



**BOMA CALGARY EXCELLENCE AWARDS
2023**

**THE OUTSTANDING BUILDING OF THE YEAR (TOBY®)
GUIDEBOOK
MIXED-USE BUILDINGS**



INTRODUCTION

The BOMA Calgary Certificate of Excellence (COE) and The Outstanding Building of the Year (TOBY®) Awards is the most prestigious and comprehensive program of its kind in the commercial real estate industry recognizing quality in commercial real estate buildings and rewarding excellence in building management.

During the competition, all facets of a building's operations are thoroughly evaluated. Entries are judged on everything from community involvement to environmental and sustainability management. All entries will be subject to the online document review process, however only applications meeting the minimum requirement of 70% will proceed onto the judges site visit process.

Certification is based on meeting a minimum score (70%). Using the BOMA International TOBY requirements, entrants must meet standards in building management, operation and design, tenant relations and community impact, energy management and conservation, environmental, regulatory and sustainability initiatives, and the training of building personnel. Every building submitted for certification is subject to a building inspection. Certification must be renewed every 3 years to ensure that the standard of excellence is maintained and is valid for a 3-year term as long as the property owner or management firm does not change.

TOBY® winners are recognized in specific categories of building size or type. Judging is based on building standards, community impact, tenant relations, energy conservation, environmental, regulatory and sustainability and waste, emergency preparedness and the training of building personnel.

The BOMA Calgary COE and TOBY® winners will be presented at the BOMA Calgary Excellence Awards Gala. Visit www.boma.ca for full event details and registration.

Winners at the local level will receive an invitation to enter into the BOMA Canada National Awards along with a registration form, directly from BOMA Canada. Once qualified, national applicants are provided access to the BOMA International's online awards portal where they can upload their entries. The online system is also used for judging at the national level for most categories.

NOTE: BOMA Calgary will not be using the awards portal for this cycle. Submissions are to be completed via a submission link and Judges will enter their score through a separate portal.

ELIGIBILITY

- The building must be owned or managed by a BOMA Calgary member in good standing that is directly responsible or accountable for the property being entered. Specifically, all membership fees, and any other debt, must be paid prior to entry.
- **Entrants must also be BOMA International members in order to be eligible.**
- All portfolios must have undergone a building inspection and scored at least 70% to be eligible to compete.¹
- The building must be occupied for at least one full year from the date of occupancy of the first tenant by January 31st, 2022 with a minimum of 12 months of building operations.
- TOBY® winners in each category are eligible to enter into the BOMA Canada National Awards.
- Buildings submitted in the Mixed-Use category must have at least 10% office space of total square footage of entire complex.

¹ Each entrant must upload the completed and signed TOBY Building Inspection Verification form (provided by BOMA Calgary once judging is complete) to be eligible to compete at the National level. Not uploading this could lead to disqualification.

- All mixed-use buildings must be at least 50% percent average annual occupancy (physical occupancy).
- There is no limit to the number of buildings an owner or management firm may enter.
- Each building may enter in only one category.
- An entrant may choose whether to enter multiple buildings as a single entry or as multiple entries only if the buildings are owned by the same company, managed by the same company and the buildings are managed as a single entity and not within a suburban office park. All entries must disclose whether their entry is a single building or multiple buildings under the Building Standards section.
- Building must be **BOMA BEST® Certified**. Omission of the BOMA BEST® certificate will automatically disqualify an entry. Each entrant must provide a copy of the certification received in the current year that shows the level of certification during the current year.
- Applicants are required to submit entry information and relevant supporting documentation.
- The building may not have won in the same category during the last 5 years (i.e. Buildings that win in 2023 are not eligible to compete until 2028 and awarded in 2029).
- The building may not have won in a different category at the international level during the last 3 years (i.e. Buildings that win in 2023 are not eligible to compete until 2026 and awarded in 2027).
- For any building that enters the competition at the local and regional level that may encounter a change in management and/or ownership and wins at the International level, the award will be presented to the management company/owner at the time of the original entry.

