



BOMA QUÉBEC

Leader in property management



Rewarding Excellence in Building Management

BOMA AWARDS

2015-2016 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 :
February 26, 2015

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All questions regarding the 2015-2016 BOMA Awards should be addressed to :
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GENERAL INFORMATION

The BOMA AWARDS competition offers great visibility for all participants. Any building that has a minimum of 50% office space is eligible for either the Building of the Year category or the Environment 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.
- Then follow the instructions for getting a user code and a password.
- 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
February 26, 2015	Deadline for submissions
March 5 to April 2, 2015	Evaluation of submissions and building visits
April 23, 2015	2015-2016 BOMA AWARDS gala at the Gare Windsor, Montréal.
June 30, 2015	Deadline for registrations to BOMA Canada
July 24, 2015	Deadline for submissions to BOMA Canada
September 17, 2015	National BOMA AWARDS (TOBY) gala during the BOMEX® 2015 event in Québec, Québec
April 2016	Submissions to BOMA International
June 2016	International BOMA AWARDS (TOBY) Gala, Orlando, Fla

REGISTRATION FEES AND DEADLINES

All deadlines are at close of business (5 p.m. Eastern).

A \$500.00 entry fee (plus taxes) will be paid to BOMA Québec for each submission entering the competition. These fees will be collected during the online submission process.

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 February 26, 2015 at 5 p.m.. Any delay will result in a five (5) point deduction.

All fees are non-refundable.

BUILDING OF THE YEAR

CATEGORIES

1. Under 100,000 square feet*

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

2. 100,000 - 249,999 square feet*

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

3. 250,000 - 499,999 square feet*

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

4. 500,000 - 1 Million square feet*

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

5. Over 1 Million square feet*

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

6. Renovated Building*

All buildings must be at least 15 years old, have maintained occupancy during the renovation process for all buildings 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 projects below must be completed by June 2015 and the building must be entered in the Building of the Year awards within 5 years following substantial completion of the last renovation projects.

- New roof, re-roof, or green roof
- New boilers/HVAC/Central Plant
- Cleaning/Painting/New design of existing building envelope
- New electrical system
- New fire panel/sprinkler system
- Modernization of elevators which can include mechanicals, code compliance and interior cabs refurbishment
- New security systems can include card access, cameras, console, fire panel etc.

- Renovation of main lobby that includes 3 or more of the following items: floors, walls, entry doors, signage, security desk etc.
- Renovation of restrooms that includes 4 or more of the following items: sinks, counter tops, toilet, urinals, floors, walls, lighting, faucets, flushometers, stall partitions, code compliance, etc.
- Installation of new windows.

7. 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.

8. Corporate Facility*

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

9. 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 offices. The building can be located on or off a hospital campus, and its tenancy can be comprised of 50% hospital uses or ancillary services (such as imaging, physical therapy, rehabilitation clinics, prosthetics, pharmacy clinics and the like) provided by the hospital, including employed or aligned physician offices, ambulatory surgery centers, clinical labs (such as catheterization labs). Patient stays must be less than 24-hours (but could occur within any 24 hour period).

10. Government Building*

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

11. Suburban Office Park (Low-Rise)*

Two or more buildings, with the tallest building being no higher than 5 stories; all buildings must occupy land greater than five acres and are located outside of the central business district.

12. Suburban Office Park (Mid-Rise)*

Two or more buildings with 1 building that is 6 to 10 stories in height, all buildings must occupy land greater than five acres and are located outside of the central business district.

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

13. 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.

14. Retail Building (Shopping Centre)*

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.).

