



The Outstanding Building of the Year (TOBY) Awards

## 2017 ENTRY REQUIREMENTS



BOMA Canada TOBY awards are part of a tiered awards program spanning three levels of competition – Local, National/Regional and International. Criteria for all levels of competition are established by BOMA International and in some cases modified at the National/Regional level.

# LOCAL AWARDS (National TOBY Feeder Program)



Certificate of  
Excellence

## Certificate of Excellence Program

The BOMA Certificate of Excellence Program (COE) introduced in 1999 by BOMA Toronto and adopted by several BOMA locals in the years following was “nationalized” in 2016 as part of a local level feeder program for BOMA Canada/BOMA International’s Outstanding Building of the Year (TOBY) awards. The program sets the standards in the industry and recognizes excellence in property and facility management. Certificates acknowledge performance quality and the people behind it.

**The program is delivered as a “stand-alone” offering for BOMA members at the local association level or as a feeder program for The Outstanding Building of the Year (TOBY) Awards. PLEASE CHECK WITH YOUR LOCAL BOMA ASSOCIATION FOR REGISTRATION INFORMATION AND DEADLINES.**

Certification is based on meeting a minimum point score (70%). Using the BOMA International TOBY requirements entrants must meet standards in building management, operation and design, tenant relations and community impact, energy management and conservation, environmental, regulatory and sustainability initiatives, and the training of building personnel. Every building submitted for certification is subject to a building inspection. Certification must be renewed every 3 years to ensure that the standard of excellence is maintained and is valid for a 3 year term as long as the property owner or management firm does not change.

## Entries

BOMA Local COE entries may be submitted via the online BOMA International TOBY portal [www.toby.boma.org](http://www.toby.boma.org). The sections within the online awards system correspond to the entry requirements outlined in National TOBY Requirements. Strict adherence to the entry specifications is required. Note: the BOMA International online awards system is only available in English.

*By applying to the Certificate of Excellence Awards program, applicants acknowledge and accept the following terms & conditions: Judging results are verified by the BOMA Local. All results are final and are not subject to appeal. Judges are industry representatives who volunteer their time & expertise for this program. The BOMA Awards Committee that establishes the criteria is also comprised of industry representatives. Any concerns or issues with the judging of properties must be made know immediately to the BOMA Local office prior to the judging visit.*

## Local Recognition

A celebration recognizing the people and companies that have met the standard will take place at the annual BOMA Local Celebration of Excellence event. Certification plaques, congratulatory banners, and BOMA (local) TOBY Awards will be presented. The individual(s) submitting the building/facility will be recognized along with building/ facility personnel who ensure this high standard of excellence is achieved.

## The Outstanding Building of the Year (TOBY)

Local BOMA TOBY awards may be presented to the highest scoring Certificate of Excellence recipients in each of the TOBY categories. Locals do have the option to provide additional non-TOBY category awards. Winners of a Local BOMA TOBY Award may be eligible to advance to the National competition if they meet the eligibility requirements.

