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# 2024 Certificate of Excellence

Submission Guidebook

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All questions or enquiries relating to the 2024 BOMA Toronto Awards should be directed to:

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# General Information

## Introduction

Since 1991, BOMA Toronto's Certificate of Excellence Program (COE) has set the standard for commercial real estate excellence, celebrating exceptional buildings and their management teams.

As a feeder program to the prestigious Outstanding Building of the Year (TOBY) Awards, the Certificate of Excellence is backed by a rigorous certification program documented through BOMA International's online TOBY awards portal. The exacting requirements are assessed based on the following: Building Management \* Operations & Design Community Impact \* Tenant Relations/Communications Energy Management & Conservation \* Environmental Regulatory & Sustainability Initiatives \* Training, building personnel.

A Certificate of Excellence is awarded to a property that achieves a minimum score of 70%. The highest scoring Certificate of Excellence recipient in each category (minimum 70% required) is recognized as a Local TOBY winner and is eligible to compete Nationally with the potential to advance to the International Competition.

## COE Important Dates

November 2, 2023

2024 Awards Cycle opens.  
COE Registration begins

February 15, 2024

Deadline for registration

February 16, 2024,

Online Application Portal Open for  
Awards submissions

March 11, 2024 @ 4 PM

Deadline for all awards submissions

March 25 to  
April 10, 2024

Evaluation of submissions &  
building inspection

April 30, 2024

Deadline for BOMA 360

May 29, 2024

Winners recognized at the annual  
Celebration of Excellence Awards  
Dinner Gala @ The Carlu

May 30, 2024

Winners will be announced via  
BOMA Toronto social channels

June 30, 2024

Deadline to register for BOMA  
Canada National Awards

July 12, 2024

Deadline for submissions to BOMA  
Canada National Awards

September 23 - 25, 2024

BOMA Canada National Awards  
BOMEX 2024

## Terms & Conditions

By applying to the Certificate of Excellence Awards program, you acknowledge and accept the following terms and conditions: Judging results are independently verified by BOMA Toronto's official auditing firm, Opta Precise Services (formerly known as SCM Risk Management Services Inc). 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 Toronto Awards Committee that establishes the evaluation criteria is comprised of industry representatives. Any concerns or issues related to property assessment must be identified and addressed with BOMA Toronto prior to the judging audit or the results being disclosed to the property. By submitting photos and/or branding materials associated with entry requirements, the entrant hereby gives BOMA Toronto permission to publish said assets in industry publications and promotional materials associated with the awards program as deemed appropriate for an undisclosed period of time.

## General Information (continued)

### Registration Information

- STEP ONE: Register online by accessing the BOMA Toronto Awards page: [www.bomatoronto.org/page/awards](http://www.bomatoronto.org/page/awards)
- STEP TWO: Once a completed registration is submitted, you will receive notification and an email with instructions for next steps.
- STEP THREE: The applicant must complete their full submission in accordance with the rules and entry requirements outlined in this guidebook.
- STEP FOUR: Once completed, the submissions (including applicable attachments) must be uploaded directly to the BOMA International TOBY portal <https://toby.boma.org>

**Please Note: Instructions for portal usage will be emailed to each applicant and only the accredited judges and BOMA Toronto management will have access to your submission.**

### Procedure

- Carefully read the entry requirements outlined in the guidebook.
- Compile the required documents and information.
- Proofread your submission.
- Ensure that all photos are high resolution.
- Respect deadlines

**Please Note: Members of the Property Management team must be present and available during the on-site judging process and must be prepared to answer questions from the judges and provide additional evidence in support of the entry submission.**

### Registration Fee + TOBY Portal Online Fee

- All applicants must be an active BOMA Toronto member as well as have a valid BOMA International membership (CMAL)
  - BOMA Toronto 2024 Registration Fee: \$950 + HST per submission/building
- Cheques must be made payable to:
- BOMA Toronto  
1 Dundas Street West, Suite 1800  
Toronto, ON M5G 1Z3
- Registration fee is non-refundable for all applicants.

## General Information (continued)

## 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 June 15, 2023, 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.
- 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
- 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 2024 awards cycle – COE winners who last submitted in January 31, 2020 are now eligible to compete
- TOBY winners are eligible to compete after every 5 years. For the 2024 awards cycle - TOBY winners who last submitted on January 31, 2018, are now eligible to compete.

## BOMA 360 Requirements

- As mandated by BOMA International, BOMA 360 certification is no longer required at the local level.
- BOMA 360 continues to be a requirement for National competition. Winners at the local level will require a valid BOMA 360 certification to move forward into the National level.
- All entrants are highly encouraged to adopt BOMA 360 certification before the posted deadline to be able to compete at the national level.

