

**BOMA CALGARY EXCELLENCE AWARDS  
2025**

**THE OUTSTANDING BUILDING OF THE YEAR (TOBY®)  
GUIDEBOOK  
INDUSTRIAL 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](http://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 the local awards 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.
- BOMA Calgary does not require its members to be BOMA International Members to participate in the local awards. **However, any applicant who wins their category must be BOMA International members in order to be eligible at the National and International level. BOMA Calgary will set winners up as BOMA International members. A membership fee of \$125.00 (plus GST) will be required for those moving on.**

- All portfolios must have undergone a building inspection and scored at least 70% to be eligible to compete. portfolios must have undergone a building inspection and scored at least 70% to be eligible to compete.<sup>1</sup>
- The building must be occupied for at least one full year from the date of occupancy of the first tenant by January 31<sup>st</sup>, 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.<sup>2</sup>
- Buildings submitted in the Industrial category must have more than 5% and less than 50% office area as measured by BOMA standards.
- The building must be actively leased and at least 50% occupied for at least one full year from the date of the active leased first day of business of the first tenant by February 14, 2024 with a minimum of 12 months of building operations.
- 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 2025 are not eligible to compete until 2030 and awarded in 2031).
- 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 2025 are not eligible to compete until 2028 and awarded in 2029).
- 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.
- All entrants are required to provide the following:
  - a. Provide a copy of the Statement of Energy Performance generated from ENERGYSTAR® in the past 12 months. This is a mandatory requirement and omitting this step or uploading an alternate document may result in disqualification. The property does not have to be EnergyStar rated, but must submit a copy of report (including Life Science and Mixed- Use) with verifying engineer's stamp if score is 75 or above.
  - b. TOBY Inspection Verification Form (This will be provided by BOMA Calgary after your Judges' walkthrough and is required at the National level).

Any entry that does not include both a and b will not be eligible to compete at the international level.

It is no longer a requirement to share your EnergyStar data with BOMA International, but you do need to have your Statement of Energy Performance signed and stamped by an engineer to receive points if the score is greater than 75, otherwise your entry will receive the baseline score of 3.

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<sup>1</sup> 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.

<sup>2</sup> Canadian buildings competing locally and regionally (nationally) in the 2025 calendar year are part of the 2026 BOMA International competition cycle. Buildings that win locally and regionally in 2025 will compete Internationally in 2026. Entrants should prep using the 2025 Entry Requirements with the understanding there may be minor changes once the platform opens and the 2026 international cycle begins.

## IMPORTANT CHANGES FOR 2025

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, 2025. 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](mailto:Jay.Islam@boma.ca). For more information on BOMA 360 visit the BOMA Recognition platform please visit: <https://recognition.boma.org/>

## DEADLINES AND ENTRY FEES

Applicants are asked to submit an online registration form (i.e. intent to enter) to BOMA Calgary by **4 pm on February 14<sup>th</sup>, 2025**. Once registration has been received by the BOMA Office, the entrant will then have access to document submission links.

Full submission due by 4 pmf February 28<sup>th</sup>, 2025.

A local fee of **\$675.00 (plus GST)** per building is payable at time of registration. <sup>3</sup>

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.

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<sup>3</sup> Application fee is non-refundable. BOMA Canada and BOMA International both have additional fees for winners that are looking to enter the national and international competitions. Please refer to their guidebooks for further details.

## INDUSTRIAL BUILDING CATEGORY DESCRIPTION

All buildings, comprising a total project, to include any single building industrial properties, one to two stories in height, with less than 50% office area. Building(s) must have a loading dock, roll-up or sliding door(s) for loading, with no common lobby or corridors except for restroom vestibules and utility or fire equipment access.

