



PRIX BOMA AWARDS
2021 - 2022

innovative and bold

May 13, 2021

BOMA AWARDS

2021-2022 Requirements

The **BOMA Awards** program is the most prestigious and comprehensive program of its kind in the real estate industry, recognizing quality of buildings and awarding excellence in building management.

Deadline for
Statement of Interest :
As soon as possible

Deadline
for submissions :
March 19, 2021

TABLE OF CONTENTS

p. 3	General informations
p. 4 to 13	Entry Requirements 2021
	Building of the year
	<ul style="list-style-type: none">• Corporate Facility*• Industrial Building(s)• Historical Building*• Medical Office Building*• Mixed-Use category*• Public Assembly Building*• Renovated Building*• Retail Buildings*• Suburban Office Park (Low-Rise)*• Suburban Office Park (Mid-Rise)*• 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*
p. 14 to 15	Pinnacle Award
p. 16 to 26	Environment Award



**Net rentable as measured by BOMA standards*

All questions regarding the 2021-2022 BOMA Awards should be addressed to: Ninon Beaunoyer at 514 282-3826, ext. 2014.
e-mail: nbeaunoyer@boma-quebec.org

General informations

The BOMA Awards competition offers great visibility for all participants. Any building meeting the entry requirements is eligible for the Building of the Year category. Any property management firm, real estate supplier or service provider is eligible for the Pinnacle or Environment categories.

Registration

- Registration is done online – no paper documents, no CDs.
- The first step is to register online at www.boma-quebec.org
- When your registration is done, you will get the instructions for the next steps.
- All application documents (texts and photos) are to be uploaded directly onto a secure website.
- Only the accredited judges and BOMA Quebec management will have access to those documents.

Procedure

- Carefully read the entry requirements
- Compile the required documents and information
- Make sure all photos are high resolution
- Write up documents on white paper with no illustrations or watermarks, and send them in a PDF format
- Respect the deadlines

Important dates

As soon as possible	Statement of interest
March 19, 2021	Deadline for submissions at 5 p.m.
March 19 to April 9, 2021	Evaluation of submissions and building visits
May 13, 2021	2021-2022 BOMA Awards Gala
June 2021	Deadline for registrations to BOMA Canada
July 2021	Deadline for submissions to BOMA Canada
September 30	National BOMA Awards (TOBY) gala during the BOMEX 2021 event in Vancouver, British Columbia
April 2022	Submissions to BOMA International
June 2022	International BOMA AWARDS (TOBY)

Registration fees

A \$1,000.00 entry fee (plus taxes) will be paid to BOMA Québec for each submission entering the competition (included 2 tickets for the Gala Evening).

Note: All entry fees must be received prior to receiving your password to enter your data on the BOMA Québec's website. Submissions must be entered on the BOMA Québec's website **no later than March 19, 2021 at 5 p.m.** Any delay will result in a five (5) point deduction/per day of delay.

All fees are non-refundable.

ENTRY REQUIREMENTS 2021

Building of the year

CATEGORIES

Corporate Facility*

All buildings must be a single-use facility at least 50% occupied by the corporate entity — includes government agencies and private enterprises.

Industrial Building(s)*

All buildings, comprising a total project, to include any single building industrial properties, one to two stories in height, with 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.

Historical Building*

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.

Medical Office Building*

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. The building can be located on or off a hospital campus, and its tenancy can be comprised of 50% hospital 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).

Mixed-Use Buildings*

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.

Public Assembly Building*

All buildings must be publicly accessible and support multiple uses (entertainment, events/gatherings, etc.). 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, amphitheatres, 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 Building of the year category, it should be entered in that category.

Renovated Building*

All Building(s) must be at least 15 years old, have maintained a minimum of 50% occupancy (physical 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 2021 and the building must enter the Building of the Year 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: HVAC, Lighting, mechanical room upgrades/updates, etc.
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.
8. Renovation of main lobby that includes 3 or more of the following items: floors, walls, entry doors, signage, security desk etc.
9. 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 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 Square Feet
 - ❖ 1 Million Square Feet & Over
- Open Air/Strip Mall

IMPORTANT NOTE

There are three categories of Retail TOBY Awards at the local and national level. The highest scoring Retail building overall will be eligible to move on to the International level where there is currently only one category available.

