



# BOMA BEST Application Guide

**BOMA Building Environmental Standards Version 2**

January 2012



*The Voice of the Commercial Real Estate Industry in Canada*

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The Building Owners and Managers Association of Canada (BOMA Canada) is pleased to present this comprehensive Application Guide for its BOMA BEST Version 2 assessment and certification program for existing buildings. In this Guide you will learn about the certification process including policies, pricing categories, and timelines for completing an application. Further, this Guide includes information about the BOMA BEST assessment surveys (or questionnaires) specific to building types, for example, what to expect as you work through your application and where to find additional helpful resources.

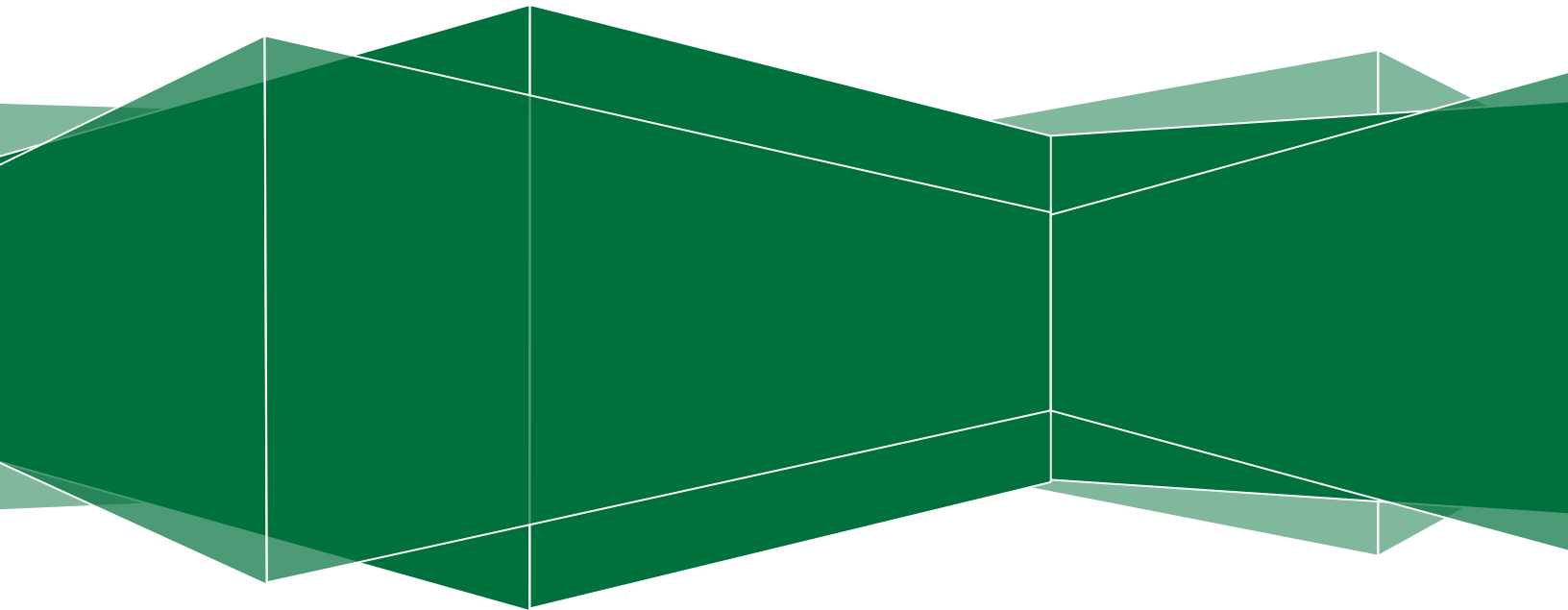
For users familiar with the previous version of the BOMA BEST program, the “Guide to BEST Practices” – previously a stand-alone document – is now a chapter within this Guide for a more complete and convenient reference document.



**New Features!** Look for the “BOMA BEST Version 2” symbol throughout this document to indicate a new feature now available through BOMA BEST Version 2 launched January 2012. A summary of new features in BOMA BEST Version 2 is provided on page 6 of this Guide.

