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## Q&A with Greg Burghardt, President and CEO of Arrow Engineering, providing Mechanical, Electrical, Structural and Civil Engineering Services for the Buildings Industry across Western Canada from BC to Ontario and the Northwest Territories



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**Interview conducted by:**  
**Lynn Fosse, Senior Editor**  
CEOCFO Magazine

**CEOCFO: *Mr. Burghardt, would you tell us about Arrow Engineering?***

**Mr. Burghardt:** We provide mechanical, electrical, structural and civil engineering services for the buildings industry, mostly in Alberta, but all the way from BC to Ontario and up into the Northwest Territories. Last year we booked about 600 projects and probably designed about 700 buildings – we contribute to a lot of projects.

**CEOCFO: *How are you able to handle so many projects?***

**Mr. Burghardt:** We have a fantastic team behind us, and the systems and procedures in place to handle a large volume of work. Our people have a good understanding of what they need to do to get work out the door, and are very committed to our projects and clients.

**CEOCFO: *Would you give us a scenario for a couple of different projects?***

**Mr. Burghardt:** A fairly common project for us would be a primary school - we've designed 79 of these in the last dozen years. Additionally, we've designed about 150 car dealerships and tens of thousands of apartment units. Some interesting recent projects that we've been involved in include the Stanley Milner Library revitalization in Downtown Edmonton, and the Lewis Estates Recreation Center in West Edmonton.

**CEOCFO: *What do you look at in different parts of your projects that some people might not take into consideration?***

**Mr. Burghardt:** We have excellent people, and we've invested heavily in training them to be the best in the industry. In fact, when we did our last analysis, we spent about three times the industry average on training. That sort of investment in training and the various other ways we invest in our people make them way above the average in our industry. I really believe that the work we put into our people empowers them to come up with better solutions for our clients. It is great to have customers that appreciate that kind of dedication – to be fair, some do more than others. Our best customers are those who understand that a little more upfront investment on quality engineering and better design ultimately lowers their construction and life-cycle costs. I have a hard time saying we specifically look at this or that, because there are so many aspects to projects, but we apply our expertise to a wide range of scenarios every day. We certainly get compliments from our clients saying that we have “gone the extra mile for them” whether that be through exceptional customer service or coming up with a really innovative idea that saves them money and time.