## CATEGORIES

<p><b>Corporate Facility*</b> All buildings must be a single-use facility at least 50% occupied by the corporate entity—includes government agencies and private enterprises.</p>	
<p><b>Government Building*</b> All buildings must be government-owned and at least 50% occupied by government entities; local, state, provincial, or federal.</p>	<p><b>Historical Building*</b> All buildings must be at least 50 years old with original design maintained. This category includes all sizes of buildings meeting the age criterion. The building must retain its historic physical integrity, which means the site must be relatively undisturbed. Renovations to the original framework is acceptable.</p>
<p><b>Industrial Office Building(s)*</b> All buildings, comprising a total project, to include any single building industrial properties, one to two stories in height, with more than 5% and less than 50% office area. Building(s) must have a loading dock, roll-up or sliding rear door(s) for loading, with no common lobby or corridors except for restroom vestibules and utility or fire equipment access.</p>	<p><b>Medical Office Building*</b> All buildings must be at least 75% medical use, and at least 50% of the dedicated medical use space must be for private physician or hospital employed physician offices. The building can be located on or off a hospital campus, and its tenancy can be comprised of 50% hospital uses or ancillary services, (such as imaging, physical therapy, rehabilitation clinics, prosthetics, pharmacy clinics and the like) provided by the hospital, including employed or aligned physician offices, ambulatory surgery centers, clinical labs (such as catheterization labs). Patient stays must be less than 24-hours (but could occur within any 24-hour period).</p>
<p><b>Mixed-Use Category “NEW”</b> All properties will have minimum of 10% Office in a planned integration of at least three components that are a mix of Retail, Entertainment, Residential, Hotel, Recreation or Other Functions. Each component will be at a minimum of 10% of the total property. The property can be one or more buildings managed by the same company. It is pedestrian-oriented and contains elements of a live-work-play environment. It maximizes space usage, has amenities and architectural features that tends to mitigate traffic and sprawl.</p>	<p><b>Public Assembly Buildings “NEW”</b> All buildings must be publicly accessible and support multiple uses. The multiple use character of these buildings may influence the buildings utility use, opening hours and tenant or occupant relations. These buildings may be part of a larger portfolio. This category includes: stand-alone arenas, amphitheaters, auditoriums, art galleries, churches, hotels, convention centers, exhibit halls, courthouses, stadiums, university building(s) and other buildings that are publicly accessible. This category allows for entry restrictions based on ticketed or multi-tenant/occupant areas.  When a building fits a different TOBY category, it should be entered in that category.</p>

## Renovated Building\*

All Building(s) must be at least 15 years old, have maintained a minimum of 50% occupancy during the renovation process for all building(s) and 3 or more projects must be completed in each building when submitting multiple buildings. If entry is a single building, a minimum of 5 projects are necessary. Renovation can encompass: (1) Rehabilitation (the restoration of a property to satisfactory condition without changing the plan, form, or style of a structure); (2) Modernization (taking corrective measures to bring a property into conformity with changes in style, whether exterior or interior. It requires replacing parts of the structure or mechanical equipment with modern replacements of the same kind but not including capital additions); and (3) Remodeling (changing the plan, form or style of a structure to correct functional or economic deficiencies). In order to be eligible, a minimum of five of the following work projects must be completed by January 2016 and the building must enter the TOBY program within 5 years following substantial completion of the last renovation projects to be eligible for this category.

1. New roof, re-roof or green roof
2. New boilers/HVAC /Central Plant
3. Cleaning/Painting/New design of existing building envelope
4. New electrical system
5. New fire panel/sprinkler system
6. Modernization of elevators which can include mechanicals, ADA compliance and interior cabs refurbishment
7. New security systems can include card access, cameras, console, fire panel etc.

Renovation of main lobby that includes 3 or more of the following items: floors, walls, entry doors, signage, security desk etc.

Renovation of restrooms that includes 4 or more of the following items: sinks, counter tops, toilet, urinals, floors, walls, lighting, faucets, flushometers, stale partitions etc

10. Installation of new windows

## Retail\*

A group of retail and other commercial establishments, either enclosed or open air, managed by one company. The entry must be managed as a single property, one to multiple levels in height with a minimum of 50 percent occupancy. The anchor ratio must be at least 25 percent and the property must contain at least one anchor retailer (Grocery, Fashion, Department Store, etc.). The entry may consist of neighborhood centers (30,000 – 150,000 sq. ft.), community centers (100,000 – 400,000 sq. ft.), power centers (250,000 – 600,000 sq. ft.), regional shopping centers (400,000 – 800,000 sq. ft.) or super regional shopping centers (800,000 plus sq. ft.). No minimum office area is required.

## Suburban Office Park (Low-Rise)\*

Two or more buildings managed by the same management company with the tallest building being no higher than 5 stories; all buildings must occupy land greater than 5 acres and are located outside of the central business district **or the downtown core area.**

## Suburban Office Park (Mid-Rise)\*

Two or more buildings managed by the same management company with 1 building that is 6 to 10 stories in height, all buildings must occupy land greater than 5 acres and are located outside of the central business district **or the downtown core area.**

**NOTE:** If a suburban office park is comprised of both low- and mid-rise buildings, the entry must submit under the Mid-Rise category.

