



2021 ENTRY REQUIREMENTS

Retail

Open Air/Strip Mall
Enclosed Shopping Centre



The Outstanding Building of the Year (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 Local/National/Regional level. (Please check with your local association for more details)

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 AVAILABILITY/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. 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.

CATEGORY DESCRIPTION

2021 TOBY Entry Requirements

Retail Buildings

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.

Categories

- Enclosed Mall
 - Under 1 Million Sq. Ft.
 - 1 Million Sq. Ft. & Over
- Open Air/Strip Mall.

IMPORTANT NOTE FOR 2021 ENTRANTS:

There are three categories of Retail TOBY Awards at the local and national level. At the International level there are currently only two categories (Enclosed Mall and Open Air/Strip Mall) - the highest scoring Enclosed Mall overall and the winner of the Open Air/Strip Mall category will be eligible to move on to the International level.

NOTE – FOR SECTIONS HIGHLIGHTED IN YELLOW, CHANGES HAVE BEEN MADE TO THE 2021 ENTRY REQUIREMENTS DUE TO COVID-19.

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.

NOTE: At-Large entries, entries that are outside the jurisdiction of a local association, must submit their portfolio directly to their region using BOMA International's TOBY website at <https://toby.boma.org> for regional judging and must notify their regional awards chair of their intention to compete.

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 local, 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 regional/international level during the last 5 years (i.e. Buildings that win in 2020 are not eligible to compete until 2025 and awarded in 2026). The building may not have won in a different category at the regional/international level during the last 3 years (i.e. Buildings that win in 2020 are not eligible to compete until 2023 and awarded in 2024).

5. The building must be occupied for at least one full year from the date of occupancy of the first tenant by **June 15, 2021** with a minimum of 12 months of building operations.

6. All buildings must be at least 50% percent occupied (physical occupancy).

7. Each building may enter in only one category.



8. **Canadian Entrants** are required to obtain a **BOMA BEST®** 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.

9. 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 under the Building Standards section.

10. 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

NOTE: Due to the impact of the COVID-19 pandemic in 2020, BOMA acknowledges that on-site building inspections may be impacted. TOBY judges have been given the option to conduct on-site or virtual inspections at the discretion of the BOMA local association.

For more information, please refer to the TOBY Awards Virtual Site Inspection document – https://toby.boma.org/Documentation/2020_06_16_TOBY_Inspections%20COVID_19_FINAL.docx

- 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 may be inspected during the building inspection:

- | | |
|---|------------------------|
| 1. Entrance/Mail Lobby * | 13. Roof |
| 2. Security/Life Safety | 14. Tenant Amenities * |
| 3. Management Office * | |
| 4. Elevators * | |
| 5. Multi-Tenant Corridors * | |
| 6. Restrooms * | |
| 7. Stairwells * | |
| 8. Central Plant/Engineering Office | |
| 9. Equipment Rooms/Service Areas * | |
| 10. Parking facilities (only if Owner/Agent Operated) | |
| 11. Landscaping/Grounds | |
| 12. Refuse Removal and Loading Docks | |

* Open Air Retail where applicable

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.

Note: Open Air Retail - In the case where the management office is onsite, the judges will visit this office, and if not, a comprehensive tour of the property with property management will be mandatory.

- 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 (Basic Principles)
- Entrant should receive TOBY Building Inspection Verification form by their local BOMA or affiliated International affiliate organization.

ENTRY FEES

LOCAL ENTRY FEES

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

REGIONAL (NATIONAL) AND INTERNATIONAL ENTRY FEES

Entry fees will be paid to [BOMA International](#) and [BOMA Canada](#) for each submission entering the **Regional (National)** competition. These fees will be collected during the online submission process. Fees are broken down as follows:

1. A \$50 US data-submission fee will be collected for each building added to the online system. Buildings may be added regardless of whether they have won at the local level or not. Adding a building does not enter that building in the regional or international competitions.
2. A Regional (National) fee of \$795 CA is payable to BOMA Canada at the time of registration.
3. A \$325 US entry fee must be paid in order to submit a building for consideration in the regional/international competitions.

