Polaris-nominee Jean-Michel Blais (Montreal), local flautist Jia-Jia Li, and pianist Anders Muskens (Edmonton).

AE West, supported by the Viewpoint Foundation and the Kanovsky Family

Foundation, returned for a third year, providing a five-week intensive program for a dozen artists from across Western Canada. This co-production is a collaboration between Canada's Music Incubator and NMC, mentoring artists from multiple genres to bolster the commercial and performative skills required for a career in music.

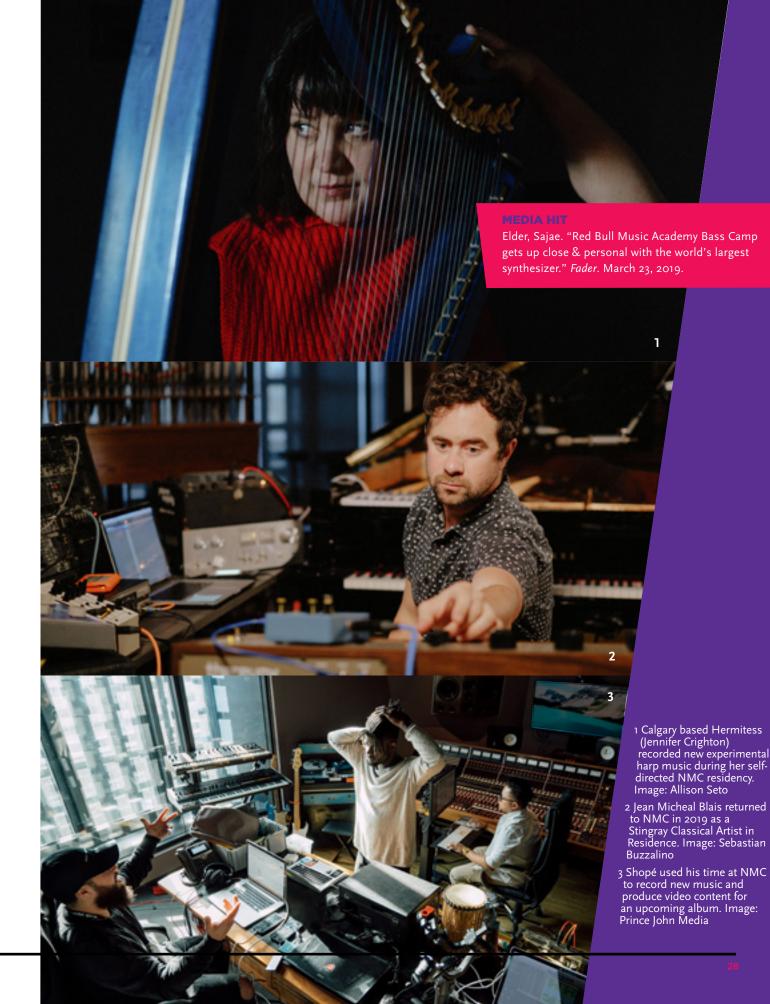
Terri Clark, honoured as the 2018 inductee to the Canadian Country Music Hall of Fame, also served as the RBC Master in Residence, sponsored by the RBC Foundation, mentoring a handful of young aspiring country singersongwriters.

10 NMC ARTIST RESIDENCIES

3 STINGRAY CLASSICAL RESIDENCIES

1 POLARIS ARTIST IN RESIDENCE

2 MASTERS IN RESIDENCE AND 7 MENTEES



EDUCATION AND PUBLIC PROGRAMS

NMC school and youth programs garnered another year of record-breaking experiences led by our talented attendance, with over 15,500 students served. Students in grades K-6 continue to make up the lion's share of program participants, however, new programs were piloted to serve junior high and high school students, with the desire to expand service to older students. Participant satisfaction ratings for school programs increased slightly from 86 to 87 percent.