## 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.

The following items will be inspected during the building inspection:

1. Entrance
2. Typical Tenant Suite (If applicable)
3. Equipment Room/Service Areas (electrical rooms, FLS room, etc)
4. Roof
5. Parking Log
6. Landscaping/Grounds
7. Truck Court & Loading Dock Area
8. Tenant Amenities (if applicable)

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. Regular Financial Reports/Accounting Software Used
3. Standard Operating Procedure (SOP) Manual/Documentation of Standard Operating Procedures
4. Purchase Policies
5. Preventative Maintenance Manual
6. BOMA Building Measurement Standard Global Summary Sheet as proof of certification (or other pre-approved certification) as provided by a measurement consultant.

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 measures/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 application point person 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.

## EnergyStar Data

Provide a copy of the Statement of Energy Performance generated from ENERGY STAR® and/or Official Letter from EPA or ENERGY STAR® Certificate of Achievement received within the past 12 months must be included with the submission in the appropriate section. This is a requirement for entries in all countries. Canadian Entrants must include the BOMA BEST certificate or letter from BOMA Canada attesting certification in addition to the ENERGY STAR® requirement above. Omission of the ENERGY STAR® requirement and, for Canadian Entrants, the BOMA BEST certificate or letter will automatically disqualify an entry. Fees are non-refundable due an entry that is disqualified for non-compliance.

Country	ENERGY STAR® Statement of Energy Performance or Official Letter from EPA or ENERGY STAR® Certificate of Achievement	BOMA BEST Certificate or Official Letter
All Entrants	✓	
US Entrants	✓	
Canadian Entrants	✓	✓

## 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](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).

Formal submissions for the national and international awards will be made on BOMA International's TOBY Web site at [toby.boma.org](http://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.



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- 0. Building Information - 0 points
- 1. Building Operations & Management - 5 points
- 2. Life Safety/Security/Risk Management- 15 points
- 3. Training and Education- 15 points
- 4. Energy - 20 points
  - Benchmarking & Performance Rating
  - Building Staff/Tenant Education
  - Building Operations and Maintenance
  - Energy Performance Results
  - Building EMS monitoring
- 5. Environmental/Sustainability/Health & Wellness- 15 points
  - Environmental
  - Sustainability
  - Waste
  - Health & Wellness
- 6. Tenant/Occupant Relations and Community Involvement - 30 points
  - Tenant and Occupant Relations
  - Community Involvement
- 7. Judges Scoring Summary

# SUBMISSION REQUIREMENTS

SECTION	POINTS
<b>SECTION 0: BUILDING INFORMATION</b>	<b>0</b>
<p><b>Building Details:</b></p> <p>Provide the following information in your submission document:</p> <ul style="list-style-type: none"> <li>• Number of floors in the building</li> <li>• BOMA Certified Total Building Area Square Footage</li> <li>• BOMA Certified Office Rentable Area Square Footage</li> <li>• Other Certified Rentable Area Square Footage (where applicable) such as lab space, retail space, other mixed or multi-use areas).</li> <li>• Year Constructed or Open</li> </ul>	
<p><b>0.1 - Describe the following:</b></p> <p>Building Description: Provide a summary of the physical description of the building(s), property, and location. Include information about the exterior including type of façade, windows, roof, clear-height, etc.</p> <p><i>Maximum of 350 words</i></p>	
<p><b>Attach the following:</b></p> <p><b>0.2 - Attach the following photographs of your building(s):</b></p> <ul style="list-style-type: none"> <li>a. 2 Exterior of the building(s)</li> <li>b. 2 Rear exterior of the building(s)</li> <li>c. 1 Interior of the office</li> <li>d. 1 Interior of the warehouse</li> <li>e. 2 Additional photographs, the subject matter of which is the entrant's choice</li> </ul> <p><b>0.3 - Attach the following Awards Ceremony Photographs:</b></p> <ul style="list-style-type: none"> <li>a. In addition to the competition photos, all regional and International entrants must upload one high-resolution (minimum 300 dpi, 1,500 pixels wide or larger) color JPEG (JPG) of the <b>building's exterior</b> for display at the awards ceremonies.</li> <li>b. Also, a photograph (JPEG) of the <b>management team (minimum 300 dpi, 750 pixels wide or larger)</b> responsible for daily management of the building(s) is required.</li> </ul> <p><i>Total of 10 attachments required</i></p>	
<b>SECTION 1: BUILDING OPERATIONS &amp; MANAGEMENT</b>	<b>5</b>
<p><b>1.1 - Describe the following:</b></p> <ul style="list-style-type: none"> <li>a. Typical Tenant Suite Standard Finishes to include details of restroom, break room, office</li> <li>b. Utility Distribution</li> <li>c. HVAC Distribution System</li> <li>d. Fire Life Safety Systems</li> <li>e. Loading Dock(s)/Truck court depth</li> <li>f. Parking. Describe parking ratio.</li> </ul>	