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. All entrants must score at least 70% to participate at the Awards.
2. The building must be a member, or managed by an entity that is a member of BOMA Québec to participate.
3. The building may not have won in the same category at the international level during the last 5 years. The building may not have won in a different category at the international level during the last 3 years.
4. 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. Buildings submitted in the Mixed-use category must have at least 10% office space of total square footage of entire complex.
5. At least 50% of a building's space must be used as office space to be considered for all categories except the Industrial and Retail category. The Industrial category must have more than 5% and less than 50% office area as measured by BOMA standards.
6. All categories must be at least 50% percent occupied (physical occupancy)
7. Each building may enter in only one category.
8. All entrants must have valid **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.
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

Judging will occur at the local level during the months of April 2021. A visit of the building will also be scheduled during this period.

The following items may be inspected during the building inspection:

1. Entrance/Main 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)
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

i.e. 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.

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 between 2.5 – 3.5 hours to complete the building inspection process

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

Entrant should receive TOBY Building Inspection Verification form by their local BOMA.

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 a single document.

Identify what an acronym represents at least once in each document.

Text within required supporting documents does not count against character limits.

BUILDING DESCRIPTION - 1 point

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

i.e. (This text is used for promotional purposes, and may also be incorporated in the on-screen presentation of entrants at the gala.)

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.

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. Office Area Square Footage
6. Other Area Square Footage (if applicable)
7. Exterior Building Description (type of façade, windows, roof, etc.)
8. Year constructed or opened

Describe the following:

1. Ceiling height, weight loads, truck/rail access, bay areas, design flexibility, and other building standards that will help the judges review your entry
2. Lobby/Atrium Standard finishes (Mixed-Use: One per entity, lobby up to 3)
3. Corridor Standard Finishes
4. Restroom Standard Finishes
5. Typical Tenant Suite Standard Finishes (Mixed-use: 2 suites from different entities)
6. Utility Distribution
7. Elevators
8. HVAC Distribution System
9. Fire Life Safety & Systems
10. Loading Dock & Parking
11. Emergency Generator / Back-up Power

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 calculation referencing the BOMA office standard. If not using BOMA standard, please list which standard is being used (Attachment #3)
4. Copy of any certification and /or awards that have been achieved that are note related to ENERGY STAR®, BOMA BEST, OR BREEAM (Attachment #4)

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.

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. 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

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).

Maximum of 2000 words

Maximum of 5 attachments allowed for this section

i.e. Floor plans can be combined into one pdf document.

COMPETITION PHOTOGRAPHS

1 point

File type: JPEG, minimum dimensions: 1200 pixels per side, max. file size: 2mb

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
- 1 of the daily management team

B. Renovated Buildings

Provide the following photographs of your building(s):

- 2 exterior
- 1 Interior (lobby and hallways)
- 1 standard tenant area
- 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
- 1 of the daily management team

An additional 12 photographs building features (before and after renovation is permitted). One "before" photo for every "after" photo of the exact same location is necessary (Up to 19 photographs may be submitted).

C. Retail Buildings :

Provide the following photographs of your building(s):

- 1 Front Exterior of the buildings
- 1 Rear Exterior of the Buildings
- 1 Interior (public area)
- 1 Example of signage
- 2 Additional photographs, the subject matter of which is the entrant's choice
- 1 of the daily management team

D. Public Assembly Buildings :

Provide the following photographs of your building(s):

- 2 Exterior (front & rear)
- 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
- 1 of the daily management team

E. Mixed-Use Buildings:

Provide the following photographs of your building(s):

- 2 Exterior (front & rear)
- 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
- 1 of the daily management team

F. All other Buildings :

- 2 Exterior
- 1 Interior (lobby and hallways)
- 1 Standard tenant area
- 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
- 1 of the daily management team

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, or how it affected the property.

i.e. 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.
- 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.

A. All Categories must also include:

1. 3 samples of tenant appreciation letters from tenant or public
2. 2 newsletters
3. 1 copy of tenant/occupant survey

4. 1 tenant communications piece from the property management team
5. 3 photographs reflecting the events being described
6. Table of contents from the tenant manual (PDF). Do not include the entire manual or photograph collages. (Only single images)

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 11 attachments allowed for this section.