## Office Building Categories

Under 100,000 Square Feet\*

100,000 - 249,999 Square Feet\*

250,000 – 499,999 Square Feet\*

500,000 – 1 Million Square Feet\*

Over 1 Million Square Feet\*

All buildings with at least 50% office area are eligible.

*\*Net rentable as measured by BOMA standards.*

## ELIGIBILITY

1. The building must win at the local level to advance to the regional level and must win at the regional level to advance to International.
2. All portfolios must have undergone a building inspection and scored at least 70% to be eligible to compete. Each entrant must upload the completed and signed TOBY Building Inspection Verification form to be eligible to compete at the Regional and International level (this form is provided by your local BOMA association or International Affiliate organization).
3. The building must be a member, or managed by an entity that is a member, in good standing with both their BOMA local association and BOMA International in order to compete at the regional and/or international levels. Specifically, all membership fees, and any other debt, must be paid prior to entry.
4. The building may not have won in the same category at the national/international level during the last 5 years (i.e. Buildings that won in 2017 are not eligible to compete until 2022 and awarded in 2023. The building may not have won in a different category at the international level during the last 3 years (i.e. Buildings that won in 2017 are not eligible to compete until 2020 and awarded in 2021).
5. The building must be occupied for at least one full year from the date of occupancy of the first tenant by June 15, 2017 with a minimum of 12 months of building operations.
6. At least 50% of a building's space must be used as office space to be considered for all categories except the Industrial, Mixed-Use, Public Assembly and Retail categories. The Industrial category must have more than 5% and less than 50% office area as measured by BOMA standards. Buildings submitted in the Mixed-use category must have at least 10% office space.
7. All categories must be at least 50% percent occupied.
8. Each building may enter in only one category.
9. All Canadian Entrants are required to obtain a **BOMA BEST**<sup>®</sup> certification. Each entrant must provide a copy of the certification received in the current year that shows the level of certification during the current year.
10. An entrant may choose to enter multiple buildings as a single entry only if the buildings are owned by the same company, managed by the same company and the buildings are managed as a single entity and not within a suburban office park. All entries must disclose whether their entry is a single building or multiple buildings.
11. For any building that enters the competition at the local and regional level that may encounter a change in management and/or ownership and wins at the International level, the award will be presented to the management company/owner at the time of the original entry.

## BUILDING INSPECTION

- Building inspections must take place at the local level of competition to ensure the entry meets the eligibility requirements and is registered in the correct category. A minimum score of 70% must be earned to be eligible to compete for a TOBY.
- The following items will be inspected during the building inspection:
  1. Entrance/Mail Lobby
  2. Security/Life Safety
  3. Management Office
  4. Elevators
  5. Multi-Tenant Corridors
  6. Restrooms
  7. Stairwells
  8. Typical Tenant Suite (if applicable to building category)  
(Mixed-Use – at least two use types)
  9. Central Plant/Engineering Office
  10. Equipment Rooms/Service Areas
  11. Parking facilities (only if Owner/Agent Operated)
  12. Landscaping/Grounds
  13. Refuse Removal and Loading Docks
  14. Roof
  15. Tenant Amenities
- The following documentation is mandatory where applicable and should be made available. On-line versions are acceptable, but must be available at time of inspection at the property being inspected. Ease of navigation is essential to ensure that judges can easily and readily review:
  1. Evidence of Evacuation Drills conducted within past 12 months. NOTE: Drills can be silent if applicable.
  2. Preventative Maintenance Manual
  3. SOP Manual/Documentation of Standard Operating Procedures
  4. Regular Financial Reports/Accounting Software Used
  5. Purchase Policies
  6. COI for Comprehensive and/or Liability Insurance
  7. Certificate of occupancy or business license for code compliance
- Entrant should receive TOBY Building Inspection Verification form by their local BOMA or affiliated International affiliate organization

*A member of the judging team will contact the property manager in advance to book a mutually agreeable date and time for a site visit. Judges should be taken to a boardroom or office where they will spend a minimum of a 1 hour examining all of the mandatory documents. Following the review, the judges should be taken on a tour of the building. (Tour guide must be very familiar with the submission and all building areas and systems and prepared to answer onsite questions from the judges. Note: Property Management team should be on site during inspections). Please allow a between 2.5 – 3.5 hours to complete the building inspection process.*

## ENTRY FEES/JUDGING/DATA/DEADLINES

### LOCAL ENTRY FEES

A local competition fee may be applicable. Each Entrant should check with their local association concerning fees.

