



BOMA QUÉBEC



2017 | 2018

PRIX BOMA AWARDS

Rewarding Excellence in Building Management

BOMA AWARDS

2017-2018 REQUIREMENTS

The **BOMA Awards** program is the most prestigious and comprehensive program of its kind in the real estate industry, recognizing quality of buildings and awarding excellence in building management.

Deadline for
Statement of Interest :
As soon as possible

Deadline
for submissions :
March 16, 2017

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**Net rentable as measured by BOMA standards*

All questions regarding the 2017-2018 BOMA Awards should be addressed to: Ninon Beaunoyer at 514 282-3826, ext. 2014.
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General informations

The BOMA Awards competition offers great visibility for all participants. Any building that has a minimum of 50% office space is eligible for the Building of the Year category. Any property management firm, real estate supplier or service provider is eligible for the Pinnacle categories..

Registration

- Registration is done online – no paper documents, no CDs.
- The first step is to register online at www.boma-quebec.org
- When your registration is done, you will get the instructions for the next steps.
- All application documents (texts and photos) are to be uploaded directly onto a secure website.
- Only the accredited judges and BOMA Quebec management will have access to those documents.

Procedure

- Carefully read the entry requirements
- Compile the required documents and information
- Make sure all photos are high resolution
- Write up documents on white paper with no illustrations or watermarks, and send them in a PDF format
- Respect the deadlines

Important dates

As soon as possible	Statement of interest
March 16, 2017	Deadline for submissions at 5 p.m.
March 23 to April 19, 2017	Evaluation of submissions and building visits
May 10, 2017	2017-2018 BOMA Awards Gala at the Grande place of Complexe Desjardins, Montreal
June 30, 2017	Deadline for registrations to BOMA Canada
July 15, 2017	Deadline for submissions to BOMA Canada
September, 2017	National BOMA Awards (TOBY) gala during the BOMEX 2017 event in Toronto, Ontario
April 2018	Submissions to BOMA International
June 26, 2018	International BOMA AWARDS (TOBY) Gala, San Antonio, Texas

Registration fees

A \$500.00 entry fee (plus taxes) will be paid to BOMA Québec for each submission entering the competition.

Note: All entry fees must be received prior to receiving your password to enter your data on the BOMA Québec's website. Submissions must be entered on the BOMA Québec's website **no later than March 16, 2017 at 5 p.m.** Any delay will result in a five (5) point deduction/per day of delay.

All fees are non-refundable.

ENTRY REQUIREMENTS 2017

Building of the year

CATEGORIES

Corporate Facility*

All buildings must be a single-use facility at least 50% occupied by the corporate entity — includes government agencies and private enterprises.

Government Building*

All buildings must be government-owned and at least 50% occupied by government entities; local, state, provincial, or federal.

Industrial Office Building(s)*

All buildings, comprising a total project, to include any single building industrial properties, one to two stories in height, with more than 5% and less than 50% office area. Building(s) must have a loading dock, roll-up or sliding rear door(s) for loading, with no common lobby or corridors except for restroom vestibules and utility or fire equipment access.

Historical Building*

All buildings must be at least 50 years old with original design maintained. This category includes all sizes of buildings meeting the age criterion. The building must retain its historic physical integrity, which means the site must be relatively undisturbed. Renovations to the original framework is acceptable.

Medical Office Building*

All buildings must be at least 75% medical use, and at least 50% of the dedicated medical use space must be for private physician or hospital employed physician. Office building can be located on or off a hospital campus, and its tenancy can be comprised of 50% hospital or ancillary services, (such as imaging, physical therapy, rehabilitation clinics, prosthetics, ph clinics and the like) provided by the hospital, including employed or aligned physician offices, am surgery centers, clinical labs (such as catheterization labs). Patient stays must be less than 24 (but could occur within any 24 hour period).

Mixed-Use category*

All properties will have minimum of 10% Office in a planned integration of at least three components that are a mix of Retail, Entertainment, Residential, Hotel, Recreation or Other Functions.

Each component will be at a minimum of 10% of the total property. The property can be one or more buildings managed by the same company. It is pedestrian-oriented and contains elements of a live-work-play environment. It maximizes space usage, has amenities and architectural features that tends to mitigate traffic and sprawl.

