

BOMA CALGARY EXCELLENCE AWARDS 2025

THE OUTSTANDING BUILDING OF THE YEAR (TOBY®) GUIDEBOOK RETAIL CATEGORIES

ENCLOSED MALL UNDER 1 MILLION SQUARE FEET
ENCLOSED MALL OVER 1 MILLION SQUARE FEET
OPEN AIR/STRIP MALL



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.
- 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.¹

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.

- The building must be actively leased and 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.
- TOBY® winners in each category are eligible to enter into the BOMA Canada National Awards.²
- 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:
 - 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.
 - 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.

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 and must be valid through June of the year in which they are competing (06/30/25 for 2025).

² 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.

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. 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 14th, 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 pm February 28th, 2025.³

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.

RETAIL BUILDING CATEGORY DESCRIPTION

A group of retail and other commercial establishments, either enclosed or open air, managed by one company. The entry must be managed as a single property. The entry can be one level or multiple levels in height with a minimum of 50 percent occupancy. The anchor ratio must be at least 25 percent of the total property size and the property must contain at least one anchor retailer (Grocery, Fashion, Department Store, etc.). The entry may consist of neighborhood centers (30,000 - 150,000 sq. ft.), community centers (100,000 - 400,000 sq. ft.), power centers (250,000 - 600,000 sq. ft.), regional shopping centers (400,000 - 800,000 sq. ft.) or super regional shopping centers (800,000 plus sq. ft.). No minimum office area is required.

1. ENCLOSED MALL

- UNDER 1 MILLION SQUARE FEET
- OVER 1 MILLION SQUARE FEET

2. OPEN AIR/STRIP MALL

³ 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.

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/Mail Lobby*
2. Security/Life Safety
3. Management Office*
4. Elevators*
5. Common Corridors*
6. Restrooms*
7. Stairwells*
8. Central Plant/Engineering Office
9. Equipment Rooms/Service Areas*
10. Parking facilities (only if Owner/Agent Operated)
11. Landscaping/Grounds
12. Trash/Refuse Removal and Loading Docks
13. Roof
14. 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.

*Where applicable for Open Air Retail Properties

NOTE: Open Air Retail - In the case where the management office is onsite, the judges will visit this office, and if not, a comprehensive tour of the property with property management will be mandatory.

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. Standard Operating Procedure (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 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 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.

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 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

- 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. Marketing, Branding and Customer Experience - 10 Points
- 8. Judges Scoring Summary

SUBMISSION REQUIREMENTS

SECTION	POINTS
SECTION 0: BUILDING INFORMATION	0
<p>Building Details:</p> <p>Enter the following information in your submission document:</p> <ul style="list-style-type: none"> • Number of floors in the building • BOMA Certified Total Building Area Square Footage • BOMA Certified Office Rentable Area Square Footage • Other Certified Rentable Area Square Footage (where applicable) such as lab space, retail space, other mixed or multi-use areas). • Year Constructed or Open 	
<p>0.1 - Building Description</p> <p>Provide a summary of the physical description of the building(s), property and location.</p> <p><i>Maximum of 350 words</i></p>	
<p>Attach the following:</p> <p>0.2 - Attach the following photographs of your building(s):</p> <ol style="list-style-type: none"> 2 Front Exterior of the building(s) 1 Rear Exterior of the building(s) 2 Interior (Public Areas) 1 Example of Signage 2 Additional photographs, the subject matter of which is the entrant's choice <p>0.3 - Attach the following Awards Ceremony Photographs:</p> <ol style="list-style-type: none"> 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 building's exterior for display at the awards ceremonies. Also, a photograph (JPEG) of the management team (minimum 300 dpi, 750 pixels wide or larger) responsible for daily management of the building(s) is required. <p><i>Total of 9 attachments required</i></p>	