**Net rentable as measured by BOMA standards.*

ELIGIBILITY

1. All entrants must score at least 70% to advance to the next level of competition.
2. The building must be managed by an entity that is a member, in good standing with BOMA Quebec and BOMA International in order to compete at the national and/or international levels. Specifically, all membership fees, and any other debt, must be paid prior to entry.
3. The building may not have won in the same category at the national / international level during the last 5 years. (i.e. Buildings that won prior to 2010). If a building enters a different category, they may compete at the national/international level after 3 years. (i.e. Buildings that won prior to 2012).
4. The building must be at least 3 years old from the date of occupancy of the first tenant by July 2015.
5. At least 50% of a building's space must be used as office space to be considered for all categories with the exception of the Industrial category which must have more than 5% and less than 50% office area (as measured by BOMA standards) and Retail Building having more than 50% occupancy.
6. Each building may enter in only one category.
7. All entrants must have valid BOMA BEST® certification. Omission of the BOMA BEST® certificate will automatically disqualify an entry.
8. 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. All entries must disclose whether their entry is a single building or multiple buildings.
9. The local association is responsible for verifying that the entry is in the correct category and meets the eligibility requirements.
10. For any building that enters the competition at the Local and National level that may encounter a change in management and/or ownership, and wins at the National/International level, the award will be presented to the management company owner at the time of the original entry.

JUDGING

Local level

Judging will occur at the local level during the months of February and March 2015. A visit of the building will also be scheduled during this period.

The jury will be composed of representatives from the commercial real estate industry.

The winners will be announced during the Gala evening of April 23, 2015 that will be held at Windsor Station, Montréal. The winners will then advance to the national level.

National level

Judging at the national level will occur in July 2015 and the winners will be presented at the National Awards Gala held during BOMA Canada's National Conference and Exhibition (BOMEX®) September 15 to 17, 2015 in Québec City, Québec. The winners will then advance to the International level.

International level

Awards for the International winners will be presented at the International Annual Convention in June 2016 in Washington, D.C.

Building Registration Information:

Category, building name, address, year built, year renovated (if applicable), owner, management company, building manager, as well as the name, phone number, e-mail and address of the person who will receive all correspondence. All entries must disclose whether their entry is a single building or multiple buildings.

Photograph Requirements

- File Type: JPEG
- Minimum Dimensions: 1200 pixels per side
- Maximum File Size: 2mb

Supporting Document Requirements

- File Type: PDF
- Maximum File Size: 5mb

ENTRY SPECIFICATIONS CATEGORIES 1 - 11

1 - Building Description

(1 point)

Maximum 1725 characters (approximately 300 words)

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.)*

2 - Building Standards

(2 points)

Maximum 9,500 characters (approximately 1,800 words)

The Building(s) Standards should be designed to provide the reader with an overview of the building(s) and property, since the judging at the regional and international levels does not include a physical inspection of the building(s) and property.

Start with the following:

1. Building Name
2. Number of Floors and Floor Plate Square Footage
3. Number of Acres and an Exterior Building Description (type of facade, windows, roof etc). 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 entries 1-10.

Next 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

Notes: Building Standards

Renovated Building: This section must start with a summary explaining the renovated 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).

Industrial Office Building(s): 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 Building: 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

3 - Competition Photographs (1 point)

Photograph Requirements

File Type: JPEG, Minimum Dimensions: 1200 pixels per side, Max. file size: 2mb

Provide the following photographs of your building(s) except as noted below:

- 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

Notes: Competition Photographs

Renovated Building: 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.

Industrial Office Building(s): Provide the following photographs

- 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

Retail Building:

Provide the following photographs of your building:

- 1 Front exterior
- 1 Rear exterior
- 1 Interior (public areas)
- 1 Example of Signage
- 2 Additional photographs, the subject matter of which is the entrant's choice

4 - Award Ceremony Photographs

In addition to the competition photos, all entries must include the following digital images:

- 1 high resolution (minimum 300 dpi) color JPEG (JPG) photograph of the building's exterior
- 1 high resolution (minimum 300 dpi) color JPEG (JPG) photograph of the Management Team

These will be submitted online along with the rest of the entry material. They may be used at the Awards event.

5 - Typical Floor Plan and Site Plan (1 point)

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. The aerial photograph should show the buildings(s) and property/boundary lines. If computer generated - provide in PDF or JPG format.

6 - Community Impact (15 Points)

Maximum of 8,500 characters (approximately 1625 words)

Maximum of 3 PDF attachments allowed for this section

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. In addition, please 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.

Notes: Community Impact

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 3 PDF attachments reflecting the events being described such as posters, flyers, newsletters and charity acknowledgement letters. No JPEGs will be accepted.