### NATIONAL(REGIONAL)/INTERNATIONAL FEES

National (Regional) Fees - **\$575.00** payable to BOMA Canada

International Fees - \$275.00 U.S. payable online to BOMA International

**NOTE: All deadlines are at close of business (5:00 PM Eastern). All fees are non-refundable.**

**Winter/Spring 2016/2017** - Canadian local associations hold their respective awards programs/galas. Building inspections take place at this level of competition. Each Canadian local association may submit only one building in each category to the national competition. (*Winners at the local level will receive an invitation to enter into the BOMA Canada National Awards along with a Registration Form, directly from BOMA Canada.*)

**June 30, 2017** - Completed registration form and entry fee of **\$575 Canadian (plus HST# 86325 6863 RT0001)**, which includes a \$25.00 data-submission fee payable to BOMA International for use of the online awards platform, must be received at the BOMA Canada office. (*Winners are encouraged to submit their registration form and entry fee as soon as they have made the decision to enter, so that they gain access to their official online entry in advance of the final entry submission date.*)

**July 15, 2017** - Official entry must be completed online at [www.tobyawards.com](http://www.tobyawards.com).

**July/August 2017** - Judging at the national level will occur.

**September 2017** - Competition results and awards for the national winners will be presented at the National Awards Gala held during BOMA Canada's National Conference (BOMEX®) September 27-30, 2017 in Toronto, Ontario.

**January 2018** - Winners of BOMA Canada 2017 National TOBY Awards may be eligible to advance to the 2018 International competition if they meet the eligibility requirements.\* Winners will be asked to submit a secondary registration form to BOMA Canada acknowledging their intent to enter the International competition.

**April 2018** - Eligible national winners, who have acknowledged their intent to continue to International competition, will be forwarded to BOMA International by BOMA Canada. A further entry fee, payable to BOMA International, will be required in order to have the online entry officially considered. (*Entrants will be provided access to their existing National entry prior to International competition.*)

**April/May 2018** - Judging at the International level will be arranged by BOMA International in Washington, D.C.

**June 26, 2018** - Competition results and awards for the International winners will be presented at the International Awards Gala during the 2018 BOMA International Conference & Expo® in San Antonio, TX.

\*For International TOBY criteria, including eligible building categories visit:

<http://www.boma.org/awards/toby/Documents/TOBY/2017%20Entry%20Requirements.pdf>

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## GLOBAL PORTFOLIO REQUIREMENTS

### Photograph Requirements

- File Type: Hi Resolution JPEG compressed
- Maximum File Size: 2mb
- Do not use photograph collages. (Only single images)

### Supporting Document Requirements

- File Type: PDF
- Maximum File Size: 5mb

### Descriptive/Summary Text Requirements

- Maximum word count is specified for each section

### NOTE:

- Descriptive/summary text must be entered in the text box provided and may not be submitted as an uploaded file.
- Identified what an acronym represents at least once in each document.
- Text within required supporting documents does not count against character limits.

### RECOMMENDATION:

Text should be created in Word, or other similar program, and then copied and pasted into the text box. Please spell check prior to pasting into the text box. Also confirm that the copied text can be fully viewed on line. If not, reduce the characters to fit the requirements.

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## PORTFOLIO SPECIFICATIONS:

The following information must be provided electronically using BOMA International's TOBY Web site at [www.tobyawards.org](http://www.tobyawards.org) to be considered for both the regional and international competitions. Strict adherence to the portfolio specifications listed herein is **required**.

Local entries must check with your BOMA local association for local submission requirements.

