

BOMA BEST
Sustainable Workplaces

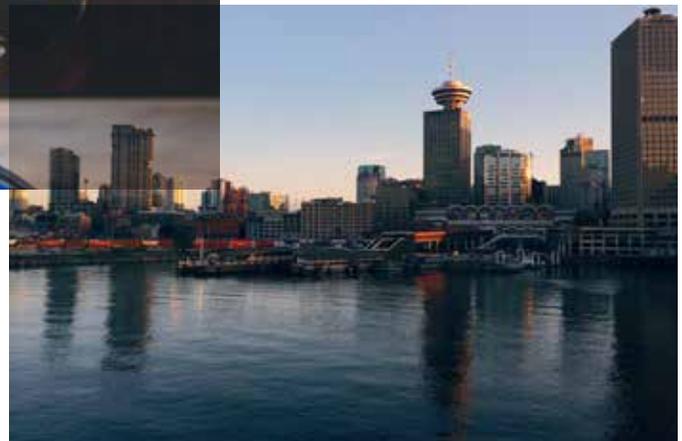


Certification Program for Tenants & Organizational Workspaces



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Introduction

Leasing office space in a green certified building is a great step toward becoming a more environmentally conscious, sustainable organization.

But how do you ensure that your efforts to support green building operations and provide a healthier work environment are actually happening and working?

You need a framework to benchmark, monitor and set goals.

The BOMA BEST Sustainable Workplaces Program helps organizations be more sustainable. It also enables them to measure and monitor their environmental performance. They can then easily implement additional policies, procedures and programs that will provide:

- A way to measure, track, and reduce their environmental impact
- Employee engagement and recruitment
- Best practices to support a healthier work environment and a greener building
- Effective support for overall sustainability efforts
- Recognition as a leader in corporate sustainability efforts

Sustainability is something most of your team will value. We encourage you to find the 'green heroes' in your office and reward them with the implementation and oversight of this program.

Achieving certification takes just four steps:

Step 1 → DEVELOP POLICIES

Step 2 → CREATE GOALS / OBJECTIVES

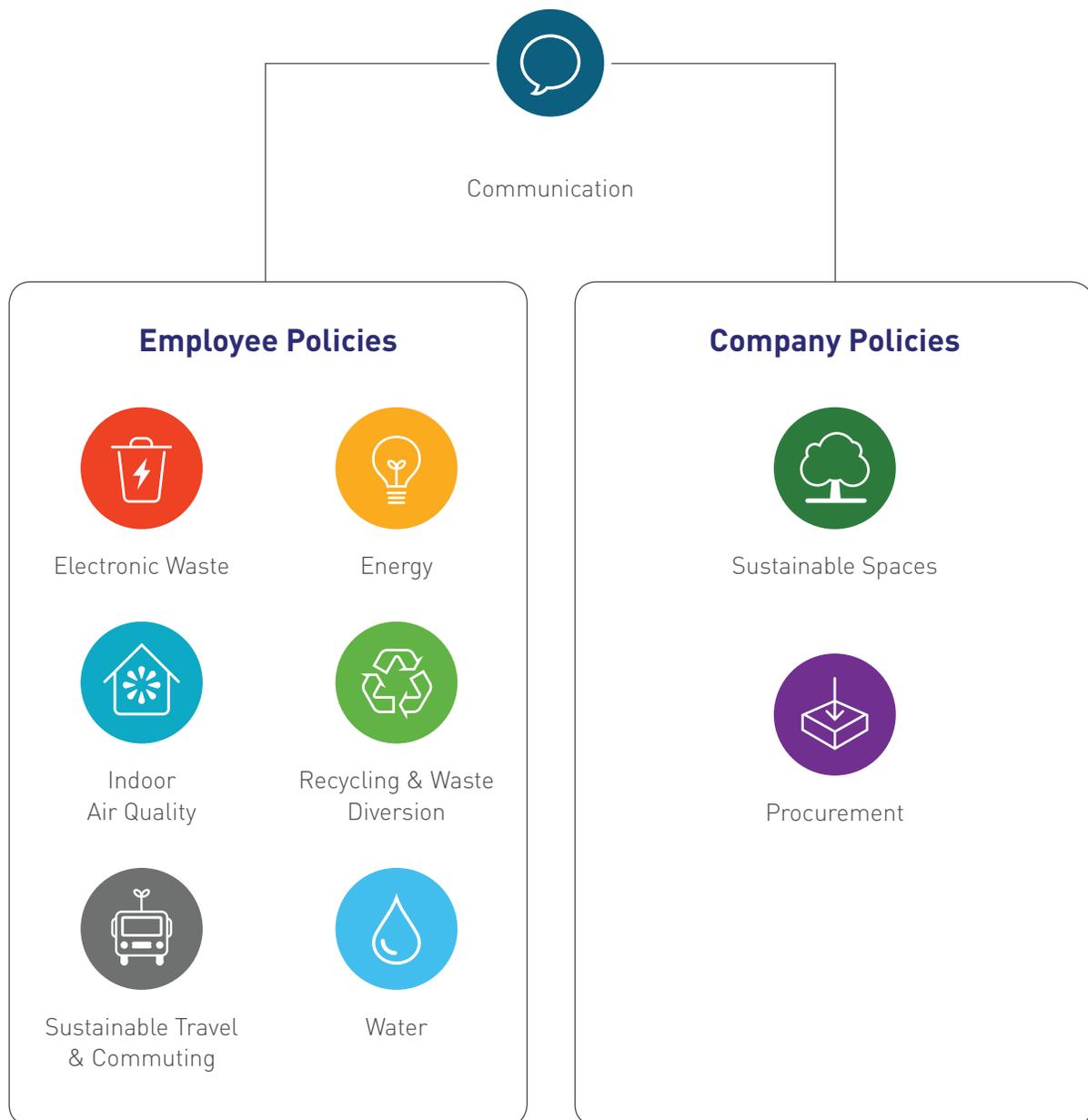
Step 3 → DEVELOP / IMPLEMENT PROGRAMS

Step 4 → REPORT FOR CERTIFICATION

1. Develop Policies

1.1 Overview

The first step in implementing BOMA BEST Sustainable Workplaces is to develop policies that cover the nine areas of assessment:



Your organization may wish to develop a single global policy to address all these areas, or individual policies or even a hybrid. It may be advantageous to use a current policy or policies and review / modify them to meet the Sustainable Workplaces requirements.

All approaches are acceptable as long as the policies implemented cover the nine areas of assessment detailed below.

The policies must be approved by a member of senior management and available to all employees.

1.2 Requirements

The first requirement to certify under BOMA BEST Sustainable Workplaces is for the organization/workplace to define its environmental and sustainability policy and/or policies and ensure that they:

- use the BBSW online tool for for setting and reviewing objectives and goals;
- are communicated to all persons working within your organization;
- are approved by the senior management
- are available to your entire team.

The nine areas and a description for each include:



Energy

The policy shall include a commitment to monitor, measure, and reduce energy consumption that is within the control of your organization.



Water

The policy shall include a commitment to monitor, measure, and reduce water consumption that is within the control of your organization.



Electronic Waste

Organizations should review what electronic waste is generated (old computers, printers, smart phones, cartridges, batteries, etc.) and commit to responsible recycling or reuse.



Recycling and Waste Diversion

Organizations should review and understand what types of waste are generated, what can be recycled or composted (paper, food waste, etc.), and commit to reducing waste and increasing recycling and composting rates.



Sustainable Spaces

As renovations or initial fit-ups are contemplated, organizations should commit to the use of various sustainable building programs such as BOMA BEST or follow the requirements set out by the building management or local authorities. Your organization should also ensure that occupant/employee comfort, a healthier physical work environment and energy efficiency are part of the design and planning process.



Sustainable Travel and Commuting

The policy shall include a commitment to promote more sustainable commuting options for employee travel to work (walking/biking/public transport/car pool/home-based offices) and also a commitment to monitor, measure, and reduce business-related travel.



Indoor Air Quality

The policy shall include a commitment that employee concerns around indoor air quality (scent free zones, use of VOCs—volatile organic compounds) be monitored, measured, and addressed where applicable.



