

CERTIFICATION
2009
GUIDEBOOK

SHOPPING
CENTRE

CERTIFICATE
OF EXCELLENCE





Submission Guidelines

Eligibility

- The building must be owned or managed by a BOMA Toronto member.
- As of January 30, 2009, the building must be at least 3 years old from the date of occupancy of the first tenant.
- The building must be managed by the present incumbent for at least 1 year at the time of the submission deadline.
- Typical configuration is an enclosed mall with on-sight parking.
- One to multiple levels in height
- **Community Centre** (100,000 – 400,000 sq. ft.)
 - Acreage 10-40
 - Anchor Ratio 40-60%
 - Primary Trade Area 3-6 miles
- **Power Centre** (250,000 – 600,000 sq. ft.)
 - Acreage 25-80
 - Anchor Ratio 75-90%
 - Primary Trade Area 5-10 miles
- **Regional Shopping Centre** (400,000 – 800,000 sq. ft.)
 - Acreage 40-100
 - Anchor Ratio 50-70%
 - Primary Trade Area 5-25 miles
- **Super Regional Shopping Centre** (800,000+ sq. ft.)
 - Acreage 60-120
 - Anchor Ratio 50-70%
 - Primary Trade Area 5-25 miles

Certification

Certification must be renewed every three years to ensure that the standard of excellence is maintained. (Note: Any building receiving a local award at the time of certification is eligible for re-certification every five years)

Entrants are advised that standards may be revised or enhanced in subsequent years, therefore re-certification should not be assumed. Certification is valid for a three/five year term as long as the property management firm does not change.

TOBY Categories

Shopping Centres are ineligible to go on to the National TOBY program however they do qualify for the BOMA Toronto Shopping Centre of the Year Award. Award winners will have their Certificates of Excellence valid for five years instead of three and their banners will acknowledge their achievement.

New Management

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

Building/Facility Under Renovation/Rehabilitation

A building/facility will not be considered under the Certificate of Excellence Program if it is undergoing extensive renovations or rehabilitation (e.g. curtain wall replacement). 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.

Upon arrival, judges should be taken to a Boardroom or office where they will spend approximately 30 minutes examining all of the mandatory documents. (All mandatory documents must be pre-assembled at this location prior to their arrival) Failure to comply will result in immediate disqualification and loss of entry fee. Following the review, the judges should be taken on a tour of the building. (Tour guide must be very familiar with all building areas and systems)

Please allow approximately three hours to complete the building inspection process.

Submission Format

Limit the response to each section as outlined. (10 pt. Arial Font)
Additional material will not be considered. E-mail submissions are acceptable.

Submission Deadline

Formal submissions must be received at the BOMA Toronto office by 4 p.m. **January 30, 2009**

BOMA Toronto
20 Queen St. W. Suite 2012
Toronto, Ontario
M5H 3R3.

Submission Specifications

Summary of Judges' Scoring

A minimum of 70% must be earned to be certified.

Section	POINT SCALE
<i>Building Information</i>	<i>Prerequisite</i>
<i>Building Description</i>	<i>Prerequisite</i>
<i>Photograph</i>	<i>Prerequisite</i>
<i>Building Standards</i>	<i>Prerequisite</i>
Building Attractiveness/Inspection	0-5
Community Impact	0-15
Tenant Relations / Building Amenities	0-20
Energy Management	0-15
Environmental/Regulatory/Accessibility	0-10
Emergency Management / Security Standards	0-20
Training for Building Personnel	0-15
Total	0-100
Bonus – BOMA BEST Certification	0-3

Building Information

Cover Sheet (to include the following)

Building Name, Building Address, TOBY Category, Year Built, City, Building Owner, Building Management Company, BOMA Member, Contact Info. (Mailing/Phone/Email)

Building Description

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

Maximum 1,625 characters (approximately 250 words) 10pt Arial Font

Building Photograph

Provide one high resolution (minimum 300 dpi) 4" x 5" color (JPG) of the building's exterior. (via email or on disk)

Building Standards

- Building Name
- Number of Floors
- Total Building Sq. Ft.
- Office Area Sq. Ft.
- Retail Area Sq. Ft.
- Other Area Sq. Ft.
- Exterior Building Description (type of facade, windows, roof etc)

NOTE: No metric measurements. Area will be rentable area of the building using the BOMA/ANSI Standard Method for Measuring Floor Area in Office Buildings.