Note: If you have any questions about your eligibility or the awards process, please contact Jay Islam at Jay.Islam@boma.ca.

IMPORTANT CHANGES FOR 2023

A BOMA 360 certification* is required for those applying for any COE or TOBY awards at the National and International level. BOMA Calgary is waiving the BOMA 360 certification requirement for our local awards due to time constraints for our members. However, BOMA 360 certification is required at the National and International level.

If you are a winner or you intend on moving onto the National level, please ensure you have your BOMA 360 certification completed prior to April 30, 2023. We are happy to share the national guidebooks for further assistance.

If you have any questions about your eligibility, the BOMA 360 Certification or the awards process, please contact Jay Islam at Jay.Islam@boma.ca. For more information on BOMA 360 visit the BOMA Recognition platform please visit: <https://recognition.boma.org/>

* Does not apply to Retail and Public Assembly categories for this cycle.

DEADLINES AND ENTRY FEES

Applicants are asked to submit an online registration form (i.e. intent to enter) to BOMA Calgary by **4 p.m. on February 10th, 2023**. Once registration has been received by the BOMA Office, the entrant will then have access to document submission links.

Full submission due by 4 p.m. February 28th, 2023.

A local fee of **\$675.00 (plus GST)** per building is payable at time of registration.

All TOBY winners must be BOMA International members to participate in the BOMA Canada and BOMA International Award programs through the BOMA International Awards Portal. A membership fee of **\$125.00 (plus GST)** will be required for those moving on.

MIXED-USE BUILDING CATEGORY DESCRIPTION

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.

Note: when a building fits a different TOBY category, it should be entered in that category.

BUILDING INSPECTION

Building inspections must take place at the local level of competition to ensure the entry meets the eligibility requirements and is registered in the correct category. A minimum score of 70% must be earned to be eligible to compete for a TOBY.

While we strongly encourage on-site inspections, we recognize that this may not always be possible. If you must conduct virtual inspections, please follow the TOBY Awards Virtual Site Inspection document here: https://toby.boma.org/Documentation/2020_06_16_TOBY_Inspections%20COVID_19_FINAL.docx

The following items will be inspected during the building inspection:

1. Entrance/Mail Lobby
2. Security/Life Safety
3. Management Office
4. Elevators
5. Multi-Tenant Corridors
6. Restrooms
7. Stairwells
8. Typical Tenant Suite (if applicable)
9. Central Plant/Engineering Office
10. Equipment Rooms/Service Areas
11. Parking facilities (only if Owner/Agent Operated)
12. Landscaping/Grounds
13. Refuse Removal and Loading Docks
14. Roof
15. Tenant Amenities

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 a 1 hour examining all of the mandatory documents.

Following the review, the judges should be taken on a tour of the building. (Tour guide must be very familiar with the submission and all building areas and systems and prepared to answer onsite questions from the judges. Note: Property Management team should be on site during inspections). Please allow a between 2.5 - 3.5 hours to complete the building inspection process.

MANDATORY DOCUMENTS

The following documentation is mandatory where applicable and should be made available. On-line versions are acceptable but must be available at time of inspection at the property being inspected. Ease of navigation is essential to ensure that judges can easily and readily review:

1. Evidence of Evacuation Drills conducted within past 12 months. NOTE: Drills can be silent if applicable.
2. Preventative Maintenance Manual
3. SOP Manual/Documentation of Standard Operating Procedures
4. Regular Financial Reports/Accounting Software Used
5. Purchase Policies
6. BOMA Building Measurement Standard Global Summary Sheet as proof of certification (or other pre-approved certification)

Entrants should receive a completed TOBY Building Inspection Verification form from their local BOMA or affiliated International affiliate organization once judging is completed.

SUBMISSION GUIDELINES

Certification

Certification must be renewed every three years to ensure that the standard of excellence is maintained.

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-year term as long as the property management firm does not change. **Note:** Any building receiving a local award at the time of certification is eligible for re-certification every three years.

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 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 measurers/tenant communication programs, etc., of areas undergoing construction will be considered by the judges.