Procurement

Implementing a procurement policy is important as the financial and environmental cost of equipment is typically more than the initial purchase price. Purchasing energy efficient equipment means cost savings over the lifetime of ownership that, in most cases far exceeds the initial investment. (See Appendix)



Communication

Organizations should develop a communication plan that will engage their entire team. Sustainability programs can only be enhanced if all the people within the organization are involved and kept informed. Your team is more likely to be engaged if communication is consistent, regular and relevant.

1.3 Examples

The sample policy below represents the requirements for BOMA BEST Sustainable Workplaces. It is an example only; your organization should focus on developing a set of policies that are reflective of your culture yet also answering the requirements.

Forward Thinking Inc. Sustainability Policy

To better understand the impact our organization is having on the environment and to have a long-term sustainability plan in place to effectively reduce this impact.

It is Forward Thinking's policy to:

Energy

Keep energy usage low. For example, making use of low energy light bulbs throughout the office space and using schedules to ensure computers & lights are turned off after work.

Water

Establish a baseline for water use and set achievable targets for saving water.

E-Waste

Third party organization will be engaged to remove all e-waste so as much can be recycled as possible.

Recycling and Waste Diversion

Comply with all relevant environmental legislation, regulations and requirements; Recycle all waste material possible;

Sustainable Spaces

Use non-hazardous and eco-friendly cleaning products.

Sustainable Travel & Commuting

Create an incentive program for those using public transit.

Indoor Air Quality

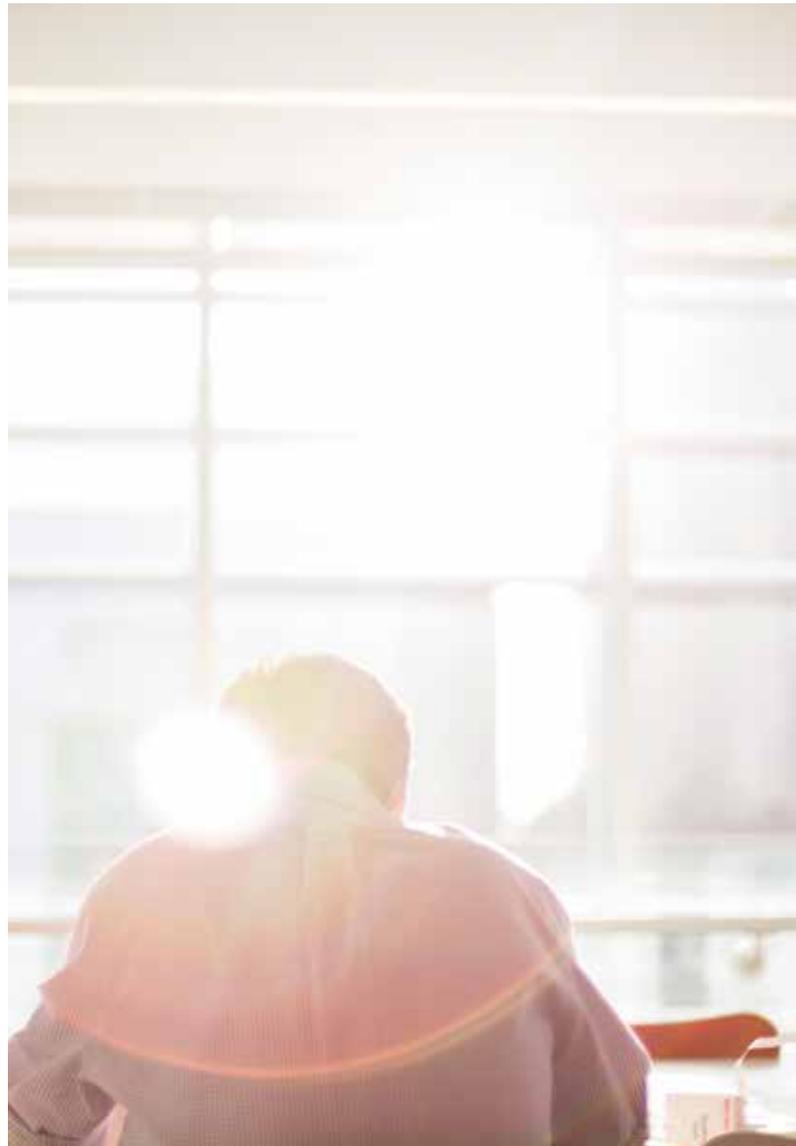
Create scent free zones.