INTERNATIONAL ENTRY FEES

No additional fees apply

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

JUDGING / DATA / DEADLINES

Winter/Spring 2020/2021 - 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.*)

May – June, 2021 - Completed registration form and entry fee of \$795 Canadian (plus HST# 86325 6863 RT0001), Entrants will also be expected to submit a one-time \$50.00 data-submission fee payable to BOMA International during use of the online awards platform (at local or regional level depending on when they begin using the portal). (*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, 2021 – A final payment of \$325 or \$375 US (depending if \$50 data -submission fee has been collected already) is payable at time of official entry completed online at www.toby.boma.org.

August 2021 - Judging at the national level will occur.

September 2021- Competition results and awards for the national winners will be presented during a virtual National Awards Gala held during BOMEX 2021 September 28-30.

January 2022 - Winners of BOMA Canada 2021 National TOBY Awards may be eligible to advance to the 2022 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 2022 - Eligible national winners, who have acknowledged their intent to continue to International competition, will be forwarded to BOMA International by BOMA Canada. No further entry fees are payable to BOMA International to have the online entry officially considered. (*Entrants will be provided access to their existing National entry prior to International competition.*)

April/May 2022- Judging at the International level will be arranged by BOMA International in Washington, D.C.

July, 2022 - Competition results and awards for the International winners will be presented at the International Awards Gala during the 2022 BOMA International Conference & Expo®.

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, DOC, DOCX, RTF, TXT
- 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.
- Identify 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.

PORTFOLIO SPECIFICATIONS

The following information must be provided electronically using BOMA International's TOBY website at <https://toby.boma.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.

NOTE:

- 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.

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

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.

Provide the following:

1. Building Name or Names if multiple buildings are being entered as a single entry
2. Number of Floors
3. Floor Plate Square Footage
4. Total Building Square Footage
5. Retail Area Square Footage
6. Office Area Square Footage
7. Other Area Square Footage (if applicable)
8. Exterior Building Description (type of facade, windows, roof etc.)

Describe each of the following:

1. Number of Public Entrances and their physical characteristics *
 2. Public 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 (Description of tenant and public areas units)
 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)
 14. Certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST, or BREEAM
 15. Ceiling height, weight loads, truck/rail access, bay areas, design flexibility, and other building standards that will help the judges review your entry
- Open Air Retail – where applicable

Attach the following:

1. Floor plan for your building showing your main lobby as well as two additional typical floor plans (Attachment #1)
2. Site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines. (Attachment #2)
3. Documentation of BOMA floor measurement standard–type used in section of lease where the BOMA floor measurement standard is referenced, or other documentation, such as a sample lease document or calculations referencing the BOMA office standard. If not using BOMA standard, please list which standard is being used. (Attachment #3)
4. Copy of any certifications and/or awards that have been achieved that are not related to ENERGY STAR ®, BOMA BEST, or BREEAM (Attachment #4)
5. TOBY Inspection Verification (provided by your local BOMA association) (Attachment #5)

Note: Please combine multiple documents into a single attachment if necessary.

*Buildings that do not earn the maximum 3 points in the building standards section may earn one point if they are a BOMA 360 designee.

Maximum of 2,000 words
Total of 5 attachments required

COMPETITION PHOTOGRAPHS – 1 POINT

Provide the following photographs of your building(s):

- 1 Front Exterior of the building(s)
- 1 Rear Exterior of the building(s)
- 1 Interior (Public Areas)
- 1 Example of Signage
- 2 Additional photographs, the subject matter of which is the entrant's choice

No text is required

AWARDS CEREMONY PHOTOGRAPHS – 0 POINTS

In addition to the competition photos, all regional and international entrants must upload one high resolution (minimum 300 dpi, 1,500 pixels wide or larger) color JPEG (JPG) of the **building's exterior** for display at the awards ceremonies. Also, a photograph (JPEG) of the **management team (minimum 300 dpi, 750 pixels wide or larger)** responsible for daily management of the building(s) is required.

No text required
Total of 2 attachments required

COMMUNITY IMPACT – 15 POINTS

NOTE: Due to the impact of the COVID-19 pandemic in 2020, community impact examples and data that occurred within the past 24 months can be referenced in this section.