Public Assembly Building*

All buildings must be publicly accessible and support multiple uses. The multiple use character of these buildings may influence the buildings utility use, opening hours and tenant or occupant relations. These buildings may be part of a larger portfolio. This category includes: stand-alone arenas, amphitheaters, auditoriums, art galleries, churches, hotels, convention centers, exhibit halls, courthouses, stadiums, university building(s) and other buildings that are publicly accessible. This category allows for entry restrictions based on ticketed or multi-tenant/occupant areas.

When a building fits a different Building of the year category, it should be entered in that category.

Renovated Building*

All Building(s) must be at least 15 years old, have maintained a minimum of 50% occupancy during the renovation process for all building(s) and 3 or more projects must be completed in each building when submitting multiple buildings. If entry is a single building, a minimum of 5 projects are necessary. Renovation can encompass: (1) Rehabilitation (the restoration of a property to satisfactory condition without changing the plan, form, or style of a structure); (2) Modernization (taking corrective measures to bring a property into conformity with changes in style, whether exterior or interior. It requires replacing parts of the structure or mechanical equipment with modern replacements of the same kind but not including capital additions); and (3) Remodeling (changing the plan, form or style of a structure to correct functional or economic deficiencies). In order to be eligible, a minimum of five of the following work projects must be completed by January 2016 and the building must enter the Building of the Year program within 5 years following substantial completion of the last renovation projects to be eligible for this category.

1. New roof, re-roof or green roof
2. New boilers/HVAC /Central Plant
3. Cleaning/Painting/New design of existing building envelope
4. New electrical system
5. New fire panel/sprinkler system
6. Modernization of elevators which can include mechanicals, ADA compliance and interior cabs refurbishment
7. New security systems can include card access, cameras, console, fire panel etc.
8. Renovation of main lobby that includes 3 or more of the following items: floors, walls, entry doors, signage, security desk etc.
9. Renovation of restrooms that includes 4 or more of the following items: sinks, counter tops, toilet, urinals, floors, walls, lighting, faucets, flushometers, stale partitions etc
10. Installation of new windows.

Retail*

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, one to multiple levels in height with a minimum of 50 percent occupancy. The anchor ratio must be at least 25 percent 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.

Suburban Office Park

(Low-Rise)*

Two or more buildings managed by the same management company with the tallest building being no higher than 5 stories; all buildings must occupy land greater than 5 acres and are located outside of the central business district or the downtown core area.

Suburban Office Park

(Mid –Rise)*

Two or more buildings managed by the same management company with 1 building that is 6 to 10 stories in height, all buildings must occupy land greater than 5 acres and are located outside of the central business district or the downtown core area.

NOTE: If a suburban office park is comprised of both low- and mid-rise buildings, the entry must submit under the Mid-Rise category.

Under 100,000 Square Feet*

100,000 - 249,999 Square Feet*

250,000 – 499,999 Square Feet*

500,000 – 1 Million Square Feet*

Over 1 Million Square Feet*

All buildings with at least 50% office area are eligible.

** Net rentable as measured by BOMA standards*

ELIGIBILITY

1. All entrants must score at least 70% to participate at the Awards.
2. The building must be a member, or managed by an entity that is a member of BOMA Québec to participate.
3. The building may not have won in the same category at the national/international level during the last 5 years. The building may not have won in a different category at the international level during the last 3 years.
4. The building must be occupied for at least one full year from the date of occupancy of the first tenant by June 15, 2017 with a minimum of 12 months of building operations.
5. At least 50% of a building's space must be used as office space to be considered for all categories except the Industrial, Mixed-Use, Public Assembly and Retail category. The Industrial category must have more than 5% and less than 50% office area as measured by BOMA standards.
6. All categories must be at least 50% percent occupied.
7. Each building may enter in only one category.
8. All entrants must have valid **BOMA BEST®** certification.
9. An entrant may choose to enter multiple buildings as a single entry 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.

BUILDING INSPECTION

Judging will occur at the local level during the months of March and April 2017. A visit of the building will also be scheduled during this period.

The following items will be inspected during the building inspection:

1. Entrance/Main Lobby
2. Security/Life Safety
3. Management Office
4. Elevators
5. Multi-Tenant Corridors
6. Restrooms
7. Stairwells
8. Typical Tenant Suite (if applicable to building category)

9. Central Plant/Engineering Office
10. Equipment Rooms/Service Areas
11. Parking facilities (only if Owner/Agent Operated)
12. Landscaping/Grounds
13. Refuse Removal and Loading Docks
14. Roof
15. Tenant Amenities

A member of the judging team will contact the property manager in advance to book a mutually agreeable date and time for a site visit. Judges should be taken to a boardroom or office where they will spend a minimum of a 1 hour examining all of the mandatory documents.

