



TC ENERGY BOMA EXCELLENCE AWARDS  
2020

BUILDING OPERATOR OF THE YEAR  
GUIDEBOOK





# **POWERING ALBERTA BUSINESS**

*Proud to support  
the BOMA  
Excellence Awards  
and share in  
BOMA Calgary's  
recognition  
of companies  
and individuals  
whose efforts  
continually raise  
the bar of industry  
excellence.*

Thank you to everyone at BOMA Calgary for the opportunity to take part in the 2020 Excellence Awards. At TC Energy we value the relationship we have built with the BOMA community and look forward to growing our connections over the coming years.

The BOMA Excellence Awards inspire members to achieve superior levels of accomplishment as well as celebrate the successes of industry leaders. Similarly, as one of the province's leading electricity suppliers, TC Energy continually strives for higher levels of achievement. Our western power group has built a reputation for providing Alberta industry and businesses with competitive prices, unparalleled market knowledge, straightforward contracting and tailored customer service.

We wish you the best on your award submission.

[www.TCEnergy.com/operations/power/alberta-power-marketing](http://www.TCEnergy.com/operations/power/alberta-power-marketing)



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The BOMA Building Operator of the Year Award and the standard of performance excellence that it represents have the proud support of the BOMA Calgary Board of Directors. These industry best practices should be the objective of all BOMA members. The Building Operator Award allows us to celebrate the companies and success of our members. These successes establish members as leaders in their industry and the individuals, who by setting examples; carry their companies to even greater accomplishments.

BOMA Calgary is actively involved in recognizing companies and individuals for their efforts to instill excellence in our industry. The purpose of the Building Operator of the Year Award is to promote excellence in building operations and in the commercial real estate industry.

## A. Rules and Regulations

### Eligibility Requirements

- Entries are to be submitted on a self-nominating basis
- Judging of the entry will be based on the written submission and a detailed interview by a panel of peers.
- Entrants must be members of BOMA Calgary or employees of a BOMA Calgary member

### Submission Guidelines

Applicants are asked to complete a Building Operator Award registration form online via [www.boma.ca/awards](http://www.boma.ca/awards) by **4:00 pm on January 31<sup>st</sup>, 2020** Fee: \$250.00 (plus GST) made payable to BOMA Calgary (Suite 225, 550 11th Ave SW Calgary, AB T2R 1M7)

Full submissions are due by **4:00 pm on February 28<sup>th</sup>, 2020**.

### Presentation & Mandatory Document Review

A mandatory presentation and document review will be scheduled shortly after the submission deadline. A member of the Judging Team will contact the Applicant in advance to book a mutually agreeable date and time for a site visit.

The Building Operator will have a maximum of 1.5 hours to showcase the Team's collaboration efforts, Property, mandatory & selected documents to the judges during the scheduled visit.

The Judging Team will require:

- Meeting Space (boardroom or office will suffice)
- *Full set of mandatory documents, as outlined in Section B, either available online for review prior to the judges' arrival or available at time of the visit.*
- **The Judges will request a selection of the checklist items for review.**
- Building Presentation
  - Tour guides must be very familiar with building systems and areas.

**Note:** While not mandatory entrants in past awards have provided a slideshow presentation to the judges outlining information about the Building Operator. This has proven to be helpful for both the entrants and the judges in identifying key elements in the scoring guide and getting a better understanding of the building/property and building operations dynamics.

### Submission Format

Limit the response to each section as outlined. (10 pt. Arial Font).



Full submissions are due by 4:00 pm on February 28<sup>th</sup>, 2020. Electronic submissions are preferred and encouraged; in PDF format only (Complete Submission can be sent by email to Jay Islam at [Jay.Islam@boma.ca](mailto:Jay.Islam@boma.ca) or mail USB to the BOMA Calgary office, or by uploading to drop box)

For questions, please contact Jay Islam at [Jay.Islam@boma.ca](mailto:Jay.Islam@boma.ca).

## B. Mandatory Documents

In addition to the detailed submission in the subsequent sections, the following documents must be available for the Judge’s verification, either online or during the scheduled visit to the building. For details on online submission for these documents, see Section A.

Any documents deemed not applicable to a building will not count towards the total score (*ex: if a building does not have an emergency generator, it can still achieve a full score in this section even though the emergency generator logs were not submitted*). Ensure that you note if a mandatory document does not apply to your building by an “X”. All relevant documents must be signed off by the entrant prior to submission. Should any of the applicable documents listed below be omitted from the submission, the entrant will be disqualified and no further submission material will be reviewed.

**Note:** if the document was uploaded to the online system, they need not be made available at the onsite verification. Any documentation not uploaded due to size or security concerns must be available at time of onsite review.