## Eligible 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.

### LIFE SCIENCE BUILDING(S) **\*\*NEW\*\***

One or more buildings managed by the same management company. The single building and/or campus must be at least 50% leased and occupied by life science tenants with a minimum of 30% lab rentable square footage area. Life science tenants shall be defined as those tenants specializing in chemistry, biochemistry, pharmacology, cell biology, genetics, immunology, microbiology, molecular biology, and agricultural technology.

### 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.

### 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.

## MEDICAL BUILDING

All buildings must be at least 75% related to medical use. This includes areas for physicians, their staff, and patient care. Additional uses may include ambulatory surgery centers, clinical labs (such as catheterization labs), imaging, physical therapy, rehabilitation clinics, prosthetics centers, and pharmacies. The building can be located on or off a hospital campus or within a research area. Patient stays must be less than 24 hours (but could occur within any 24-hour period). 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).

## 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 collectively must occupy land greater than five (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 one building that is six to ten stories in height, all buildings collectively must occupy land greater than five acres and are located outside of the central business district or the downtown core area.

**NOTE:** Suburban Office Parks comprised of low and mid-rise buildings must submit under the Mid-Rise category.

## 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.

## OFFICE BUILDING

As of July 2020, 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.

At least 50% of a building's office space must be used as office space to be considered in any of the (10) ten office building categories except for 1) Life Sciences which at least 50% of the tenant base must be life science, and at least 30% of the building rentable square footage must be dedicated to lab space 2) Medical which must be at least 75% related to medical use.

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

## MIXED-USE

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.

- 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.
- 10) Installation of new windows

Eligible Categories (continued)

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 31, 2024.

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.

NOTE:  
If a suburban office park is comprised of both low and mid-rise buildings, the entry must submit under the Mid-Rise category. Please be advised that any suburban office park complex consisting of more than 4 towers will only be subject to application fees for the first 4 towers.

All categories are based on the net rentable area as measured by BOMA standards.

# Submission Guidelines

## Certificate of Excellence

Certificate of Excellence (COE) winners are eligible to enter every three years. For the 2024 awards cycle – COE Winners who last submitted in January 31, 2020 are now eligible to compete.

Entrants are advised that standards may be revised in subsequent years without notice. Re-certification should not be assumed. Certifications are valid for a period of three or five-year term (based on certification) as long as the property management or ownership does not change within the same period.

A minimum score of 70% must be earned to receive a Certificate of Excellence award.

## BUILDING/FACILITY UNDER RENOVATION

A building/facility will not be considered under the Certificate of Excellence program if it is undergoing extensive renovation or rehabilitation. A building/facility undergoing minor renovation 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.

## TOBY (The Outstanding Building of the Year)

Certificate of Excellence recipients are automatically entered into the BOMA Toronto TOBY Awards program.

The TOBY is awarded to the top scoring property (minimum 70% score) within their building category.

BOMA Toronto TOBY Award winners are eligible to enter and compete in categories as stipulated at the National level, provided they meet the National eligibility requirements. National award winners may be eligible to move forward to the BOMA International Awards program, within the represented categories available.

***Retail and Public Assembly categories are now eligible to compete at the BOMA International Awards. Both categories will continue to be offered and eligible to compete at the BOMA Canada National Awards.***

Please check the [BOMA Canada \(www.bomacanada.ca\)](http://www.bomacanada.ca) and [BOMA International \(www.boma.org\)](http://www.boma.org) guidebooks for further details and award category criteria



# Onsite / Mandatory Documents

## Mandatory Documents

The following outlines the mandatory documentation required as part of your submission and must be made available. Soft copies of all mandatory documentation is acceptable. Failure to present the below items will result in immediate disqualification (applicable application fees will not be refunded). Please ensure all documentation is readily available and is in their proper order prior to judges review as follows:

- Evidence of Emergency Procedure/Evacuation Drills conducted within the past 12 months. Note: Drills can be silent if applicable.
- Preventative Maintenance Manual
- Standard Operating Procedures (SOP) manual / documentation. This can be organized as a table of content page that summarizes all the procedures that are applicable at your site. i.e. Property Transition, Tenant Emergency Plan, Tenant Relations & Retention, Business Plan, Risk Management, Marketing, Leasing, Fire & Life Safety Systems, Security etc. NOTE: Evidence of these procedures should be available to the judges i.e. documented in binders and/or available online. A sample table of content page can be provided by BOMA Toronto upon request.
- Regular financial reports formatted using accounting software
- Purchasing policies
- BOMA Building Measurement Standard Global Summary Sheet as proof of certification (or other pre-approved certification)

IN ADDITION: Review your submission to ensure that the requirements for each section have been satisfied.