Building Presentation-& Mandatory Document Review

A mandatory building presentation and document review will be scheduled for your building 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.

The applicant will have a maximum of 3.5 hours to showcase the building and mandatory 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 either available online for review prior to the judges' arrival or available at time of the visit.
- Building Presentation
 - Tour guide 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 property. 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.

Submission Format

Applications (intent to enter) will be submitted **online** by visiting the BOMA Calgary website at [the BOMA awards page](#).

Electronic submissions are preferred and encouraged; in PDF format only (Complete Submission can be uploaded to the submission link shared with your main contact, sent by email to Jay at Jay.Islam@boma.ca. or mail USB to the BOMA Calgary office)

For questions, please contact Jay Islam at Jay.Islam@boma.ca.

Formal submissions for the national and international awards will be made on BOMA International's TOBY Web site at toby.boma.org. Mandatory documents can be submitted online once you are granted access.

UNIVERSAL PORTFOLIO REQUIREMENTS

Photograph Requirements

- File Type: Hi Resolution JPEG compressed
- Maximum File Size: 2mb
- Do not use photograph collages. (Only single images)

Supporting Document Requirements

- File Type: PDF, DOC, DOCX, RTF, TXT
- Maximum File Size: 5mb

Descriptive/Summary Text Requirements

- Maximum word count is specified for each section

NOTE:

- Descriptive/summary text must be entered in the text box provided and may not be submitted as an uploaded file.
- Identify what an acronym represents at least once in each document.
- Text within required supporting documents does not count against character limits.

RECOMMENDATION:

Text should be created in Word, or other similar program, and then copied and pasted into the text box. Please spell check prior to pasting into the text box. Also confirm that the copied text can be fully viewed on-line. If not, reduce the characters to fit the requirements.

SPECIAL NOTES:

Each section is limited to a specified amount of words. All entrants are encouraged to save and review their entries before submitting to ensure that all text/content is captured in the entry.

Shaded boxes throughout this document contain useful notes and information that may assist you in preparation for a local judges' visit or for completion on your online entry. It is a resource only and is not exhaustive.

TABLE OF CONTENTS

- A. Building Description - 0 Points
- B. Building Standards - 3 Points
- C. Competition Photographs - 1 Point
- D. Awards Ceremony Photograph - 0 Points
- E. Community Impact - 15 Points
- F. Tenant Relations/Communications - 15 Points
- G. Energy Conservation - 20 Points
- H. Environmental Regulatory, Sustainability and Waste - 15 Points
- I. Emergency Preparedness/Life Safety - 15 Points
- J. Training for Building Personnel - 15 Points
- K. Judges Scoring Summary

BUILDING DESCRIPTION (0 POINTS, MAXIMUM 350 WORDS, REQUIRED)

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

Competition Photographs:

Provide the following photograph of your building(s):

- 2 Exterior
- 1 Interior (lobby and hallways)
- 1 Standard tenant area
- 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

Awards Ceremony Photographs:

- In addition to the competition photos, all regional and international entries must submit one high resolution (minimum 300 dpi, 1,500 pixels wide or larger) 11" x 14" color JPEG (JPG) of the building's exterior for display at the awards ceremonies.
- Also, a photograph of the management team responsible for daily management of the building(s) is required (minimum 300dpi, 750 pixels wide or larger).

BUILDING STANDARDS (3 POINTS, MAXIMUM 2,000 WORDS, TOTAL OF 3 ATTACHMENTS REQUIRED)

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

Provide a written description of the following:

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 and/or Escalators and/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)

Along with the information above, provide the following required attachments.

1. Floor plan for your building showing your main lobby as well as two additional typical floor plans (Attachment #1)
2. Site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines. (Attachment #2)
3. Copy of any certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST, or BREEAM (Attachment #3)

Please combine multiple documents into a single attachment if necessary, this could include floor plans.

Note: a TOBY Inspection Verification Document will be provided by BOMA Calgary once judging is complete for National and International applications. Not providing this could lead to disqualification from the National and International competitions.