ENERGY CONSERVATION - 20 points

All categories:

All Entrants must hold a valid **BOMA BEST®** certification. Each Entrant must complete the following: (1) provide a copy of the certification that shows the level of certification.

BOMA BEST® Bronze	3 points
BOMA BEST® Silver	4 points
BOMA BEST® Gold	5 points
BOMA BEST® Platinum	6 points

Mixed-use and Public Assembly:

- The Preventive Maintenance Program (Mixed-use – how these are shared between entities) 2.5 points
- The Energy Management Plan – 2.5 points
- The Energy Reduction Target – 2.5 points
- The indoor Air Quality Monitoring Plan – 2.5 points
- The Occupant Service Request Program – 2.5 points
- Has the facility(s) conducted an ASHRAE Level 1 Energy Assessment in the last three (s) years? – 2.5 points
- Building Staff/tenant Education on the importance of and methods for energy conservation – 2.5 points
- Building Energy Management System (EMS) Monitoring – 2.5 points

Describe the following:

- A list of areas for which energy consumption data is available (i.e. all tenants, some tenants, interior

and exterior common areas) and the type of energy used, (i.e. Electricity, natural gas, other).

- Percentage of occupied gross leasable area you have energy consumption data (either through sub metering of by other means). The data must represent consumption from the most recent 12-month period and must not be any older than the past 18 months.
- Proof that building current energy consumption is being compared with consumption from past years and provide conclusions drawn from the analysis over a minimum of 1 year.

Building Staff/Tenant Education – 5 points of 20 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.

Building Operations and Maintenance - 5 points of 20 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.

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

Building EMS Monitoring - 5 points 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:

Statement of Energy Performance and/or BOMA BEST® Certificate and/or approved comparable energy rating verification.

i.e. 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 attachments allowed for this section.

ENVIRONMENTAL, REGULATORY AND SUSTAINABILITY & WASTE 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.

Environnement & 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 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.

i.e. 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); 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

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 contains 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

i.e.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 attachments allowed in this section.

EMERGENCY PREPAREDNESS/LIFE SAFETY - 15 points

- Describe the procedures and programs for life safety, fire, disaster and security standards.
- Describe training for property management and tenants as well as recovery procedures. If you work with local first responders or officials 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.
- Describe how fire and evacuation drills are conducted, how often and when.

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.

i.e. 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, Self-Contained Breathing Apparatus (SCBA), first aid/trauma kits); Communications Equipment (2 way radios, Public Address 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 (not job descriptions).
- Include training for both on-site and off-site building personnel dedicated to the property.
- Provide a list of any management team 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 within the last 12 months.

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

i.e. 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

Maximum of 1,800 words

1 attachment required for this section

SUBMITTED CONTENT

Building registration information and the building description may be used in awards program materials and with the media. Photographs may be used, in awards program materials, and in the creation of new industry materials.

2021 ENTRY REQUIREMENTS

Pinnacle Award - Customer Service

GOAL

The purpose of the Pinnacle Award for Customer Service is to recognize and promote service excellence in the commercial real estate industry

Being a customer-focused, high service driven company requires consistency, ingenuity, integrity and dedicated pursuit of excellence. Your company is always first in your customers' mind because you strive to exceed your customer's expectations. As an example, when you receive a service complaint, your corrective action is of greater proportion to what your customer would expect.

ELIGIBILITY AND JUDGING

- Property Owner/Management Company
- Service/Supplier Company
- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the last 3 years. (Furthermore, no organization shall be eligible to submit an entry in this category if the provider and beneficiary of the exceptional customer service are the same as having previously won).
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed below.
- Entrants must be BOMA members
- Judging of the entry will be based on your written submission

SUBMISSIONS

Requirements :

The following items will be required:

1. A cover sheet stating the following must be included:

Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.

2. Written submission not exceeding the maximum number of pages permitted (5 pages). You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).
3. Submissions must be made on company letterhead stationery using your company standard issue presentation covers.
4. A high resolution electronic copy of your corporate logo must be provided.
5. A picture of your team must be provided and four additional photos are mandatory (JPEG, minimum dimension 1200 pixels per side).

