



AWARDS OF  
EXCELLENCE

# 2017 Awards of Excellence

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THE OUTSTANDING  
BUILDING OF THE YEAR

**SUBMISSION GUIDEBOOK**  
**(All TOBY Categories)**

## INTRODUCTION

BOMA Manitoba's The Outstanding Building of the Year (TOBY) Awards set the standard for commercial real estate excellence, celebrating exceptional buildings and their management teams.

The prestigious TOBY Awards are part of a tiered awards program spanning three levels of competition – Local, National (Regional) and International. Criteria for all levels of competition are established by BOMA International and in some cases modified at the National and Local levels. The program consists of exacting requirements for building management, operation and design, community impact, tenant relations/communications, energy management and conservation, environmental, regulatory and sustainability initiatives, and the training of building personnel.

All TOBY entrants must be BOMA BEST® certified and are subjected to an onsite building inspection by the BOMA Manitoba judges.

Local TOBY winners are eligible to compete nationally with the potential to advance on to the International competition stage if successful.

**Don't miss the opportunity to be one of the 2017 award winners - enter your building today!**

## TO APPLY

A registration form must be completed and submitted to the BOMA Manitoba office. Applicants must work on completing their full submission in accordance with this guidebook. **Three (3) printed and bound copies of each submission must be delivered to the BOMA Manitoba office at #820-330 St. Mary Avenue, Winnipeg on or prior to the submission deadline (binders are acceptable).** E-mail submissions are not acceptable.

## DEADLINE

Formal submissions must be completed and submitted to the BOMA office by 4:00 p.m. on Friday, March 31<sup>st</sup>, 2017

## RESULTS

Local awards judging is overseen by BOMA Manitoba (a panel of independent judges is assigned by BOMA). **All results are final and are not subject to appeal.**

## ELIGIBILITY

- All TOBY applicants must have undergone a building inspection and achieved a **score of at least 70%** to be eligible. Judges will be required to complete and sign a TOBY Building Inspection Verification form and provide it to BOMA Manitoba.
- The building must be a member of, or managed by an entity that is a member in good standing with BOMA Manitoba. Specifically, all membership fees must be paid prior to entry.
- The building may not have won in the same category at the local level during the last 3 years. The building may not have won in the same category at the national/international level during the last 5 years (i.e. buildings that won nationally in 2017 are not eligible to compete until 2022 and awarded in 2023). The building may not have won in a different category at the international level during the last 3 years (i.e. buildings that won in 2017 are not eligible to compete until 2020 and awarded in 2021).
- The building must be occupied for at least one full year from the date of occupancy of the first tenant by June 15, 2017 with a minimum of 12 months of building operations.
- At least 50% of a building's space must be used as office space to be considered for all categories except in the Industrial, Mixed-Use, Public Assembly and Retail categories. Applicants in the Industrial category must have more than 5% and less than 50% office area as measured by BOMA Standards. Buildings submitted in the Mixed-Use category must have at least 10% office space.
- The building must be at least 50% percent occupied (in all categories)
- Each building may enter in only one category.
- **Entrants are required to have a current BOMA BEST® certification.** Each entrant must provide a copy of the certification that shows the level of certification during the current year.



- 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.

**PLEASE NOTE:** By applying to the TOBY program, applicants acknowledge and accept the following terms and conditions: *Judging results are verified by BOMA Manitoba. All results are final and are not subject to appeal. Judges are industry representatives who volunteer their time and expertise for this program. The BOMA Manitoba Awards Committee that establishes our criteria is also comprised of industry representatives. Any concerns or issues with judging of properties must be made known immediately to the BOMA Manitoba office prior to the judging audit or the results being provided to the property.*

## ELIGIBILITY (Continued)

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### **COPORATE FACILITY**

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

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### **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.

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### **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 office 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, am surgery centers, clinical labs (such as catheterization labs). Patient stays must be less than 24 hours (but could occur within any 24 hour period).

### **GOVERNMENT BUILDING**

All buildings must be government-owned and at least 50% occupied by government entities; local, state, provincial, or federal.

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### **INDUSTRIAL OFFICE BUILDING(S)**

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.