Industrial Office Building(s): Entrants may also include the building's compatibility with neighboring properties and how the building affects traffic.

Retail Building: 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.

7 - Tenant/Customer Relations (15 points)

**Maximum of 8,500 characters
(approximately 1,625 words)**

Maximum of 6 PDF and 3 JPEG attachments

Provide a summary of the Tenant Relations efforts and/or programs sponsored by building management within the last 12 months. Describe all proactive efforts on the part of management working with Tenants/Customers such as forms of communication as well as your maintenance service request process and procedure. 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 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.

Notes: Tenant/Customer Relations

All categories: Entrants may provide a maximum of 3 samples of tenant appreciation letters (PDFs), 2 newsletters (PDFs), 3 photographs (JPEGs) reflecting the events being described and the table of contents from their tenant manual (PDF). Do not include the entire manual or photograph collages. (Only single images)

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.

8 - Energy Conservation (20 points)

Maximum of 8,000 characters (approximately 1,575 words)

A maximum of 3 PDF attachments allowed for this section. One of the three attachments should include the BOMA BEst Certificate.

8a. BOMA BESt® Certification (6 Points)

All entrants must have valid BOMA BESt® certification. Each entrant must provide a copy of the certification received in the current year that shows the level of certification during the current year.

BOMA BESt® Level 1: **2 points**

BOMA BESt® Level 2: **4 points**

BOMA BESt® Level 3: **5 points**

BOMA BESt® Level 4: **6 points**

8b. 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® best practices, pursuing industry certification and professional development programs.

8c. Building Operations and Maintenance (4 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.

8d. Building EMS Monitoring (4 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.

8e. Additional Certifications/Awards (2 points)

Describe other certifications and/or awards that have been achieved that relate to energy conservation that are not related to ENERGY STAR®, BOMA BESt®, or BREEAM. Provide a copy of the certification/award.

9 - Environmental, Regulatory and Sustainability

(15 points)

**Maximum of 8,500 characters
(approximately 1,625 words)**

No attachments allowed for this section

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.

9a. Environmental & 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. Please include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.

9b. 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, provincial, and/or federal compliance or other. If these programs are not mandated explain the purpose for implementing.

10 - Emergency Preparedness

(15 points)

**Maximum of 8,500 characters
(approximately 1,625 words)**

A maximum of one (1) PDF attachment allowed for this section

Begin by describing the procedures and programs for life safety, fire, disaster and security standards. Include a table of contents of your emergency preparedness and security standards manual(s). Include how fire and evacuation drills are conducted, how often and when. 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.

11 - Training for Building Personnel (15 points)

**Maximum of 8,500 characters
(approximately 1,575 words)**

A maximum of one (1) PDF attachment allowed for this section

Provide a list of qualifications for building staff, a building specific organization chart and a photograph of the building management team. Describe the following: on-going training program 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.

Notes: Training for Building Personnel

Industrial Office Building(s): Discuss training for both on-site and off-site building personnel dedicated to the property.

ENVIRONMENT AWARD

BOMA's Environment Award is the most prestigious and comprehensive program of its kind in the commercial real estate industry, recognizing excellence in environmentally sound building management.

N.B. This category is reserved for buildings with Level 4 BOMA BEST® certificates valid until July 2016.

CATEGORIES

Office Building(s)**

To be eligible, any and all office buildings must have at least 50% office space.

Industrial Office Building(s)**

(Not eligible at International Level)

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.

Retail Building (Shopping Centre)**

(Not eligible at International Level)

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.).

Multi-unit Residential Building(s) (MURB)**

(Not eligible at International Level)

Buildings comprised of a common entrance and separate units that are also known as apartments constructed for dwelling purposes. Building must have one primary exterior door access, with each of the apartments connected by an interior door. All of the units must connect to each other (or a central corridor) by some interior door.

Low Rise (2 to 3) – building must comprise of two (2) floors above ground, and four (4) apartment (dwelling) units;

Mid Rise (4 to 9);

High Rise (10 +);

Multi-Unit Residential Building Complex: a group of buildings that have common management personnel, common management practices, and a common central plant.