LIFE SAFETY, SECURITY, RISK MANAGEMENT (15 POINTS, MAXIMUM 1,800 WORDS)

Entrants can use data up to 24 months prior to application deadline.

Provide a written description of the following:

- Procedures and programs for life safety, fire, disaster and security standards.
- 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.
- Explain how the building monitors activities in common areas.
- Explain how the building controls entry into the building, especially during non-business/non-peak hour.
- Summary about your business continuity plan and if drills are conducted how they are documented and communicated.
- Fire and evacuation drills are conducted, how often and when.

Life Safety, Security, and Risk Management Judging Guideline

Below is a list of examples of items that applicants may choose to provide for judges to review and evaluate as part of their building tour for each submission. It is important to note that some items listed are already part of the mandatory documents list and some are supplementary examples used to showcase and highlight particular areas of the submission.

- Evacuation Procedures
- Evacuation Training and Drills for Tenant and Staff
- Emergency Systems Maintenance
- Emergency Systems Procedures
- Emergency Systems Training
- Emergency Systems Records/Logbooks
- Business Continuity Plan / Pandemic Plan
- Emergency Equipment (AED, Oxygen, SCBA, first aid/trauma kits)
- Communications Equipment (2-way radios, PA systems, paging, emergency notification system)
- Emergency Generator
- Key Control Policies/Procedures
- Security Systems (CCTV/Access Control/Duress)
- Staffing (proof of training and licenses)
- Access Control System
- After Hours Access Control Plan

Comments:

TRAINING AND EDUCATION (15 POINTS, MAXIMUM 1,800 WORDS)

NOTE: Training for building personnel can be conducted virtually via online courses rather than by in-house training, classroom training or staff meetings. Participation in BOMA-sponsored event may be virtual, as well.

Provide a written description of 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.
- Management team participation in at least one BOMA-sponsored (local, regional or international) event or international affiliate sponsored event within the last 24 months (if applicable).
- Training for both on-site and off-site building personnel dedicated to the property.
- List of any management team industry certifications, degrees or industry training

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.

ENERGY (TOTAL OF 20 POINTS, MAXIMUM 1,750 WORDS)

Entrants are required to obtain a BOMA BEST® Sustainable Buildings certification. Each entrant must provide a copy of the certificate or letter from BOMA Canada attesting certification is valid in the competition year.

Note: It is not necessary for Mixed-Use entrants to benchmark energy performance using ENERGY STAR® at www.ENERGYSTAR.gov. However, entrants must describe the following information:

- The Preventative Maintenance Program (Mixed-use - how these are shared between entities) - **2.0 points**
- The Energy Management Plan - **2.5 points**
- The Energy Reduction Target - **2.5 points**
- The Indoor Air Quality Monitoring Plan - **2.0 points**
- The Occupant Service Request Program - **2.0 points**
- Has the facility(s) conducted an ASHRAE Level 1 Energy Assessment in the last three (s) years? - **2.0 points**
- Building Staff/Tenant Education on the importance of and methods for energy conservation. - **2.0 points**
- Building Energy Management System (EMS) Monitoring. - **2.0 points**
- A list of areas for which energy consumption data is available (i.e. all tenants, some tenants, interior and exterior common areas) and the type of energy used, (i.e. Electricity, natural gas, other). - **1 point**
- Percentage of occupied gross leasable area you have energy consumption data (either through sub-metering or by other means). The data must represent consumption from the most recent 12-month period and must not be any older than the past 18 months. - **1 point**
- Proof that building current energy consumption is being compared with consumption from past years and provide conclusions drawn from the analysis over a minimum of 1 years. - **1 point**

Energy Judging Guideline

Below is a list of examples of items that applicants may choose to provide for judges to review and evaluate as part of their building tour for each submission. It is important to note that some items listed are already part of the mandatory documents list and some are supplementary examples used to showcase and highlight particular areas of the submission.