Section A | Written Submission

Your written submission should support your firm's positive customer service attributes that you want to impress upon the judges, and it should make note of specific details that deserve merit. Additional information is permissible as long as the **total entry does not exceed the maximum number of pages permitted (5 pages)**.

1. Detail any processes, methods and/or practices the company has used in developing company goals and objectives as they relate to customer satisfaction.
 - Customer service policy and procedures document
2. Once this plan/concept for improving customer service was developed, detail any processes, methods and/or practices, training and/or education that was necessary and carried out to achieve those goals/policies?
 - How is customer service policy maintained? Verified? Monitored?
 - Demonstrate customer focused complaint resolution process.

- Describe the “Full Circle” customer service plan from “request to resolution”.
 - How is customer input captured to determine new products, services, and areas for improvement?
 - Describe enter depth/breadth of company “team” approach to customer service delivery.
 - Describe function of managers’/ coordinators’ dedicated to customer service.
3. Describe the company’s commitment to this process. How is this commitment maintained and improved within all levels of the organization?
- Detail regular training programs for staff (including incentive & recognition programs).
 - Detail regular customer recognition/appreciation events conducted.
 - Detail a recognition/reward program for employees who excel at customer service.
 - Detail a system that ensures all active customers are visited or phoned on a regular basis.
 - Identify methods of focusing staff on customer service.
 - How is the mission statement reinforced with staff on a regular basis?
4. Identify two key clients where the entrant’s commitment has been applied/implemented and describe how this has benefited those clients (and their clients). Describe the impact it has had on their businesses.

« CUSTOMER SERVICE » INTERVIEW (Local Level only)

A random sample survey could be conducted by the Judges of your Customers and Employees. A number of questions will be posed to those selected from each group (i.e. Customers and Employees) that relate to the following: • Customer Service (full circle process) • Follow-up process • Customer appreciation /recognition process

- Provide 2 clients names, position and contact number.
- Provide customer service employee list with names, position and contact number.

2021 ENTRY REQUIREMENTS

Pinnacle Award – Innovation

GOAL

The purpose of the Pinnacle Award for Innovation is to recognize and promote innovation in the commercial real estate industry; whether it is a uniquely beneficial program, product or service, a better way to solve specific needs or an ingenious way to keep customers happy.

ELIGIBILITY AND JUDGING

- Property Owner/Management Company or Service/Supplier Company
- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the last 3 years.
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed below.
- Entrants must be BOMA members
- Judging of the entry will be based on your written submission.

SUBMISSIONS

Requirements

The following items will be required:

1. A cover sheet stating the following must be included:
Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.
2. Written submission - not exceeding the maximum number of pages permitted (5 pages). You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

3. Submissions must be made on company letterhead using your company standard issue presentation covers.
4. A high resolution electronic copy of your corporate logo must be provided.
5. A picture of your team must be provided and four additional photos are mandatory (JPEG, minimum dimension 1200 pixels per side).
6. A letter of appreciation from a client.

Written Submission

Your written submission should support the company's approach to innovation and it should make note of specific details that deserve merit.

The written submission should be brief (maximum five pages) and address the following. You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

Describe how innovation is encouraged and rewarded in your company

1. Describe the innovative program, product or service, how it is unique, and how it benefits the commercial real estate industry.
2. Describe how this has benefited your company and/or your clients*, and the impact it has on business. How does the innovation make the building owner/manager's or customer's job easier, less stressful or more productive? Has it increased your company's or your client's* efficiency, productivity and/or revenue?
3. Describe how you included employee and/or customer input into the development of the innovation.
4. Identify key clients where this innovation is applied or implemented..

** Clients (including employees and contractors)*

2021 ENTRY REQUIREMENTS

Pinnacle Award – Above & Behond

GOAL

The purpose of the Pinnacle Award for Service "Above & Beyond" is to recognize and promote service excellence in the commercial real estate industry. It is about providing a service to a customer that was unexpected, extraordinary, unnecessary, surprising, caring and perhaps even entertaining and outrageous. This performance of service "Above & Beyond" could have come about as a result of a mistake made and then corrected, or it may have been an opportunity seized to show how far the company would go to exceed a client's expectations.

ELIGIBILITY AND JUDGING

- Property Owner/Management Company or Service/Supplier Company
- Entries are to be submitted on a self-nominating basis.
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed below
- Entrants must be BOMA members.