We hope you will find this BOMA BEST Version 2 Application Guide helpful and look forward to your feedback and suggestions on how BOMA Canada may improve future iterations of this document. Please send your feedback and/or questions to: [info@bomacanada.ca](mailto:info@bomacanada.ca) or call: 1-416-214-1912.

# The BOMA BEST Program





## About BOMA BEST

BOMA BEST (**B**uilding **E**nvironmental **S**tandards) is Canada's largest environmental assessment and certification program for existing buildings in Canada. It is a unique, voluntary program designed by industry for industry; it provides owners and managers with a consistent framework for assessing the environmental performance and management of existing buildings of all sizes. BOMA BEST certification recognizes excellence in energy and environmental management and performance in commercial real estate. The Program is managed by the Building Owners and Managers Association of Canada (BOMA Canada)<sup>1</sup> and delivered by the eleven local BOMA Associations throughout Canada.

One of BOMA BEST's central objectives is to facilitate the continuous improvement of building operation and maintenance through the use of a questionnaire - or survey - based assessment that provides a consistent framework for owners and managers to critically assess six key areas of environmental performance and management:

- ✔ Energy;
- ✔ Water;
- ✔ Waste & Site;
- ✔ Emissions & Effluents;
- ✔ Indoor Environment; and
- ✔ Environmental Management System.

The Program also includes the reasoning for and importance of specific practices and initiatives. Further, one of the Program's main principles is the demonstration of on-site knowledge, as well as education and skill building.

BOMA BEST is the next "generation" (or iteration) of the former "Go Green" and "Go Green Plus" Programs (originally launched in 2005). The full program, under the name "BOMA BEST" was adopted and formally launched by BOMA Canada nationally.

With four levels of certification, users can progress through the Program and continually use the framework of the BOMA BEST Practices and full assessment to improve environmental performance and management. See **How BOMA BEST Works** for more information regarding certification levels.

Every building that completes the online assessment must undergo an on-site verification conducted by a third-party to ensure the validity of information entered online, as well as evaluate on-site knowledge and implementation of environmental management practices. On-site verification must occur before the final

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<sup>1</sup> BOMA Canada is the voice of the Canadian commercial real estate industry. A national not-for-profit association, with strong regional association in each major region in Canada, BOMA Canada is comprised of over 3200 members, representing close to 2.1 billion square feet of commercial space in the country. Members include building owners, managers, developers, facilities managers, asset managers, leasing agents and brokers, investors, and service providers. For more information, please visit [www.bomacanada.ca](http://www.bomacanada.ca).



score and certification can be awarded. See **The BOMA BEST Process: Application to Certification** for more information on verification.

In summary, the three major components of the Program include:

- ✔ 14 BEST Practice requirements for certification.
- ✔ Fulsome online assessment surveys specific to these types of buildings:
  - ❖ Office;
  - ❖ Open Air Retail;
  - ❖ Light Industrial;
  - ❖ Enclosed Shopping Centres; and
  - ❖ Multi-Unit Residential Buildings.
- ✔ Third-party on-site verification.

For more information about the BOMA BEST program including its history and governance, please visit our website at [www.bomabest.com](http://www.bomabest.com).

## **BOMA BEST AND THE GREEN GLOBES™ PLATFORM**

BOMA BEST is based on the Green Globes™ platform and model of assessment survey. The Green Globes system is a revolutionary building environmental design and management tool. It delivers an online assessment protocol, rating system and guidance for green building design, operation and management. It is interactive, flexible and affordable, and provides market recognition of a building's environmental attributes through third-party verification. BOMA Canada has acquired the rights to use this platform in Canada under the name BOMA BEST.

For more information visit the Green Globes website at: [www.greenglobes.com](http://www.greenglobes.com)

## **BOMA BEST VERSION 2**

BOMA Canada is pleased to announce the arrival of BOMA BEST version 2. Version 2 includes revised assessment modules for four types of commercial properties (Office, Enclosed Shopping Centres, Light Industrial and Open Air Retail), updated references, resources, expanded tips for each question to better explain requirements, and a host of user-friendly features. Version 2 also includes a new assessment module for Multi-Unit Residential Buildings.