Procurement

Mandate the purchase of only FSC certified paper for all stationary and collateral material.

Communication

Establish a sustainably-focussed communication calendar including E-news, posters and an online presence.



2. Create Goals / Objectives

2.1 Overview

Upon completing your policies, it is time to set the goals and objectives for your organization. These also need to address each of the nine areas of BOMA BEST Sustainable Workplaces, each should have an associated time line and align with your policies.

For example, if your policy commits to minimizing electricity use, your objective should be to reduce electricity consumption. You can have more than one objective in each area. Check with your landlord/property manager to see what data they collect and are able to share, as this may influence your ability to measure success.

It is important to note that goals and objectives can be difficult to determine in the early stages as there may be no data available. There are basically 3 options:

1 No Method For Data Collection Available

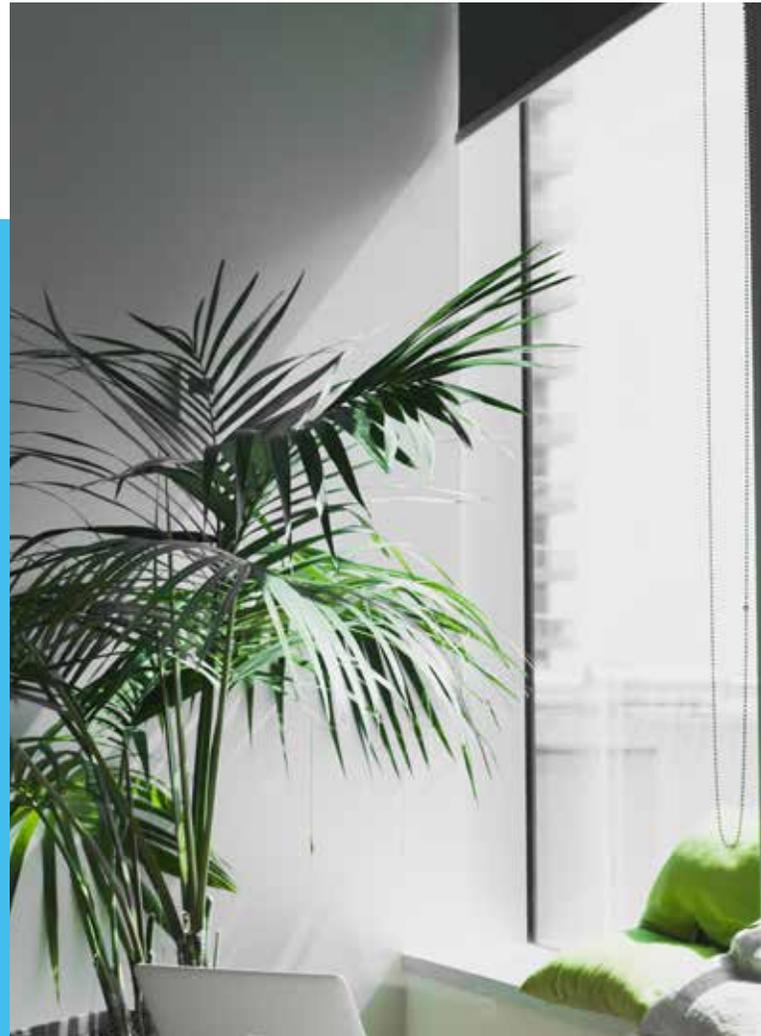
If there is no way to collect and measure data—e.g. before your space is not sub-metered for electricity, then quantitative goals may not be possible. Your goals should be qualitative, addressing the things that will making your workplace more sustainable.

2 No Past Data But Future Data Collection is Available

Data needs to collected so a baseline can be established and goals/objectives can be created moving forward.

