



## 5. BOMA BEST Verification Process

### 5.1. Overview of the Verification process

Download the [handy checklist](#) to ensure you are ready for the verification process.

#### Buildings in Single Stream

Applicants must upload documentation demonstrating each BEST Practice to the questionnaire. Once this has been done, and when the questionnaire is complete, notify the Local Association that you are ready for verification by clicking “[Request Verification](#)”.

Any changes made to your questionnaire from this moment forward will **NOT** be part of the verified version of your questionnaire.

Request Verification / Demande de vérification

The Local BOMA Association will be automatically notified. The Local BOMA Association program administrator, or its appointed third-party verifier, will contact the Applicant to set up an on-site visit of the building.

BOMA BEST buildings are verified by a third-party assessor, retained by Local BOMA Associations for verification in their region. The purpose of on-site verification is to confirm not only the information submitted via the online survey, but also to ensure the assessment is an accurate reflection of the building’s environmental management practices and performance.

The on-site visit includes a building tour and a documentation review.

The duration of this on-site visit is approximately two to four (2-4) hours, though this can vary by building size and/or number of buildings (e.g. in the case of Complexes and/or Parks).

#### Buildings in Portfolio Stream

Buildings in the portfolio Stream **do not have** a “Request Verification” button. Contact your company’s building portfolio manager to let them know that your building is ready for a verification. They will then notify BOMA Canada. Based on the verification schedule established by BOMA Canada, the applicant will be notified which buildings in the portfolio will be undergoing a verification.

BOMA BEST buildings are verified by a third-party assessor, retained by BOMA Canada. The purpose of on-site verification is to confirm not only the information submitted via the online survey, but also to ensure the assessment is an accurate reflection of the building’s environmental management practices and performance.

The on-site visit includes a building tour and a documentation review.

Prior to the on-site visit, the Applicant must upload documentation demonstrating compliance with all BEST Practices.

More information about the Verification process for buildings in the Portfolio Stream is available in the [Portfolio Program Guide](#).



## 5.2. About the Verifier

A Verifier is a third-party, contracted by the Local BOMA Association, expected to perform an on-site verification to confirm that the BOMA BEST Sustainable Buildings requirements have been met and assess the level of BOMA BEST Sustainable Buildings certification achieved. Verifiers are not hired to act as consultants to the building manager, nor are they to provide their expert advice. Rather a Verifier's job is to confirm the validity of information submitted.

## 5.3. Scheduling the On-Site Visit

Applicants will be contacted by either the BOMA Canada (Portfolio Program buildings), the Local BOMA Association (Single Buildings) or the Verifier to schedule the on-site visit. The site visit will typically be scheduled within 30 days of an assessment being locked.

Scheduling must involve a property contact person who is authorized to access the BOMA BEST Sustainable Buildings assessment for that property.

If buildings are part of a complex, and are located close to one another, it is expected that the Verifier will schedule the verification for all buildings on the same day. In these situations, applicants should expect a lengthier verification visit.

For verification of buildings in locations outside the metropolitan area of the Local BOMA Association office, the applicant will be notified of estimated additional travel costs (as directed in BOMA BEST Sustainable Buildings Program Policy 6 – On-Site Verification: Additional Verification Costs).

## 5.4. Security Clearance

If some manner of security clearance is required for the Verifier to perform the site visit, the applicant must inform BOMA Canada, the Local BOMA Association or the Verifier (whoever is the primary contact for the verification) as early into the assessment process as possible so that appropriate steps can be taken to gain clearance. The Verification cannot proceed if the Verifier is not able to access critical areas of the building (namely, the mechanical room, storage tanks, a typical tenant space, waste disposal facilities, etc.).

## 5.5. Required Supporting Documentation Prior to On-Site Visit

Documentation supporting and demonstrating compliance with the BEST Practices **must** be uploaded for each BEST Practice **prior** to notifying the Local Association that you are ready for verification. If documentation demonstrating compliance with the BEST Practices is considered inadequate, Applicants will be informed of this oversight to ensure that the missing pieces are provided prior to the on-site visit. Until the documentation is provided, the visit cannot proceed.

Documentation demonstrating compliance with every question marked “Yes” or “N/A” must be available (either in hard copy or digitally) during the on-site visit. Only the BEST Practices documentation must be uploaded.

A thorough description of the documentation required to meet all BEST Practices is described in section 5 of this guide.