Provide single paragraph descriptions of the following: (1) Lobby/Atrium Standard finishes; (2) Corridor Standard Finishes; (3) Restroom Standard Finishes; (4) Typical Tenant Suite Standard Finishes; (5) Utility Distribution; (6) Elevators; (7) HVAC Distribution System; (8) Fire Life Safety Systems; (9) Loading Dock & Parking and (10) Emergency Generator/Back up Power.

Maximum 6,500 characters (approximately 1,000 words) 10pt. Arial Font

A. Building Inspection

Mandatory Documentation Verification

During the site visit the following documents are to be available for the Judge's verification.
(Note: on-line versions are acceptable, but must be available at time of inspection)

This documentation is mandatory (i.e. failure to comply will result in immediate disqualification and loss of entry fee)

1. Tenant Satisfaction Action Plan (e.g. procedures for addressing and resolving tenant issues/complaints, service requests, work orders).
2. Customer Satisfaction Action Plan, Service Request, Work Order Action Plan.
3. Work Order System, including 12 month tracking record.
4. Energy Management Plan
5. Emergency Preparedness Plan
6. MSDS
7. Elevator Maintenance Log
8. Annual & Monthly Waste Management Audit Reports
9. Annual Budget
10. Annual Fire & Safety Compliance Testing

Scoring Guide

A. Building Inspection

- Uniqueness
- Special Features
- Common Areas (Lobbies, Stairwells, Elevators, Restrooms)
- Landscaping/Grounds (Interior/ Exterior)
- Signage & Lighting

Total Point Score /5

Note: Building Description and Building Standards will be taken into consideration

B. Community Impact

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. A maximum of three attachments reflecting the events being described are allowed.

NOTES:

- **Include company's corporate policy where applicable, however the submission should reflect activities as they relate to the building specifically.**
- This area should not be confused with Tenant Relations. Please indicate services that relate to the community and not to the tenants.

Maximum single side of 8.5 x 11 paper 10 pt. Arial Font

Scoring Guide

B. Community Impact

- Jobs created as a direct result of the building existence
- Amenities to the community or the corporate environment (blood drives, events, food drives, special events, parks)
- Community Involvement
- Recognition from the city such as awards, letters received from local government

Total Point Score /15

C. Tenant & Customer Relations / Building Amenities

Provide a summary of the Tenant and Customer Relations efforts and/or programs sponsored by building management within the last 12 months.

Describe all proactive efforts on the part of management working with Tenants and Customer such as forms of communication as well as your maintenance service request process and procedure.

Describe building amenities available such as health facilities, daycare and food service. Indicate if tenant/customer satisfaction surveys were conducted including the frequency and the date the last survey was 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.

Each entrant may provide up to 3 samples of tenant and customer appreciation letters, 2 newsletters, 3 photographs reflecting the events being described and the table of contents from their tenant manual (please do not include the entire manual).

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Scoring Guide

C. Tenant & Customer Relations / Building Amenities

Tenant Relations

- Tenant Satisfaction Action Plan (including policies and procedures, guidelines for resolution of issues with tenants and ability to verify/audit, share results, alleviate concerns)
- Tenant Work Order System, including 12 month tracking record
- Tenant Survey & Action Plan (within past year) (Intercept Survey)
- Tenant Retention System
- Tenant Services (Appreciation Events, Communications)

Customer Relations

- Customer Satisfaction Action Plan (including policies and procedures, guidelines for resolution of issues with tenants and ability to verify/audit, share results, alleviate concerns)
- Work Order System, including 12 month tracking record
- Customer Survey & Action Plan (within past year) (Intercept Survey)
- Customer Retention System
- Customer Services (Appreciation Events, Communications)

Building Amenities

- Parking, directories/signage, daycare, health facilities, first aid, defibrillators, food service, concierge, meeting facilities, janitorial services.

Total Point Score /20

D. Energy Management

Provide a description of the programs and measures taken to conserve energy at the building. Include energy management software and other energy management programs such as energy conserving light fixtures, silver coating roofing, thermal storage, variable drives, chiller refrigerant change out and heat reclaim.