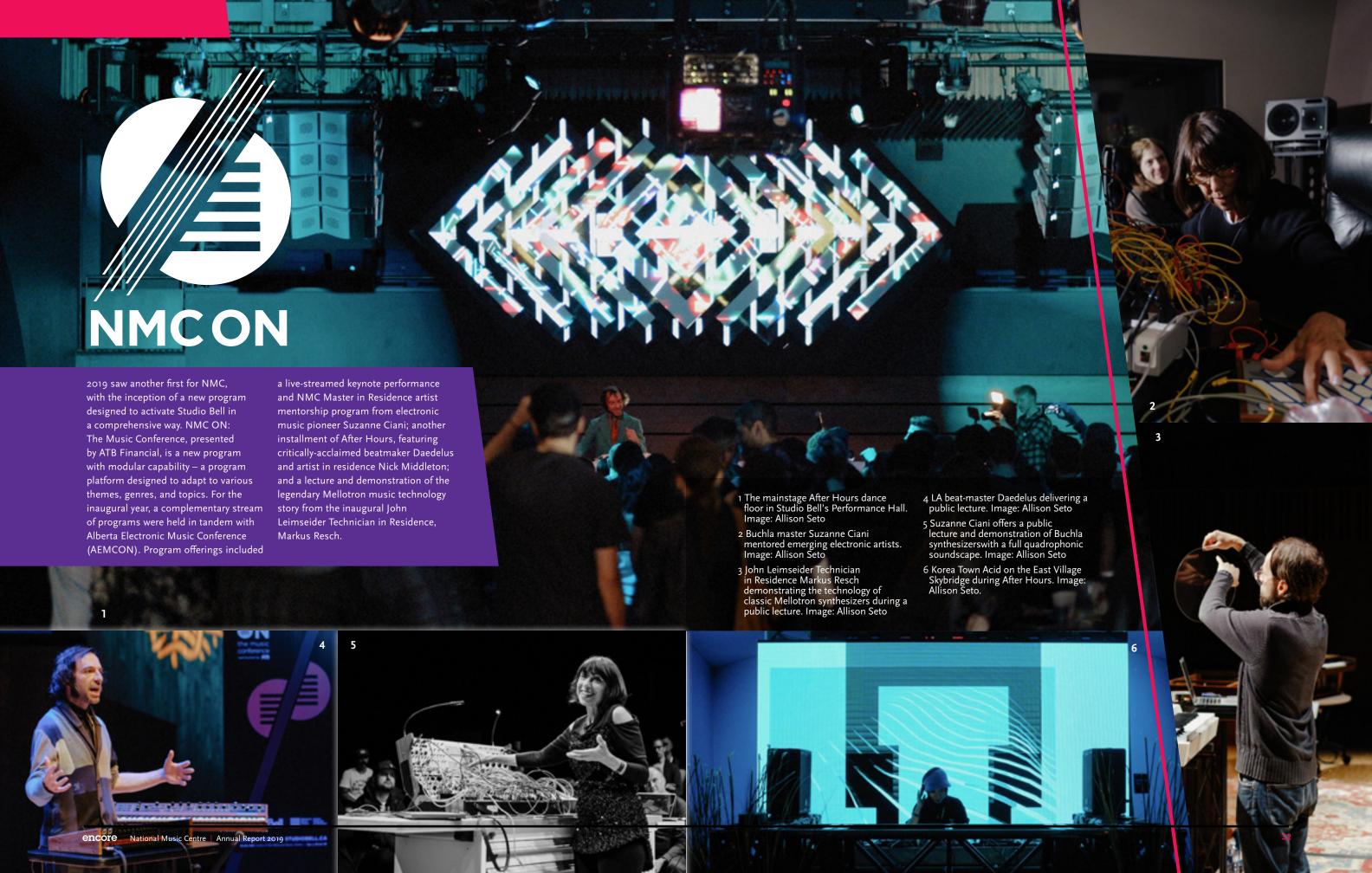
Thanks to the support of Scotiabank, NMC launched the new Scotiabank Backbeat program that has become a foundational platform for public programs at Studio Bell. Every Saturday and Sunday, Scotiabank Backbeat produces a variety of family-friendly

activities, including interactive programming staff, demonstrations of instruments from our living collection, and, of course, live music. Scotiabank Backbeat hosted two marquee livestreamed events that were successful for both attendance and online views. Evidence of Scotiabank Backbeat's success is reflected in increased attendance figures since its launch in February of 2019.

Family Day, presented by Boardwalk, bolstered by two performances from the inimitable Fred Penner, set a new record for Family Day attendance, and Canada Day also produced a staggering new statistic, with 12,623 visitors to Studio Bell and the King Eddy in a single day!