The judges will be analyzing the following during the on-site building inspection:

- Building Description
- Building Standards
- Competition photos
- Community Impact (not to be confused 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 & maintenance, building EMS
- 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)

# Onsite / Mandatory Documents (Continued)

## Building Inspection

A mandatory building inspection will be scheduled during the months of March & April 2024. 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 offered a private space, i.e. boardroom or office where they will examine the written submission (maximum 1.5 hours). Following that review, the judges should be escorted on a tour of the building(s).

Please allow 1.5 hours for document review and 1 hour for building(s) inspection.

(times may vary depending on asset size or complex)

The entire site visit and evaluation should not exceed 2.5 hours in total; however, some exceptions may apply. Contact Rahim Datoo if you have any questions.

### NOTE:

- It is important that the building team participating in the judging process is familiar with the content of the submission.
- Members of the Property Management team must be present and available during the on-site judging process and must be prepared to answer questions from the judges and provide additional evidence in support of the entry submission.

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

- |   |   |
|---|---|
| ○ Entrance/ Mall Lobby                                      | ○ Central Plant/Engineering Office  |
| ○ Security/Life Safety                                      | ○ Equipment Room/Services Areas   |
| ○ Management Office   | ○ Parking Facilities ( <i>only if Owner/Agent operated</i> )                |
| ○ Elevators   | ○ Landscaping/Grounds (photos are acceptable, subject to weather condition) |
| ○ Multi-Tenant Corridors                                    | ○ Refuse Removal & Loading Docks  |
| ○ Restrooms   | ○ Roof (subject to weather condition)                                       |
| ○ Stairwells  | ○ Tenant Amenities  |
| ○ Typical Tenant Suite ( <i>if applicable to building</i> ) |   |
| ○ ( <i>Mixed-Used – at least two use types</i> )            |   |

## Onsite / Mandatory Documents (Continued)

### Building Inspection (continued)



#### SUMMARY OF JUDGES' SCORING

A minimum score of 70% must be earned to receive a Certificate of Excellence and to be eligible for a TOBY

Building Description	<b>0 – 1</b>
Building Standards	<b>0 – 3</b>
Competition Photographs	<b>0 – 1</b>
Community Impact	<b>0 – 15</b>
Tenant Relations / Communications	<b>0 – 15</b>
Marketing, Branding, and Customer Experience (Retail Only)	<b>0 – 10</b>
Energy Conservation	<b>0 - 20</b>
Environmental / Regulatory/ Sustainability / Waste	<b>0 - 15</b>
Emergency Preparedness / Life Safety	<b>0 – 15</b>
Training of Building Personnel	<b>0 - 15</b>
<b>TOTAL (Retail only)</b>	<b>0 – 110</b>
<b>TOTAL (all other categories)</b>	<b>0 – 100</b>

## Written Submission & Supporting Attachments

### BUILDING DESCRIPTION (1 point)

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

Maximum 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:

- In a paragraph, identify if your entry includes multiple buildings as a single entry. Accurate disclosure is required for all categories.  
In order to comply, multiple buildings entries 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.
- Provide a floor plan of your building identifying the main lobby as well as two additional typical floor plans.
- Include a site plan or an aerial photograph. Aerial photograph should identify the building(s) and property/boundaries.
- Documented use of BOMA floor measurement standards – enclosed the typed section of the lease where BOMA floor measurement standards are referenced, or upload documentation, such as a sample lease document or calculations referencing the BOMA office standard (1996 or 2010 versions). If not using BOMA standard, please indicate 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 – this PDF document will have been completed by the judges during their site 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 & ALL RETAIL BUILDINGS:** Include the following: Building Name, Number of Floors, Floor Plate Square Footage, Total Building Square Footage, Retail Area Square Footage, Office Area Square Footage, other Area Square Footage and a description of the Exterior Building (type of façade, windows, roof etc.).

Provide a single paragraph describing each of the following:

- 1) Number of public entrances & 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, and must include a description of each project, the date of completion and must identify which of the three renovation types were utilized (rehabilitation, modernization and/or remodeling).



## BUILDING STANDARDS – (cont'd)

### ALL OTHER BUILDING CATEGORIES MUST:

Include the following: Building Name, Number of Floors, 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 following:

- 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

Buildings that do not earn the maximum 3 points in the building standards section may earn one point if they are a BOMA 360 designee.