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

The following documentation is mandatory 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
2. Preventative Maintenance Manual
3. SOP Manual/Documentation of Standard Operating Procedures
4. Regular Financial Reports/Accounting Software Used
5. Purchase Policies
6. COI for Comprehensive and/or Liability Insurance
7. Certificate of occupancy or business license for code compliance

GLOBAL 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

Maximum File Size: 5mb

Descriptive/Summary Text Requirements

Maximum word count is specified for each section

NOTE

Descriptive/summary text must be entered in a single document.

Identify what an acronym represents at least once in each document.

Text within required supporting documents does not count against character limits.

BUILDING DESCRIPTION - 1 point

Provide a summary of the physical description of the building(s), property and location. *(This text is used for promotional purposes, and may also be incorporated in the on-screen presentation of entrants at the gala.)*

Maximum of 350 words

No attachments allowed for this section.

BUILDING STANDARDS - 3 points

The Building(s) Standards should be designed to provide the reader with an overview of the building(s) and property.

Industrial Office Buildings: Entrants should include ceiling height, weight loads, truck/rail access, bay areas, design flexibility, and other building standards that will help the judges review your entry.

Retail Buildings: Start with the following: Building Name, Number of Floors and Floor Plate Square Footage, Total Building Square Footage, Retail Area Square Footage, Office Area Square Footage and other Area Square Footage.

Provide a single paragraph describing each of the items below:

1. Number of Public Entrances and their physical characteristics
2. Common Area Standard Finishes
3. Restroom Standard Finishes
4. Customer Service/Concierge Facilities
5. Utility Distribution
6. Elevators and/or Escalators and/or Moving Walks, Lifts, etc
7. HVAC Distribution System
8. Fire Life Safety Systems
9. Loading Dock & Back of House Tenant Receiving Areas
10. Parking
11. Emergency Generator/Back up Power
12. Signage

Renovated Buildings : The Building(s) Standards section must start with a summary explaining the renovation work completed. It must include a description of each project, the date of completion of each project and which of the three renovation types were utilized (rehabilitation, modernization and/or remodeling).

All other building categories : Start with the following: Building Name, Number of Floors and Floor Plate Square

Footage, Total Building Square Footage, Office Area Square Footage and other Area Square Footage.

Provide a single paragraph describing each of the items below:

1. Lobby/Atrium Standard finishes
2. Corridor Standard Finishes
3. Restroom Standard Finishes
4. Typical Tenant Suite Standard Finishes
5. Utility Distribution
6. Elevators
7. HVAC Distribution System
8. Fire Life Safety Systems
9. Loading Dock & Parking
10. Emergency Generator/Back up Power

ALL building categories must:

- Disclose in a paragraph if your entry includes multiple buildings being entered as a single entry. In order to comply, the multiple buildings must be owned by the same company, managed by the same company, managed as a single entity and not located within a Suburban Office Park. This disclosure is necessary for all categories.
- Provide a floor plan for your building showing your main lobby as well as two additional typical floor plans.
- Include a site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines.
- Document use of BOMA floor measurement standard – type in section of lease where the BOMA floor measurement standard is referenced, or upload other documentation, such as a sample lease document or
- calculations referencing the BOMA office standard (1996 or 2010 versions). If not using BOMA standard, please list which standard is being used.
- Describe certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST, or BREEAM. Attach a copy of the certification/award.
- Include TOBY Inspection Verification - PDF

Maximum of 2000 words

Maximum of 5 attachments allowed for this section

Floor plans can be combined into one pdf document.

COMPETITION PHOTOGRAPHS

1 point

File type: JPEG, minimum dimensions: 1200 pixels per side, max. file size: 2mb

A. Industrial Buildings :

Provide the following photographs of your building(s):

- 2 Front exterior of the building(s),
- 1 Rear exterior of the building(s),
- 1 Interior of the office

- 1 Interior of the warehouse.
- 2 Additional photographs, the subject matter of which is the entrant's choice

A photograph of the management team responsible for daily management of the building(s) is required.