- 1 Fred Penner at Family Day, inspiring a new generation with his classic children's songs. Image: Chad Schroter-Gillespie
- 2 Each week of camps ended with a showcase of the new skills campers learned and the new bands that they formed during the week. Image: Brandon Wallis
- 3 Saturdays in C-Square, presented with East Village, brought music out into the community. Image: Emile
- 4 Scotiabank Backbeat activations included an all-day celebration for International Women's Day. Image: Chad Schroter-Gilléspie







LIVE MUSIC

Unbelievable performances by iconic Canadian musicians and showcasing tomorrow's greats.

Thanks in part to the outreach capacity of public programs like Scotiabank Backbeat, NMC vastly increased accessibility to Studio Bell's facilities and audiences, partnering with over 30 organizations to present live music and cultural programs. Highlights included expanded offerings in collaboration with Calgary International Film Festival (Music on Screen Documentary Series), Sled Island, and perennial co-presentations with Calgary Folk Music Festival (Block Heater), Beakerhead, and Jazzyyc.

Alberta Spotlight , supported by the Viewpoint Foundation, delivered 10

concerts featuring a diverse array regional talent. The 2019 series featured a wide range of styles and genres, including country (The Prairie States), soul (Lynn Olagundoye), classical (Karl Hirzer and Allyson Hop) and punk (the Shiverettes). NMC Presents continued to leverage great opportunities to present concerts and events at Studio Bell, with performances by hall of famer Steven Page, East Coast royalty Jimmy Rankin, and a unique performance and film screening with Moon Vs. Heart (Chantal Kreviazuk and Raine Maida).

MEDIA HI

Macrae, Craig and Croezen, Alyssa. "Chantal Kreviazuk And Raine Maida Open Up About The Struggles Of Marriage In Their New Documentary 'I'm Going To Break Your Heart'" ET Canada. January 10, 2019

- 1 Selci opened for the Beach Season Alberta Spotlight show. Image: Sebastian Buzzalino.
- 2 Soulful rockers Copperhead brought psychedelic visuals to their Alberta Spotlight performance. Image: Sebastian Buzzalino.
- 3 Chantal Kreviazuk and Raine Maida in an intimate performance after the Calgary premiere of documentary *I'm Going to Break Your Heart*. Image: Sebastian Buzzalino.
- 4 Project WILD winner Mariel Buckley in concert as part of the Alberta Spotlight series. Image: Sebastian Buzzalino.