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### **MIXED-USE CATEGORY**

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 tend to mitigate traffic and sprawl.

## ELIGIBILITY (Continued)



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### **PUBLIC ASSEMBLY BUILDING**

All buildings must be publicly accessible and support multiple uses. The multiple use character of these buildings may influence the buildings utility use, opening hours and tenant or occupant relations. These buildings may be part of a larger portfolio. This category includes: stand-alone arenas, 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 TOBY category, it should be entered in that category.

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### **RETAIL (SHOPPING CENTRE)**

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 % 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.

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### **OFFICE BUILDING**

At least 50% of the building's space must be used as office space\*.

Office Building Categories:

- Under 100,000 Sq. Ft.
- 100,000 – 249, 999 Sq. Ft.
- 250,000 – 499,999 Sq. Ft.
- 500,000 – 1Million Sq. Ft.
- Over 1Million Sq. Ft.

*\*Area will be rentable area of the building using the BOMA/ANSI Standard Method for measuring floor area in office buildings.*

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### **RENOVATED BUILDING**

All Building(s) must be at least 15 years old, have maintained a minimum of 50% occupancy during the renovation process for all building(s) and three or more projects must be completed in each building when submitting multiple buildings. If entry is a single building, a minimum of five 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 2017 and the building must enter the TOBY program within five years following

## ELIGIBILITY (Continued)

substantial completion of the last renovation projects to be eligible for this category.

- New roof, re-roof or green roof
- New boiler/HVAC/Central Plant
- Cleaning/ Painting/ New design of existing building envelope
- New electrical system
- New fire panel/ sprinkler system
- Modernization of elevators that can be include mechanicals, AODA compliance and interior cabs refurbishment
- New security systems can include card access, cameras, console, fire panel etc.
- Reno of main lobby that includes 3 or more of the following items: floors, walls, entry doors, signage, security desk etc.
- Reno of restrooms that includes 4 or more of the following items: sinks, counter tops, toilet, urinals, floors, walls, lighting, faucets, flushometers, stale partitions etc.
- Installation of new windows

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## **SUBURBAN OFFICE PARK (MID-RISE)**

Two or more buildings, at least one of which is six to ten stories in height that occupy land greater than five 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

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## **SUBURBAN OFFICE PARK (LOW-RISE)**

Two or more buildings, at least one of which is one to five stories in height that occupy a land greater than five acres and are located outside of the central business district or the downtown core area.

# SUBMISSION GUIDELINES

## TOBY

### New Management/Ownership

Where a building/facility has been BOMA BEST® certified in the past or is expected to be entered for BOMA BEST® certification, a submission will only be considered following a minimum of one year under new management / ownership.

### Building/Facility Under Renovation/Rehabilitation

A building/facility will not be eligible if it is undergoing extensive renovations or rehabilitation. A building/facility undergoing minor renovations and/or ongoing common area improvement programs is eligible; however, entrants are advised that cleanliness/safety measures/ tenant communication programs, etc., of areas undergoing construction, will be considered by the judges.

### Building Inspection

A mandatory building inspection will be scheduled shortly after the submission deadline. 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 1 hour examining all of the mandatory documents.

Following the review, the judges should be taken on a tour of the building. **(Note: the Tour guide must be very familiar with the submission and all building areas and systems and prepared to answer onsite questions from the judges. The property management team should be on site during inspections).**

Please allow a minimum of 2.5 hours to complete the building inspection process.

The following items will be inspected during the building inspection:

- Entrance/Mall Lobby
- Security/Life Safety
- Management Office
- Elevators
- Multi-Tenant Corridors
- Restrooms
- Stairwells
- Typical Tenant Suite (if applicable to bldg.)  
(Mixed-Use – at least two use types)
- Central Plant/Engineering Office
- Equipment rooms/Services areas
- Parking facilities (only if Owner/Agent operated)
- Landscaping/grounds
- Refuse removal & loading docks
- Roof
- Tenant amenities

## SUBMISSION GUIDELINES (Continued)

### Building Inspection (Cont'd)

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:

- Evidence of Evacuation Drills conducted with the past 12 months  
(Note: Drills can be silent is applicable)
- Preventative Maintenance Manual
- SOP manual/documentation of Standard Operating Procedures
- Regular financial reports/accounting software used
- Purchase policies
- COI for Comprehensive and/or liability insurance
- Certificate of occupancy or business license for code compliance

## SUMMARY OF JUDGES' SCORING



***A minimum of 70% must be earned to be eligible for the TOBY.***

Building Description	0-1
Building Standards	0-3
Competition Photographs	0-1
Community Impact	0-15
Tenant Relations / Communications	0-15
Energy Conservation	0-20
Environmental / Regulatory / Sustainability	0-15
Emergency Preparedness / Life Safety	0-15
Training of Building Personnel	0-15
<b>Total</b>	<b>0-100</b>



## WRITTEN SUBMISSION & SUPPORTING ATTACHMENTS

### BUILDING DESCRIPTION — 1 POINT

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

**Submission Format:** Maximum of 350 words  
No attachments allowed for this section

### BUILDING STANDARDS — 3 POINTS

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

#### NOTE:

**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:

- Number of public entrances & their physical characteristics
- Common area standard finishes
- Restroom standard finishes
- Customer service/Concierge Facilities
- Utility distribution
- Elevators and/or escalators and/or moving walks, lifts, etc.
- HVAC distribution systems
- Fire life safety systems
- Loading dock & back of house tenant receiving areas
- Parking
- Emergency generator/back up power
- Signage and Wayfinding
- Multiple Uses (where applicable)

**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).

## BUILDING STANDARDS (CONTINUED).....

### All other building categories must:

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

Provide a single paragraph describing each of the items below:

- Lobby/atrium standard finishes (Mixed-Use: one per entity, lobby up to 3)
  - Corridor standard finishes
  - Restroom standard finishes
  - Typical tenant suite standard finishes (Mixed-Use – 2 suites from different entities)
  - Utility distribution
  - Elevators
  - HVAC distribution system
  - Fire life safety systems
  - Loading dock & parking
  - Emergency generator/back up power
- Disclose in a paragraph if your entry includes multiple buildings being entered as a single entry. In order to comply, the multiple buildings must be owned by the same company, managed by the same company, managed as a single entity and not located within a Suburban Office Park. This disclosure is necessary for all categories.
  - Provide a floor plan for your building showing your main lobby as well as two additional typical floor plans.
  - Include a site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines.
  - Document use of BOMA floor measurement standard – type in section of lease where the BOMA floor measurement standard is referenced, or upload other documentation, such as a sample lease document or calculations referencing the BOMA office standard (1996 or 2010 versions). If not using BOMA standard, please list which standard is being used.
  - Describe certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST®, or BREEAM. Attach a copy of the certification/award.



**Submission Format: Maximum of 2,000 words**  
**Maximum of 5 attachments allow for this section**

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

## COMPETITION PHOTOGRAPHS — 1 POINT

### 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

### Renovated Buildings:

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

### Retail Buildings:

Provide the following photographs of your building(s):

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

### Public Assembly Buildings:

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

### All other Buildings:

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

**Submission Format: No text is required for this section**

## AWARD CEREMONY PHOTOGRAPH

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

**Submission Format: No text is required for this section**

## COMMUNITY IMPACT — 15 POINTS

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



*Summer students employed, co-op student placements, seasonal hires.*

*Community involvement and enrichment (Local BIA, Schools, Charities, Donation Drive (toy, clothing, food), Animal Protection, Donation of space (vacant area, courtyards, lobbies) for community/city events, buskers, arts & crafts, farmers markets.*

### NOTE:

**All Categories:** This section should not be confused with Tenant Relations. Please indicate services that relate to the community and not to the tenants. Entrants may also include a maximum of three PDF attachments reflecting the events being described such as posters, flyers, newsletters and charity acknowledgement letters. No JPEGs will be accepted.

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

**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.

**Submission Format: 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.

### NOTES:

#### All Categories must also include:

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

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

**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.

**Submission Format: Maximum of 1,800 words  
Max of 8 PDF attachments & 3 JPEG attachments allowed for this section.**

## ENERGY CONSERVATION — 20 POINTS

All entrants are required to obtain a BOMA BEST<sup>®</sup> certification. A copy of a valid BOMA BEST<sup>®</sup> certification and/or official BOMA BEST<sup>®</sup> letter must be available during your onsite.

