



8. Scoring methodology

8.1. Program Objectives

The vision for BOMA BEST 3.0 was to set a standard for building management and performance – to facilitate sound building management and guide building performance improvement. The goals for the program are:

- Be accessible, inclusive and aspirational;
- Be educational and provide actionable outcomes;
- Lead to improved environmental performance.

BOMA BEST 3.0 assesses performance through questions that were developed with these goals in mind. They cover a wide range of building management and performance aspects and in totality they encompass BOMA Canada's definition of a sustainable building. The questions are grouped into 10 different categories: Energy, Water, Air, Comfort, Health & Wellness, Purchasing, Custodial, Waste, Site, and Stakeholders.

8.2. Scoring Approach

Each question describes an environmental measure that impacts building management or performance, some being more important than others. Points are attributed to each question, except for BEST Practices which are minimum requirements. The number of points available per question is calculated as a factor of the impact and importance of the measure/initiative:

- The perceived sustainability impact of each measure was scored on a scale of 1 to 5 (with 5 representing the most benefit and 1 the least). The value was attributed according to each measure's respective economic, social and environmental benefit.
- BOMA Canada determined, based on stakeholder feedback, that the Energy category covered the most important measures and should therefore represent about 30% of the total points available. The remaining 70% of points were deemed of equal importance and spread evenly across the other 9 categories.

The outcome is a points system that awards more points for taking action where it matters, actions that lead to better understanding of building systems and improved operational performance. It mandates the implementation of industry best practices as first steps and leads the way to a path of improvement over time, rewarding actions that carry greater import and impact with more points.

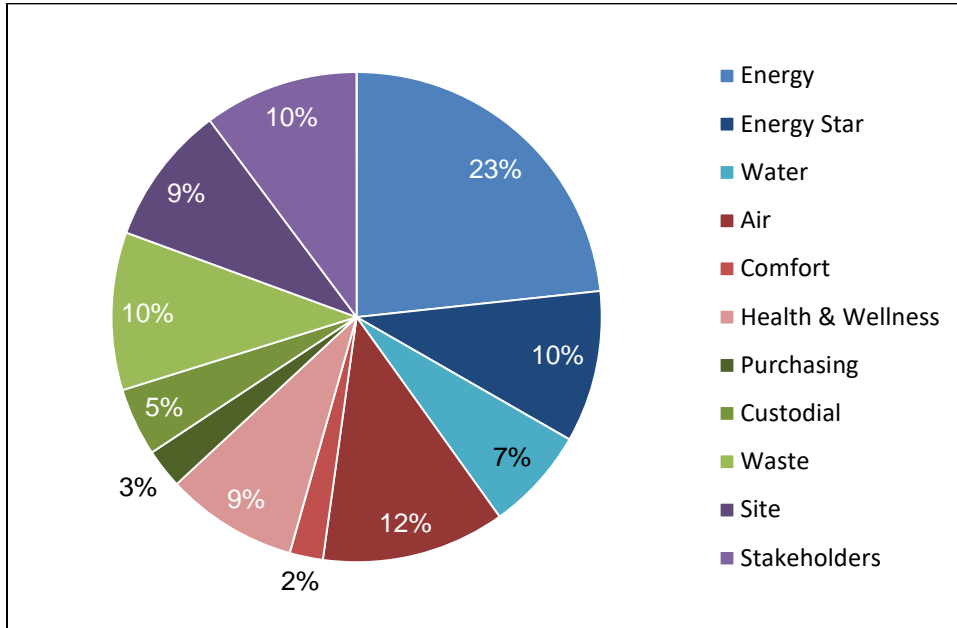
8.3. Total Points for Different Asset Classes

The scoring approach described above calculates the relative weight of each question in the Office asset class in relation to each other question, adding up to the 1,000 total. Similarly, point totals were then determined for the remaining asset classes (Universal, Enclosed Shopping Centres and Light Industrial/Open Air Retail) by awarding the same number of points across the respective questions (as was awarded in the Office questionnaire) whilst also referencing their pre-determined weight to ensure a question's relative weighting is maintained.