**Office, Enclosed Shopping Centre and Universal**

<b>BEST Practice Documentation Required Prior to Verification Office, Enclosed Shopping Centre and Universal</b>	
<b>Energy</b>	
<b>BEST Practice 1</b>	Preventative Maintenance Program
<b>BEST Practice 2</b>	Energy Assessment
<b>BEST Practice 3</b>	Energy Management Plan
<b>BEST Practice 4</b>	Energy Reduction Targets
<b>Water</b>	
<b>BEST Practice 5</b>	Water Assessment
<b>BEST Practice 6</b>	Water Management Plan
<b>Air</b>	
<b>BEST Practice 7</b>	IAQ Monitoring Plan
<b>Comfort</b>	
<b>BEST Practice 8</b>	Occupant Service Request Program
<b>Health and Wellness</b>	
<b>BEST Practice 9</b>	Hazardous Building Materials Management Program
<b>BEST Practice 10 (A)</b>	Hazardous Chemical Products Management Program
<b>Custodial</b>	
<b>BEST Practice 11</b>	Green Cleaning Program
<b>Waste</b>	
<b>BEST Practice 12 (A)</b>	Source Separation Program
<b>BEST Practice 13</b>	Waste Audit
<b>BEST Practice 14</b>	Waste Reduction Work Plan
<b>Stakeholder Engagement</b>	
<b>BEST Practice 15</b>	Environmental Policy
<b>BEST Practice 16</b>	Occupant Sustainability Communication Program



## Light Industrial and Open Air Retail

BEST Practice Documentation Required Prior to Verification Light Industrial, Open Air Retail	
<b>Energy</b>	
<b>BEST Practice 1</b>	Preventative Maintenance Program
<b>BEST Practice 2</b>	Energy Assessment
<b>BEST Practice 3</b>	Energy Management Plan
<b>BEST Practice 4</b>	Energy Reduction Targets
<b>Water</b>	
<b>BEST Practice 5</b>	Water Assessment
<b>BEST Practice 6</b>	Water Management Plan
<b>Air</b>	
<b>BEST Practice 7</b>	IAQ Monitoring Plan
<b>Comfort</b>	
<b>BEST Practice 8</b>	Occupant Service Request Program
<b>Health and Wellness</b>	
<b>BEST Practice 9</b>	Hazardous Building Materials Management Program
<b>BEST Practice 10 (B)</b>	Tenant Hazardous Chemicals Monitoring Program
<b>Custodial</b>	
<b>BEST Practice 11</b>	Green Cleaning Program
<b>Waste</b>	
<b>BEST Practice 12 (B)</b>	Waste Reduction and Diversion Policy
<b>Stakeholder Engagement</b>	
<b>BEST Practice 15</b>	Environmental Policy
<b>BEST Practice 16</b>	Occupant Sustainability Communication Program



## MURB and Health Care Facilities

BEST Practice Documentation Required Prior to Verification MURB and Health Care	
<b>Energy Management – Energy Assessment</b>	
1.3.2.1	Energy Assessment (no older than 3 years at verification)
<b>Energy Management – Monitoring and Targeting</b>	
1.3.3.1	Energy Management Reduction Plan
1.3.8.14	Preventive Maintenance Program
<b>Water</b>	
2.3.1	Water Conservation Policy
2.3.4	Water Assessment (no older than 3 years at verification)
<b>Waste Reduction and Site</b>	
3.1.1.1	Waste Diversion Program
3.1.2.13	Renovation/Construction Waste Reduction Policy
<b>Emissions and Effluents</b>	
4.2.2	Ozone Depleting Substances Management Plan
4.2.2.5	Phase-out plan for Ozone-Depleting Refrigerants
4.4.1.1	Hazardous Building Materials Survey and Use-Related Chemical Inventory (may be 1 or 2 documents)
4.5.2.2	Hazardous Products Management Plan
<b>Indoor Environment</b>	
5.1.8.1	Documented Complaints Policy for Indoor Air Quality
<b>Environmental Management Systems</b>	
6.2.5	Environmental Selection Policy for Building Materials
6.4.1.1	Communications Work Plan



## 5.6. On-Site Verification Attendees (Required)

To assist with the verification, the following team members must be present (or available) during the visit:

- An individual familiar with the BOMA BEST Sustainable Buildings questionnaire; AND
- An individual responsible for the building's on-site management practices; AND
- An individual responsible for the building's operations.

The verification will typically begin with a walking tour of the building, followed by a return to the meeting room to review the supporting documentation.

## 5.7. Building tour

Below are some examples of specific areas which the Verifier will be expected to review during the on-site visit. The following areas/features must be accessible (if applicable) during the site visit.

- Typical tenant space
- Heating plant
- Cooling plant
- Generator rooms
- Building envelope, elevator shafts, windows, awnings etc.
- Lighting fixtures
- Plumbing fixtures
- Irrigation
- Facility for storage and handling waste
- Composting facility for organic waste
- Floor and roof drains
- Storage tanks
- Hazardous materials storage site
- Air inlets and cooling towers
- Filtration systems
- Housekeeping (MSDS sheets)
- Building Automation System (BAS)
- Emergency response equipment site (e.g. spill control kits etc.)
- Environmentally significant areas



## 5.8. Reviewing energy and water data

In the case where points have been awarded in the Energy Assessment or Water Assessment section of the questionnaire, the Applicant **must** show the Verifier the building's online **Property Characteristics** page so that the Verifier may review the performance values as well as energy and water data. As such, a computer with internet connection should be available during the meeting.