The following items are mandatory:

### Online Tour

- |   |  |                          |                          |                          |                          |                          |                          |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <ul style="list-style-type: none"> <li>• <b>Building Information</b> <ul style="list-style-type: none"> <li>○ Cover sheet, including the following:           <ul style="list-style-type: none"> <li>▪ Building Name and Mailing Address</li> <li>▪ Category</li> <li>▪ Year Built</li> <li>▪ Building Owner</li> <li>▪ Building Management Company</li> <li>▪ BOMA Member Contact Info</li> </ul> </li> </ul> </li> <li>• <b>Building Description</b> <ul style="list-style-type: none"> <li>○ Summary of the physical description of the building(s) and property.</li> <li>○ Maximum 1,625 characters (approximately 250 words).</li> </ul> </li> <li>• <b>Photographs</b> <ul style="list-style-type: none"> <li>○ One photograph of the building’s exterior.</li> <li>○ One photograph of the Building Operator responsible for daily management of the building.</li> <li>○ High resolution (minimum 300 dpi).</li> <li>○ 4" x 5" color.</li> <li>○ JPG or JPEG format.</li> <li>○ To be submitted via email or flash drive.</li> </ul> </li> <li>• <b>Building Standards</b> <ul style="list-style-type: none"> <li>○ Building Name</li> <li>○ Number of Floors</li> <li>○ Total Building Sq. Ft.           <ul style="list-style-type: none"> <li>▪ Office Area Sq. Ft. _____</li> <li>▪ Retail Area Sq. Ft. _____</li> <li>▪ Warehouse Area Sq. Ft. _____</li> </ul> </li> </ul> </li> </ul> | <table border="0"> <tr> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> </tr> <tr> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> </tr> <tr> <td style="width: 20px;"><input type="checkbox"/></td> <td style="width: 20px;"><input type="checkbox"/></td> </tr> </table> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/>  | <input type="checkbox"/>   |                          |                          |                          |                          |                          |                          |
| <input type="checkbox"/>  | <input type="checkbox"/>   |                          |                          |                          |                          |                          |                          |
| <input type="checkbox"/>  | <input type="checkbox"/>   |                          |                          |                          |                          |                          |                          |



- Manufacturing Area Sq. Ft. \_\_\_\_\_
- Other Area Sq. Ft. \_\_\_\_\_

- **Emergency Fire Pump Test Log**
- **Building Services**
  - Elevators (Qty and Type) \_\_\_\_\_
  - Landscaping (Park, Sitting Area) \_\_\_\_\_
  - Loading Dock & Parking \_\_\_\_\_
  - Boiler (Qty and Type) \_\_\_\_\_
  - Chiller (Qty and Type) \_\_\_\_\_
  - HVAC Distribution System (Type - AHU's RTU's) \_\_\_\_\_
  - Emergency Generator (Y/N) \_\_\_\_\_
  - Fire Pumps (Y/N) (Electric/Diesel) \_\_\_\_\_
  - Any distinguishing elements etc. (enter below)
  - Exterior Building Description (type of façade, Windows, roof, etc.). Enter below.

Comments:

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	Online	Tour	N/A
• Electrical Lockout Procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Proof of WHMIS/MSDS Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Emergency Generator Run Log & Annual Maintenance Report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Boiler Log	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Submission Requirements (for documents that are not already pre-fabricated, ex: Building Standards):**

- 8.5" x 11" paper

**Scoring Guide**

- All documents present, either online or at time of visit.

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Judge's Signature

Print Name

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## C. HVAC

Be prepared to provide details of the operation and maintenance of the Heating Ventilation & Air conditioning systems. Show support services and programs in place for maintaining efficient equipment operation.

### Mandatory Documents:

- Boiler Log

Examples of the following may include:

- Operation & Maintenance Manuals up to date
- Preventative Maintenance annual service summary
- HVAC Tenant Requests
- IAQ Sampling

**Note: If applicable place a ✓, an X if not applicable and leave blank if not available.**

### Judging Guideline

- Refrigerant Release Protection
- Fire Pump test Log
- Chiller Logs
- BAS Sequence of Operation Manual
- Refrigerant CFC Plan
- Indoor Air Quality Response Plan
- Current Boiler Inspection Certificate
- Preventative Maintenance Annual Summary with described duties

Total Point Score (*1 point for each item*)

\_\_\_\_\_/ \_\_\_\_ QTY

Comments:

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## D. Chemical Treatment

A well-maintained and professionally-managed facility should have a quality chemical feed treatment program in place to preserve the integrity of cooling towers, humidification systems piping systems and associated equipment.

Be prepared to substantiate that a water treatment program is documented and adhered to. Provide test results indicating the sampling frequency for the presence of microbiological growth.

### Mandatory Documents:

- Proof of WHMIS/MSDS Compliance

Note: If applicable place a ✓, an X if not applicable and leave blank if not available.