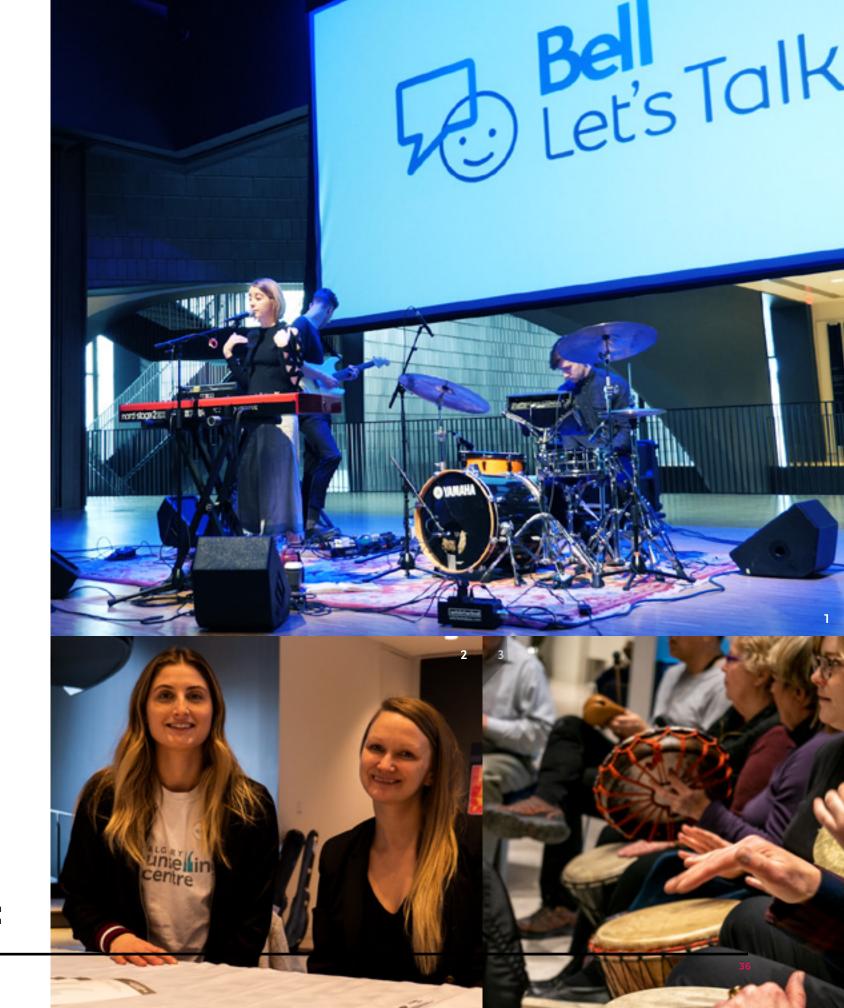
MUSIC AND HEALING

Music has an extraordinary capacity to affect the human condition in ways we are still discovering. Music can enhance performance, spark creativity, and heal emotional and spiritual trauma. Understanding the various ways music impacts and affects our lives has been a central mandate of NMC since its inception. We believe that music makes our lives better and there is considerable evidence to prove that music contributes in a positive way to our health.

In 2016, NMC began exploring ways to harness the theme of Music is Medicine through new programs, which spark dialogue and connect audiences to the healing powers of music. When we

launched Bell Let's Talk Day in 2017, we used the opportunity to feature artists and music therapists that illuminate how music can aid in our mental health and wellbeing. The following year, NMC took its belief in the power of music beyond the walls of Studio Bell to support music therapy programs for patients at Foothills Medical Centre in Calgary. And, in 2020, we will be launching a new stream of programs designed to benefit seniors, and people of all ages who are looking to improve their health through music. Music has the power to heal individuals and communities, and NMC is committed to developing programs that do just that.

- 1 Singer and mental health advocate Lyra Brown performing at Studio Bell on Bell Let's Talk Day. IImage: Chad Schroter-Gillespie
- 2 On Bell Let's Talk Day, mental health organizations set up in Canada Music Square for an informational fair on public resources in Calgary. İmage: Chad Schroter-Gillespie
- 3 In 2019 NMC planned a new stream of music and mental health programming to launch in 2020. Image: Brenna Pladsen



BUSINESS DEVELOPMENT

2019 saw a revitalized gift shop and blockbuster third party events.

The BIG NEWS for 2019 was our continued growth of third-party events. NMC's team of dedicated Sales and Event Specialists increased earned revenue through third-party bookings by 24 percent year-over-year. Given the ongoing local economic challenges, this is evidence of the ability of the team to retain and grow clients, particularly those from the corporate sector. In 2019, the split between new clients and return business was 50/50. Studio Bell remains a premier venue in Calgary. The types of events the team hosted include concerts, corporate presentations, and holiday parties that use each floor of the East Block. Each event carries a unique look and feel that showcases Studio Bell's architecture, which is enhanced by the activations created by NMC suppliers, including caterers, décor, and A/V companies, leaving visitors and

guests with a memorable experience.

To continue to market and grow events at Studio Bell, in August the NMC team supported Meetings and Conventions Calgary (MCC) at the annual IncentiveWorks conference in Toronto. MCC continues to be a key partner in bringing opportunities for global convention receptions to Studio Bell, and the Sales and Events team regularly leads familiarization (FAM) tours hosted by MCC. As event professionals, the Business Development team assists all NMC departments including Executive Office, Programming, Marketing, and Development to deliver NMC presented concerts, fundraising events, press conferences, and special events.

Also notable was the refresh of the NMC gift shop. Cabinets and shelves were rearranged for a more customerfriendly shopping experience, walls were painted to match NMC's colour scheme, and more comfortable seating was added. NMC also refreshed and increased our product offering with items that you can only get at the NMC gift shop. This has resulted in the gift shop sales increasing by 217 percent year-over-year, and the conversion rate (visitors to Studio Bell who purchased an item in the shop) doubled from 2.77 percent in 2018 to 6.53 percent in 2019. In August, NMC created a part-time Retail Coordinator position to provide oversight for the shop and to maintain a positive sales trajectory, resulting in the highest monthly sales in December

2019 since opening in 2016.



"52 Places to Go in 2019" New York Times. January 9, 2019.

