

# 2020 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 2019 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
- **Once finished all completed submissions (including applicable attachments) are to be uploaded directly onto the BOMA International TOBY portal [www.toby.boma.org](http://www.toby.boma.org).** Please Note: Details regarding the portal use will be emailed to each applicant
- Only the accredited judges and BOMA Manitoba management will have access to those documents.

## DEADLINE

Formal submissions must be completed and submitted via the online portal by 4:00 p.m. on Friday, March 27th, 2020

## 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

- The building may be entered in only one category and must be owned or managed by a BOMA Toronto member that is directly responsible or accountable for the property being entered.
- The building must have been occupied for at least one full year from the date of occupancy of the first tenant by January 31, 2020 with a minimum of 12 months of building operations.
- At least 50% of a building's rentable space must be used as office space to be considered for all categories except the Industrial, Mixed-Use, Public Assembly & Retail Categories. For eligibility in the Industrial category, the property 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.
- All categories must be at least 50% occupied as at January 31, 2020 (evidence of documentation of occupancy).
- Owned and managed by present incumbent (Owner Company/Management Company) for at least 1 year prior to the time of submission deadline with 12 months of building operations
- All entrants are required to obtain a BOMA BEST certification. A copy of a valid BOMA BEST certification and/or office BOMA BEST letter must be available during your onsite inspection by the BOMA Toronto's COE judges. Omission of BOMA BEST certificate will result in automatic disqualification.
- See the section called Submission Guidelines on page 8 for TOBY category eligibility requirements
- Certificate of Excellence (COE) winners are eligible to enter every three years. For the 2020 awards cycle – COE winners who last submitted in January 31, 2017 are now eligible to compete.
- TOBY winners are eligible to compete after every 5 years. For the 2020 awards cycle - TOBY winners who last submitted in January 31, 2014, are now eligible to compete.

**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 (Categories)

### COPORATE FACILITY

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

### 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 offices. 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) 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).

### 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.

### 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 tends to mitigate traffic and sprawl

### 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, amphitheaters, 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.

### RETAIL (SHOPPING CENTRE)

#### RETAIL – ENCLOSED

**UNDER 1 MILLION sq. ft.** A group of enclosed retail commercial establishments under 1 million square feet, managed by one company. The entry must be managed as a single property and may be one or multiple

levels in height with a minimum of 50% occupancy.

The anchor ratio must be at least 25% and the property must contain at least one anchor retailer (Grocery, Fashion, Department Store, etc.).

#### RETAIL – ENCLOSED

**OVER 1 MILLION sq. ft.** A group of enclosed retail commercial establishments over 1 million square feet, managed by one company. The entry must be managed as a single property and may be one or multiple levels in height with a minimum of 50% occupancy.

The anchor ratio must be at least 25% and the property must contain at least one anchor retailer (Grocery, Fashion, Department Store, etc.).

#### RETAIL - OPEN AIR /STRIP

Refers to an open-air retail property that managed by one company with a minimum of 50% occupancy. The entry may be made up of individual retail units, with either one or multiple levels in height, but must be managed as a single property. The anchor ratio must be at least 25% and the property must contain at least one anchor retailer. (i.e. Grocery, fashion, department store, etc.). The configurations are where there is no indoor common space, and stores may be unconnected or attached in a strip or row type of fashion. This type of property may also be called a Strip Mall.

#### OFFICE BUILDING

As of July 2019, the building must be at least three years old from the date of occupancy of the first tenant. At least 50% of the building's space must be used as office space\*.

Office Building Categories include:

- Under 100,000 Sq. Ft.

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

All buildings with at least 50% office area are eligible.

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

#### 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)** Remodelling (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 31, 2020.

- 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
- 5) New fire panel/sprinkler system
- 6) Modernization of elevators which can include mechanicals, AODA 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 three or more of the following items: floors, walls, entry doors, signage, security desk etc.
  - 9) Renovation of restrooms that includes four or more of the following items: sinks, counter tops, toilet, urinals, floors, walls, lighting, faucets, flushometers, stall partitions etc.

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

Two or more buildings managed by the same management company with one building that is six to ten stories in height, all buildings must 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.

*\* Net rentable as measured by BOMA standards*

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

Two or more buildings managed by the same management company with the tallest building being no higher than five stories; all buildings must occupy land greater than five acres and are located outside of the central business district or the downtown core area.