- Company goals/targets in place for reducing energy consumption (utility procurement - aligned with “green” supplier)
- Energy efficient projects in place or intent to commit within 12 months (*ex: BAS, solar panels, plug and lighting audits, lighting retrofits, power factor correction, thermal storage, deep lake cooling, VFD, energy efficient roofing, chiller refrigerant change-out and heat reclaim, high efficiency equipment, re-commissioning*) - 1 point for each project up to 3 points
- Tenant Awareness, Education and Participation Programs
- Building Staff Education
- Building Operations and Maintenance Procedures
- Energy Management System/Monitoring
- Tracking/Benchmarking of utility consumption and comparison year over year, showing results /savings
- Equipment Maintenance Logs (Preventative Maintenance Schedules and Completion Logs)
- Reduction of Environmental Footprint
- Cradle-to-Grave Programs
- Green Cleaning, Green Purchasing, Green Landscaping

Comments:

ENVIRONMENTAL, SUSTAINABILITY, HEALTH & WELLNESS (TOTAL OF 15 POINTS, MAXIMUM 3,000 WORDS)

Describe a minimum of 7 programs of which at least 3 should be related to Environmental and Regulatory and at least 3 related to Sustainability and then describe your waste management plan.

Describe the following:

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 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 Management Plan/ Manual; Elevator/ Escalator/ Moving Walks, Freight, Lift Maintenance logs; Waste Audit Reports; Waste Reduction Work Plan posted; Roof Anchor Plan & Inspection; CFC reporting; Air Emissions; TSSA Compliance; Work plans in place to meet new regulations; Health & Safety procedures (staff, contractors); (hot work permits, spill control procedures lockout-tagout, roof waivers, contractor management program, safe work permit program); record keeping, equipment (chemical storage, protective gear; safety shower, eyewash station); GHS (Globally Harmonize System) compliance; MSDS (housekeeping & maintenance); Employment & Human Rights Law (Bill 168 work plan); Accessibility Action Work Plan (Wheelchair (entryways, washroom, elevators, light switches), Visually Impaired (Braille elevator buttons, directories, signs suite numbers and names, floor indicators (voice or tone), concierge service).

Sustainability - 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 not mentioned above that are being followed.
- When describing these policies and procedures explain if they are mandated by local, state 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 - 4 points

- Describe your building's waste reduction work plan and source separation program.
- Where applicable include:
 - Collection of organic wastepaper, metal cans, glass, plastic containers and cardboard
 - 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, and management of solid waste generated as a result of day-to-day activities and infrequent events
 - Attach a PDF copy of your latest waste audit

- Future plans to increase recycling levels and reduce the waste generated

Health & Wellness- 4 points

- Describe policies management that have been implemented to create healthy work environments for employees and tenants and to promote sustainable communities.
- 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 programs implemented since the outbreak of COVID-19 which you will keep in place to reduce contagious disease transmissions. 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.

Environmental, Sustainability, Health and Wellness Judging Guideline

Below is a list of examples of items that applicants may choose to provide for judges to review and evaluate as part of their building tour for each submission. It is important to note that some items listed are already part of the mandatory documents list and some are supplementary examples used to showcase and highlight particular areas of the submission.

- Environmental Management Plan/Manual
- Environmental Incentives (evidence of management encouragement through correspondence)
- Tenant Compliance
- Asbestos Management Plan (if applicable)
- IAQ Programs/Air Emissions
- Waste Reduction Plan
- Health and Safety Plan
- Procedures (Staff & Contractor) (if applicable):
 - hot work permits
 - spill control procedures /spill containment kit
 - lockout/tag out
 - roof waivers
- EH&S Committee (Record Keeping, Display Board with postings)
- Equipment (if applicable):
 - chemical storage
 - protective gear
 - safety shower
 - eyewash station
- WHMIS Compliance
- TDG Training and compliance
- Roof Top Management Plan & Inspection
- CFC Reporting

- Fall Protection Plan
- Hazard Control Plan

Comments:

TENANT/OCCUPANT RELATIONS AND COMMUNITY INVOLVEMENT (30 POINTS, MAXIMUM 1,800 WORDS)

NOTE: Tenant relations/communications examples that occurred within the past 24 months can be referenced in this section.