## WHAT IS NEW?

### **New module:**

- ❖ Multi-Unit Residential Buildings (MURBs).

### **Enhanced user-friendly features:**

- ❖ Recertification capability for all previously certified BOMA BEST buildings
  - Static information about the building incorporated into new assessments to reduce the amount of information that must be re-entered at time of recertification).
- ❖ Numbered questions to improve ease of reference.
- ❖ Transparent scoring
  - Users can see how many points each question is worth.
- ❖ Expanded tip language for many questions including updated references to standards, research, and external links.
- ❖ Ability to enter consumption data in whatever units appear on utility bills.

### **Assessment survey content changes/upgrades:**

- ❖ Updated energy and water benchmarking scales to better reflect industry performance.
- ❖ Innovation questions added to all assessment modules.
- ❖ Additional questions on existing building commissioning, site enhancement, commuting and effluent management.
- ❖ Revised BEST Practices: clarified questions, updated tips and references.

## WHAT REMAINS THE SAME?

- ❖ Overall look and feel of the online assessment.
- ❖ User-friendly questionnaire (or survey) format for assessing building performance.
- ❖ BOMA BEST as an educational tool for continuous improvement.
- ❖ National Program management, delivery through Local BOMA Associations.
- ❖ Delivery in both English and French.
- ❖ Several questions remain unchanged from original version of BOMA BEST.

# How BOMA BEST Works

## GENERAL OVERVIEW

The BOMA BEST online assessment has three core elements: the BEST Practices (14 questions) and full assessment (175+ questions), plus an on-site verification requirement by a third party. Users must first indicate “Yes”, “No” or “BOMA BEST Equivalent” in response to the BEST Practices. This component is then followed by the full assessment per module selected (e.g. Office, Shopping Centres). For more information see the **BOMA BEST Version 2 – BEST Practices** section of this Guide.

Applicants have up to six (6) months to enter their data and may ask for an extension (provided at the sole discretion of the local BOMA Association). Verification and subsequent awarding of certification is coordinated by a regionally designated local BOMA Association. Note that the 14 BEST Practices must be met, regardless of the final score, for a building to achieve certification.

BOMA BEST certification is valid for a three (3) year period; returning users have the option to recertify buildings and view past assessments using their original User ID and Password.

See **The BOMA BEST Process: Application to Certification** for detailed step by step instructions.

## FOUR LEVELS OF CERTIFICATION



**BOMA BEST Level 1** indicates that a building has met all 14 BEST Practices.

These are the core elements that BOMA looks for as the foundation of good environmental management, and are required for any level of certification.



**BOMA BEST Level 2** means a building has met all of the BEST Practices for building operations and maintenance, and has achieved a score of **70% to 79%** on the full BOMA BEST Assessment Module specific to building type.



**BOMA BEST Level 3** means the building has met all of the BEST Practices for building operations and maintenance, and has achieved a score of **80% to 89%** on the full BOMA BEST Assessment Module specific to building type.