## **SUBMISSION GUIDELINES**

### **THE OUTSTANDING BUILDING OF THE YEAR**

The TOBY is awarded to the top scoring building in various building categories within the BOMA Manitoba Awards of Excellence program. The minimum score for a TOBY win is 80%. Manitoba TOBY winners may be eligible to enter in categories that continue in the BOMA national awards program, given they meet national requirements. If successful there, they are eligible to move on to the BOMA International Awards program in available categories. Please check the [BOMA Canada](#) and [BOMA International](#) guidebooks for further details on available award categories.

## **ONSITE/MANDATORY DOCUMENTS**

### **MANDATORY DOCUMENTS**

The following documentation is mandatory where applicable and should be made available. On-line versions are acceptable however keep in mind that judges will be looking for written evidence and documentation in hard copy and this must be available at the time of inspection at the property being inspected. These documentations are mandatory (failure to comply will result in immediate disqualification and loss of entry fee). 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
- Standard Operating Procedures (SOP) manual / documentation
- Regular financial reports / accounting software used
- Purchase policies

**NOTE: The building team must be very familiar with the submission, all building area/systems and be prepared to answer onsite questions from the judges. Property Management team should be on site during inspections and must be very familiar with commencing the review of the mandatory documents. Please allow a minimum of 2.5 hours to complete the judging process.**

## **BUILDING INSPECTION**

A mandatory building inspection will be scheduled during late April 2019 or the first week of May 2019. 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 the written submission. Following that review, the judges should be taken on a tour of the building. Please allow a minimum of 2.5 hours to complete the building inspection process.

**NOTE: The building team must be very familiar with the submission, all building areas/systems and be prepared to answer onsite questions from the judges. Property Management team should be on site during inspections and must be very familiar with commencing the review of the mandatory documents.**

The following areas will be inspected during the building inspection (if applicable to building category):

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>○ Entrance / Mall Lobby</li> <li>○ Security /Life Safety</li> <li>○ Management Office</li> <li>○ Elevators</li> <li>○ Multi-Tenant Corridors</li> <li>○ Restrooms</li> <li>○ Stairwells</li> <li>○ Typical Tenant Suite (<i>if applicable to building</i>)<br/>(<i>Mixed-Used – at least two use types</i>)</li> </ul> | <ul style="list-style-type: none"> <li>○ Central Plant / Engineering Office</li> <li>○ Equipment rooms / Services areas</li> <li>○ Parking facilities (<i>only if Owner/Agent operated</i>)</li> <li>○ Landscaping / grounds (photos are acceptable)</li> <li>○ Refuse removal &amp; loading docks</li> <li>○ Roof</li> <li>○ Tenant amenities</li> </ul> |
|---|---|

## SUMMARY OF JUDGES SCORING

*A minimum of 80% must be earned to be eligible for the TOBY.*



Building Description	0 - 1
Building Standard	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>



# COMPLETE GUIDEBOOK

## Written Submission & Supporting Attachments

### BUILDING DESCRIPTION - 1 point

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

**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 national & international levels does not include a physical inspection of the building(s) and property.

#### All building categories must:

- 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.
- Include TOBY Inspection Verification - PDF (this pdf document will be filled out by the judges during their onsite inspection and submitted to the auditors).

**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 & 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 and Exterior Building Description (type of façade, windows, roof etc.).

Provide a single paragraph describing each of the items below:

- 1) Number of public entrances and their physical characteristics
- 2) Common area standard finishes
- 3) Restroom standard finishes
- 4) Customer service/concierge facilities
- 5) Utility distribution
- 6) Elevators &/or escalators &/or moving walks, lifts, etc.
- 7) HVAC distribution system
- 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)

**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 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 and Exterior Building Description (type of façade, windows, roof etc.).

Provide a single paragraph describing each of the items below:

- 1) Lobby/atrium standard finishes (for the Mixed-Use, one per entity, lobby up to three)
- 2) Corridor standard finishes
- 3) Restroom standard finishes
- 4) Typical Tenant Suite Standard Finishes (Mixed-Use -2 suites from different entities)
- 5) Utility Distribution
- 6) Elevators
- 7) HVAC Distribution System
- 8) Fire life safety systems
- 9) Loading dock & parking
- 10) Emergency generator/back up power
- 11) Signage & wayfinding

**Submission Format: Maximum of 2000 words**  
**Maximum of 5 attachments allowed for this section**

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

## COMPETITION PHOTOGRAPHS

**1 point**

### 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

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

### C. Retail Buildings:

Provide the following photographs of your building(s):

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

### D. Public Assembly Building:

- 2 Exterior
- 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

### E. All Other Buildings:

- 2 Exterior
- 1 Interior (lobby and hallways)
- 1 Standard tenant area (for Mixed-Use category-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 ceremony. 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 initiatives 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:

- 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. NOTE on the online portal no JPEGs will be accepted.
- B. Industrial Buildings:** Entrants may also include the building's compatibility with neighboring properties and how the building affects traffic.
- C. Retail, Mixed-Use & 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**

**Max. 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

### NOTE:

**A. All Categories must also include:**

- **3** samples of tenant appreciation letters (PDF)
- **2** newsletters (PDF)
- **1** copy of tenant/occupant survey results (PDF)
- **1** tenant communications piece (PDF)
- **3** photographs reflecting the events being described (JPEG)
- **1** table of contents from the tenant manual (PDF). Do not include the entire manual or photograph collage. (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.