3 Past Data Available

This can be used to establish a baseline which clear goals/objectives and timelines can be established.



“We were looking for a workplace standard for sustainability that our employees would embrace and not resist. BOMA BEST Sustainable Workplaces is proving to be a great value for our company.”

→ **Keith Major, Executive Vice President, Property Management, Bentall Kennedy**

2.2 Requirements

It is essential to define how objectives and targets will be achieved, who is recording the results and defining responsibilities.

Each program is essential to define how objectives and targets will be achieved, for recording the results and defining responsibilities.

It should be clearly stated:

- What the plan is to reach your goals and objectives
- Who is responsible for implementation
- What the timeline is.

“76% of Millennials consider a company’s social and environmental commitments when deciding where to work and nearly two-thirds (64 percent) won’t take a job if a potential employer doesn’t have strong corporate social responsibility (CSR) practices.”

→ [2016 Cone Communications Millennial Employee Engagement Study](#)

2.3 Examples

Energy

Where a space is sub-metered and the organization has access to electricity data:

- Reduce energy usage by 10% within 2 years

Where a space is not sub metered, a more qualitative objective can be set

- Communicate the actions needed to reduce energy consumption
- Develop a phantom power reduction program (using technology and human behaviour to shut down equipment)

Water

Where a space is sub-metered for water and the organization has access to the data

- Reduce water usage by 10% within 2 years

Where a space is not sub-metered for water an example may be

- Increase awareness of water usage; replace water coolers and bottled water with tap water



e-waste**Divert 100% of e-waste from landfills and ensure they are properly recycled**

- Ensure all employees understand what constitutes e-waste
- Set up office e-waste collection stations

Recycling and Waste Diversion

- Recycle 100% of all office paper products
- Divert 100% of food waste to appropriate building recycling streams and/or compost

Sustainable Spaces

- All renovations will use FSC certified wood products
- All renovations will aim for 100% diversion of construction waste from landfill

Sustainable Travel and Commuting

- Encourage employee use of public transit
- Encourage use of technology solutions to replace business travel
- Reduce single-car commuting by 20% in 3 years
- Reduce business travel by 20 % in 3 years

Indoor Air Quality

- Ensure employees are aware of the effects of scents
- Implement scent free zones in all workplaces

Procurement

- Establish sustainable procurement policies for IT, Office Supplies, Furniture and Electrical Appliances
- Ensure 100% of appliances are ENERGY STAR rated
- Create a list of office supplies that can be replaced with environmentally friendly alternatives
- If replacing office furniture, make sure old furniture is donated to programs such as Green Standards
- Ensure 100% of office supplies are environmentally friendly and include recycled content, have environmental certifications (i.e. ENERGY STAR, EcoLogo), and incorporate environmental design elements

Communication

- Establish a quarterly sustainability e-news
- Create a poster campaign describing green activities and successes
- Host 1 green event each year

“Despite struggling with debt, recession, and the job crisis, millennials—who will account for 75% of the workforce in 2025—are not motivated by money. Rather, they aim to make the world more compassionate, innovative, and sustainable.”

→ [Adam Smiley Poswolsky, Fast Company](#)

3. Develop / Implement Programs

3.1 Overview

Once you set your goals and objectives have been set, the next step is to develop programs that will help an organization achieve them. Programs are essential to define how objectives and targets will be achieved, for recording the results and for defining responsibilities.

A program should clearly state:

- What you are going to do to reach your goals and objectives
- Who will be responsible for implementing it
- A timeline

Interpretations

Different organizations may have different capabilities and/or needs to implement objectives and targets. The targets should take into account the actual ability of the organization to monitor and measure progress to targets.

Targets are generally broad statements (e.g. reduce energy consumption) while goals provide more specifics (e.g. 10% reduction in 2 years).

Targets should be quantitative in nature where possible (i.e. numerical data is available to measure progress — 10% energy reduction in 2 years) however there may be cases where objectives and targets are less qualitative in nature (increase awareness of recycling programs).