<p>g. List of awards with name of award and date; This list should match the items uploaded in this section</p> <p>h. Describe proximity to highways and interstate transportation network.</p> <p><i>Maximum of 2,000 words</i></p>	
<p><b>1.2 - Attach the following:</b></p> <p>a. Space plan of a typical tenant buildout.</p> <p>b. Site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines.</p> <p>c. Copy of any certifications and/or awards that have been achieved. <i>(Optional)</i></p> <p><i>Note: Please combine multiple documents into a single attachment if necessary.</i></p> <p><i>Total of 2 attachments required - Up to 3 attachments allowed</i></p>	
<b>SECTION 2: LIFE SAFETY/SECURITY/RISK MANAGEMENT</b>	<b>15</b>
<p><b>Describe the following:</b></p> <p><b>2.1 -</b> Describe procedures and programs for life safety, fire, and disaster preparedness. Separate for each section.</p> <p>a. Include Training for property management, staff, and tenants, for each life safety policy, as well as recovery procedures. If you work with local first responders and conduct live training, explain how this is accomplished. Summarize your business continuity plan and if drills are conducted, how they are documented and communicated.</p> <p><b>2.2 -</b> Describe policies and procedures for security standards</p> <p>a. Include training for security standards for property management, staff, and tenants.</p> <p><b>2.3 -</b> Explain how the building monitors activities in common areas.</p> <p><i>Maximum of 2,000 words</i></p>	
<b>SECTION 3: TRAINING AND EDUCATION</b>	<b>15</b>
<p><i>NOTE: Training for building personnel can be in person or virtually. Delivery options include face-to-face, virtual online courses, in-house training, classroom instruction, or staff meetings. Participation in BOMA-sponsored training (in-person and virtual can also be considered).</i></p> <p><b>Describe the following for EACH team member:</b></p> <p><b>3.1 -</b> 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.</p> <p><b>3.2</b> Management team participation in at least one BOMA-sponsored (local, regional, or international) event or international affiliate-sponsored event within the last 12 months (if applicable).</p> <p><b>3.3</b> Training for both on-site and off-site building personnel dedicated to the property.</p> <p><b>3.4</b> List of any management team industry certifications, degrees, or industry training</p> <p><b>3.5</b> Describe team building activities which may include staff meetings, joint education, BOMA events, other events, etc.</p> <p><i>Maximum of 1,800 words</i></p>	