DETAILS OF SUBMISSION

Requirements :

The following items will be required as part of your Formal Entry package:

1. A cover sheet stating the following must be included:
Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.
2. Sections A through C below describe the components to be addressed in writing. Ensure that the written submission does not exceed the maximum number of pages permitted (5 pages).

You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

3. Submissions must be made on company letterhead stationery using your company standard issue presentation covers.
4. A high resolution electronic copy of your corporate logo must be provided.
5. A picture of your team must be provided and four additional photos are mandatory (JPEG, minimum dimension 1200 pixels per side).
6. A letter of appreciation from the client who benefited from the Above and Beyond service.

Written Submission

Part A – Synopsis

Your written submission should support the incident or customer service situation that you feel qualifies the company for recognition as going "Above & Beyond" in these days when we are all "doing more with less" and exceeding the customer service norms of just few years ago in order to remain competitive.

The written submission including the questionnaire responses should be brief (maximum five pages) and describe the circumstances that required extraordinary action, detailing resources and commitments used to meet the client's needs. Describe the benefits of the activity or service from the perspective of service, customer satisfaction, delivery, safety, moral and environmental considerations. You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

Part B – Questionnaire

Please answer the following questions as they apply to your company. Each question is worth a percentage of the total score of 100 (indicated in brackets).

1. Did the company show expediency in meeting the client's need(s) by going considerably out of its way

to accomplish the task at hand or perceiving the client's urgency at the time of the event? (15%)

2. Did the client perceive the service to be extraordinary and of high value? By your estimate, how much was this worth to the client? (15%)
3. Was the client extremely impressed with the activity/service by exceeding his/her expectations? Define what your organization considers a "normal" response to this circumstance. (15%)
4. Does the organization recognize and encourage a willingness to respond to "Above & Beyond" the Call of Duty? (15%)
5. Has the client's loyalty increased since the activity/service was provided by the nominee? (15%)
6. Was the activity or service: (10%)
unexpected or surprising?
caring?
extraordinary?
entertaining?
other?
7. Did the activity/service have a significant impact on the outcome of the circumstances surrounding the client? (15%)

2021 ENTRY REQUIREMENTS

Environment Award

BOMA's Environment Award is the most prestigious and comprehensive program of its kind in the commercial real estate industry, recognizing excellence in environmentally sound building management.

CATEGORIES

Office Building(s)**

Any and all office buildings must have at least 50% office space.

Industrial Office Building(s)**

(Not eligible at International Level)

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.

Retail Buildings (Shopping Centre)**

(Not eligible at International Level)

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.

Multi-unit Residential Building(s) (MURB)**

(Not eligible at International Level)

Buildings comprised of a common entrance and separate units that are also known as apartments constructed for dwelling purposes. Building must have one primary exterior door access, with each of the apartments connected by an interior door. All of the units must connect to each other (or a central corridor) by some interior door.

Low Rise (2 to 3) - building must comprise of two (2) floors above ground, and four (4) apartment (dwelling) units; **Mid Rise** (4 to 9); **High Rise** (10+); **Multi-Unit Residential Building Complex**: a group of buildings that have common management personnel, common management practices, and a common central plant.

Health Care Facility **

(Not eligible at International Level)

(Hospitals/Medical Office Buildings)

General medical and surgical hospitals, critical access hospitals, and children's hospitals. These facilities provide acute care services intended to treat patients for short periods of time including emergency medical care, physicians' office services, diagnostic care, ambulatory care, surgical care, and limited specialty services such as rehabilitation and cancer care.

To qualify as a Hospital, the following requirements must be met:

- More than 50% of the gross floor area of all buildings must be used for general medical and surgical services; AND
- More than 50% of the licensed beds must provide acute care services; AND
- These facilities must operate on a 24/7 basis.

Facilities that use more than 50% of the gross floor area for long-term care, skilled nursing, specialty care, and/or ambulatory surgical centers OR that have less than 50% of their beds licensed for acute care services are not considered eligible hospitals under this definition. Medical office buildings that meet the following requirements:

- More than 50% of total facility space is used primarily to provide diagnosis and treatment (no major surgery) for medical, dental, or psychiatry outpatient care;
- These facilities do not operate on a 24/7 basis.