SECTION 1: BUILDING OPERATIONS & MANAGEMENT	5
<p>1.1 - Describe each of the following:</p> <ul style="list-style-type: none"> a. Number of Public Entrances and their physical characteristics b. Public Area Standard Finishes c. Restroom Standard Finishes d. Customer Service/Concierge Facilities e. Utility Distribution f. Elevators and/or Escalators and/or Moving Walks, Lifts, etc. g. HVAC Distribution System (Description of tenant and public areas units) h. Fire Life Safety Systems i. Loading Dock & Back of House Tenant Receiving Areas j. Parking k. Emergency Generator/Back Up Power l. Signage and Wayfinding m. Multiple Uses (where applicable) n. Certifications and/or awards that have been achieved that are not related to ENERGY STAR ®, BOMA BEST, or BREEAM o. Ceiling height, weight loads, truck/rail access, bay areas, design flexibility, and other building standards that will help the judges review your entry <p><i>Maximum of 2,000 words</i></p>	
<p>1.2 - Attach the following:</p> <ul style="list-style-type: none"> a. 1 Full floor plans, with tenant layouts, showing all areas of your building b. 1 Site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines. c. Documentation of BOMA floor measurement standard-type used in section of lease where the BOMA floor measurement standard is referenced, or other documentation, such as a sample lease document or calculations referencing the BOMA office standard. If not using BOMA standard, please list which standard is being used. d. Copy of any certifications and/or awards that have been achieved that are not related to ENERGY STAR ®, BOMA BEST, or BREEAM <i>(Optional)</i> <p>Note: Please combine multiple documents into a single attachment if necessary.</p> <p><i>Total of 3 attachments required (Up to 4 attachments allowed)</i></p>	
SECTION 2: LIFE SAFETY/SECURITY/RISK MANAGEMENT	15
<p>Describe the following:</p> <p>2.1 - Describe procedures and programs for life safety, fire, and disaster preparedness. Separate for each section.</p> <ul style="list-style-type: none"> • 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>2.2 - Describe policies and procedures for security standards</p>	

<ul style="list-style-type: none"> • Include training for security standards for property management, staff, and tenants. <p>2.3 - Explain how the building monitors activities in common areas.</p> <p>2.4 - Explain how the building controls entry into the building, especially during non-business/non-peak hour.</p> <p><i>Maximum of 1,800 words</i></p>	
<p>SECTION 3: TRAINING AND EDUCATION</p> <p><i>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.</i></p>	15
<p>Describe the following:</p> <p>3.1 - 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>3.2 - Management team participation in BOMA-sponsored (local, regional, or international) event or international affiliate-sponsored event within the last 12 months (if applicable).</p> <p>3.3 - Training for both on-site and off-site building personnel dedicated to the property.</p> <p>3.4 - List of any management team industry certifications, degrees, or industry training</p> <p>3.5 - 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>Attach the following:</p> <p>3.6 - Organization Chart for property personnel.</p> <p><i>Total of 1 attachment required</i></p>	

<p>SECTION 4: ENERGY</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>20</p>
<p>Complete the following:</p> <p>4.1 - Benchmarking and Performance Rating (6 Points)</p> <p>ENERGY STAR Score Entrants will also be scored based on their ENERGY STAR SEP generated within the last 12 months:</p> <ul style="list-style-type: none"> ○ Score < 75: 3 Points ○ Score 75-84: 4 Points ○ Score 85-90: 5 Points ○ Score >90: 6 points <p>NOTE: Verifying engineer's signature and stamp is required for scores 75 or greater SEP's without stamps will receive 3 points MAXIMUM regardless of score shown on SEP.</p> <p>*For multiple buildings, use weighted average by square footage and provide analysis for the score.</p>	
<p>Describe the following:</p> <p>4.2 - Describe ENERGY STAR score and efforts to increase the score, both historic and future (3 Points)</p> <p>4.3 - Building Staff/Tenant Education (2 Points)</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>4.4 - Building Operations and Maintenance (3 Points)</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> <ul style="list-style-type: none"> i. Preventative maintenance programs ii. System documentation including reporting, annual testing results, etc. iii. Equipment and system performance monitoring iv. Sensor and control calibration <p>4.5 - Energy Performance Results (3 Points)</p> <p>a. Describe the steps taken to improve the energy performance of your building over the last three years.</p> <p>4.6 - Building EMS Monitoring (3 Points)</p>	

<p>a. Describe the Energy Management System (EMS) in place in your building and the degree to which you use it to reduce the building's energy consumption. Provide measurable results demonstrating reduction in energy and improved performance.</p> <p><i>Maximum of 2,000 words</i></p>	
<p>4.7 Attach the following:</p> <p>a. 1 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 stamped by an engineer if the score is greater than 75.</p> <p>b. Canadian Entrants must also provide the BOMA BEST certificate or letter.</p> <p>c. Charts or graphs outlining results. <i>(Optional)</i></p> <p><i>2 attachments for Canadian Entrants; 1 Optional attachment</i></p>	
<p>SECTION 5: ENVIRONMENTAL/SUSTAINABILITY/HEALTH & WELLNESS</p>	<p>15</p>
<p>Describe the following:</p> <p>5.1 Environmental (4 Points)</p> <p>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.</p> <p>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.</p> <p>c. Please include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.</p> <p>5.2 Sustainability (3 Points)</p> <p>a. 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.</p> <p>5.3 Waste (4 Points)</p> <p>a. Describe your building's waste reduction management work plan and source separation program.</p> <p>b. When applicable include:</p> <ol style="list-style-type: none"> Collection of organic waste Collection of recycled paper, metal cans, glass, plastic containers, and cardboard, lamp recycling, plus any other recyclables Facilities diversion rate Educational training for occupants, custodians, and general public. Organizational statement for continuous improvement in the 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. Future plans to increase recycling levels, including organics composting to reduce the waste generated. 	