Health Care Facility **

(Not eligible at International Level)

(Hospitals/Medical Office Buildings)

General medical and surgical hospitals, critical access hospitals, and children's hospitals. These facilities provide acute care services intended to treat patients for short periods of time including emergency medical care, physicians' office services, diagnostic care, ambulatory care, surgical care, and limited specialty services such as rehabilitation and cancer care.

To qualify as a Hospital, the following requirements must be met:

- More than 50% of the gross floor area of all buildings must be used for general medical and surgical services; AND
- More than 50% of the licensed beds must provide acute care services; AND
- These facilities must operate on a 24/7 basis.

Facilities that use more than 50% of the gross floor area for long-term care, skilled nursing, specialty care, and/or ambulatory surgical centers OR that have less than 50% of their beds licensed for acute care services are not considered eligible hospitals under this definition. Medical office buildings that meet the following requirements:

- More than 50% of total facility space is used primarily to provide diagnosis and treatment (no major surgery) for medical, dental, or psychiatric outpatient care;
- These facilities do not operate on a 24/7 basis.

** *Net rentable as measured by BOMA standards.*

1. Building Description (1 Point)

**Maximum of 1700 characters
(approximately 300 words)**

No attachments allowed for this section

Provide a summary of the physical description of the building (s), property and location.

2. Executive Summary (2 Points)

**Maximum of 3250 characters
(approximately 500 words)**

No attachments allowed for this section

Provide an overall summary of the project's (building, office park, etc.) environmental and energy efficiency program. Describe the policies and philosophy of the project's ownership and management relating to this subject. Include if the project was built green or implemented after construction and why this concept is important.

3. Competition Photographs (2 Points)

Photograph Requirements

File Type: JPEG, Minimum Dimensions: 1200 pixels per side, Max. file size: 2mb

Provide the following photographs of your building(s) except as noted below:

- 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

Notes: Competition Photographs

Industrial Office Building(s):

Provide the following photographs:

- 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

Retail Building:

Provide the following photographs:

- 1 Front exterior,
- 1 Rear exterior,
- 1 Interior (public areas)
- 1 Example of Signage
- 2 Additional photographs, the subject matter of which is the entrant's choice

4. Award Ceremony Photograph (0 points)

In addition to the competition photos, all entries must the following digital images:

- 1 high resolution (minimum 300 dpi) color JPEG (JPG) photograph of the building's exterior
- 1 high resolution (minimum 300 dpi) color JPEG (JPG) photograph of the Management Team

These will be submitted online along with the rest of the entry material. They may be used at the Awards event.

5. Reduction of Environmental Risk (15 points)

**Maximum of 8,000 characters
(approximately 1,575 words)**

Maximum of 4 PDF attachments allowed for this section

Environmental risk is the risk associated with the likelihood or probability that a given chemical exposure or series of exposures may damage human health and the environment. Managing environmental risk is an endless and challenging task. Describe what your company has done to protect its tenants/occupants and the environment by efficient management. This should include consideration of the following:

Describe your Hazard Communication Standard (HCS) Program or similar program. It can include consideration of the following:

- Receiving and shipping of hazardous materials
- Equipment certificate plus annual follow-up
- Chemical labelling, placarding or color-coding of piping systems
- Availability, completeness and updating of material data safety sheets and location(s), dates must be within three years
- Staff training
- Record keeping

Describe how you manage environmental risks at your property as well as reduce these risks. This can include consideration of the following:

- Asbestos
- PCBs
- CFCs and Halon
- Underground Storage Tanks and Above Ground Tanks
- Hazardous Chemicals Contractor Management

Provide an example of your latest risk management report. This section should also include consideration of the following:

- Inspection program
- CFC containment
- Disposal of storage containers
- Spill containment
- Regulatory compliance
- Hazardous waste contractor selection
- Formal risk assessments
- PCB ballast handling
- Chemical storage and handling facilities and procedures
- Warning signs and educational posters
- Disposal options used

Describe your emergency response plans and how they provide environmental protection. This should include consideration of the following:

- Staff competency testing
- Third party assessments
- Chemical spill procedures and preparedness
- Accidental Freon release procedures
- Asbestos mediation
- Fire protection and detection for chemical storage areas
- Tenant information packages and drills
- Notification protocol
- Communications with response agencies
- Other (i.e. natural disasters, bomb threats)

Please do not include entire manuals or photographs. Include only the table of contents, a summary of the manual and how it's implemented.