"The World's **Most Beautiful** Museums." Karlina Valeiko. MSN.com. **October 17, 2019**

22,900

166



1 The NMC Gift Shop has a range of books, music and merchandise for the whole family. Image: Jenn Five

2 Studio Bell is the perfect venue for large formal events and corporate receptions. Photo: Jenn Five Design: Julianne Young

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FUND DEVELOPMENT

With deep gratitude to our donors, in 2019 NMC was able to open seven new exhibits, officially launch our Summer Camps program, add a Classical

Artist Residency to our Artist in Residence Program, pilot NMC:On a music conference/ festival and launch our music and healing initiative.

Each year, NMC is happy to take this opportunity to recognize our supporters and to highlight the essential role that they play in allowing us to fulfill our mandate to be a catalyst for discovery, innovation and renewal through music.

In 2019, our members, donors, and partners were included in a number of unique experiences such as our Hall of Fame plaque ceremonies for Corey Hart, Ian and Sylvia Tyson, and Terri Clark and Jackie Rae Greening. Our thanks goes out to Bell for opening our doors on Canada Day at no charge, giving over 12,000 Calgarians the opportunity to enjoy Studio Bell and our Canada Day celebration. Over 1,000 memberships were purchased that day – our highest achieving membership drive ever.

We would also like to acknowledge the generous support of individuals, corporations, foundations, and all three levels of government for their commitment to NMC. Their contributions ensure the ongoing growth, strength and sustainability of our programs and operations.

NMC celebrated many milestones in 2019, none of which would have been possible without the support of our entire donor community.

Resonance Circle

In 2019, we launched our new membership donor program called the Resonance Circle. Part of the

membership perks include two curatorial tours per year conducted by our Director of Collections and Exhibitions, and they proved to be very popular. The first in the series called, "At What Cost", discussed the preservation and use of a historical music collection. The second, "From the Vault", offered a behind-the-scenes look at some of the rarer musical treasures in our collection. We look forward to growing our Resonance Circle offering in 2020.

NMC Tempo

A special thanks to our NMC Tempo monthly donor family, which grew 25% larger in 2019. Together, our valued monthly donors help spark creativity, nurture artistic development and inspire all who step through our doors through their ongoing and sustainable funding.

Holiday Campaign

Every year we are excited to report a more successful campaign than the year before – and 2019 was no exception. Breaking all prior records, our annual holiday fundraising campaign was successful not only financially, but also in measures of new donors that joined our supporter community. Our campaign was digital and social media-driven and shared exciting facts about the work we do every day. We were humbled by the incredible show of support from our community. Thank you to all who made a year-end donation!

- 1 The NMC Benefit Auction included star-studded guest lists from CARAS' first multiinduction of classic Canadian music icons. Image: Sebastian Buzzalino
- 2 Andy Kim performing at the NMC Benefit Auction. Image: Sebastian Buzzalino

\$8.4M \$600K

Benefit Auction

In 2019, our signature Benefit Auction fundraising event took on a '70s and '80s spin. Entitled Canadian Gold, the event celebrated Canada's rich musical legacy, and invited Hall of Fame inductees Randy Bachman, Ron Sexsmith, Cowboy Junkies, Chilliwack and Andy Kim to join in celebrating and supporting NMC. The fun and excitement culminated in one of the special guests, Andy Kim, performing his hit song "Sugar, Sugar" on stage with charitable powerhouse band and fundraising event partner, Benevolent Artists National Charity (BANC). The unique fundraising event welcomed 180 passionate arts and culture supporters and raised an incredible \$600,000. We are grateful for the sponsor support of our Presenting Diamond Sponsor Mawer Investment Management, as well as support from InLiv, Ernst & Young, Kasian Architecture, RBC, Aspen Properties, Hotel Arts, Pacific Wine and Spirits, Allison Ainsley Events, Orange Frog Productions, and Purdy's Chocolatiers - we could not have done it without you!



KING EDDY

From sold out shows to Grey Cup honours, it was a momentous first full year of operations.

With a year of operations behind the King Eddy, the team continued to do what it does best: host great live music, offer quality food and beverage, and collaborate with the community.

Over the summer, the venue welcomed a record-breaking number of visitors – over 8,400 (roughly) – during the 10 days of Stampede. In the fall, staff showed off its western hospitality to sports fans from across the country when the 107th Grey Cup landed in Calgary, with the special added bonus of hosting Tuffy the horse as a part of the Grey Cup's annual horse in a hotel tradition.