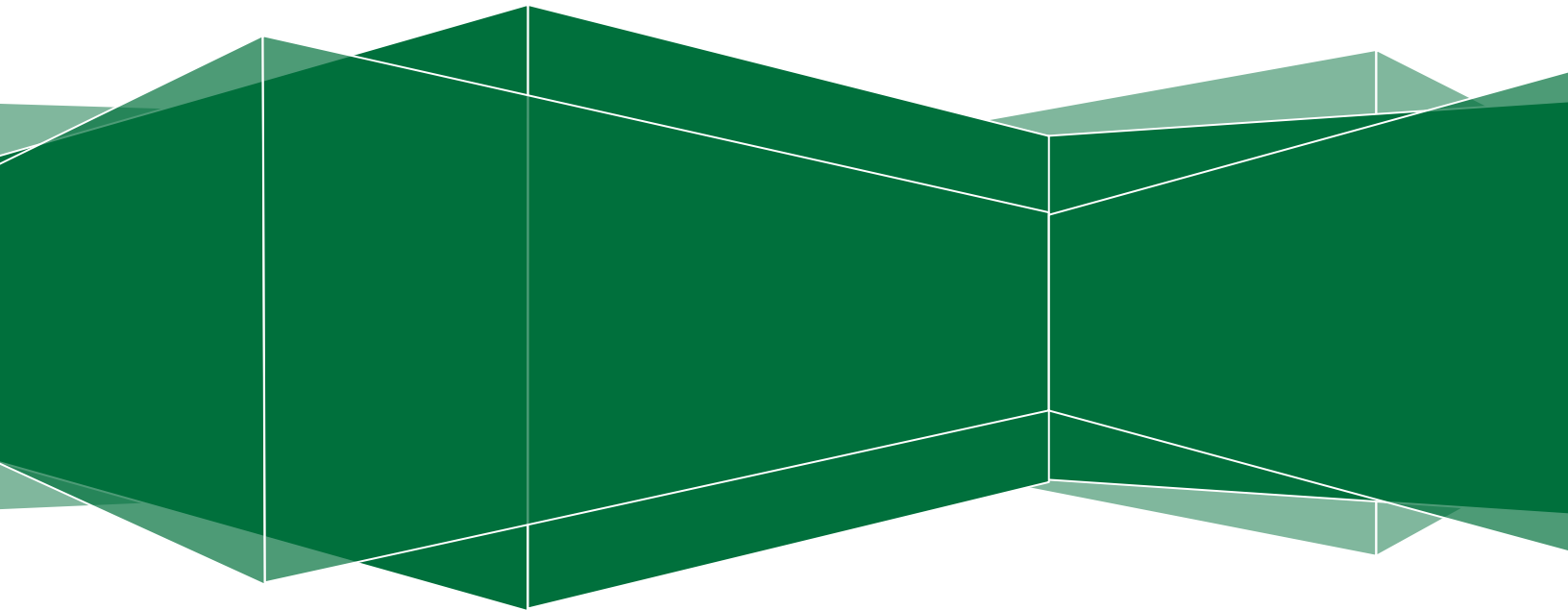


**BOMA BEST Level 4** is the highest level of achievement and means that the building has met all of the BEST Practices for building operations and maintenance. To be awarded with Level 4 certification, applicants must achieve a score of **90% or higher** on the full BOMA BEST Assessment Module specific to building type.