<p><b>3.6 Attachment the following:</b></p> <p>a. Organization Chart of property personnel.</p> <p><i>Total of 1 attachments required</i></p>	
<p><b>SECTION 4: ENERGY</b></p> <p><i>IMPORTANT: All Entrants are required to utilize the ENERGY STAR® Portfolio Manager to measure their current rating in ENERGY STAR® and provide the Statement of Energy Performance report generated from ENERGY STAR® and/or an Official Letter from EPA or ENERGY STAR® Certificate of Achievement. Canadian Entrants must also provide the BOMA BEST certificate or letter.</i></p>	<p><b>20</b></p>
<p><b>Complete the following:</b></p> <p><b>4.1 - Benchmarking and Performance Rating (6 Points)</b></p> <p><b>ENERGY STAR Score</b> Entrants will also be scored based on their ENERGY STAR SEP generated within the last 12 months:</p> <ul style="list-style-type: none"> <li>○ Score &lt; 75: 3 Points</li> <li>○ Score 75-84: 4 Points</li> <li>○ Score 85-90: 5 Points</li> <li>○ Score &gt;90: 6 points</li> </ul> <p><b>NOTE:</b> Verifying engineer's signature and stamp is required for scores 75 or greater SEP's without stamps will receive 3 points regardless of score shown on SEP.</p> <p><i>*For multiple buildings, use weighted average by square footage and provide analysis for the score.</i></p>	
<p><b>Describe the following:</b></p> <p><b>4.2 - Describe ENERGY STAR score and efforts to increase the score, both historic and future (4 points)</b></p> <p><b>4.3 - Building Staff/Tenant Education (3 Points)</b></p> <p>a. 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 conservation. Building staff/tenant education can be conducted virtually via online courses rather than by in-house training, classroom training, or staff meetings. This may include encouraging or requiring participation in the BOMA Energy Efficiency Program, ENERGY STAR® training sessions, BOMA BEST Practices, pursuing industry certification and professional development programs.</p> <p><b>4.4 - Building Operations and Maintenance (4 Points)</b></p> <p>a. Describe your building maintenance procedures and how they contribute to energy conservation. This should include the following as well as any additional procedures followed</p> <p>b. Preventative maintenance programs</p> <p>c. System documentation including reporting, annual testing results, etc.</p> <p><b>4.5 - Energy Performance Results (3 Points)</b></p> <p>a. Describe the steps taken to improve the energy performance of your building over the last three years.</p> <p><i>Maximum of 2,000 words</i></p>	

<p><b>4.6 - Attach the following:</b></p> <ul style="list-style-type: none"> <li>a. ENERGY STAR Statement of Energy Performance (SEP) - Must be an official ENERGY STAR SEP, failure to provide will result in disqualification. THE SEP must be signed and stamped by an engineer if score is 75 or greater.</li> <li>b. Canadian Entrants must also provide the BOMA BEST certificate or letter</li> <li>c. Charts or graphs outlining results. <i>(Optional)</i></li> </ul> <p><i>2 attachments required; 1 Optional attachment</i></p>	
<p><b>SECTION 5: ENVIRONMENTAL/SUSTAINABILITY/HEALTH &amp; WELLNESS</b></p>	<p><b>15</b></p>
<p><b>Describe the following:</b></p> <p><b>5.1 - Environmental (4 Points)</b></p> <ul style="list-style-type: none"> <li>a. Describe the policies and procedures in place at the building. This may include accessibility for people with disabilities, indoor air quality management and testing, storage tank management, generator testing and management, hazardous waste management, asbestos management, refrigerant management and legionella testing and management, emergency clean up, blood-borne pathogen program, pandemic preparedness, and tenant environmental management and compliance.</li> <li>b. Provide the building's exterior maintenance plan, including recaulking, window washing, pressure washing, etc., green programs affecting IAQ and/or any other environmental management programs.</li> <li>c. Include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.</li> </ul> <p><b>5.2 - Sustainability (3 Points)</b></p> <ul style="list-style-type: none"> <li>a. Describe the policies and procedures in place at the building. This may include stormwater management, green-friendly landscape management, integrated pest control management, green cleaning, green purchasing policy, 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.</li> </ul> <p><b>5.3 - Waste (4 Points)</b></p> <ul style="list-style-type: none"> <li>a. Describe your building's waste reduction management work plan and source separation program and how management is encourage participation - tenant-led programs assisted by management can be included.</li> <li>b. When applicable include: <ul style="list-style-type: none"> <li>i. Collection of organic waste</li> <li>ii. Collection of recyclable paper, metal cans, glass, plastic containers, and cardboard, lamp recycling, plus any other recyclables</li> <li>iii. Facilities diversion rate</li> <li>iv. Educational training for occupants, custodians, and general public.</li> <li>v. Organizational statement for continuous improvement in the reduction and diversion of waste streams</li> <li>vi. Address the prevention, diversion, and management of solid waste generated as a result of day-to-day activities and infrequent events.</li> <li>vii. Future plans to increase recycling levels, including organics composting, to reduce the waste generated</li> </ul> </li> </ul> <p><b>5.4 - Health &amp; Wellness (4 Points)</b></p>	