3.2 Requirements

Your organization/workplace shall establish and implement programs (where appropriate) for achieving its performance measures in the following areas:

- **Energy**
- **Water**

- **Electronic Waste**
- **Recycling & Waste Diversion**
- **Sustainable Spaces**
- **Sustainable Travel & Commuting**
- **Indoor Air Quality**
- **Procurement**
- **Communication**

Programs must include (as appropriate):

- Defined responsibilities for achieving the target or objective at the relevant functions and levels of your organization/workplace;
- A champion for the program(s) at relevant management levels; and
- The resources needed and time frame by which they are to be achieved.

3.3 Examples

Energy

- Communicated the actions needed to reduce energy consumption by posting signage educating workers to turn off monitors at night etc.
- Developed a phantom power reduction program (using technology and human behaviour to shut down equipment)

Water

- Posted signs to sensitize employees about conserving water
- Replaced water coolers and bottled water with tap water

3.3 Examples continued

E-waste

- Set up office e-waste collection stations
- Posted e-waste signage indicating what constitutes e-waste

Recycling and Waste Diversion

- Installed recycling bins and at all work stations
- Added organic food waste bins to all kitchens

Sustainable Spaces

- Set requirements for contractors to only use FSC certified wood products during construction
- During renovations, hired a company to ensure that all construction waste is 100% diverted

Sustainable Travel and Commuting

- Subsidized public transit to encourage employee use of public transit
- Encouraged use of technology solutions to replace business travel by providing better technology to all employees

Indoor Air Quality

- E-news issued and posters created explaining the effects of scents on air quality
- Created scent free floors in our office space including a scent free lunch room

Procurement

- Establish a new sustainable procurement policy for IT, Office Supplies, Furniture and Electrical Appliances was established
- Replaced 30% of existing appliances with ENERGY STAR rated appliances

- Contracted with a new supplier of environmentally friendly office supplies and all new purchases will be eco-friendly
- Donated all unused office furniture to Green Standards