### SPECIAL NOTES:

- Each section is limited to a specified amount of words. All entrants are encouraged to save and review their entries before submitting to ensure that all text/content is captured in the entry.
- *Shaded boxes throughout this document contain useful notes and information that may assist you in preparation for a local judges' visit or for completion on your online entry. It is a resource only and is not exhaustive.*

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## BUILDING DESCRIPTION – 1 POINT

Provide a summary of the physical description of the building(s), property and location.

**Maximum of 350 words**

**No attachments allowed for this section.**

## **BUILDING STANDARDS – 3 POINTS**

The Building(s) Standards should be designed to provide the reader with an overview of the building(s) and property since the judging at the regional and international levels does not include a physical inspection of the building(s) and property.

**Mixed-Use, Public Assembly and Retail Buildings:** Start with the following: Building Name, Number of Floors and Floor Plate Square Footage, Total Building Square Footage, Retail Area Square Footage, Office Area Square Footage and other Area Square Footage.

Provide a single paragraph describing each of the items below:

1. Number of Public Entrances and their physical characteristics
2. Common Area Standard Finishes
3. Restroom Standard Finishes
4. Customer Service/Concierge Facilities
5. Utility Distribution
6. Elevators and/or Escalators and/or Moving Walks, Lifts, etc.
7. HVAC Distribution System
8. Fire Life Safety Systems
9. Loading Dock & Back of House Tenant Receiving Areas
10. Parking
11. Emergency Generator/Back up Power
12. Signage and **Wayfinding**
13. **Multiple Uses (where applicable)**

**Industrial Office Buildings:** Entrants should include ceiling height, weight loads, truck/rail access, bay areas, design flexibility, and other building standards that will help the judges review your entry.

**Renovated Buildings:** The Building(s) Standards section must start with a summary explaining the renovation work completed. It must include a description of each project, the date of completion of each project and which of the three renovation types were utilized (rehabilitation, modernization and/or remodeling).

**All other building categories:** Start with the following: Building Name, Number of Floors and Floor Plate Square Footage, Total Building Square Footage, Office Area Square Footage and other Area Square Footage.

Provide a single paragraph describing each of the items below:

1. Lobby/Atrium Standard finishes (**Mixed-Use – one per entity, lobby up to 3**)
2. Corridor Standard Finishes
3. Restroom Standard Finishes
4. Typical Tenant Suite Standard Finishes (**Mixed-Use – 2 suites from different entities**)
5. Utility Distribution
6. Elevators
7. HVAC Distribution System
8. Fire Life Safety Systems
9. Loading Dock & Parking
10. Emergency Generator/Back up Power



## BUILDING STANDARDS (CONTINUED)

### ALL building categories must:

- Disclose in a paragraph if your entry includes multiple buildings being entered as a single entry. In order to comply, the multiple buildings must be owned by the same company, managed by the same company, managed as a single entity and not located within a Suburban Office Park. This disclosure is necessary for all categories.
- Provide a floor plan for your building showing your main lobby as well as two additional typical floor plans.
- Include a site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines.
- Document use of BOMA floor measurement standard – type in section of lease where the BOMA floor measurement standard is referenced, or upload other documentation, such as a sample lease document or calculations referencing the BOMA office standard (1996 or 2010 versions). If not using BOMA standard, please list which standard is being used.
- Describe certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST, or BREEAM. Attach a copy of the certification/award.
- Include TOBY Inspection Verification - PDF

**Maximum of 2,000 words.**  
**Maximum of 5 attachments allowed for this section.**

*Floor plans can be combined into one pdf document.*

## COMPETITION PHOTOGRAPHS – 1 POINT

### A. Industrial Buildings:

Provide the following photographs of your building(s):

- 2 Front exterior of the building(s),
- 1 Rear exterior of the building(s),
- 1 Interior of the office
- 1 Interior of the warehouse.
- 2 Additional photographs, the subject matter of which is the entrant's choice

- B. Renovated Buildings:** A minimum of (6) with a maximum of 12 additional photographs displaying building features “before and after” rehabilitation, modernization and/or remodeling are required. One “before” photo for every “after” photo of the exact same location is necessary.