Describe the following:

- 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.
- 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 or how it affected the property.

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.

NOTE: 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
Up to 3 attachments allowed

TENANT RELATIONS / COMMUNICATIONS – 15 POINTS

NOTE: Due to the impact of the COVID-19 pandemic in 2020, tenant relations/communications examples that occurred within the past 24 months can be referenced in this section.

Describe the following:

- Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.
- 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.
- Tenant amenities available such as health facilities, childcare and food service.
- A description of how the building’s management team communicated with its tenants during COVID-19.
- Indicate if tenant satisfaction surveys were conducted including the frequency and the date the last survey was last completed and the results.
- An explanation of the major findings and the actions management took to share results, alleviate concerns and/or problems, and/or ensure that acceptable and “popular” procedures and activities were maintained.

Attach the following:

1. 3 samples of appreciation letters from the tenant or public
2. 2 newsletters
3. 1 copy of tenant/occupant survey
4. 3 photos on how you fitted your building for COVID-19
5. 1 tenant communications piece from the property management team
6. 3 photographs reflecting the events being described
7. 1 table of contents from the tenant manual (Do not include the entire manual or photograph collages—only single images.)

Maximum of 1,800 words

Total of 13 attachments required – 1 optional – TOTAL 14 attachments

MARKETING, BRANDING AND CUSTOMER EXPERIENCE – TOTAL OF 10 POINTS

Successful marketing and branding of a Retail Building creates competitive advantage, and helps cement loyalty and creates synergies, within the community within which it trades. Retail building retailers and customers are now using a multichannel approach to communicate, promote and share their shopping experiences.

Describe all the proactive efforts on the part of management working with Tenants to implement an effective communication strategy for the Retail Building to both position the center effectively as well as to improve customer service. Each entrant may provide up to 3 examples of marketing and branding campaigns and how these were implemented, monitored and their effectiveness evaluated. The overall shopping experience provided for consumers has become an important factor for the ongoing success of the shopping center. There should be a continued focus on identifying the important needs and expectations of shoppers and delivering service levels that go above and beyond what is typically offered in the marketplace, through active management of the Retail Building environment.

Judges Scoring Guide- Site Visit

Marketing, Branding and Customer Experience

Marketing and Branding – where applicable (5 of 10 Points)

- Website detailing all stores, facilities and events
- Ongoing market research to provide frequent consumer feedback about brand awareness and image conveyed (last 2 years)
- Brand maintenance by adopting multi-faceted communication and customer contact methods (i.e., email, Facebook, Twitter, Instagram)
- Analysis of footfall into the centre and into key stores
- Social media program/ seasonalevents/ customer loyalty programs

Customer Experience - where applicable (5 of 10 Points)

- Undertake regular research to understand the changing needs of your consumers (focus groups, mystery shopping, social media monitoring) (last 2 years)
- Do you have a system which encourages and rewards the achievement of superior customer service?
- Efficient management of foot traffic into the mall and parking facilities.
- Effective zoning of tenant mix offering multiple choices and satisfying needs.
- Does all management staff embrace a service culture and share responsibility for customer service?
- Are the needs of families considered and appropriate facilities provided?
- Is technology available to enhance the shopping experience i.e., WIFI
- Industry/Community awards or recognition demonstrating superior customer shopping experience

Maximum 1800 words

Maximum 3 attachments allowed

ENERGY CONSERVATION – TOTAL OF 20 POINTS

NOTE (At International Level): It is not necessary for Retail Entrants to benchmark their energy performance using **ENERGY STAR**® at www.ENERGYSTAR.gov, BOMA BEST, BREEAM or any other international equivalent program as approved by BOMA International.



Canadian Entrants must obtain a BOMA BEST® certification and must provide a copy of the certification received in the current year that shows the level of certification for local/national (regional) competition.

Building Staff / Tenant Education – 5 of 20 Points

NOTE: Due to the impact of the COVID-19 pandemic in 2020, building staff/tenant education can be conducted virtually via online courses rather than by in-house training, classroom training, or staff meetings.

