



Pinnacle Award

2026 ENTRY REQUIREMENTS – ABOVE & BEYOND

Goal

The purpose of the Pinnacle Award for Service "Above & Beyond" is to recognize and promote service excellence in the commercial real estate industry. This performance of service "Above & Beyond" should highlight a single event or action that exceeded a client's expectations within the last 24 months.

Eligibility & Judging

- Open to Property Owners/Management Companies or Service/Supplier Companies.
- Self-nomination is required.
- Entrants must be BOMA members.
- Entrants must have won at the local level in the current awards cycle (2026) to be eligible for national consideration.
- The event or action described must have occurred within the past 12-24 months.
- Judging is based on the online submission and fulfillment of all formal entry requirements.

Entry Requirements

- **Entry Fee:** \$995.00 CAD (plus HST #86325 6863 RT0001), payable online via credit card.
- Formal Entry Deadline: July 15, 2026.
- **Submission Format:**
 - Submit entry online [\[link available Q2 2026\]](#)
 - Completion of criteria sections A-F below.
 - A high resolution (EPS, PNG, JPG) team photo and company logo. (If the entry is successful, these images may be used during the awards gala and in post-event editorial coverage)



Criteria

A. Event or Activity (20 points) (Maximum 300 words)

- Describe the event or activity that you feel qualifies the company for recognition as going "Above & Beyond", specifically how the service exceeded expectations in terms of responsiveness, quality, and professionalism, customer satisfaction, delivery, safety, moral and environmental considerations.

B. Customer Satisfaction (15 points) (Maximum 300 words)

- Define what your company considers a "normal" response to this circumstance and explain how the approach improved client satisfaction beyond standard expectations.

C. Extraordinary Response – Delivery (20 points) (Maximum 300 words)

- Describe the company's response in meeting the client's needs by going out of its way to accomplish the task at hand and/or perceiving the client's urgency at the time of the event. Highlight how delivery timelines or execution were exceptional.

D. Client Impact – Safety (15 points) (Maximum 300 words)

- Describe the immediate impact to the client, such as cost savings, emergency action, or enhanced safety measures implemented during the process.

E. Recognition (15 points) (Maximum 300 words)

- How does your company recognize and encourage a willingness to respond to "Above & Beyond" the Call of Duty?

F. External Recognition – Client Testimonial (15 points) (Maximum 300 words)

- Did your company receive any recognition because of your actions? Please provide 1 client testimonial that reflects the value and impact of your efforts.

Recognition

- The winner will be presented with a trophy at the National Awards Gala during BOMEX.
- The winner will be notified in advance and provided with a complimentary ticket to attend the Gala (travel expenses not included).
- Finalists will be acknowledged during the Gala.
- The winner may be featured in post-event editorial and marketing initiatives.