### C. Retail Buildings:

Provide the following photographs of your building(s):

- 1 Front exterior,
- 1 Rear exterior,
- 1 Interior (public areas)
- 1 Example of Signage
- 2 Additional photographs, the subject matter of which is the entrant's choice

### D. Public Assembly Buildings:

- 2 Exterior
- 1 Interior (lobby and hallways)
- 2 Multiple use areas
- 1 Signage and Wayfinding
- 1 Central plant or main mechanical room (chiller, fire pump or boiler room)
- 2 Additional photographs, the subject matter of which is the entrant's choice

### E. All other Buildings:

- 2 Exterior
- 1 Interior (lobby and hallways)
- 1 Standard tenant area (Mixed-Use – up to 3 per entity)
- 1 Central plant or main mechanical room (chiller, fire pump or boiler room)
- 2 Additional photographs, the subject matter of which is the entrant's choice

**No text is required for this section**

## AWARDS CEREMONY PHOTOGRAPH

In addition to the competition photos, all regional and international entries must submit one high resolution (minimum 300 dpi) 11" x 14" color JPEG (JPG) of the building's exterior for display at the awards ceremonies. Also a photograph of the management team responsible for daily management of the building(s) is required.

No text is required for this section.

## COMMUNITY IMPACT – 15 POINTS

- Provide a written description of the building management's impact on the community. For example: jobs provided (as a direct result of the building's existence), amenities to the community or the corporate environment (parks, blood drives, special events, etc.), tax impact (provide special assessments for roads, sewers, etc.), recognition awards, letters and roads and other transportation improvements. If the impact can be quantified as additional income for the community or charitable event or has some type of savings associated with the impact, please describe. When describing the current year's events, please note programs and how long they have been in place.
- Describe how the building management's efforts in this area have helped make the property a benefit to the local community. Only include corporate donations/activities if entrant can describe how the onsite management team personally participated.

*Summer students employed, co-op student placements, seasonal hires. Community involvement and enrichment (Local BIA, Schools, Charities, Donation Drive (toy, clothing, food), Animal Protection, Donation of space (vacant area, courtyards, lobbies) for community/city events, buskers, arts & crafts, farmers markets.*

### NOTES:

- A. All Categories:** This section should not be confused with Tenant Relations. Please indicate services that relate to the community and not to the tenants. Entrants may also include a maximum of three PDF attachments reflecting the events being described such as posters, flyers, newsletters and charity acknowledgement letters. No JPEGs will be accepted.
- B. Industrial Buildings:** Entrants may also include the building's compatibility with neighboring properties and how the building affects traffic.
- C. Retail, Mixed-Use and Public Assembly Buildings:** Entrants should focus on amenities made available to the community as a result of the property and describe amenities open to the public to utilize. Demonstrate the building management or staff participation in community involvement and enrichment.

Maximum of 1,800 words

Maximum of 3 PDF attachments allowed for this section

## TENANT RELATIONS/COMMUNICATIONS – 15 POINTS

- Provide a summary of the Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.
- Describe the building's work management system for responding to tenant maintenance issues, as well as any ongoing programs for informing tenants of building operation problems.
- Describe tenant amenities available such as health facilities, childcare and food service.
- Indicate if tenant satisfaction surveys were conducted including the frequency and the date the last survey was last completed and the results.
- Provide an explanation of the major findings and the action/s management took to share results, alleviate concerns and/or problems, and/or ensure that acceptable and "popular" procedures and activities were maintained.

### All Categories must also include:

1. 3 samples of tenant/public appreciation letters (PDFs)
2. 2 newsletters (PDFs)
3. 1 copy of tenant/occupant survey (PDF)
4. 1 tenant communications piece (PDF)
5. 3 photographs reflecting the events being described (JPEGs)
6. Table of contents from the tenant manual (PDF). Do not include the entire manual or photograph collages. (Only single images)

## TENANT RELATIONS/COMMUNICATIONS CONTINUED

### NOTES:

**A. Public Assembly Buildings:** Patrons may be included as well as tenants for Public Assembly Buildings.

**B. Corporate Facility:** Employees are considered tenants and you may include the table of contents of your tenant information manual or guidebook in addition to the summaries described above.

