

**BOMA CALGARY EXCELLENCE AWARDS  
2023**

**OPERATIONS TEAM OF THE YEAR  
GUIDEBOOK**



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The BOMA Building Operations Team 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 Operations Team Awards allow 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 Operations Team Awards 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 Operations Team Award registration form online at [the BOMA awards page](#) by **4:00 pm on February 10<sup>th</sup>, 2023**. 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>, 2023**.

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](mailto:Jay.Islam@boma.ca), or mail USB to the BOMA Calgary office)

### 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 Operations Team 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 Operations Team. 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 Team dynamics.



## Submission Format

Limit the response to each section as outlined (10 pt. Arial font). Additional material will not be considered.

**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](mailto:Jay.Islam@boma.ca) or mail USB to the BOMA Calgary office).

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 elevators, it can still achieve a full score in this section even though the elevator logs were not submitted*). Ensure that you note if a mandatory document does not apply to your building. **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:

- **Building Information**
  - Cover sheet, including the following:
    - Building Name(s) and Mailing Address(es)
    - Asset Class(es) (Office, Retail, Industrial, etc.)
    - Year(s) Built
    - Building Owner(s)
    - Building Management Company
    - BOMA Member Contact Info
- **Building Description**
  - Summary of the physical description of the building(s) and property.
  - Maximum 1,625 characters (approximately 250 words).
- **Photographs**
  - One photograph of each of the building's exteriors.
  - One photograph of the management team responsible for
  - Daily management of the building.
  - High resolution (minimum 300 dpi).
  - 4" x 5" color.
  - JPG or JPEG format.
  - To be submitted via email or on flash drive.
- **Building Standards**

### Online Tour



- Building Name \_\_\_\_\_
- Number of Floors \_\_\_\_\_
- Total Building Sq. Ft. \_\_\_\_\_
- \_\_\_\_\_

• **Building Services - Please provide a short description of the building elements below**

- Elevators (Qty and Type) \_\_\_\_\_
- Landscaping (Park, Sitting Area) \_\_\_\_\_
- Loading Dock Size & # Parking Stalls \_\_\_\_\_
- Lighting Control (Type) \_\_\_\_\_
- Tenant Utility Metering \_\_\_\_\_
- 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
• Tenant Manual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Tenant Work Order System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Include 12 month tracking record.			
• Emergency Preparedness Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Fire			
○ Disaster			
○ Pandemic			
• Proof of GHS Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Elevator Maintenance Log	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Occupational Health and Safety Meeting Minutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Annual Fire & Safety Compliance Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Waste Management & Recycling Program Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Energy Management Plan	<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



## C. Management & Administration

Be prepared to provide details of how the Team synergies contribute to various management disciplines for the property.

This may be quantified through documentation of scheduled Staff meetings, policies and procedures and Tenant Requests tracking.

**Examples of the following may include:**

- Common goals and objectives
- Purchasing Practices
- Recognition awards/letters from the city (*ex. local government, BIA, schools, etc.*)

**Notes:**

This should reflect the Team's activities as they relate to the building/property specifically - not the company's activities.

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

### Scoring Guide

- Employee Incentives for Education - RPA, SMA, 5<sup>th</sup> & 4<sup>th</sup> Class Power Engineering
- Mission statement Posted
- Goals & Objectives for the department outlined i.e. reduce energy costs, Capital projects
- Staff Meetings documented / Minutes
- Teams' awareness of Company compensation, performance review process
- Policy & Procedures manual
- Procurement Policy/ Variance Control

Total Point Score (*1 point for each*) \_\_\_\_\_/7

**Comments:**

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## D. Processes

Be prepared to provide examples of administrative competency, record keeping and procedures for implementing written policies. Explain how the Operations Team maintains Contracts, Service Agreements and Capital Projects.

Examples of the following may include:

- Tender Processes
- Purchasing Practices
- Automated processes
- Contracts, Service Agreements, snow removal tracking control of proprietary reporting, projects

### Scoring Guide

- Security, tracking and monitoring incident and accident reporting
- Control & Management of outside contracts
- Capital Plan and Forecasting
- New Employee Orientation
- Budget Management/Tracking
- Building Drawings Management
- Building Staffing Organizational Chart
- Staff Development (*ex: succession planning, skills, upgrading, retention, seminars, professional development, personal growth, mentoring, team building efforts*)
- Training (Job specific, tracking of required courses and certifications, formal job descriptions.
- Industry/Internal Awards & Recognition
- Construction Rules & Regulations/Monitored
- Large Projects - Participation/Awareness
- 5yr/10yr Capital Planning
- Monitor Service Performance (i.e. Elevators)

Total Point Score (*1 point for each*)

\_\_\_\_\_/14

Comments:

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## E. Tenant Services

A well-maintained and professionally managed facility should have satisfied tenants and/or customers. Provide a summary describing the approach to maintaining good Tenant/Customer Relations and use examples for demonstration purposes.

Be prepared to substantiate that tenant and/or customer satisfaction surveys were conducted including the frequency and the date the last survey was completed and the results. Provide evidence of the major findings and the actions that management took to share results,

### Mandatory Documents:

- Tenant Manual
- Tenant Work Order System

### Scoring Guide

- Tenant surveys internal or third party. Tenant meetings. Frequency & Documentation.
- Tenant Retention Strategy (ongoing relationship building with tenant contact)
- Tenant Services (appreciation events, communications)
- Tenant Notification Model (interruption of services, Major events)
- Tenant Requests Model (requests, follow-up, 12-month tracking)
- Tenant Meetings (minutes, attendance)

Total Point Score (*1 point for each*) \_\_\_\_\_/6

### Comments:

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## F. Energy Conservation / Sustainability

Be prepared to describe the how the Operations Team interacts to provide programs and measures taken to conserve energy at the building. Provide examples that show a collaborative process from submission to completion.