<ul style="list-style-type: none"> <li>a. Describe policies implemented to create healthy work environments for employees and tenants and to promote health in the community.</li> <li>b. Describe 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.</li> <li>c. 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.</li> <li>d. 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.</li> </ul> <p><i>Maximum of 3,000 words</i></p>	
<p><b>SECTION 6: TENANT/OCCUPANT RELATIONS &amp; COMMUNITY INVOLVEMENT</b></p> <p><i>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.</i></p>	<p><b>30</b></p>
<p><b>Describe the following:</b></p> <p><b>6.1 - Tenant and Occupant Relations (15 Points)</b></p> <ul style="list-style-type: none"> <li>a. Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.</li> <li>b. 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.</li> <li>c. Tenant amenities available such as health facilities, childcare and food service.</li> <li>d. Indicate if tenant satisfaction surveys were conducted including the frequency and the date the last survey was last completed and actions management took to share results, and alleviate concerns and/or problems.</li> <li>e. 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.</li> </ul> <p><b>6.2 - Community Involvement (15 Points)</b></p> <ul style="list-style-type: none"> <li>a. 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.), health and wellness initiatives, 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.</li> <li>b. 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.</li> <li>c. The building's compatibility with neighboring properties and how the building affects traffic. <i>(Optional)</i></li> </ul> <p><i>Maximum of 1,800 words</i></p>	

<p><b>6.3 - Attach the following:</b></p> <ul style="list-style-type: none"> <li>a. 3 Appreciation letters from the tenant or public</li> <li>b. 2 Newsletters</li> <li>c. 1 Copy of the summarized results from your most recently completed tenant/occupant survey <i>(if applicable)</i>.</li> <li>d. 1 Tenant communications piece from the property management team</li> <li>e. 3 Photographs reflecting the tenant events being described.</li> <li>f. 1 Table of contents from the tenant manual. <i>(Do not include the entire manual or photograph collages—only single images.)</i></li> <li>g. 3 attachments reflecting the community events being described such as posters, flyers, newsletters, and charity acknowledgement letters. <i>(Optional)</i></li> </ul> <p><b>Total of 10 attachments required - 4 optional - TOTAL 14 attachments</b></p>	
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## JUDGING GUIDELINES

Below is a list of examples and items that applicants may choose to provide for judges, based on some but not all sections above, 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.

### SECTION 2: LIFE SAFETY, SECURITY, RISK MANAGEMENT

- ☐ 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

Judges' Comments:

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## SECTION 3: TRAINING AND EDUCATION

- ☐ 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 & Objectives 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.

Judges' Comments:

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## SECTION 4: ENERGY JUDGING GUIDELINES



- ☐ 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

Judges’ Comments:

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## SECTION 5: ENVIRONMENTAL, SUSTAINABILITY, HEALTH & WELLNESS

- ☐ 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

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.

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.

Judges' Comments:

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## SECTION 6: TENANT/OCCUPANT RELATIONS AND COMMUNITY INVOLVEMENT

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

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,

Judges' Comments:

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## 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 (Total)	0-20	_____
ENERGY STAR Score	3-6	_____
Description of ES Score and efforts to Change score	0-3	_____
Building Staff/Tenant Education	0-4	_____
Building Operations and Maintenance	0-4	_____
Energy Performance Results	0-3	_____
Environmental/Sustainability/Health & Wellness (Total)	0-15	_____
Environmental	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	_____
<b>GRAND TOTAL</b>	<b>0-100</b>	_____

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Judges Name (Print)

Judges Signature

Date Signed