Maximum 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 required.

### C. ALL 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

NO TEXT REQUIRED FOR THIS SECTION

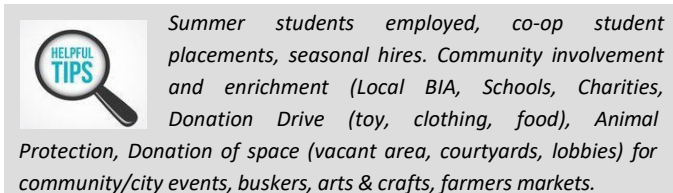
## AWARD CEREMONY PHOTOGRAPH

In addition to the competition photos, all entrants must submit one high resolution (minimum 300 dpi) 11" x 14" colour photo (JPG) of the building's exterior for presentation at the awards ceremony. A photograph of the property management team, responsible for daily operation of the building(s) is also required. **NO TEXT IS REQUIRED FOR THIS SECTION**

## COMMUNITY INVOLVEMENT (15 points)

Provide a written description of the building management's impact on the community. For example: jobs created (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 have helped to benefit to the local community. Only include corporate donations or activities, where the entrant can demonstrate how the on-site management team participated.



### NOTE:

- A. ALL CATEGORIES:** This section should not be confused with Tenant Relations. Indicate services that relate to the community (not to tenants). Entrants may also include a maximum of three PDF attachments supporting the event(s) being described, i.e. posters, flyers, newsletters, charity acknowledgement letters. Please note that jpeg files are not accepted on the TOBY portal.
- B. INDUSTRIAL BUILDINGS:** Entrants may also include evidence of the building's compatibility with neighboring properties and how the building affects the flow of traffic.
- C. ALL RETAIL, MIXED-USE & PUBLIC ASSEMBLY BUILDINGS:** Entrants should focus on amenities open to the public and made available to the community as a result of the property and demonstrate management or staff participation in community involvement/enrichment.

Maximum of 2000 words

Maximum 3 PDF attachments permitted in this section

## TENANT AND OCCUPANT RELATIONS (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.

Maximum of 2000 words.

Maximum of 8 PDF attachments & 3 JPEG attachments permitted in this section.

## MARKETING, BRANDING, AND CUSTOMER EXPERIENCE (10 points)

Successful marketing and branding of a Retail Building create competitive advantage, and helps cement loyalty and creates synergies, within the community within which it trades. Retail building retailers and customers are now using a multichannel approach to communicate, promote and share their shopping experiences.

Describe all the proactive efforts on the part of management working with Tenants to implement an effective communication strategy for the Retail Building to both position the center effectively as well as to improve customer service. Each entrant may provide up to 3 examples of marketing and branding campaigns and how these were implemented, monitored and their effectiveness evaluated. The overall shopping experience provided for consumers has become an important factor for the ongoing success of the shopping center. There should be a continued focus on identifying the important needs and expectations of shoppers and delivering service levels that go above and beyond what

is typically offered in the marketplace, through active management of the Retail Building environment.

#### Judges Scoring Guide-Site Visit

**MARKETING AND BRANDING** where applicable (5 of 10 POINTS for Retail)

- Website detailing all stores, facilities and events
- Ongoing market research to provide frequent consumer feedback about brand awareness and image conveyed (last 2 years)
- Brand maintenance by adopting multi-faceted communication and customer contact methods (i.e., email, Facebook, Twitter, Instagram)
- Analysis of footfall into the centre and into key stores
- Social media program/seasonal events/ customer loyalty programs

**CUSTOMER EXPERIENCE** where applicable (5 of 10 POINTS for Retail)

- Undertake regular research to understand the changing needs of your consumers (focus groups, mystery shopping, social media monitoring) (last 2 years)
- Do you have a system which encourages and rewards the achievement of superior customer service?
- Efficient management of foot traffic into the mall and parking facilities.
- Effective zoning of tenant mix offering multiple choices and satisfying needs.
- Does all management staff embrace a service culture and share responsibility for customer service?
- Are the needs of families considered and appropriate facilities provided?
- Is technology available to enhance the shopping experience i.e., WIFI
- Industry/Community awards or recognition demonstrating superior customer shopping experience

Maximum of 1800 words

Maximum of 3 attachments are permitted for this section.

## ENERGY (20 points)

All entrants must have a valid BOMA BEST certification. A copy of your valid BOMA BEST certification and/or official BOMA BEST® letter must be available during your onsite inspection.