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

### **Building Staff/Tenant Education (4 points):**

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

## ENERGY CONSERVATION (CONTINUED)

### **Building Operations and Maintenance (5 points):**

Describe your building maintenance procedures and how they contribute to energy conservation. This should include the following as well as any additional procedures following: preventative 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 provide measureable results over the last three years.

### **Building Energy Management System Monitoring (EMS) (5 points):**

Energy Management systems are 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 buildings energy consumption. Provide measureable results demonstrating reduction in energy and improved performance.



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

**Submission Format: Maximum of 1,750 words**  
**Maximum of 2 PDF attachments, 1 of which should include the BOMA BEST® certification in this section.**

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

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

### **Environmental & Regulatory (5 points):**

Describe the policies and procedures in place at the building. This may include accessibility for disabled tenants and visitors, indoor air quality management and testing, storage tank management, generator testing and management, hazardous waste management, asbestos management, emergency clean up, blood borne pathogen program, pandemic preparedness and tenant.

Provide documentation of building waste management plan, recycling policies and building's exterior maintenance plan, including recaulking, window washing, pressure washing, etc., green programs and/or other environmental management programs.

Please include any additional environmental and regulatory policies and procedures not mentioned above that are being followed

# ENVIRONMENTAL, REGULATORY, SUSTAINABILITY & WASTE (CONTINUED)

## Environmental & Regulatory: (Continued):



*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 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 you have municipal, provincial or deferral compliance that you are following. If these programs are not mandated, then explain their purpose for implementing



*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, catteries, e-waste, organic waste), reuse of building materials; cradle to grave programs; tenant engagement initiative on sustainability.*

## Waste (5 points):

Describe your building's waste reduction work plan and source separation program.

Where applicable include:

- Collection of organic wastepaper, metal cans, glass, plastic containers & cardboard
- Your facilities diversion rate
- Educational training for occupants, custodians & general public
- Organizational statement for continuous improvements in reduction & diversion of waste streams
- Address the prevention, diversion, & management of solid waste generated as a result of day to day activities & infrequent events
- Attach a PDF copy of your latest waste audit
- Future plans to increase recycling levels & reduce the waste generated

**Submission Format: Maximum of 2,250 words  
Maximum of 5 PDF attachments allowed for this section.**



## EMERGENCY PREPAREDNESS/ LIFE SAFETY — 15 POINTS

Describe the procedures and programs for life safety, fire, disaster, and security standards (Mixed-Use: review all procedures for all entries). Ensure to include a table of contents of your emergency management and security standards manual(s) (as PDF). Also as a PDF include AED policy or equivalent, written security procedures (TOC), copy of ADA plan, and reference of access control & surveillance systems in the building (as pdf).

Include how fire & evacuation drills are conducted (note: Mixed-Use: for Hotel & Residential can be silent drills), and how often and when. Describe the training for property management and tenants as well as recovery procedures. If you work with local first responders and conduct live training, explain how this is accomplished. Provide a summary about your Business Continuity Plan and if drills are conducted how they are documented & communicated. (Mixed-Use: look for how each entity works with the others).



*Emergency Preparedness Plan; (Fire, Disaster, Pandemic, etc.); Evacuation Procedures, Tenant & 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).*

**Submission Format: Maximum of 1,800 words  
Maximum of 5 PDF attachments allowed for this section.**

## TRAINING FOR BUILDING PERSONNEL — 15 POINTS

Provide a list of qualifications/professional designations for building staff and a building specific organization chart of the building management team (as a pdf), including any industry certifications, degrees or industry training.

Describe the following: on-going training programs for building personnel including seminars, in-house training and continuing education completed as well as designations, participation in professional organizations and team building and how this is managed for all personnel. Detail prior year and current year training plus future plans.

Indicate if any member of the management team has participated in at least one BOMA-sponsored (local, national or international) event or international affiliate sponsored event within the last 12 months.

### NOTES:

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



*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.*

**Submission Format: Maximum of 1,800 words  
Maximum of 5 PDF attach allowed for this section.**