Provide a summary of the policies, procedures and training programs for employees such as BOMA BEST, BOMA Energy Efficiency Program (BEEP), ENERGY STAR®, LEED etc.

Describe and quantify the savings to the owner and to the tenants when projects and programs have been implemented to reduce energy. Include graphs demonstrating reduction and savings where possible. All graphs should be combined into a single PDF. Do not include any manuals.

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Scoring Guide

D. Energy Management

- Energy Management Plan (e.g. Comprehensive manual available on-site supporting energy management policies and procedures)
- Tracking of utility consumption and comparison year over year, showing savings to the owner and tenant (established monitoring and verification)
- Utility procurement – aligned with “green” supplier
- Tenant sub-metering
- Company goals/targets in place for reducing energy consumption
- Enrollment in incentive programs
- Energy efficient projects in place or intent to commit within 12 months (e.g. Automation of building Control Systems, Lighting Retrofit, Power Factor Correction, Thermal Storage, Deep Lake Cooling, VFD Drives, Silver Coating Roofing, Chiller Refrigerant Change-out and Heat Reclaim, High Efficiency Equipment)
- Tenant Awareness, Incentive and Participation Programs

Total Point Score /15

BONUS POINTS will be awarded to those buildings that participate in the BOMA BEST program as follows: 1 point – In Application/Editing Phase, 2 points – Level 1 BOMA BEST certified, 3 points – Level 2-4 BOMA BEST certified. Entrants must provide a copy of their official certification letter in order to qualify for bonus points. *The status of the entry will be confirmed by BOMA Toronto.*

E. Environmental / Regulatory / Accessibility

Describe policies and procedures for programs such as recycling, lamp disposal, indoor air quality, water and retention management, storage tank and generator precautions, hazardous waste management, etc. and accessibility for disabled tenants and visitors.

When describing these programs explain if you have municipal, provincial, or national compliance that you are following. If these programs are not mandated, then explain their purpose for implementing. Provide a summary on how building management monitors tenant operations for environmental compliance.

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Scoring Guide

E. Environmental Management / Regulatory / Building Accessibility

Environmental Management

- Environmental Management Plan/Manual
 - Environmental Incentives (evidence of management encouragement through correspondence)
 - Tenant Compliance
- Recycling Options (evidence of management encouragement through correspondence)
- Diversion Capabilities & Procedures

Regulatory

- Elevator Maintenance Log
- Waste Audit Reports (month/annual)
- Roof Anchor Plan & Inspection
- CFC Reporting
- Air Emissions

Health & Safety

- Procedures (Staff & Contractor)
- Committee (Record Keeping, Display Board)
- Equipment (Chemical Storage, protective gear, safety shower, eyewash station)
- WHMIS compliance
- MSDS (housekeeping & Maintenance)

Accessibility

▪ Wheelchair

- Entryways
- Washrooms
- Elevators
- Light Switches (maximum height 42")

▪ Visually Impaired

Elevator buttons to be Braille; main directory to be Braille; suite # and names to be Braille; floor indication by voice or tone in elevator; concierge service available for assistance in building

Total Point Score /10

F. Emergency Management / Security Standards

Provide a summary of procedures and programs for Life Safety, Fire, Disaster and Security standards. You can include a table of contents of your emergency management and security standards manual(s).

Include how fire and evacuation drills are conducted, how often and when.

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.

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Scoring Guide

F. Emergency Management / Security Standards

Emergency Management

- Emergency Management Plan (Fire, Disaster, Pandemic)
- Evacuation Procedures and Drills
- Emergency Systems & Testing
- Emergency Equipment (AED, Oxygen, SCBA, First Aid/Trauma Kits)
- Communications (two way radios, PA systems, paging, Emergency Notification System)
- Training
- Business Continuity Plan

Security Standards

- Security Policies/Procedures
- CCTV
- Access
- Staffing (proof of licensed Security Personnel)

Total Point Score /20

G. Training of Building Personnel

Provide a list of qualifications for building staff and a building specific organization chart.

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.

Maximum single side of 8.5 x 11 paper 10pt. Arial Font

Scoring Guide

G. Training of Building Personnel

- Building Organizational Chart
- Staff Development/Training/Retention Program
- Employee Incentives (professional development, training, skills upgrading, tracking of courses, mentoring, team building, professional designations, membership/participation in professional organizations, awards)

Total Point Score /15