Tenant and Occupant Relations (15 of 30 Points):

Describe the following:

- Tenant Relations efforts and/or programs sponsored by building management within the last 24 months.
- 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.
- Tenant amenities available such as health facilities, childcare and food service.
- A description of how the building’s management team communicated with its tenants during COVID-19.
- Indicate if tenant satisfaction surveys were conducted including the frequency and the date the last survey was last completed and the results.
- An explanation of the major findings and the actions management took to share results, alleviate concerns and/or problems, and/or ensure that acceptable and “popular” procedures and activities were maintained.

Attach the following:

1. 3 samples appreciation letters from the tenant or public
2. 2 newsletters
3. 1 copy of tenant/occupant survey (if applicable)
4. 3 photos on how you fitted your building for COVID-19
5. 1 tenant communications piece from the property management team
6. 3 photographs reflecting the events being described
7. 1 table of contents from the tenant manual. (Do not include the entire manual or photograph collages—only single images.)

NOTE:

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.

Tenant & Occupant Relations Judging Guideline

Below is a list of examples of items that applicants may choose to provide for judges to review and evaluate as part of their building tour for each submission. It is important to note that some items listed are already part of the mandatory documents list and some are supplementary examples used to showcase and highlight particular areas of the submission.

- Tenant Relations (Internal Policies, e.g. move in/move out, conflict resolution, customer service)
- Tenant Survey Results
- Tenant Survey Action Plan (within past year)
- Tenant Retention Strategy (ongoing relationship building with tenant contact)
- Tenant Services (appreciation events, communications)
- Directory/Lobby Signage
- Building Amenities (*ex: parking, daycare, health facilities, first aid, food services, concierge, meeting facilities, transit access, bike facilities, ATM machines*)

Comments:

Community Involvement (15 of 30 Points):

NOTE: Community impact examples and data that occurred within the past 24 months can be referenced in this section.

Provide a written description of the following:

The building management's impact on the community. For example: jobs provided (as a direct result of the building's existence), amenities to the community or the corporate environment (parks, blood drives, special events, etc.), tax impact (provide special assessments for roads, sewers, etc.), recognition awards, letters and roads and other transportation improvements. If the impact can be quantified as additional income for the community or charitable event or has some type of savings associated with the impact, please describe. When describing the current year's events, please note programs and how long they have been in place.

Describe how the building management’s efforts in this area have helped make the property a benefit to the local community. Only include corporate donations/activities if entrant can describe how the onsite management team personally participated or how it affected the property.

Describe activity such as participation in advocacy days, and/or meetings or correspondence with elected officials and/or regulatory agencies on matters of industry importance. Activities must be within past 12 months. Include date of activity.

Describe building-sponsored issues forum or town-hall-type meetings at the property within the past 12 months and at least one (1) planned or unplanned event in cooperation with municipal departments, such as police department, fire department, special improvement districts, and public works. Include date of activity.

NOTE:

- 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.

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.

Community Impact Judging Guidelines

Below is a list of examples of items that applicants may choose to provide for judges to review and evaluate as part of their building tour for each submission. It is important to note that some items listed are already part of the mandatory documents list and some are supplementary examples used to showcase and highlight particular areas of the submission.

- Jobs Created/Community Involvement
- Local Community Outreach
- Amenities to the Community
- Recognition

Comments:

SUMMARY OF JUDGES' SCORING

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

Judges to verify the following:

Building Information (required)	Y/N	_____
Building Operations & Management	0-5	_____
Life Safety/Security/Risk Management	0-15	_____
Training and Education	0-15	_____
Energy	0-20	_____
Environmental/Sustainability/Health & Wellness (Total)	0-15	_____
Environmental & Regulatory	0-4	_____
Sustainability	0-3	_____
Waste	0-4	_____
Health & Wellness	0-4	_____
Tenant/Occupant Relations and Community Involvement (Total)	0-30	_____
Tenant and Occupant Relations	0-15	_____
Community Involvement	0-15	_____
GRAND TOTAL	0-100	_____

Judges Name (Print)

Judges Signature

Date Signed