6. Indoor Air Quality/Green Cleaning (15 points)

**Maximum of 8,000 characters
(approximately 1,575 words)**

No attachments allowed for this section

Describe steps taken to improve the indoor air quality (IAQ) of the building, what was done to monitor IAQ and steps taken to reduce contaminants within the building. Describe the Green Cleaning Policy and steps taken to insure use of green products and cleaning chemicals both by in house staff and contractors/vendors.

This should include consideration of the following:

- Installation of Systems that Reduce/Monitor Indoor Pollutants **3 pts**
- Low Impact Cleaning Policy **3 pts**
- Day Cleaning/Team Cleaning (not day-time porter service) **1 pt**
- Smoke Free Building **1 pt**
- Entryways/Pedimats **1 pt**
- Use of Green Cleaning Products **2 pts**
- Use of Recycled Paper Products **2 pts**
- Use of other Green Materials **1 pt**
- Describe other IAQ-Green Cleaning programs that you have that are specific to your facility and not mentioned above. **1 pt**

7. Recycling

(10 points)

**Maximum of 8,000 characters
(approximately 1,575 words)**

No attachments allowed for this section

Building recycling programs offer great rewards. The building, the tenant/occupant and the owners all have an opportunity to give back to the environment. Tell us about your tenant/building recycling program; how you get tenants/occupants involved and how you keep the momentum going.

- Describe your paper/cardboard recycling program. Provide records showing total trash-waste collected and total recycle collected. If you are recycling 20% of your total waste, you can achieve 2 points in this section. If you're recycling 30% or more of total waste, you can achieve a total of 4 points in this section. (For example: 100 tons of trash and 20 tons of recycle equal total output of 120 tons of waste. Therefore your recycle percentage is determined by 20/120 or 17 percent.) **4 pts**
- Describe your facility program for recycling glass, plastics and aluminum. Provide documentation showing quantity of recycled waste. **2 pts**
- Describe your lamp and ballast recycling program and its benefits. **2 pts**
- Describe your sustainable landscape maintenance program such as recycling/composting, water management and plant selection. **1 pt**
- Describe other recycling programs that you have that are specific to your facility and not mentioned above. **1 pt**

8. Energy Conservation (25 points)

**Maximum of 8,000 characters
(approximately 1,575 words)**

Maximum of 3 PDF attachments allowed for this section. One of the attachments should include the BOMA BEST certificate.

8a. BOMA BEST® Certification (8 points)

All entrants must have valid BOMA BEST® certification. Each entrant must provide a copy of the certification received in the current year that shows the level of certification during the current year.

BOMA BEST® Level 1: **3 points**

BOMA BEST® Level 2: **4 points**

BOMA BEST® Level 3: **5 points**

BOMA BEST® Level 4: **8 points**

8b. Building Staff/Tenant Education (5 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® best practices, pursuing industry certification and professional development programs.

8c. 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.

8d. 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 measurable results demonstrating reduction in energy and improve performance.

8e. Additional Certifications/Awards (2 points)

Describe other certifications and/or awards that have been achieved that relate to energy conservation that are not related to ENERGY STAR®, BOMA BEST®, or BREEAM. Attach a copy of the certification/award.

9. Water Conservation (10 points)

**Maximum of 8,000 characters
(approximately 1,575 words)**

One (1) PDF attachment allowed for this section

Water is a precious resource. When buildings use large volumes of water, this can result in high maintenance and life-cycle costs for building operations. Using water efficiently can reduce operating costs, through lower water usage, less chemicals, and less energy. Describe your water management program. This should include consideration of the following:

- Controlling storm water runoff, plumbing fixtures used (toilet, sinks etc), programs to eliminate or reduce the use of potable water required for landscape irrigation, programs to reduce water and sewer requirements for cooling towers and sub-metering to conserve water. Quantify any savings in dollars saved and reduction of water consumption from the use of water efficient programs. **5 pts**
- What percentage of toilets/closets are water efficient (use 1.6 gal or less)? What is a new installation or renovation? Why was this important for your company to install these fixtures? **1 pt**
- What percentage of faucets that are water efficient? What is a new installation or renovation? Why was this important for your company to install these fixtures? **1 pt**
- Innovation water management strategies/applications such as hands free faucets, waterless urinals, public/private partnership programs, green roofs, indigenous landscaping. **3 pts**

10. Interior Finish

(10 points)

**Maximum of 8,000 characters
(approximately 1,575 words)**

Maximum of 2 JPEGs and 2 PDF attachments are allowed for this section

There is a great opportunity to reuse existing building materials and space when remodelling common areas or tenant occupied areas. The Property Management team may have control over product selection in common areas however it's the tenant or occupant who has control over those choices within their space. What does the property management team do to encourage the use of environmentally friendly products? Written document can include manufacturer information.

- a. Provide written documentation and (1) photograph of building common areas space that has recently been built or remodeled. The documentation should prove that the materials used were environmentally safe products such as low VOC paints, carpet squares, recycled wallpapers, certified wood door products, etc. **3 pts**
- b. Provide written documentation and (1) photograph of tenant space that has recently been built or remodeled for a new tenant or renewal. The documentation should prove that the materials used were environmentally safe products such as low VOC paints, carpet squares, recycled wallpapers, certified wood door products, flooring products, etc. If the tenant space was recently remodeled, please provide proof that at least 10% of the existing office space was reused – such as doors, door hardware, walls, fixtures, HVAC, smoke and fire systems, built-ins, restrooms, etc. **3 pts**
- c. The purchase of local materials support local industry and reduces transportation costs from transporting products long distances across the country. Tell us about local vendors and product lines your building supports. **3 pts**
- d. How is construction waste recycled? Provide percentage of materials recycled. **1 pt**

11. Green Purchasing Policy

(5 points)

**Maximum of 3250 characters
(approximately 500 words)**

No attachments allowed for this section

Describe any policies or programs you have established for purchasing "green" products, for example those that have reduced impact on the environment. This should include consideration of the following:

- Procurement policy outlining preferential buying of "green products"
- Product selection criteria
- Use of recycled products

12. Occupant Communication/Education

(10 points)

Maximum of 3250 characters (approximately 500 words)

Maximum of 3 PDF attachments allowed for this section

Identify means by which occupants receive information to support Management's overall efforts to protect and improve the indoor and outdoor environments. Also, provide information as to how Management may encourage alternate means of transportation and any incentives as a result thereof. This should include consideration of the following:

- Staff and occupant education/seminars
- E-mail
- Meetings, newsletters
- Corporate and property level Web page and Internet Web sites
- Public transportation, park and ride, bus stop
- Bicycle storage to include changing and shower facilities
- Car pooling incentives
- Partnership with local city government commuter sponsored programs
- Alternate fuel vehicles - preferred parking incentives

13. Case Study

(5 points)

**Maximum of 8,000 characters
(approximately 1,575 words)**

Case study may be uploaded as a PDF. If uploaded as a PDF enter "Case study attached" in the text box area

By providing a case study of a building project that was implemented to reduce environmental risk or improve energy efficiency, you can obtain five additional points. The case study should include why this project was implemented, the steps involved with implementation, the benefits derived by the building, staff, tenants, owners and/or local community and how this project is managed to ensure continued benefits.

The case study should also profile the projects economic and environmental benefits and relate to at least one of the Earth Award portfolio specifications above. This case study may be used by BOMA Canada/International in materials for programs such as BOMA BEST® (BBEER Report) and the BOMA Energy Efficiency Program (BEEP), and may be shared with others in the industry to demonstrate best practices in the industry.

The name of the building or the property management company name must be provided in the case study as well as a point of contact should future questions arise regarding this case study.

SUBMITTED CONTENT

Building Registration Information and the Building Description may be used in Awards Program materials and with the media. Photographs may be used, with attribution, in Awards Program materials, with the media and in other BOMA Québec materials. BOMA Québec cannot be held responsible for any lost, stolen, deleted or damaged entry portfolios or associated materials.