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 the BOMA Energy Efficiency Program, ENERGY STAR® training sessions, BOMA BEST Practices, pursuing industry certification and professional development programs.

Building Operations and Maintenance – 10 of 20 Points

1) 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

2) Describe the steps taken to improve the energy performance of your building over the last three years.

Building EMS Monitoring – 5 of 20 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 measurable results demonstrating reduction in energy and improved performance.

Attach the following (optional):

Statement of Energy Performance and/or BOMA BEST® Certificate and/or approved comparable energy rating verification (for buildings outside continental U.S.)

Maximum of 1,750 words

Up to 1 attachment allowed

ENVIRONMENTAL, REGULATORY, SUSTAINABILITY & WASTE – TOTAL OF 15 POINTS

Describe a minimum of 7 programs of which at least 3 should be related to Environmental and Regulatory and at least 3 related to Sustainability and then describe your waste management plan.

Environmental & Regulatory – 5 of 15 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 re-caulking, 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.
- Open Air Retail – where applicable

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.

Sustainability – 5 of 15 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.
- Open Air Retail – where applicable

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.

Waste – 5 of 15 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
 - 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

Attach the following:

1. Documentation of waste management plan – TOC or other
2. Other documentation of recycling policies, exterior maintenance plan, etc. (optional)
3. Sustainable Policies – TOC or other (optional)
4. Waste audit (optional)
5. Other

Maximum of 2,250 words

Total of 1 attachment required (up to 5 attachments allowed)

EMERGENCY PREPAREDNESS / LIFE SAFETY – 15 POINTS

NOTE: Due to the impact of the COVID-19 pandemic in 2020, entrants can use data up to 24 months prior to application deadline.

For more information about emergency evacuations, please refer to BOMA International's document *Preparing for Emergency Evacuations –*

<https://boma.informz.net/BOMA/data/images/COVID%2019%20Preparing%20for%20Emergency%20Evacuations.pdf>

Describe the following:

- Procedures and programs for life safety, fire, disaster and security standards.
- 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.
- Summary about your business continuity plan and if drills are conducted how they are documented and communicated. *
- Fire and evacuation drills are conducted, how often and when. (Open Air Retail – If not, evidence of policies and procedures sent to all tenants within the past 12 months with tenant sign-off.)

*Open Air Retail – where applicable

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).

Attach the following:

- Table of contents of your emergency preparedness and security standards manual(s).
- AED policy or equivalent
- Written security procedures (Table of Contents)
- Copy of ADA plan (if applicable in your jurisdiction)
- Reference of access control and surveillance systems in the building. How does the building control entry into the building, especially during non-business/non-peak hour? Explain how the building monitors activities in common areas. It is not necessary to include an entire policy manual on how this is handled.

Maximum of 1,800 words

Total of 4 attachments required (up to 5 attachments allowed)

TRAINING FOR BUILDING PERSONNEL – 15 POINTS

NOTE: Due to the impact of the COVID-19 pandemic in 2020, training for building personnel can be conducted virtually via online courses rather than by in-house training, classroom training or, staff meetings. Participation in BOMA-sponsored event may be virtual, as well.

Describe the following:

- List of qualifications for building staff (not job descriptions)
- 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.
- Management team participation in at least one BOMA-sponsored (local, regional or international) event or international affiliate sponsored event within the last 12 months (if applicable).
- Training for both on-site and off-site building personnel dedicated to the property.
- List of any management team industry certifications, degrees or industry training

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.

Attach the following:

- Building specific organization chart of the building management team

Maximum of 1,800 words

Total of 1 attachment required

******* END OF APPLICATION *******

SUBMITTED CONTENT:

Building registration Information and the building description may be used in awards program materials and with the media. Photographs may be used, with attribution, in awards program materials, with the media and in other BOMA Canada/International materials. All other content may be used by BOMA Canada/International in the creation of new industry materials. BOMA Canada/International will not include identifying information, such as building name, owner, etc., in these materials without the entrant's consent. BOMA Canada/BOMA International cannot be held responsible for any lost, stolen, deleted or damaged entry portfolios or associated materials.