BOMA CALGARY EXCELLENCE AWARDS
2023

SECURITY TEAM OF THE YEAR GUIDEBOOK

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INTRODUCTION

The BOMA Calgary Security Team of the Year Award recognizes security teams in the Commercial Real Estate Industry who have demonstrated strong operational foundations, innovation, and resiliency in the profession. This award recognizes teamwork, initiative, and/or service toward safety and security for the Commercial Real Estate community and its stakeholders. The award will be presented to security teams who have significantly contributed to their organization and/or the Commercial Real Estate Industry and is open to teams where the security staff are contract, in house or a blend of the two.

BOMA Calgary is actively involved in recognizing companies and individuals for their efforts to instill excellence in our industry. The purpose of the Security Team of the Year Award is to promote excellence and best practices in the security industry supporting commercial real estate.

A. RULES AND REGULATIONS

Eligibility Requirements

To submit an entry for BOMA Calgary Security Team of the Year Award:

- Entries are to be submitted on a self-nominating basis
- Nominee must be a member of BOMA Calgary or employee of a BOMA Calgary member in good standing. Specifically, all membership fees, and any other debt, must be paid prior to entry.
- Only Security Teams are eligible for this award.
- A security team is defined as a group of two or more licensed front-line security professionals, typically led by a supervisor or manager.
- Judging of the entry will be based on the written submission and a detailed interview by a panel of peers.
- Must not have won the same award in a previous year.

Submission Format

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 submissions are due by 4:00 pm on February 28th, 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 or mail USB to the BOMA Calgary office).

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

B. REQUIRED DOCUMENTS

Written Submission Requirements

Please provide the following as part of your Formal Entry package:

- A cover sheet stating the following must be included: Name of Entrant, Company, contact phone number and email address
- A high resolution (EPS, PNG, JPG) headshot of the team and logo of the individual's company must accompany the entry. (These images may be used during the awards gala and in post-event editorial coverage)
- A written submission supporting the efforts and achievements that qualifies the entrant as an as a Security Team of the Year Award nominee. The bullets below describe the components to be addressed in writing.
- Security Standard Operating Procedures
- Emergency Response Plan
- Business Continuity Plan and/or Pandemic Plan
- Visitor and/or Contractor access logs
- Training Matrix/Records
- Company policy on staff development
- Company policy on staff appreciation/incentive programs
- Additional supporting documentation must be provided if applicable, demonstrating evidence on how the selection criteria have been achieved.
- Award nominees will be evaluated on:
    - Security Standards & Emergency Preparedness
    - Processes
    - Training & Education
    - Team Synergies
    - Innovation

C. Submission Contents

Security Standards / Emergency Preparedness

Security Standards / Emergency Preparedness Questions

1. Do you have a Standard Operating Procedure (SOP) and an Emergency Response Plan (ERP)? If yes, how often are they reviewed and updated? Please describe what is included in a review or update.
2. How do you manage access control at your building? Please provide specific procedures and if applicable, distinguish between different areas of your property (exterior vs. interior for example).
3. Did you participate in a planned fire drill at your building in 2022? Did you evacuate the entire complex? How are members of the security team involved? Provide detail and any documentation related to the fire drill.
4. Did you complete an emergency response exercise in 2022? If yes, please provide in detail the scenario, who participated in the exercise, and related findings.
5. Do you have an up-to-date Business Continuity Plan and/or Pandemic Plan? How often is either plan reviewed or updated? Describe the involvement of the security team in this process.

Security Standards Scoring Guide

1. One point each for:
   - Standard Operating Procedure
   - Emergency Response Plan
   - Reviewed at least annually, indicated within document
   - Involvement of security team and/or management team
2. One point each for:
   - Access Control System or process
   - Identify different areas with layers of access levels
   - Physical control such as access cards/keys/barriers; award up to two points
3. One point each for:
   - Fire Drill completed in 2022
   - Building evacuation
   - Procedure outlining roles and responsibilities of security personnel
   - Document summarizing details of fire drill, whether internal or fire inspector.
4. One point each for:
   - Emergency Response exercise completed in 2022
   - List of participants should include Security, Operations and Management
   - Emergency scenario includes a specified incident, team discussion, and debrief (follow-up items)
   - Reference to Emergency Response Plan
5. One point each for:
   - Business Continuity Plan
   - Pandemic Plan
   - Reviewed at least annually, indicated within document
   - Procedure outlining roles and responsibilities of security personnel

Total Point Score   _____/19

Comments:

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Processes

Process Questions

1. How do you report and document security incidents? Please provide specific program information, procedures and reporting criteria/categories.
2. Do you have a process in place to identify and address a security vulnerability? This can be related to people, physical assets, or processes. If yes, please provide detail.
3. Please describe your visitor/contractor management process.
4. How do you identify and address security concerns, reported by tenants and the general public?
5. How do members of your team stay apprised of what is happening in and around your building, as it relates to security?