B. Renovated Buildings : A minimum of (6) with a maximum of 12 additional photographs displaying building features “before and after” rehabilitation, modernization and/or remodeling are required. One “before” photo for every “after” photo of the exact same location is necessary.

A photograph of the management team responsible for daily management of the building(s) is required.

C. Retail Buildings :

Provide the following photographs of your building(s):

- Exterior
- 1 Interior (lobby and hallways)
- 1 Standard tenant area
- 1 Central plant or main mechanical room (chiller, fire pump or boiler room)
- 2 Additional photographs, the subject matter of which is the entrant's choice

A photograph of the management team responsible for daily management of the building(s) is required.

D. All other Buildings :

- 2 Exterior
- 1 Interior (lobby and hallways)
- 1 Standard tenant area
- 1 Central plant or main mechanical room (chiller, fire pump or boiler room)
- 2 Additional photographs, the subject matter of which is the entrant's choice

A photograph of the management team responsible for daily management of the building(s) is required.

No text is required for this section

COMMUNITY IMPACT - 15 points

- Provide a written description of the building management's impact on the community. For example: jobs provided (as a direct result of the building's existence), amenities to the community or the corporate environment (parks, blood drives, special events, etc.), tax impact (provide special assessments for roads, sewers, etc.), recognition awards, letters and roads and other transportation improvements. If the impact can be quantified as additional income for the community or charitable event or has some type of savings associated with the impact, please describe. When describing the current year's events, please note programs and how long they have been in place.
- Describe how the building management's efforts in this area have helped make the property a benefit to the local community. Only include corporate donations/activities if entrant can describe how the onsite management team personally participated.

Summer students employed, co-op student placements, seasonal hires.

Community involvement and enrichment (Local BIA, Schools, Charities, Donation Drive (toy, clothing, food), Animal Protection, Donation of space (vacant area, courtyards, lobbies) for community/city events, buskers, arts & crafts, farmers markets.

NOTES

- A. **All Categories** : This section should not be confused with Tenant Relations. Please indicate services that relate to the community and not to the tenants. Entrants may also include a maximum of three PDF attachments reflecting the events being described such as posters, flyers, newsletters and charity acknowledgement letters.
- B. **Industrial Buildings** : Entrants may also include the building's compatibility with neighboring properties and how the building affects traffic.

- C. **Retail Buildings** : 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

Maximum of 1,800 words

Maximum of 3 PDF attachments allowed for this section

TENANT RELATIONS / COMMUNICATIONS - 15 points

- Provide a summary of the Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.
- Describe 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.
- Describe 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 the results.
- Provide an explanation of the major findings and the action/s management took to share results, alleviate concerns and/or problems, and/or ensure that acceptable and "popular" procedures and activities were maintained.

All Categories must also include:

1. 3 samples of tenant appreciation letters (PDFs)
2. 2 newsletters (PDFs)
3. 1 copy of tenant/occupant survey (PDF)
4. 1 tenant communications piece (PDF)
5. 3 photographs reflecting the events being described (JPEGs)
6. Table of contents from the tenant manual (PDF). Do not include the entire manual or photograph collages. (Only single images)

B. Corporate Facility : Employees are considered tenants and you may include the table of contents of your tenant information manual or guidebook in addition to the summaries described above.

Maximum of 1,800 words

A maximum of 8 PDF attachments and 3 JPEG attachments allowed for this section.

ENERGY CONSERVATION - 20 points

All Entrants must hold a valid **BOMA BEST®** certification. Each Entrant must complete the following: (1) provide a copy of the certification that shows the level of certification.

- BOMA BEST® Bronze 3 points
- BOMA BEST® Silver 4 points
- BOMA BEST® Gold 5 points
- BOMA BEST® Platinum 6 points

B. Building Staff/Tenant Education - 4 points

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 energy conservation. This may include encouraging or requiring participation in BOMA Energy Efficiency Program, ENERGY STAR® training sessions, BOMA BEST Practices, pursuing industry certification and professional development programs.

C. Building Operations and Maintenance - 5 points

Describe your building maintenance procedures and how they contribute to energy conservation. This should include the following as well as any additional procedures followed :

- Preventative maintenance programs
- System documentation
- Equipment and system performance monitoring
- Sensor and control calibration.

Provide a description of the steps taken to improve the energy performance of your building over the last three years.