### Building Staff Education

Describe any programs in place to educate building operations staff, property manager, leasing agents, and other personnel about the importance of methods for energy conservation. This may include encouraging or requiring participation in BOMA energy Efficiency Programs, Webinars, pursuing industry certification and professional development programs.

### Building Operations and Maintenance

Describe your building maintenance procedures and how they contribute to energy conservation. This should include preventative maintenance records.

### Mandatory Documents:

- Energy Management Plan
- Waste Management & Recycling Plans

#### Scoring Guide

- Energy Initiatives implemented in the last 3 years by the Operations Team
- Preventative Maintenance Plan & Annual Summary
- Tenant Awareness & Engagement Strategies for Energy Conservation
- Building Staff Education/Seminars on energy saving potential strategies
- Key Performance Indicators
- Tracking/Benchmarking of utility consumption and comparison year over year, showing results /savings
- Environmental Management Plan
- Ozone Depleting Substance Management Plan
- Published reports on benchmarking/tracking Utility consumption

Total Point Score (*1 point for each*)

\_\_\_\_\_/10

Comments:

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## G. 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:

- Hazardous waste management
- Exterior building maintenance management plan
- Asbestos management (if applicable)
- Emergency clean-up procedures
- Pandemic preparedness
- Evidence of WHMIS training and compliance

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

### **Mandatory Documents:**

- Proof of GHS Compliance
- Occupational Health and Safety Meeting Minutes

### Scoring Guide

- Environmental Management Plan/Manual
- Tenant Compliance
- Hazardous Building Material Survey
- Fall Protection Plan/Training
- First Aid Training
- Hazard Assessments
- Breathing Apparatus & Fit Test
- Working Alone Policy/Training
- Toolbox Meeting Minutes
- OH&S Meeting Minutes
- Prime Contractor Policy
- Noise Audit
- Confined Spaces Labeling & Training
- Elevator Inspection Logs In-house
- IAQ Management & Monitoring
- GHS Labeling & SDS Management System
- Exterior Maintenance Management System
- Risk Management Program
- Contractor Safety Orientation
- Violence in the Workplace Policies & Procedures

Total Point Score (*1 point for each*) \_\_\_\_\_/20

Comments: \_\_\_\_\_

\_\_\_\_\_

## H. Emergency Preparedness / Security Standards

Be prepared to discuss procedures, policies, and programs for Life Safety, Fire, Disaster and Security standards. You can include the table of contents from your emergency management and security standards manuals. Include where in the building these policies/procedures are located.

Include how, when, and how frequently fire and evacuation drills are conducted. Describe the training that is provided to both building staff and tenants for emergency situations, including recovery procedures. If the building works with local first responders and conducts live training, explain how this is accomplished.

Provide a summary about your Business Continuity Plan / Pandemic Plan and - if drills are conducted - how they are documented and communicated.

### Mandatory Documents:

- Emergency Preparedness Plan
  - Fire
  - Disaster
  - Pandemic
- Annual Fire & Safety Compliance Testing

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

### Scoring Guide

- Evacuation Procedures
- Evacuation Drills/Training for Tenants
- Emergency Systems Records/Logbooks
- Business Continuity Plan
- Emergency Equipment (PPE, first aid/trauma kits)
- Communications Equipment (cell phones)
- Key Control Policies/Procedures
- Staffing (proof of training and licenses)
- After Hours Access Control Plan
- Security Incident reporting
- Fire Code Requirement Logs
- Hazardous Material Management Plan
- Security Standing Orders
- Fire Drill Log

Total Point Score (*1 point for each*)

\_\_\_\_\_/14

Comments: \_\_\_\_\_

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## I. Team Synergies

Be prepared to describe the processes in place to promote Team Synergies. These may be annual or periodic events. They may include volunteer efforts for charity or community.

### Scoring Guide

- Staff Meeting Minutes
- Property Site Inspections
- Team Building/ Development/Participation
- Cross Training
- Team Events
- Community Events
- Company Incentives/Programs for Employee Events
- Industry Functions

Total Point Score (*1 point for each*) \_\_\_\_\_/8

Comments:

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## J. 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: charitable programs, community & Tenant initiatives 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

<u>Scoring Guide</u>	
• Program Name:	_____
• Program Name:	_____
• Program Name:	_____
• Program Name:	_____
• Program Name:	_____
• Program Name:	_____
Total Point Score ( <i>1 point for each</i> )	_____/6
Comments:	
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# K. 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.

### Scoring Guide

- 1 = Poor/Unacceptable
- 2 = Below Average
- 3 = Good
- 4 = Above Average
- 5 = Excellent

**Total Point Score** \_\_\_\_\_/5

**Comments:** \_\_\_\_\_

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## L. Judges Scoring Summary

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

<b>Judges to verify the following:</b>		
Mandatory Documents		_____
Management & Administration	0-7	_____
Processes	0-14	_____
Tenant Services	0-6	_____
Energy Conservation / Sustainability	0-10	_____
Health & Safety	0-20	_____
Emergency Preparedness / Security Standards	0-14	_____
Team Synergies	0-8	_____
Other - Above & Beyond	0-6	_____
Building Presentation/Tour	0-5	_____
		min. 3 to pass
<b>TOTAL</b>	<b>QTY</b>	_____

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**Judges Name (Print)**

**Judges Signature**

**Date Signed**