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

The entrant may only enter one category unless the submissions are not related. The judges will determine if they are related. The entrant must not have won in the same category national during the 3 years previous to this year's competition. The entrant must be a member in good standing BOMA Quebec. Judging of the entry will be based on your written submission.

Judging will occur during the month of February and March 2015. The jury will be composed of representatives from the commercial real estate industry. Submissions must attain a minimum of 70 percent to be eligible for an award. The winners will be announced during the Gala evening of April 16, 2015 that will be held at Windsor Station in Montréal. The company must have won at the local level to proceed to the BOMA Canada national competition. Judging at the national level will occur in July 2015 and the winners will be announced in September 2015 at the BOMEX® 2015 Convention in Quebec City, Quebec.

DETAILS

Materials:

The following material and written submission must be provided electronically in a PDF format using BOMA Québec's website www.boma-quebec.org

- 5 high resolution photos (jpg, tif, eps - 300dpi) of your innovation
- Your corporate logo or identity
- A photo of your team

These will be used during the Awards presentation. should accompany the written submission (as described below).

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. However, the format is open and you are encouraged to include any information that you feel will assist the judges:

1. Describe how innovation is encouraged and rewarded in your company
2. Describe the innovative program, product or service, how it is unique, and how it benefits the commercial real estate industry.
3. 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?
4. Describe how you included employee and/or customer input into the development of the innovation.
5. Identify key clients where this innovation is applied

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.

ELIGIBILITY AND JUDGING

The entrant may only enter one category unless the submissions are not related. The judges will determine if they are related. The entrant must not have won in the same category national during the 3 years previous to this year's competition.

The entrant must be a member in good standing BOMA Quebec. Judging of the entry will be based on your written submission.

Judging will occur during the month of February and March 2015. The jury will be composed of representatives from the commercial real estate industry. Submissions must attain a minimum of 70 percent to be eligible for an award. The winners will be announced during the Gala evening of April 16, 2015 that will be held at Gare Windsor in Montréal. The company must have won at the local level to proceed to the BOMA Canada national competition. Judging at the national level will occur in July 2015 and the winners will be announced in September 2015 at the BOMEX® 2015 Convention in Quebec City, Quebec.

DETAILS

The following material and written submission must be provided electronically in a PDF format using BOMA Québec's website www.boma-quebec.org

Material:

- 5 high resolution photos (jpg, tif, eps - 300dpi) of your innovation
- Your corporate logo or identity
- A photo of your team

These will be used during the Awards presentation. should accompany the written submission (as described below).

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.

The written submission should be brief (maximum five pages) and address the following. However, the format is open and you are encouraged to include any information that you feel will assist the judges:

1. Outline methods, processes and/or practices the company has used in developing company goals and objectives as they relate to customer satisfaction.
2. Once this plan/concept for improving customer service was developed, what training and/or education was necessary and carried out to achieve those goals?
3. Describe the company's commitment to this process. How is this commitment maintained and improved?
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.

PINNACLE AWARD - ABOVE & BEYOND

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

The entrant may only enter one category unless the submissions are not related. The judges will determine if they are related. The entrant must be a member in good standing BOMA Quebec. Judging of the entry will be based on your written submission.

Judging will occur during the month of February and March 2015. The jury will be composed of representatives from the commercial real estate industry. Submissions must attain a minimum of 70 percent to be eligible for an award. The winners will be announced during the Gala evening of April 16, 2015 that will be held at Gare Windsor in Montréal. The company must have won at the local level to proceed to the BOMA Canada national competition. Judging at the national level will occur in July 2015 and the winners will be announced in September 2015 at the BOMEX® 2015 Convention in Quebec City, Quebec.

DETAILS

Materials:

The following material and written submission must be provided electronically in PDF format using BOMA Québec’s website www.boma-quebec.org

- 5 high resolution photos (jpg, tif, eps - 300dpi) of your innovation
- Your corporate logo or identity
- A photo of your team

These will be used during the Awards presentation. They should accompany the written submission (as described below).

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.

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). Handwritten or typed answers are acceptable.

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%)**

PINNACLE AWARD - ABOVE & BEYOND

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%)**