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

**Submission Format: Maximum of 1,800 words**

**A maximum of 8 PDF attachments and 3 JPEG attachments allowed for this section.**

## ENERGY CONSERVATION - 20 points

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

BOMA BEST® Certified / Bronze: 3 points

BOMA BEST® Silver: 4 points

BOMA BEST® Gold: 5 points

BOMA BEST® 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® training sessions, BOMA BEST® Practices, pursuing industry certification and professional development programs.

### 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 followed:

- Preventative maintenance programs
- System 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 Energy Management System Monitoring (EMS) (5 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.



*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 operations and maintenance procedures; practices contributing to site energy efficiency; tracking/ benchmarking.*

**Submission Format: Maximum of 1,750 words**

**A maximum of 2 PDF attachments allowed for this section. One of the 2 attachments should include, the BOMA BEST® certificate/ letter**

## 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 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.

## ENVIRONMENTAL, REGULATORY, SUSTAINABILITY & WASTE (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); Accessibility Action Work Plan (Wheelchair (entryways, washroom, elevators, light switches), Visually Impaired (Braille elevator buttons, directories, signs for 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 they are mandated by municipal, provincial and/or federal compliance or other. If these programs are not mandated, explain the 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, batteries, 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

**EMERGENCY PREPAREDNESS / LIFE SAFETY (continued)**

- Include Automated External Defibrillator (AED) policy or equivalent (as a PDF); written security procedures (Table of contents, as a PDF), copy of Accessibility AODA plan (as a PDF) and reference of access control and surveillance systems in the building (as a PDF).

Where applicable include:

- Collection of organic waste, paper, metal cans, glass, plastic containers and cardboard
- Your 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, & 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**

**Up to 5 PDF attachments allowed in this section**

**EMERGENCY PREPAREDNESS / LIFE SAFETY - 15 points**

- Describe the procedures and programs for life safety, fire, disaster and security standards. (For Mixed-Use category: review all procedures for all entities)
- Describe 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 and communicated. (For Mixed-Use category: look for how each entity works with the others)
- Describe how fire and evacuation drills are conducted, how often and when. (For Mixed-Use category: i.e. hotels & residential they can be silent drills)
- Include a table of contents of your emergency preparedness and security standards manual(s). (PDF)



*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)*

**Submission Format: 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.
- Include 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 within the last 12 months.

**NOTE:**

**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**

**1 PDF allowed for this section**

## CHECKLIST

### Don't Forget.....

- 1) Proof read your submission for typos, grammar, and reconfirm that the contents is applicable to the sections being answered, and is applicable to your building(s).
- 2) Review your submission to ensure the requirements for each section have been satisfied. Note that judges will be looking through the following during the onsite building inspection:
  - Building Description
  - Building Standards
  - Competition Photos
  - Community Impact (*don't confuse with tenant relations*)
  - Tenant Relations (*i.e. programs, amenities, tenant survey, table of contents from tenant manual*)
  - Energy Conservation (*i.e. building staff education, building operation and maintenance, building EMS monitoring. Note a valid BOMA BEST certification is mandatory*)
  - Environmental, Regulatory, Sustainability & Waste (*ensure you describe the policies and procedures for each*)
  - Emergency Preparedness / Life Safety
  - Training for Building Personnel (*list of qualifications for building personnel; education, designations, credentials, awards & recognition*)
- 3) If the building doesn't participate in a certain initiative, outline what is being done as an alternative.
- 4) Ensure your information is as up-to-date as possible, including any certification (*i.e. a copy of a valid BOMA BEST certificate or BOMA BEST® congratulations letter as a pdf. Note this must be available during your onsite inspection*).
- 5) Ensure your necessary attachments have been uploaded correctly. Note that the portal system is very picky ensure to only upload the document file that has been requested. I.e. If it asks for 5 pdfs, then upload 5 pdfs, if it ask for 2 pdfs and 1 jpeg, please upload based on the stipulated guidelines.
- 6) Note: The Building Inspection Verification form will be prepared by the judges during site inspection and submitted to BOMA Manitoba and the Auditors