# The BOMA BEST Process:

From Registration to Certification



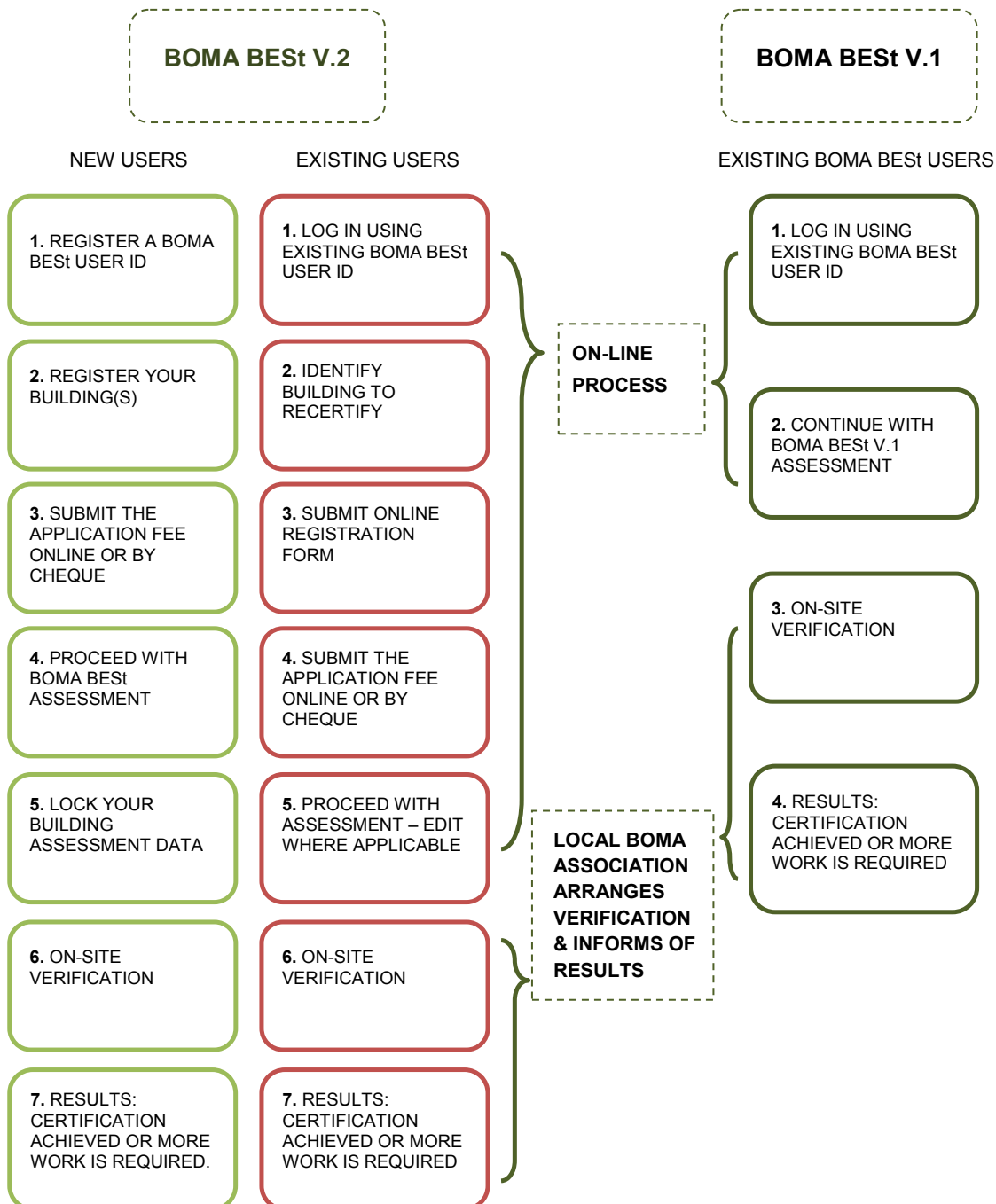
# The BOMA BEST Process: Application to Certification

## OVERVIEW



The following is a visual representation of the certification and re-certification process with BOMA BEST Version 2 and for current users of BOMA BEST Version 1. The section that follows features step-by-step instructions for new and returning BOMA BEST users.

### BOMA BEST Application to Certification Process



## REGISTRATION


### STEP 1: REGISTER A USER ID

To get started, go to [www.bomabest.com](http://www.bomabest.com) and click on the “Get Certified” button; which will link you to the BOMA BEST assessment site (on the Green Globes platform).

Once in the BOMA BEST assessment site, click on the “Register Now” button, and enter the required information (see Image 1).

You should now have a User ID and password.

#### Image 1: New User Registration



**NOTE:** A separate User ID *must be assigned per region*. Because applications are organized by local BOMA Associations, users may need to have more than one ID if certifying several buildings in more than one region or province (some provinces have more than one local BOMA Association). To see a full list of BOMA Local Associations and the areas they serve, please visit <http://www.bomabest.com/network/>

### STEP 2: REGISTER YOUR BUILDING(S)

Log in by entering your User ID and password; you will now be linked to the user home screen.