Processes Scoring Guide

1. One point each for:
   - Report Writing Platform / Program
   - Report Writing Procedures
   - Incident escalation, internal (management) and external (police)
   - Incident types / categorization
2. Two points each for:
   - Formal process and detail
   - Process references classification and severity of vulnerability
3. One point each for:
   - Formal process
   - Check-in or sign-in component with security
   - Physical credentials – provisioning/revoking
   - Is authorization verified as needed
4. One point each for:
   - Reporting process for tenants/visitors
   - Is it easy/convenient to report concerns?
   - Security prioritizes by call type
   - Response process accounts for call type and needed response time
5. Points can be awarded for any of the following:
   - Verbal or written pass-ons
   - Daily/weekly briefs
   - Newsletters
   - Local industry associations
   - Liaison with key stakeholders
   - Liaison with law enforcement
   - Interdepartmental communication
   - Communication with neighboring landlords

Total Point Score   _____/24

Comments:

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Training and Education

Training and Education Questions

1. Describe how you onboard a new security worker. If applicable, provide schedules, and timelines for training milestones.
2. Provide a security staff training matrix and explain how members of your team achieve competency within their respective roles.
3. Are all members of the security team integrated into your company's emergency response program? How do you prepare security staff for potential emergency incidents?
4. How do you approach development planning? What additional education (beyond job-related training) have members of the security team completed? Please provide details. This includes both in-house and contract employees.
5. What additional resources are available to security team members to increase their knowledge and understanding in the industry?

Training and Education Scoring Guide

1. One point each for:
- Formal onboarding process
- Detailed training schedule
- Mentor/buddy system
- Competency testing
2. Two points each for:
- Training matrix (award two points only if training library goes beyond standard day-to-day guard training)
- Process to establish competency (1 point), and periodic retesting/review (1 point)
3. One point each for:
- All security staff have formally a role assigned
- Evidence of emergency response training, such as procedure review or sign-off, staff meetings
- Tabletop drills with full security participation
- Evidence of Incident debrief meetings to identify what went well, and what did not
4. One point each for:
- Employer financially supports career development / planning
- Development Planning is endorsed to security team by people manager
- List of completed additional education, beyond job-specific training (award two points only if more than 50% of security staff have completed at least one course)
- Two points each for:
- Financial support to cover industry association fees, conferences, reference materials/literature, networking events etc.
- Mentorship programs

Total Point Score _____/18

Comments:

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Team Synergies

Team Synergy Questions

1. Describe processes in place to promote Team Synergies. These may be annual or periodic events. They may include volunteer efforts.
2. Does your company have an employee appreciation program in place? If yes, please provide at least one detailed example where the program was used to acknowledge the efforts of the security team.
3. What is your annual security staff turnover rate for each of the past three years (2020, 2021 and 2022)? The turnover rate should account for all security staff, whether they are in-house, contract or a combination of both.
4. Share staff retention strategies and describe in detail what you have done to keep teams engaged in the workplace.
5. Describe any initiative that your security team is leading to impact the surrounding community in a positive manner. Be specific with your example and clearly show impact on others.

Team Synergy Scoring Guide

1. Up to 5 points may be awarded:
-   Staff meeting minutes
-   Team building activities
-   Cross training
-   Team events
-   Community events
-   Industry functions
2. One point each for:
-   Employer has an employee appreciation program
-   Detailed example of a security team recognition (does not have to include every single member of the team)
-   Recognition is shared outside the security department
3. One point each for:
-   Provided turnover rate for each of 2020, 2021 and 2022
-   Turnover rate is below 30%, award one point. If below 15%, award two points
-   Annual turnover rate has remained flat year over year, award one point. If rate contracted, award two points
4. Two points each for:
-   Retention Strategies
-   Team Engagement
5. Two points each for:
-   Detailed initiative example
-   Community Impact

Total Point Score _____/19

Comments:

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Other – Innovation

Showcase any programs or initiatives that are innovative and go above and beyond the industry standard. Describe each program, including why it was initially developed and/or implemented. Explain how each program is effective, and what constitutes them as being innovative.

Innovation Scoring Guide

Up to 3 innovations or programs that go above and beyond the industry standard. Each innovation or program is scored out of a maximum of 5 points on the scale below.

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

Total Point Score _____/15

Comments:

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Building Presentation/Tour

Judges will review the Building Description and Security Standards provided in Section C 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 Security team rather than the presence of the "latest and greatest".

Scoring Guide

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

Total Point Score   **_____/5**

Comments: _____

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D. SUMMARY OF JUDGES' SCORING

Judges to verify the following:

Cover Sheet with Nominee Information (required)   Y/N   _____

Competition Photos   Y/N   _____

Submission (Total)

Security Standards	0-19	_____
Processes	0-24	_____
Training and Education	0-18	_____
Team Synergy	0-19	_____
Innovation	0-15	_____
Site Tour / Presentation	0-5	_____

GRAND TOTAL   **0-100**   _____

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Judges Name (Print)   **Judges Signature**