Other standout live events of the year included the Harpoonist and the Axe Murderer's three-date sold-out run and live recording on the Rolling Stones Mobile Studio, as well as Block Heater, BC/DC's set during Grey Cup weekend,

New Year's Eve with The Polyjesters, and the after-party for the multi-induction ceremony of Andy Kim, Bobby Curtola (posthumously), Chilliwack and Cowboy Junkies in partnership with CARAS.

After a menu and beverage revamp, marketing efforts were refocused on promoting the Eddy's updated offerings with a promotional campaign to encourage East Village residents and employees of local businesses to come in for a bite. The Eddy team also worked to establish the venue as a go-to pregame destination for Calgary Flames fans and ramped up its free Happy Hour live music offerings, enticing folks to stop in after work.

Another focus of the year was on attracting more third-party event rentals and offering in-house catering for rooftop functions. Over 2019, The Eddy

hosted 51 events, including corporate events and weddings.

The Eddy was pleased to partner with dozens of new and familiar partners including Calgary Folk Music Festival, CJSW, CKUA, Country 105, Jazz YYC, Project WILD, Red Bull Music Academy, Sled Island, and more. The Eddy is making significant strides in living its vision as a community hub and increasing its capacity to host events.

On behalf of the National Music Centre's Board of Directors, and all the NMC staff and volunteers, we would like to congratulate Head Chef, Diana Nacita, and all the King Eddy management and staff for a successful second year.

303

66,101

"Searching for Calgary's true country heart" CBC Calgary.

"Happy Hour of The Week: Fancy Cocktails and Live Music at the King Eddy" Curiocity. November 19, 2019

The Harpoonist & The Axe Murderer Recording Residency

Freak Motif Hot Plate Album Release

Country 105 presents Stampede at the King Eddy: Cole Bradley

Grey Cup Pre-Party with BC/DC

New Year's Eve with The Polyjesters



FINANCE Strategic growth in a shifting economy.

In 2019, NMC continued to strengthen our exhibitions and programs locally and nationally as well as our earned revenue opportunities all within our world class facility. The steps NMC has taken from opening in 2016 to now has resulted in steady growth in interest and demand for its services from its patrons, donors, sponsors and the general public. This growth was very targeted and controlled to ensure spending did not exceed budget and to continue to allow time for NMC to develop and expand its new revenue streams. At year end, NMC held a strong cash balance of \$13.2 million (\$12.0 million restricted) and \$917,000 of investments which have been set aside to fund future operations. Including interest and amortization, NMC reported a surplus of \$6.0 million.

During 2019, NMC entered into a subordinated demand loan to reduce interest charges. The Organization exchanged \$5 million of bank debt at a variable interest of nearly 5% for private long term debt held by an arm's length organization with a much lower fixed rate of 2.2%. With these changes, NMC has reduced interest rate risk and provided certainty on the majority of its single largest expenditure, namely interest expense until the existing bank debt matures on June 30, 2021.

In late 2019, NMC received a proposal

from an arm's length organization to purchase our former home for 18 years, the Customs House, ending an important chapter in our organization's history. The Customs House served as home for NMC's collection and early programs, and remains a significant landmark for our staff, board, and volunteers. With the bank's approval, NMC accepted this proposal to reduce its risk of holding commercial real estate in a market which has been experiencing very high rates of commercial office vacancy. The sale of the Customs House closed on November 28, 2019 for cash proceeds of \$14.0 million resulting in a loss on the disposal of \$691,000. A portion of the proceeds, \$2.1 million, was used to repay debt and the remaining proceeds of \$12.0 million replaced the Customs House as security for the bank debt and is now held in the form of restricted cash. NMC intends to use this cash to make its next payment due to the bank on June 30, 2021 at which time the debt matures and will be restructured into a new debt instrument. The timeliness of this opportunity in 2019 cannot be overstated in light of the recent negative impacts on the commercial real estate market related to the global pandemic.