D. Building EMS Monitoring - 5 points

Energy Management System (EMS) is often underutilized in commercial buildings. When fully engaged, they are powerful tools for improving the performance of HVAC and lighting systems and conserving energy. Describe the EMS in place in your building and the degree to which you use it to reduce the building's energy consumption. Provide measureable results demonstrating reduction in energy and improved performance.

Goals/targets in place for reducing energy consumption; enrollment in incentive/rebates programs; energy efficient projects in place or intent to commit within 12 months; energy efficient programs onsite (green team, green roof, tenant engagement); tenant awareness/ incentive/education and participation; building ops and maintenance procedures; practices contributing to site energy efficiency; tracking/ benchmarking.

Maximum of 1,750 words

A maximum of 2 PDF attachments allowed for this section. One of the 2 attachments should include, the BOMA BEST® Certificate

ENVIRONMENTAL, REGULATORY AND SUSTAINABILITY

15 points

Describe a minimum of 6 programs of which at least 3 should be related to Environmental and Regulatory and at least 3 related to Sustainability.

Environnement & Regulatory :

- Describe the policies and procedures in place at the building. This may include accessibility for disabled tenants and visitors, indoor air quality management and testing, storage tank management, generator testing and management, hazardous waste management, asbestos management, emergency clean up, blood borne pathogen program, pandemic preparedness and tenant environmental management and compliance.
- Provide documentation of buildings waste management plan, recycling policies and building's exterior maintenance plan, including recaulking, window washing, pressure washing, etc., green programs and/or any other environmental management programs.
- Please include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.

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

Sustainability :

- Describe the policies and procedures in place at the building. This may include storm water management, green friendly landscape management, integrated pest control management, green cleaning, green purchasing

policy, exterior building maintenance management plan, waste management and recycling, lamp disposal, water reduction and management and traffic reduction initiatives. Please include any additional sustainable policies and procedures not mentioned above that are being followed.

- When describing these policies and procedures explain if they are mandated by local, state and/or federal compliance or other. If these programs are not mandated, explain the purpose for implementing

Reduction of environmental footprint; sustainability included in owners documentation, leases, construction manuals, construction services; building recycling plan list of recycling services made available (toners, cartridges, cell phones, batteries, e-waste, organic waste), reuse of building materials; cradle to grave programs; tenant engagement initiative on sustainability.

Maximum of 1,800 words

Up to 5 PDF attachments allowed in this section.

EMERGENCY PREPAREDNESS/LIFE SAFETY - 15 points

- Describe the procedures and programs for life safety, fire, disaster and security standards.
- Describe training for property management and tenants as well as recovery procedures. If you work with local first responders and conduct live training, explain how this is accomplished.
- Provide a summary about your business continuity plan and if drills are conducted how they are documented and communicated.
- Describe how fire and evacuation drills are conducted, how often and when.
- Include a table of contents of your emergency preparedness and security standards manual(s). (PDF)
- Include Automated External Defibrillator (AED) policy or equivalent (PDF), written security procedures (PDF), copy of standards for persons with disabilities and reduced mobility (PDF) and reference of access control and surveillance systems in the building (PDF).

Emergency Preparedness Plan; (Fire, Disaster, Pandemic, etc.); Evacuation Procedures, Tenant and Staff Training Drills; Emergency Systems, Maintenance, Procedures, Training, Testing, Recording/log Books, Fire/Emergency procedures; Annual Fire & Safety Systems Certificate; Monthly Fire Safety inspection sign off; Emergency After Hour Tenant Contact Procedures; Business Continuity Plan; Emergency Equipment; (AED, Oxygen, Self-Contained Breathing Apparatus (SCBA), first aid/trauma kits); Communications Equipment (2 way radios, Public Address systems, paging, emergency notification system)

Maximum of 1,800 words

A maximum of five PDF attachments allowed for this section.

TRAINING FOR BUILDING PERSONNEL - 15 points

- Provide a list of qualifications for building staff.
- Include a building specific organization chart of the building management team (PDF), including any industry certifications, degrees or industry training.
- Describe the following: on-going training programs for building personnel including seminars, in-house training and continuing education completed as well as designations, participation in professional organizations and team building and how this is managed for all personnel. Detail prior year and current year training plus future plans.
- Indicate if any member of the management team has participated in at least one BOMA event. - sponsored (local, regional or international) event within the last 12 months.