Universal Facility*

(Not eligible at International Level)

The Universal Facility category was developed to cover a range of facilities that fall under a variety of building types. There are no use restrictions or size restrictions applicable to the selection of the Universal Module. A Universal Building may be any one (or a combination of the following building types: Adult Education, Aquarium, Automobile Dealership, Bank Branch, Bar/Nightclub, Barracks, Bowling Alley, Casino, College/University, Convenience Store with (or without) Gas Station, Convention Center, Courthouse, Data Center, Drinking Water Treatment & Distribution, Energy/Power Station, Fast Food Restaurant, Fire Station, Fitness Center/Health Club/Gym, Food Sales, Food Service, Hotel, Ice/Curling Rink, Indoor Arena, K-12 School, Laboratory, Library, Lifestyle Center, Mailing Center/Post Office, Mixed Use Property, Movie Theater, Museum, Utility, Other Stadium, Other – Education,

Other – Entertainment/Public Assembly, Other – Lodging/Residential, Other – Mall, Other – Public Services, Other – Recreation, Other – Restaurant/Bar, Other – Services, Other – Technology/Science, Other – Utility, Parking, Performing Arts, Personal Services (Health/Beauty, Dry, Cleaning, etc.) Police Station, Pre-school/Daycare, Prison/Incarceration, Race Track, Repair Services (Vehicle, Shoe, Locksmith, etc.), Residence Hall/Dormitory, Restaurant, Retail Store, Roller Rink, Self-Storage Facility, Senior Care Community, Single Family Home, Social/Meeting Hall, Stadium (Closed), Stadium (Open), Supermarket/Grocery Store, Swimming Pool, Transportation Terminal/Station, Veterinary Office, Vocational School, Wastewater Treatment Plant, Wholesale Club/Supercenter, Worship Facility, Zoo.

Definition sourced from Energy Star Portfolio Manager. Net rentable as measured by SOMA standards.

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. Building Environment - IAQ Performance
2. Energy Performance/EMS Monitoring
3. Recycling Programs
4. Water Performance/Water Management
5. Multi-Tenant Corridors
6. Restrooms
7. Typical Tenant Suite
8. Landscaping/Grounds
9. Refuse Removal
10. Occupant Communication/Education - Visibility

The following documentation is mandatory 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. Preventive Maintenance Manual
2. SOP Manual/Documentation of Standard Operating Procedures (online or printed)
3. Green Purchase Policies

BUILDING DESCRIPTION – 1 point

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

Maximum of 350 words

EXECUTIVE SUMMARY – 2 points

Provide an overall summary of the project's (building, office park, etc.) environmental and energy efficiency program. Describe the policies and philosophy of the project's ownership and management relating to this subject. Include if the project was built green or implemented after construction and why this concept is important.

Include TOBY Inspection Verification - PDF

Maximum of 600 words

1 attachment allowed for this section

COMPETITION PHOTOGRAPHS – 2 points

1. Industrial Buildings – Total of 7 photographs required

- 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.

2. Retail Buildings – Total of 6 photographs required

- 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

3. All other Buildings – Total of 7 photographs required

- 2 Exterior
- 1 Exterior (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 required for this section.

REDUCTION OF ENVIRONMENTAL RISK – 15 points

Environmental risk is the risk associated with the likelihood or probability that a given chemical exposure or series of exposures may damage human health and the environment. Managing environmental risk is an endless and challenging task. Describe what your company has done to protect its tenants/occupants and the environment by efficient management. This should include consideration of the following:

Describe your Hazard Communication Standard (HCS) Program or similar program. It can include consideration of the following:

- Receiving and shipping of hazardous materials
- Equipment certificate plus annual follow-up

- Chemical labeling, placarding or color-coding of piping systems
- Availability, completeness and updating of material data safety sheets and location(s), dates must be within three years
- Staff training
- Record keeping

Describe how you manage environmental risks at your property as well as reduce these risks. This can include consideration of the following:

- Asbestos
- PCBs
- CFCs and Halon
- Underground Storage Tanks and Above Ground Tanks
- Hazardous Chemicals
- Contractor Management

Provide an example of your latest risk management report. This section should also include consideration of the following:

- Inspection program
- CFC containment
- Disposal of storage containers
- Spill containment
- Regulatory compliance
- Hazardous waste contractor selection
- Formal risk assessments
- PCB ballast handling
- Chemical storage and handling facilities and procedures
- Warning signs and educational posters
- Disposal options used

Describe your emergency response plans and how they provide environmental protection. This should include consideration of the following:

- Staff competency testing
- Third party assessments
- Chemical spill procedures and preparedness
- Accidental Freon release procedures
- Asbestos mediation
- Fire protection and detection for chemical storage areas
- Tenant information packages and drills
- Notification protocol
- Communications with response agencies
- Other (natural disasters, bomb threats)

Please do not include entire manuals or photographs. Include only the table of contents, a summary of the manual and how it's implemented.

Maximum of 1,750 words

Maximum of 4 attachments allowed for this section.

INDOOR AIR QUALITY / GREEN CLEANING – 15 points

Describe the following:

- Steps taken to improve the indoor air quality (IAQ) of the building, what was done to monitor IAQ and steps taken to reduce contaminants within the building.
- The Green Cleaning Policy and steps taken to insure use of green products and cleaning chemicals both by in-house staff and contractors/vendors.
- How information collected from annual testing reports is used to evaluate and correct IAQ issues, including:
 - Installation of systems that reduce/monitor indoor pollutants (3 points)
 - Low impact cleaning policy (3 points)
 - Day cleaning or team cleaning (not daytime porter service (1 point)
 - Smoke-free building (1 point)
 - Entryways of Pedimats (1 point)
 - Use of green cleaning products (2 points)
 - Use of recycled paper products (2 points)
 - Use of other green materials (1 point)
 - Any other IAQ-Green Cleaning programs that are specific to your facility and not mentioned above (1 point)

Attach the following:

Documentation of tenant occupancy forms and/or sample pages from an annual testing program report

Maximum of 1,750 words

Maximum of 2 attachments allowed for this section.

RECYCLING – 10 points

Building recycling programs offer great rewards. The building, the tenant/occupant and the owners all have

an opportunity to give back to the environment. Tell us about your tenant/building recycling program; how you get tenants/occupants involved and how you keep the momentum going.

Describe the following:

- Paper/cardboard recycling program (4 points)
 - **Note:** If you are recycling 20% of your total waste, you can achieve up to 2 points. If you're recycling 30% or more of total waste, you can achieve up to 4 points.
 - **Example:** 100 tons of trash and 20 tons of recycle equal total output of 120 tons of waste. Therefore, the recycle percentage is determined by 20/120 of 17 percent.
- Facility program for recycling glass, plastics and aluminium (2 points)
- Lamp and ballast recycling program and its benefits (2 points)
- Sustainable landscape maintenance program, such as recycling/composting, water management and plant selection (1 point)
- Any other recycling programs that are specific to your facility and not mentioned above (1 point)

Attach the following:

- Records showing total trash-waste collected
- Records showing total recycle-waste collected

Maximum of 1,750 words

Maximum of 3 attachments allowed for this section.

ENERGY CONSERVATION – 25 points

BOMA BEST® Performance Rating – 4-10 of 25 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: 4 points
- BOMA BEST Bronze: 6 points
- BOMA BEST Silver: 8 points
- BOMA BEST Gold/Platinum: 10 points

Building Staff / Tenant Education – 5 of 25 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 BEST practices, pursuing industry certification and professional development programs.

Building Operations and Maintenance – 5 of 25 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:

- Preventive maintenance programs
- Systems 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.

Building EMS Monitoring – 5 of 25 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 improve performance.

Attach the following:

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

A maximum of 2 attachments allowed for this section. One of the two attachments should include the BOMA BEST® Certificate.

WATER CONSERVATION – 10 points

Water is a precious resource. When buildings use large volumes of water, this can result in high maintenance and life-cycle costs for building operations. Using water efficiently can reduce operating costs, through lower water usage, less chemicals, and less energy.