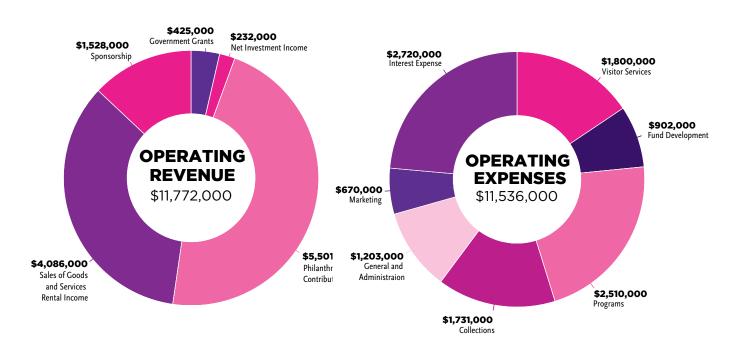
NMC continued to exceed budgets in attendance, earned revenues and donations by growing, expanding and

activating its building, collection and programming offerings, all of which is reflected in its financial results. NMC recorded income before interest and amortization of \$3.0 million versus a budgeted income before interest and amortization of \$2.7 million. 2019 revenue of \$11.8 million represents a 3% increase over 2018, driven by lower government grants of \$1.9 million, offset by increases in donations of \$1.9 million and sales of goods and services of \$317,000.

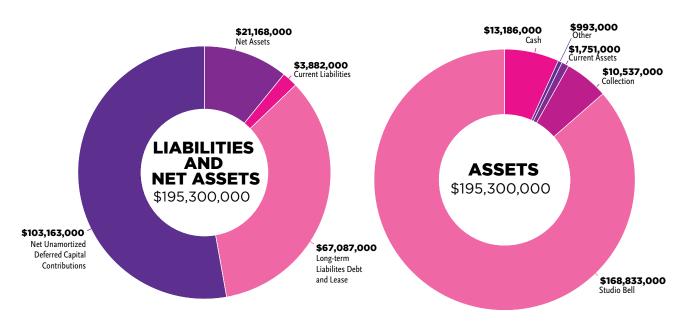
NMC finished the year with \$67.0 million of debt held by three parties related to the construction of Studio Bell. Net repayments of \$3.8 million on the bank debt were made during the year. A total of \$134.3 million has been pledged for the project, of which \$127.5 million has been received. Pledges are due over a variety of terms with some being received over 9 years. NMC continues to work on securing funding to retire the debt.

In the fourth year of operations at Studio Bell, NMC maintained its focus on spending in strategic areas to increase attendance, activation of the building which has resulted in living our vision as Canada's "home for music" and in enhancing our credibility as a music organization or regional and national significance.

Summary Operations Statement for 2019

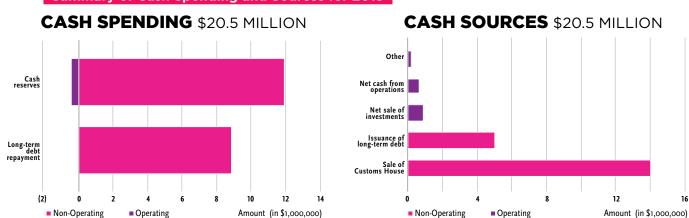


Summary Financial Position Statement for 2019



For a copy of the audited financial statements, please contact: T 403.543.5115 | E info@nmc.ca

Summary of Cash Spending and Sources for 2019



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Thank you to our supporters and donors for bringing Canadians together through music.

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LONG TERM OPERATIONAL SUPPORTERS







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Organizations

3 Anonymous Organizations Alberta Foundation for the Arts

ARC Resources Ltd.

Aspen Property Management Ltd.

ATB Financial

ATCO

Barry Community Trust

Bell Canada Inc.

Bell Media Inc.

Benevity Social Ventures Inc Boardwalk Rental Communities

Borden Ladner Gervais **Burnco Family Foundation**

Calgary Arts Development Authority

Calgary Welsh Society

Canadian Avatar Investments Ltd

Canadian Museums Association

CARAS

Cenovus Energy

Champion Performace Systems Inc

Children's Hospital Aid Society

Chrysalis Acquisition Partners Inc Cliff's Notes Fund at the Calgary

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Element Integrated Workplace

Solutions Ltd.

Encana

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Falkbuilt Ltd. Flair Foundation

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Hotel Arts

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J.E. Hodgson Family Fund at the Calgary

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Jet Set Sports

Kanovsky Family Foundation

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TC Energy

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TELUS Corporation

The Alvin and Mona Libin Foundation

The Arthur J.E. Child Foundation

The Hotchkiss Family Foundation

The Jeffrey and Marilyn McCaig Family Foundation

The Newall Family Foundation

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United Way of Calgary and Area

Viewpoint Foundation

Warner Music Canada

Workday, Inc