<p>5.4 Health & Wellness (4 Points)</p> <ol style="list-style-type: none"> Describe policies implemented to create healthy work environments for employees and tenants and to promote health in the community. 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. 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 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. <p><i>Maximum of 3,000 words</i></p>	
<p>SECTION 6: TENANT/OCCUPANT RELATIONS AND COMMUNITY INVOLVEMENT</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>30</p>
<p>Describe the following:</p> <p>6.1 - Tenant and Occupant Relations (15 Points)</p> <ol style="list-style-type: none"> Tenant Relations efforts and/or programs sponsored by building management within the last 12 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. 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. <p>6.2 - Community Involvement (15 Points)</p> <ol style="list-style-type: none"> 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.), health and wellness initiatives, 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 the entrance 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 the past 12 months. Include the date of the 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 	

<p>cooperation with municipal departments, such as the police department, fire department, special improvement districts, and public works. Include the date of the activity.</p> <p><i>Maximum of 4,000 words</i></p>	
<p>6.3 - Attach the following:</p> <ol style="list-style-type: none"> 3 Appreciation letters from the tenant or public 2 Newsletters 1 Copy of tenant/occupant survey <i>(if applicable)</i>. 1 Tenant communications piece from the property management team 3 Photographs reflecting the tenant events being described. 1 Table of contents from the tenant manual. <i>(Do not include the entire manual or photograph collages—only single images.)</i> 3 Attachments reflecting the community events being described such as posters, flyers, newsletters, and charity acknowledgement letters. <i>(Optional)</i> <p><i>Total of 10 attachments required - 4 optional - TOTAL 14 attachments</i></p>	
<p>SECTION 7: MARKETING, BRANDING AND CUSTOMER EXPERIENCE</p> <p><i>Successful marketing and branding of a Retail Building creates competitive advantage, and helps cement loyalty and creates synergies, within the community within which it trades. Retail building retailers and customers are now using a multichannel approach to communicate, promote and share their shopping experiences.</i></p>	10
<p>Describe the following:</p> <p>7.1 - Describe all the proactive efforts on the part of management working with Tenants to implement an effective communication strategy for the Retail Building to both position the center effectively as well as to improve customer service. Each entrant may provide up to 3 examples of marketing and branding campaigns and how these were implemented, monitored and their effectiveness evaluated. The overall shopping experience provided for consumers has become an important factor for the ongoing success of the shopping center. There should be a continued focus on identifying the important needs and expectations of shoppers and delivering service levels that go above and beyond what is typically offered in the marketplace, through active management of the Retail Building environment.</p> <p>Judges Scoring Guide- Site Visit</p> <p>Marketing, Branding and Customer Experience</p> <p>7.2 - Marketing and Branding – where applicable (5 of 10 Points)</p> <ol style="list-style-type: none"> Website detailing all stores, facilities and events Ongoing market research to provide frequent consumer feedback about brand awareness and image conveyed (last 2 years) Brand maintenance by adopting multi-faceted communication and customer contact methods (i.e., email, Facebook, Twitter, Instagram) Analysis of footfall into the center and into key stores Social media program/ seasonalevents/ customer loyalty programs <p>7.3 Customer Experience - where applicable (5 of 10 Points)</p> <ol style="list-style-type: none"> Undertake regular research to understand the changing needs of your consumers (focus groups, mystery shopping, social media monitoring) Do you have a system that encourages and rewards the achievement of superior customer service? 	

c. Efficient management of foot traffic into the mall and parking facilities. d. Effective zoning of tenant mix offering multiple choices and satisfying needs. e. Does all management staff embrace a service culture and share responsibility for customer service? f. Are the needs of families considered and appropriate facilities provided? g. Is technology available to enhance the shopping experience i.e., WIFI h. Industry/Community awards or recognition demonstrating superior customer shopping experience. <i>Maximum 1,800 words</i>	
Attach the following: 7.4 - 3 examples of marketing and branding campaigns and how these were implemented, monitored and their effectiveness evaluated. (Optional) <i>Maximum 3 attachments allowed</i>	

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:

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:



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:

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:

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:

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	0-2	_____
Building Operations and Maintenance	0-3	_____
Energy Performance Results	0-3	_____
Building EMS monitoring	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	_____
Marketing, Branding, and Customer Experience (Total)	0-10	_____
GRAND TOTAL	0-110	_____

Judges Name (Print)

Judges Signature

Date Signed