All buildings (except Industrial, Retail and Public Assembly) must benchmark their energy and water performance using ENERGY STAR® Portfolio Manager. As such, all entrants must upload a copy of the Statement of Energy Performance with data from the past calendar year. Entrants will be scored based on their ENERGY STAR score as follows:

ENERGY STAR® Score < 65: 3 points

ENERGY STAR® Score 65-74: 4 points

ENERGY STAR® Score 75-84: 5 points

ENERGY STAR® Score > 84: 6 points

**BUILDING STAFF/TENANT EDUCATION (4 POINTS) (5 POINTS for Industrial, Retail, and Public Assembly)**

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, R2R (Race to Reduce), BOMA BEST® Practices, pursuing industry certification and professional development programs.

**BUILDING OPERATIONS AND MAINTENANCE (5 POINTS) (10 POINTS for Industrial, Retail, and Public Assembly)**

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.*

Maximum of 1,750 words

Total of 2 PDF attachments are required for this section. The 2 attachments should include a Statement of Energy Performance and BOMA BEST® Certificate.

## ENVIRONMENTAL & REGULATORY, SUSTAINABILITY & WASTE (15 points)

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

### ENVIRONMENTAL & REGULATORY (4 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 caulking, 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 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 (3 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 being followed that are not mentioned above.

- 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

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.

### Health & Wellness (4 Points)

- Describe policies management implemented to create healthy work environments for employees and tenants and to promote health in the community.
- Describe at least three wellness amenities available to one or all the stakeholders, such as rest areas, access to outdoor spaces, drinking water provisions, walking trails, fitness areas, immunization clinics, access to farmers markets, shared gardens, etc.



- Describe building features that address the health and wellbeing of the stakeholders such as daylight levels, lighting controls, glare controls, user comfort controls, smoking policy, acoustic conditions, etc.
- Describe your pandemic plan. Examples include hand hygiene standards, health promotion signage, infectious disease plan response guidelines, contagious disease outbreak preparedness plan, enhanced cleaning, disinfecting and maintenance protocol, PPE Guidelines, etc

Maximum of 3000 words

Up to 5 PDF attachments are permitted for 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 / 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).



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

Up to 5 PDF attachments are permitted for this section

## TRAINING FOR BUILDING PERSONNEL - 15points

- 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*

Maximum of 1,800 words

Only 1 PDF attachment permitted for this section

## Don't Forget.....

- 1) Proof read your submission for spelling & grammar. Reconfirm that the content is applicable to the section being answered and is applicable to your building(s).
- 2) Review your submission to ensure all requirements for each section have been satisfied. Note that judges will be looking through the following items 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*)
  - Ensure to reference to page 9 & 10 of this guide to assist with site inspection requirements
  - Keep in mind that all supporting evidence will be review by judges during the building site visit
- 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 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 as per the 'Written Submissions & Supporting Attachments' instructions.
- 6) The Building Inspection Verification form will be prepared by the judges during site inspection and subsequently submitted to BOMA Toronto and the Auditors.

# Important

## Things to remember:

### DEADLINE

- Submission Deadline: **March 11, 2024, at 4 PM EST**

### Certificate of Excellence Eligibility

- A Certificate of Excellence will be awarded to the buildings/properties that achieve a minimum score of 70%
- For the 2024 awards cycle – COE winners who last submitted in January 31, 2020 are now eligible to compete

### Scores & Judging

- All final building scores and corresponding judges' comments are strictly confidential and will not be shared.
- Members of the Property Management team must be present and available during the on-site judging process and must be prepared to answer questions from the judges and provide additional evidence in support of the entry submission.

### THE OUTSTANDING BUILDING OF THE YEAR (TOBY) Eligibility

- The highest scoring Certificate of Excellence winner in each building category will also receive a TOBY Award.
- For the 2024 awards cycle - TOBY winners who last submitted in January 31, 2018, are now eligible to compete
- Local TOBY winners are NOT automatically entered into the National Awards Program. In order to compete for a TOBY award at the National Awards Gala, winners must register their building with BOMA Canada and connect with Debbie Price after that Local Awards Gala.

In addition to all mandatory photos, all submissions must include the following, in order to qualify:

- One (1) high-resolution photo of the building/property
- One (1) high-resolution photo of the property management team

Note: By submitting photos and/or branding materials associated with entry requirements, the entrant hereby gives BOMA Toronto permission to publish said assets in industry publications and promotional materials associated with the awards program as deemed appropriate for an undisclosed period of time.

All questions or inquiries relating to the 2024 BOMA Toronto

Awards should be directed to:

Rahim Datoo

t: 416-596-8065 x 227

e: [rdatoo@bomatoronto.org](mailto:rdatoo@bomatoronto.org)