There are two ways to enter energy (and water) consumption data to obtain points

1. [Click here](#) for instructions if entering data directly into the BOMA BEST Online Portal.
2. [Click here](#) for instructions if using an existing ENERGY STAR Portfolio Manager account.

The screenshot shows the 'Office Energy Test' page in the BOMA BEST Online Portal. The 'PROPERTY' tab is selected. Under 'Property characteristics', a table lists the following data:

Address:	54 Sammon Avenue, Toronto, ON, M4J 1Y6, Canada
Property Type:	Office - Office
Gross Floor Area (for ENERGY STAR):	200,000 Square Feet
ENERGY STAR Score:	100
Total GHG emissions:	250 Metric Tons CO <sub>2</sub> e
Water Use Intensity :	1.25 m <sup>3</sup> /m <sup>2</sup>
Weather-normalized Site Energy Use Intensity:	0.270 GJ/m <sup>2</sup>

## 5.9. Documentation review

Documentation is required on-site to support all questions marked “Yes” or “N/A”.

Documentation must be organized in a comprehensive and cohesive manner, which mimics the organization and layout of the questionnaire. For example, if done electronically, the files can be arranged in sub-sections, with each section representing the key areas of assessment (energy, water, etc.), and with subsequent documentation arranged in order of the questions.

The information provided to the Verifier must be representative of the practices and operations of the entire building (not just leasable space, or partial tenant information). BOMA BEST Sustainable Buildings requires **complete** building information to assess the building's performance.



## 5.10. Meeting Technical Clarification Requests requirements

Once or twice a year, the questionnaire will be updated in response to completed Technical Clarification Requests (TCRs). These are announced via the BOMA BEST Sustainable Buildings Newsletter or through the Local BOMA Association. They can also be found under the [“Completed TCRs”](#) section of the website. Once the TCRs are in effect, all buildings verified after that time are expected to comply with the modifications including those in the process of completing an assessment.

## 5.11. Missing documentation

Should additional documentation be required before the assessment can be considered complete, Applicants can submit the missing documentation as per *BOMA BEST Sustainable Buildings 3.0 Program Policy 5 – On-Site Verification: Missing Documentation*.

- a) An Applicant shall have up to thirty (30) days to provide the requested documentation and/or information and resubmit to the designated Local BOMA Association and/or the BOMA BEST Verifier as agreed upon; and
- b) The Verifier may help the applicant understand what is missing and whether newly provided documentation meets the requirement. However, to be respectful of the Verifier’s time, there can be no more than two interactions focused on clarifying a question’s intent following the on-site verification. Applicants are instructed to carefully review all BOMA BEST Sustainable Buildings explanation language and the information found in the Application Guide to understand what is required. Additional document review beyond the two interactions will incur an additional verification cost.
- c) Should the Verifier require a second on-site visit, the applicant will be required to pay all applicable Verifier costs.

Notwithstanding the above clause 1; the relevant Local BOMA Association, upon consultation with the Verifier, may, at its sole discretion, grant an Applicant an extension of thirty (30) days to provide missing documentation and/or information.

## 5.12. Additional Verification Costs

The Applicant is expected to have diligently completed the questionnaire and supporting documentation prior to the verification.

It is possible (and indeed expected) that the Verifier will uncover some questions that were incorrectly answered in the questionnaire in light of the walk through or documentation review. It is the Verifier’s responsibility to take note of these errors and correct them in the online questionnaire following the Verification. The Verifier will notify the Applicant that these changes are being made.

A Verifier may amend up to twelve (12) answers within the questionnaire. If more questions require modifications this will incur an additional verification cost. For more information on these and other possible additional costs, please see *BOMA BEST Sustainable Buildings 3.0 Program Policy 6 – On-Site Verification: Additional Verification Costs*.





### 5.13. Communicating the Certification Status

Following the on-site visit, the Applicant's online assessment will be amended by the Verifier, BOMA Canada or the Local BOMA Association as needed to reflect the changes discussed during the verification visit. Scoring may be adjusted higher or lower depending on the verification tour and whether the appropriate back-up information is provided.

Following this amendment, the Verifier will upload a Final Report to the building's account on the BOMA BEST Online Portal summarizing the changes that have been made to the online assessment, the final overall score and certification Level achieved by the Applicant. BOMA Canada or the Local BOMA Association will notify the Applicant of the building's certification status and Level achieved within a reasonable delay.

### 5.14. Confidentiality

All information viewed received by the Verifier is confidential to the building. The Verifier shall retain only his or her notes from the building site visit and shall destroy any records or information belonging to the building.

Download the [handy checklist](#) to ensure you are ready for the verification process.