NOTE: Industrial Building: Discuss training for both on-site and off-site building personnel dedicated to the property

Internal training, seminars, courses, webinars, internal website as a resource, skill upgrading opportunities for employees; Internal Property Management Policy & Procedures and templates available to staff as a resource; Non-technical or customer service related training such as people skills, conflict resolution; training requirements by job function or role. Are any site staff currently working towards designations, degrees, certifications, applicable to their roles; Employee Assistance Program; Goals & Objective Program; staff performance reviews, feedback and communication; employee retention efforts, staff / team building events, mentoring, succession planning, employee recognition program; Industry/internal Awards & Recognition received by team, site or employee

Maximum of 1,800 words

1 PDF allowed for this section

SUBMITTED CONTENT:

Building registration Information and the building description may be used in awards program materials and with the media. Photographs may be used, in awards program materials, and in the creation of new industry materials.

2017 ENTRY REQUIREMENTS

Pinnacle Award - Customer Service

GOAL

The purpose of the Pinnacle Award for Customer Service is to recognize and promote service excellence in the commercial real estate industry

Being a customer-focused, high service driven company requires consistency, ingenuity, integrity and dedicated pursuit of excellence. Your company is always first in your customers' mind because you strive to exceed your customer's expectations. As an example, when you receive a service complaint, your corrective action is of greater proportion to what your customer would expect.

ELIGIBILITY AND JUDGING

- Property Owner/Management Company
- Service/Supplier Company
- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the last 3 years. Judging of the entry will be based on your written submission and meeting of all submission requirements as listed below.
- Entrants must be BOMA members
- Judging of the entry will be based on your written submission

SUBMISSIONS

Requirements :

The following items will be required:

1. A cover sheet stating the following must be included:
2. Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.
3. Written submission not exceeding the maximum number of pages permitted (5 pages). You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).
4. Submissions must be made on company letterhead stationery.
5. A high resolution electronic copy of your corporate logo must be provided.
6. A picture of your team must be provided and two additional photos are optional (JPEG, minimum dimension 1200 pixels per side).

Section A | Written Submission

Your written submission should support your firm's positive customer service attributes that you want to impress upon the judges, and it should make note of specific details that deserve merit. Additional information is permissible as long as the **total entry does not exceed the maximum number of pages permitted (5 pages)**.

1. Detail any processes, methods and/or practices the company has used in developing company goals and objectives as they relate to customer satisfaction.
 - Customer service policy and procedures document

« CUSTOMER SERVICE » INTERVIEW (Local Level only)

2. Once this plan/concept for improving customer service was developed, detail any processes, methods and/or practices, training and/or education that was necessary and carried out to achieve those goals/policies?
 - How is customer service policy maintained? Verified? Monitored?
 - Demonstrate customer focused complaint resolution process.
 - Describe the “Full Circle” customer service plan from “request to resolution”.
 - How is customer input captured to determine new products, services, and areas for improvement?
 - Describe enter depth/breadth of company “team” approach to customer service delivery.
 - Describe function of managers’/ coordinators’ dedicated to customer service.
3. Describe the company’s commitment to this process. How is this commitment maintained and improved within all levels of the organization?
 - Detail regular training programs for staff.
 - Detail regular customer recognition/appreciation events conducted.
 - Detail a recognition/reward program for employees who excel at customer service.
 - Detail a system that ensures all active customers are visited or phoned on a regular basis.
 - Identify methods of focusing staff on customer service.
 - How is the mission statement reinforced with staff on a regular basis?
4. Identify two key clients where the entrant’s commitment has been applied/implemented and describe how this has benefited those clients (and their clients). Describe the impact it has had on their businesses.

A random sample survey will be conducted by the Judges of your Customers and Employees. A number of questions will be posed to those selected from each group (i.e. Customers and Employees) that relate to the following: • Customer Service (full circle process) • Follow-up process • Customer appreciation /recognition process

- Provide 2 clients names, position and contact number.
- Provide customer service employee list with names, position and contact number.

2017 ENTRY REQUIREMENTS

Pinnacle Award – Innovation

GOAL

The purpose of the Pinnacle Award for Innovation is to recognize and promote innovation in the commercial real estate industry; whether it is a uniquely beneficial program, product or service, a better way to solve specific needs or an ingenious way to keep customers happy.