### Judging Guideline

- Water Treatment Manual
- Water Treatment Logs
- Microbiological Growth Sampling
- Domestic Hot Water Tanks set above 60 C (140 F)
- Humidification System Treatment Schedule
- Decorative Fountains Treatment Schedule

Total Point Score (*1 point for each item*)

\_\_\_\_\_/ \_\_\_\_ QTY

Comments:

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## E. Electrical Systems & Energy Conservation

Be prepared to describe the programs and measures taken to inspect and maintain the building's electrical distribution system and associated equipment. This should include preventative maintenance programs.

Be prepared to describe your building operation practices and how they contribute to energy conservation and sustainability.

List any certifications and awards you have received that relate to energy conservation.

### Mandatory Documents:

- Emergency Generator Run Log & Annual Maintenance Report
- Electrical Lockout Procedure

Note: If applicable place a ✓, an X if not applicable and leave blank if not available.

### Judging Guideline

- Major Electrical Switchgear Equipment Maintenance Logs (Preventative Maintenance Schedules and Completion Logs from )
- Fluorescent Lamp recycling certificates
- Transfer Switch Test/Inspection Report
- Electrical Single Line Diagram
- Diesel Tank Cleaning Report

Total Point Score (*1 point for each item*)

\_\_\_\_ / \_\_\_\_ QTY

Comments:

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## F. Environmental / Health & Safety

Be prepared to describe a summary of policies and procedures the building uses to meet or exceed environmental and health & safety regulations. Include things such as:

- Safety Meeting Minutes
- Contractor Guidelines

Describe measures taken to ensure that tenants/customers in the building are able, and are encouraged to, participate in environmental programs.

**Note: If applicable place a ✓, an X if not applicable and leave blank if not available.**

### Judging Guideline

- PPE Storage & distribution
- Fire Code Requirements Log
- Fall Protection Plan/Training
- First Aid training
- Hazard Assessments
- Breathing Apparatus & Fit Test
- Working Alone Policy/Training
- Noise Audit for Mechanical Rooms
- Hearing Evaluations
- Confined Spaces Labeling & Training
- Exterior Maintenance Management System
- Risk Management Program
- Violence in the Workplace training
- Hot Work Permit System
- Asbestos management awareness
- Hazardous Material Management Plan awareness
- Contractor Rules & regulations awareness

Total Point Score (*1 point for each item*)

\_\_\_\_ / \_\_\_\_ QTY

Comments:

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## G. Administration

### Management

Be prepared to describe the procedure for managing and tracking building contracts, budgets, and drawings in the management office. Include where these policies/procedures are located.

**Note: If applicable place a ✓, an X if not applicable and leave blank if not available.**

#### Judging Guideline

- Fire Code Requirements Log
- Fall Protection Plan/Training
- First Aid training
- Hazard Assessments
- Preventative Maintenance Program
- Customer Service Training
- Alberta Worker Rights Posted
- Hazardous material Training
- Blueprint Control/Storage
- BOA/BOMA Member or affiliate
- Energy Initiatives & monitoring
- Self-Improvement Courses i.e. Leadership
- Employee Orientation

**Total Point Score:**

\_\_\_\_\_ / \_\_\_\_\_ QTY

**Comments:**

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## H. Other - Above & Beyond

This category is an opportunity for entrants to showcase how they are leading the industry by developing and implementing programs that are above and beyond the industry standard (*ex: organic programs, etc*).

Describe each program, including why it was initially developed and/or implemented. Explain what constitutes each program as being above and beyond.

### Submission Requirements:

- Maximum three single-sided 8.5" x 11" paper
- 10pt. Arial font

### Judging Guideline

• Program Name: \_\_\_\_\_

• Program Name: \_\_\_\_\_

Total Point Score (*1 point for each*) \_\_\_\_\_/5

Comments:

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# I. Building Presentation/Tour

Judges will review the Building Description and Building Standards provided in Section B prior to visiting the building. Scores will be derived from the criteria provided to the judges, based on the overall presentation of the building.

The Building Presentation will be scored based on the overall presentation of the property’s existing features rather than the presence of the “latest and greatest”. Considerations will include cleanliness, maintenance of fixtures, and the general presentation of the building.

**NOTE:** In order to be eligible to receive a Certificate of Excellence, entrants must score at least 3 out of 5 in the Building Presentation portion.

### Judging Guideline

1 = Poor/Unacceptable

2 = Below Average

3 = Good

4 = Above Average

5 = Excellent

Total Point Score

\_\_\_\_\_/5

Comments:

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## J. Summary of Judges' Scoring

*A minimum of 75% must be earned to be eligible for an award.*

Judges to verify the following:

### Mandatory Documents

HVAC	0-12	_____
Chemical Treatment	0-6	_____
Electrical Systems & Energy Conservation	0-9	_____
Environmental / Health & Safety	0-24	_____
Administration	0-17	_____
Other - Above & Beyond	0-5	_____
Building Presentation/Tour	0-5	_____
		min. 3 to pass
<b>TOTAL</b>	<b>0-Qty</b>	_____

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Judge's Signature  
Name

Print