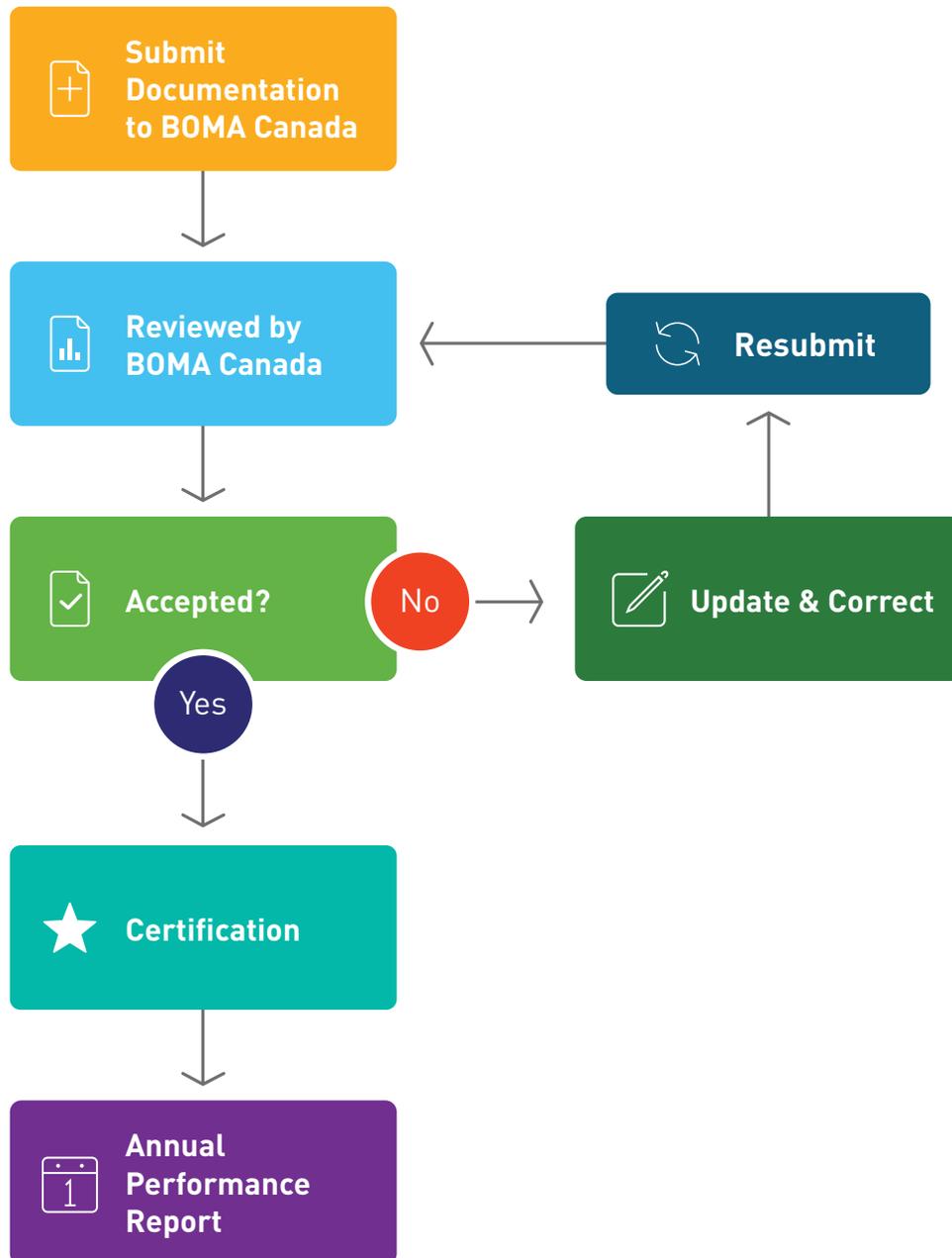
Communication

- Added a permanent green section to current e-news
- Created and posted posters describing green activities and successes
- Added a green page of our intranet
- Hosted our first annual zero waste spring bbq happened where green heroes were presented with saplings for their gardens



4. Certification

In order to certify your workspace you must follow the steps below. Allow this guide to lead you through the process. If you have any questions please direct them to sustainableworkspaces@bomabest.org



Procurement Appendix

Procurement strategies assist in reducing operating cost through the purchase of more efficient equipment. An active communication strategy leads to a more engaged and successful team.

For example, buying energy-efficient equipment means costs savings over the lifetime of ownership that, in most cases, far exceed the initial investment. Another example is using responsible recyclers so that waste and e-waste is properly recycled and/or disposed. Below are examples of organizations and programs that can assist with procurement of more sustainable products:

ENERGY STAR

ENERGY STAR qualified products:

- save energy
- lower energy bills
- reduce your impact on the environment

EPEAT

EPEAT (Electronic Product Environmental Assessment Tool) is a procurement tool to help institutional purchasers in the public and private sectors evaluate, compare and select desktop computers, notebooks, monitors and printers based on their environmental attributes.

The Responsible Purchasing Network

Has developed Green Purchasing Best Practices for Computers, Displays and Imaging Equipment.

FSC

The Forest Stewardship Council is an international certification and labeling system dedicated to promoting responsible forest management worldwide. Forests are evaluated to meet FSC's strict environmental and social standards.

The Programme for the Endorsement of Forest Certification (PEFC)

An international non-profit, non-governmental organization dedicated to promoting Sustainable Forest Management (SFM) through independent third-party certification.

ECOLOGO Program

ECOLOGO Certified products, services and packaging are certified for reduced environmental impact.

GoJava

GoJava provides sustainable office services providing a carbon-neutral delivery for coffee, tea, snacks and more and take away and recycle waste that would otherwise go to landfill (coffee pods, coffee cups, snack packaging, etc.).

Green Seal

Green Seal is a non-profit organization that uses science-based programs to empower consumers, purchasers and companies to create a more sustainable world.

GREENGUARD

GREENGUARD™ is an independent, non-profit organization with a scientific, third-party board that creates environmental standards for indoor products and building materials.

Responsible Recycling Practices (R2)

SERI — Sustainable Electronics Recycling International — is a non-profit organization serves as the new home of the R2 Standard – the “Responsible Recycling (“R2”) Standard for Electronics Recyclers.”