ELIGIBILITY AND JUDGING

- Property Owner/Management Company or Service/Supplier Company
- Entries are to be submitted on a self-nominating basis.
- Entrants may not have won in the same category during the last 3 years.
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed below.
- Entrants must be BOMA members
- Judging of the entry will be based on your written submission.

SUBMISSIONS

Requirements

The following items will be required:

1. Uncover sheet stating the following must be included: Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.
2. Written submission - not exceeding the maximum number of pages permitted (5 pages). You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

3. Submissions must be made on company letterhead.
4. A high resolution electronic copy of your corporate logo must be provided.
5. A picture of your team must be provided and two additional photos are optional. (JPEG, minimum dimension 1200 pixels per side).
6. A letter of appreciation from a client.

Written Submission

Your written submission should support the company's approach to innovation and it should make note of specific details that deserve merit.

The written submission should be brief (maximum five pages) and address the following. You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

Describe how innovation is encouraged and rewarded in your company

1. Describe the innovative program, product or service, how it is unique, and how it benefits the commercial real estate industry.
2. Describe how this has benefited your company and/or your clients*, and the impact it has on business. How does the innovation make the building owner/manager's or customer's job easier, less stressful or more productive? Has it increased your company's or your client's* efficiency, productivity and/or revenue?
3. Describe how you included employee and/or customer input into the development of the innovation.
4. Identify key clients where this innovation is applied or implemented..

* *Clients (including employees and contractors)*

2017 ENTRY REQUIREMENTS

Pinnacle Award – Above & Behond

GOAL

The purpose of the Pinnacle Award for Service "Above & Beyond" is to recognize and promote service excellence in the commercial real estate industry. It is about providing a service to a customer that was unexpected, extraordinary, unnecessary, surprising, caring and perhaps even entertaining and outrageous. This performance of service "Above & Beyond" could have come about as a result of a mistake made and then corrected, or it may have been an opportunity seized to show how far the company would go to exceed a client's expectations.

ELIGIBILITY AND JUDGING

- Property Owner/Management Company or Service/Supplier Company
- Entries are to be submitted on a self-nominating basis.
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed below
- Entrants must be BOMA members.

DETAILS OF SUBMISSION

Requirements :

The following items will be required as part of your Formal Entry package:

1. A cover sheet stating the following must be included: Name of Property Owner/Management Company or Service/Supplier Company as well as the Name, Phone Number and Address of the person who will receive all correspondence.
2. Sections A and B below describe the components to be addressed in writing. Ensure that the written submission does not exceed the maximum number of pages permitted (5 pages). You are

encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

3. Submissions must be made on company letterhead stationery.
4. A high resolution electronic copy of your corporate logo must be provided.
5. A picture of your team must be provided and two additional photos are optional. (JPEG, minimum dimension 1200 pixels per side.
6. A letter of appreciation from the client who benefited from the Above and Beyond service.

Written Submission

Part A – Synopsis

Your written submission should support the incident or customer service situation that you feel qualifies the company for recognition as going "Above & Beyond" in these days when we are all "doing more with less" and exceeding the customer service norms of just few years ago in order to remain competitive.

The written submission including the questionnaire responses should be brief (maximum five pages) and describe the circumstances that required extraordinary action, detailing resources and commitments used to meet the client's needs. Describe the benefits of the activity or service from the perspective of service, customer satisfaction, delivery, safety, moral and environmental considerations. You are encouraged to include any additional information that you feel will assist the judges (as long as it does not exceed the maximum number of pages permitted).

Part B – Questionnaire

Please answer the following questions as they apply to your company. Each question is worth a

percentage of the total score of 100 (indicated in brackets).

1. Did the company show expediency in meeting the client's need(s) by going considerably out of its way to accomplish the task at hand or perceiving the client's urgency at the time of the event? (15%)
2. Did the client perceive the service to be extraordinary and of high value? By your estimate, how much was this worth to the client? (15%)
3. Was the client extremely impressed with the activity/service by exceeding his/her expectations? Define what your organization considers a "normal" response to this circumstance. (15%)
4. Does the organization recognize and encourage a willingness to respond to "Above & Beyond" the Call of Duty? (15%)
5. Has the client's loyalty increased since the activity/service was provided by the nominee? (15%)
6. Was the activity or service: (10%)
unexpected or surprising?
caring?
extraordinary?
entertaining?
other?
7. Did the activity/service have a significant impact on the outcome of the circumstances surrounding the client? (15%)