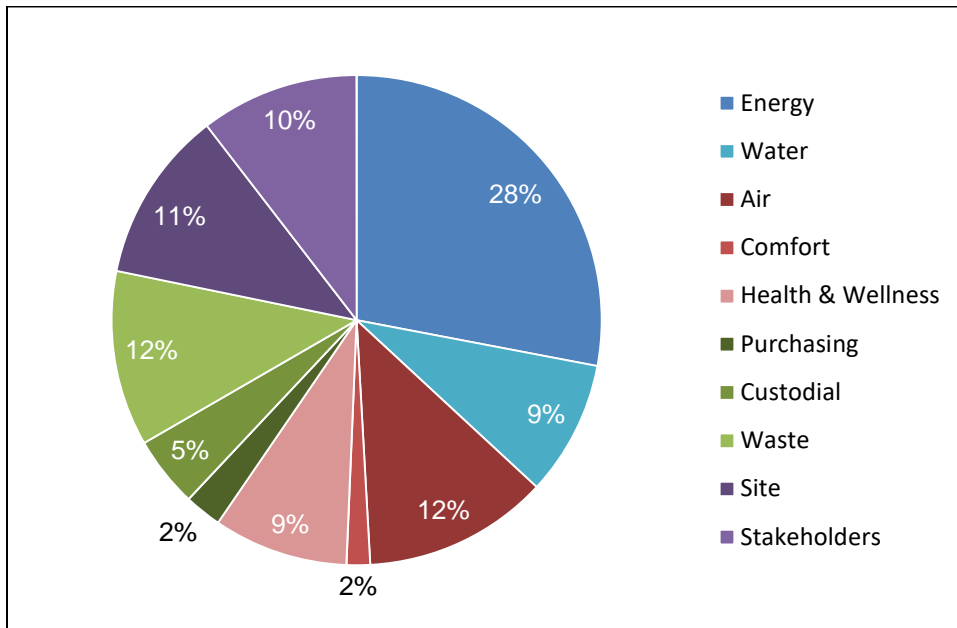


Points are distributed across each asset class in the following way:

Office

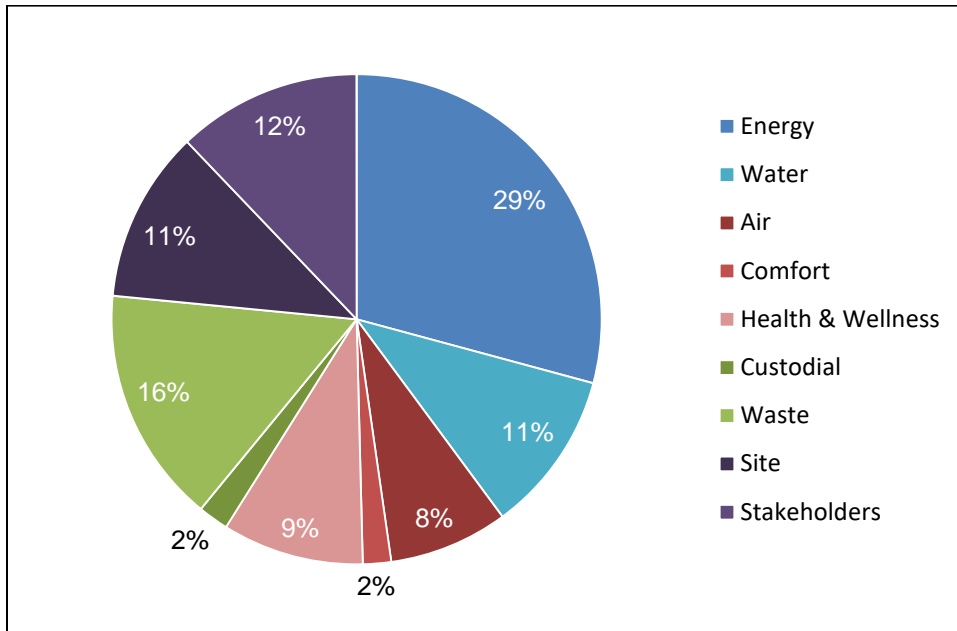


Enclosed Shopping Centre

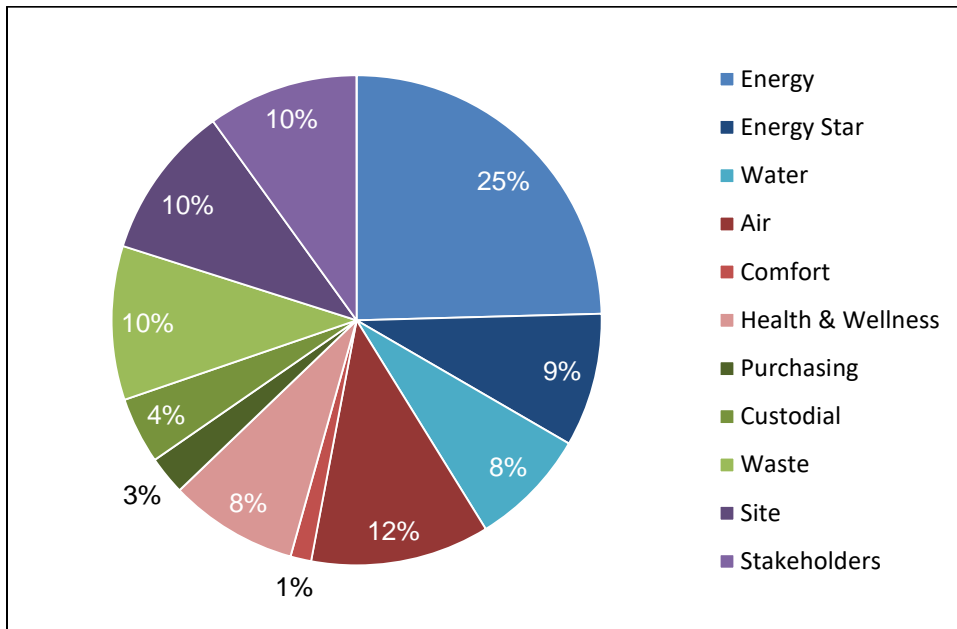




Light Industrial & Open Air Retail



Universal





8.4. Performance Thresholds

BOMA BEST 3.0 also considers the minimum performance expected by a property to achieve a specific certification threshold. Aside from completing BEST Practices to achieve a *Certified* level, BOMA BEST 3.0 does not restrict what properties can do to achieve a particular certification level (Bronze and up). In deciding the performance thresholds, BOMA Canada grouped measures together that might be considered entry-level tasks to determine the most likely certification level that could be expected for entry-level effort, and this informed the 20% scoring threshold introduced to achieve *Bronze*. The intent of this strategy is to encourage more buildings to enter the program, achieve *Certified* level which can set them on a course to pursue higher levels of certification over time.

Performance thresholds in BOMA BEST 3.0 are as follows:

- **Certified:** BEST Practices and a score under 19%
- **Bronze:** BEST Practices and a score between 20 – 49%
- **Silver:** BEST Practices and a score between 50 – 79%
- **Gold:** BEST Practices and a score between 80 – 89%
- **Platinum:** BEST Practices and a score between 90 – 100%

8.5. “Not Applicable” answer options

Total points may vary within each asset class because of “Not Applicable” (or N/A) answer options. These are provided throughout the questionnaire to accommodate situations where the question is not applicable to buildings in certain scenarios. When a N/A option is selected, the question’s total point value is removed from both the final score’s numerator and denominator (the question’s score becomes 0/0). The end result is neutral on the final score; it is as though the question (and its score) were never part of the questionnaire.

In all cases where the N/A option appears, specific instructions are provided to help the applicant understand whether or not that answer option is appropriate for them.

8.6. Innovation questions

The tables provided in section 8.3 do not include the points awarded to innovation questions. Innovation questions are present in many questions. These questions represent initiatives that are above and beyond typical best industry practices. It is possible to gain points via the innovation questions however it is impossible to lose points (since the answer options are either “Yes” or “N/A”). Answering innovation questions may increase applicants’ score to the degree that they may gain one (1) certification level (e.g. from *Silver* to *Gold*). To reiterate, applicants’ score will not be hurt if they are unable to answer “Yes”.

Note: The above statement pertaining to Innovation questions does not apply to the MURB and Health Care questionnaires. In these questionnaires, when answering “No” to these questions, the applicant will lose the points.