- 1) Describe your water management program (5 points), including:
 - Controlling storm water runoff
 - Plumbing fixtures used (toilet, sinks, etc.)
 - Programs to eliminate or reduce the use of potable water required for landscape irrigation
 - Programs to reduce water and sewer requirements for cooling towers and sub-metering to conserve water
 - Savings in dollars and reduction of water consumption from the use of water efficient programs
- 2) Describe the following (3 points):
Innovation water management strategies/applications such as hands-free faucets, waterless urinals, public/private partnership programs, green roofs, indigenous landscaping.
- 3) Answer the following (1 point):
 - What percentage of toilets/closets are water efficient (use 1.6 gal or less)?
 - What is a new installation or renovation?
 - Why was this important for your company to install these fixtures?
- 4) Answer the following (1 point):
 - What percentage of faucets that are water efficient?
 - What is the new installation or renovation?
 - Why was this important for your company to install these fixtures?

Maximum of 1,750 words

A maximum of 1 attachment allowed for this section.

INTERIOR FINISH – 10 points

There is a great opportunity to reuse existing building materials and space when remodeling common areas or tenant occupied areas. The Property Management team may have control over product selection in common areas however it's the tenant or occupant who has control over those choices within their space. What does the property management team do to encourage the use of environmentally friendly products? Written document can include manufacturer information.

- a) Provide written documentation and **(1) photograph** of building common areas space that has recently been built or remodeled. The documentation should prove that the materials used were environmentally safe products such as low VOC paints, carpet squares, recycled wallpapers, certified wood door products, etc.(3 points)
- b) Provide written documentation and **(1) photograph** of tenant space that has recently been built or remodeled for a new tenant or renewal. The documentation should prove that the materials used were environmentally safe products such as low VOC paints, carpet squares, recycled wallpapers, certified wood door products, flooring products, etc. If the tenant space was recently remodeled, please provide proof that at least 10% of the existing office space was reused – such as doors, door hardware, walls, fixtures, HVAC, smoke and fire systems, built-ins, restrooms, etc. (3 points)
- c) The purchase of local materials support local industry and reduces transportation costs from transporting products long distances across the country. Tell us about local vendors and product lines your building supports. 3 pts
- d) How is construction waste recycled? Provide percentage of materials recycled. 1 pts

Maximum of 1,750 words

A maximum of 4 attachments allowed for this section.

GREEN PURCHASING POLICY – 5 points

Describe any policies or programs you have established for purchasing "green" products – those that have reduced impact on the environment. This should include consideration of the following:

- Procurement policy outlining preferential buying of "green products"
- Product selection criteria
- Use of recycled products

Maximum of 600 words

No attachments allowed for this section.

OCCUPANT COMMUNICATION / EDUCATION – 5 points

Identify means by which occupants receive information to support Management's overall efforts to protect and improve the indoor and outdoor environments. Also, provide information as to how Management may encourage alternate means of transportation and any incentives as a result thereof. This should include consideration of the following:

- Staff and occupant education/seminars
- E-mail
- Meetings, newsletters
- Corporate and property level Web page and Internet Web sites
- Public transportation, park and ride, bus stop
- Bicycle storage to include changing and shower facilities
- Carpooling incentives
- Partnership with local city government commuter sponsored programs
- Alternate fuel vehicles - preferred parking incentives

Maximum of 600 words

A maximum 3 attachments allowed for this section.

COMMUNITY IMPACT – 10 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.

In addition, please 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 or how it affected the property.

Industrial Buildings (only): Entrants may also include the building's compatibility with neighboring properties and how the building affects traffic.

NOTES: Please indicate services that relate to the community and not to the tenants. Entrants may also include a maximum of 3 attachments reflecting the events being described such as posters, flyers, newsletters and charity acknowledgement letters. No JPEGs will be accepted.

Maximum of 1,800 words

Maximum of 3 attachments allowed for this section

CASE STUDY – 5 points

By providing a case study of a building project that was implemented to reduce environmental risk or improve energy efficiency, you can obtain five additional points. The case study should include why this project was implemented, the steps involved with implementation, the benefits derived by the building, staff, tenants, owners and/or local community and how this project is managed to ensure continued benefits. The case study should also profile the projects economic and environmental benefits and relate to at least one of the Environment Award portfolio specifications above.

This case study may be used by BOMA International in materials for program such as the BOMA Energy Efficiency Program (BEEP) and may be shared with others in the industry to demonstrate best practices in the industry.

The name of the building or the property management company name must be provided in the case study as well as a point of contact should future questions arise regarding this case study.

Maximum of 600 words

1 attachment allowed for this section.

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.