**Maximum of 1,800 words**

**A maximum of 8 PDF attachments and 3 JPEG attachments allowed for this section.**

## ENERGY CONSERVATION – 20 POINTS

Canadian Entrants must obtain a **BOMA BEST®** certification. Each Entrant must complete the following: (1) provide a copy of the certification received in the current year that shows the level of certification.

- BOMA BEST® Certified/Bronze: 3 points
- BOMA BEST® Silver: 4 points
- BOMA BEST® Gold: 5 points
- BOMA BEST® Platinum: 6 points

### **B. Building Staff/Tenant Education 4 points**

Describe any programs in place to educate building operations staff, property managers, engineers, leasing agents, and other personnel such as tenants about the importance of and methods for energy conservation. This may include encouraging or requiring participation in BOMA Energy Efficiency Program, ENERGY STAR® training sessions, BOMA BEST Practices, pursuing industry certification and professional development programs.

### **C. Building Operations and Maintenance 5 points**

Describe your building maintenance procedures and how they contribute to energy conservation. This should include the following as well as any additional procedures followed:

- Preventative maintenance programs
- System documentation
- Equipment and system performance monitoring
- Sensor and control calibration

Provide a description of the steps taken to improve the energy performance of your building over the last three years.

### **D. Building EMS Monitoring 5 points**

Energy Management System (EMS) is often underutilized in commercial buildings. When fully engaged, they are powerful tools for improving the performance of HVAC and lighting systems and conserving energy. Describe the EMS in place in your building and the degree to which you use it to reduce the building's energy consumption. Provide measureable results demonstrating reduction in energy and improved performance.

*Goals/targets in place for reducing energy consumption; enrollment in incentive/rebates programs; energy efficient projects in place or intent to commit within 12 months; energy efficient programs onsite (green team, green roof, tenant engagement); tenant awareness/incentive/education and participation; building ops and maintenance procedures; practices contributing to site energy efficiency; tracking/benchmarking.*

**Maximum of 1,750 words**

**A maximum of 2 PDF attachments allowed for this section. One of the 2 attachments should include, the BOMA BEST® Certificate/**

## ENVIRONMENTAL, REGULATORY, SUSTAINABILITY & WASTE – 15 POINTS

Describe a minimum of 6 programs of which at least 3 should be related to Environmental and Regulatory and at least 3 related to Sustainability.

### Environmental & Regulatory: 5 points

- Describe the policies and procedures in place at the building. This may include accessibility for disabled tenants and visitors, indoor air quality management and testing, storage tank management, generator testing and management, hazardous waste management, asbestos management, emergency clean up, blood borne pathogen program, pandemic preparedness and tenant environmental management and compliance.
- Provide documentation of buildings waste management plan, recycling policies and building's exterior maintenance plan, including recaulking, window washing, pressure washing, etc., green programs and/or any other environmental management programs.
- Please include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.

### Sustainability: 5 points

- Describe the policies and procedures in place at the building. This may include storm water management, green friendly landscape management, integrated pest control management, green cleaning, green purchasing policy, exterior building maintenance management plan, waste management and recycling, lamp disposal, water reduction and management and traffic reduction initiatives. Please include any additional sustainable policies and procedures not mentioned above that are being followed.
- When describing these policies and procedures explain if they are mandated by local, state and/or federal compliance or other. If these programs are not mandated, explain the purpose for implementing.

### Waste: 5 points

- Describe your building's waste reduction work plan and source separation program.
- Where applicable include:
  - Collection of organic wastepaper, metal cans, glass, plastic containers and cardboard
  - Your facilities diversion rate
  - Educational training for occupants, custodians and general public
  - Organizational statement for continuous improvement in reduction and diversion of waste streams
  - Address the prevention, diversion, and management of solid waste generated as a result of Day to day activities and infrequent events
  - Attach a PDF copy of your latest waste audit
  - Future plans to increase recycling levels and reduce the waste generated

*Environmental Management Plan/ Manual; Elevator/Escalator/Moving Walks, Freight, Lift Maintenance logs; Waste Audit Reports; Waste Reduction Work Plan posted; Roof Anchor Plan & Inspection; CFC reporting; Air Emissions; TSSA Compliance; Work plans in place to meet new regulations; Health & Safety procedures (staff, contractors); (hot work permits, spill control procedures lockout-tagout, roof waivers, contractor management program, safe work permit program); record keeping, equipment (chemical storage, protective gear; safety shower, eyewash station); GHS (Globally Harmonize System) compliance; MSDS (housekeeping & maintenance); Employment & Human Rights Law (Bill 168 work plan); Accessibility Action Work Plan (Wheelchair (entryways, washroom, elevators, light switches), Visually Impaired (Braille elevator buttons, directories, signs suite numbers and names, floor indicators (voice or tone), concierge service.*

*Reduction of environmental footprint; sustainability included in owners documentation,, leases, construction manuals, construction services; building recycling plan list of recycling services made available (toners, cartridges, cell phones, batteries, e-waste, organic waste), reuse of building materials; cradle to grave programs; tenant engagement initiative on sustainability.*

Maximum of **2,250** words

Up to 5 PDF attachments allowed in this section.

## EMERGENCY PREPAREDNESS/LIFE SAFETY – 15 POINTS

- Describe the procedures and programs for life safety, fire, disaster and security standards. (Mixed-Use: review all procedures for all entities)
- Describe training for property management and tenants as well as recovery procedures. If you work with local first responders and conduct live training, explain how this is accomplished.
- Provide a summary about your business continuity plan and if drills are conducted how they are documented and communicated. (Mixed-Use: look for how each entity works with the others)
- Describe how fire and evacuation drills are conducted, how often and when. (Mixed-Use: For Hotel & Residential can be silent drill)
- Include a table of contents of your emergency preparedness and security standards manual(s). (PDF)
- Include AED policy or equivalent (PDF), written security procedures (TOC) (PDF), copy of ADA plan (PDF) and reference of access control and surveillance systems in the building (PDF).

*Emergency Preparedness Plan; (Fire, Disaster, Pandemic, etc.); Evacuation Procedures, Tenant and Staff Training Drills; Emergency Systems, Maintenance, Procedures, Training, Testing, Recording/log Books, Fire/Emergency procedures; Annual Fire & Safety Systems Certificate; Monthly Fire Safety inspection sign off; Emergency After Hour Tenant Contact Procedures; Business Continuity Plan; Emergency Equipment; (AED, Oxygen, SCBA, first aid/trauma kits); Communications Equipment (2 way radios, PA systems, paging, emergency notification system).*

**Maximum of 1,800 words**

**A maximum of 5 PDF attachments allowed for this section.**

## TRAINING FOR BUILDING PERSONNEL – 15 POINTS

- Provide a list of qualifications for building staff.
- Include a building specific organization chart of the building management team (PDF), including any industry certifications, degrees or industry training.
- Describe the following: on-going training programs for building personnel including seminars, in-house training and continuing education completed as well as designations, participation in professional organizations and team building and how this is managed for all personnel. Detail prior year and current year training plus future plans.
- Indicate if any member of the management team has participated in at least one BOMA-sponsored (local, regional or international) event or international affiliate sponsored event within the last 12 months.

*Internal training, seminars, courses, webinars, internal website as a resource, skill upgrading opportunities for employees; Internal Property Management Policy & Procedures and templates available to staff as a resource; Non-technical or customer service related training such as people skills, conflict resolution; training requirements by job function or role. Are any site staff currently working towards designations, degrees, certifications, applicable to their roles; Employee Assistance Program; Goals & Objective Program; staff performance reviews, feedback and communication; employee retention efforts, staff / team building events, mentoring, succession planning, employee recognition program; Industry/internal Awards & Recognition received by team, site or employee.*

NOTE: Industrial Building: Discuss training for both on-site and off-site building personnel dedicated to the property.

**Maximum of 1,800 words**

**1 PDF allowed for this section**

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