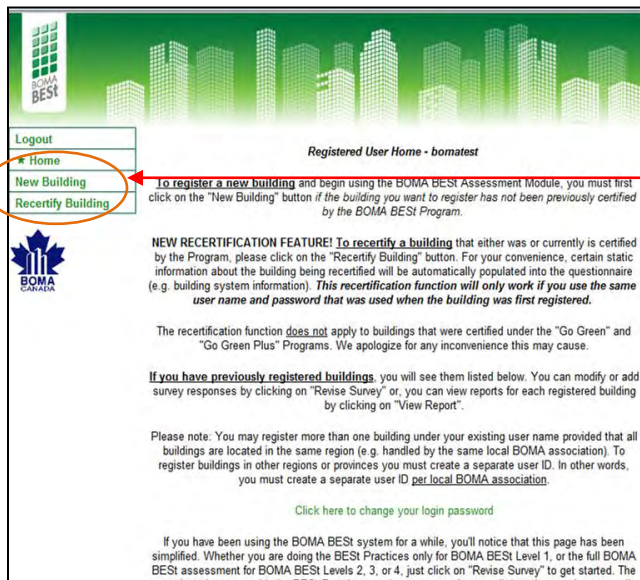


*Existing* BOMA BEST users (users who have previously assessed buildings with either BOMA BEST Version 1 or BOMA BEST Version 2) may log in with their User ID to register additional new buildings or select those they wish to recertify (see Image 2).

Users have the option to register a “New Building”, or “Recertify Building” from the left side menu. Please note the recertification option is only available to those who certified their buildings using BOMA BEST and must use the same User ID that was assigned at the time of prior BOMA BEST certification.

Buildings certified with Go Green/Go Green Plus *do not* qualify to use the recertification feature. This does not mean, however, that recertification cannot be achieved; applicants who wish to re-certify buildings certified with Go Green/Go Green Plus may apply as a new building application.

**Image 2: Existing Users Home Page**



Menu option to register **New Building**  
OR  
**Recertify Building**

When registering a **“New Building”** you will be required to complete the online form, which includes information on the name and address of the building(s), size, ownership, etc. Select your form of payment – online using a credit card or invoice payment by cheque – then click “submit”. For Office Complexes, Light Industrial Parks or Multi-Unit Residential Complexes users will be required to enter the name and address of each building (extra fields are provided when “Complexes” or “Parks” are selected using the drop-down menu provided at time of registration).

**NOTE:** complexes/parks require individual building assessments to be completed; the one-application format is to capture site management information and for pricing purposes.

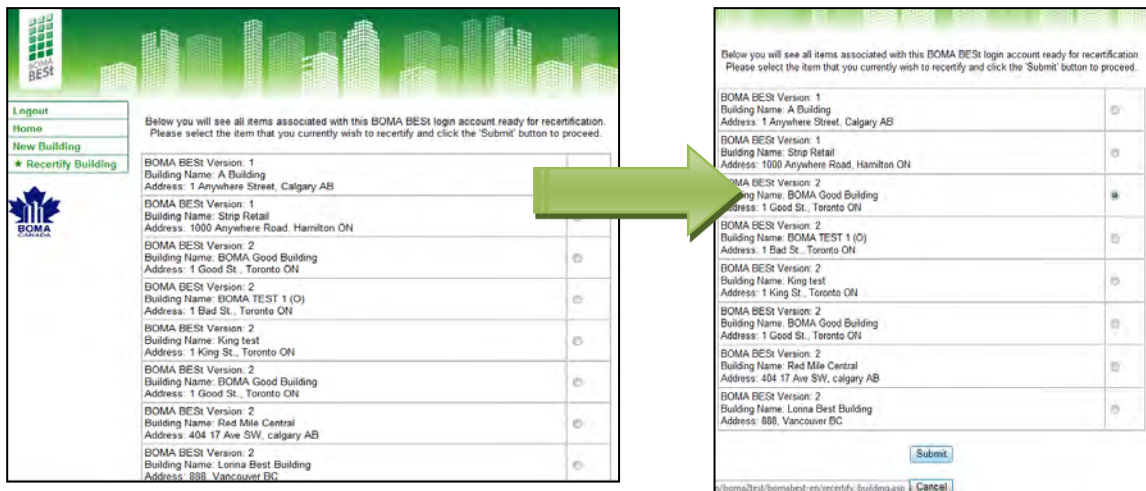
**Image 3: Registering New Building(s)**

To register for a recertification, simply click on the **“Recertify Building”** button. You will then be presented with a list of your BOMA BEST buildings which will enable you to select the one that you are interested in recertifying (see Image 4). Select the building you wish to recertify and click “submit”.

**NOTE: only buildings registered to your specific User ID will be listed; and only buildings that are – or were previously – certified with BOMA BEST (not Go Green/Go Green Plus).**

Should you wish to maintain certification for your building(s), it is recommended that you apply for recertification several months before the building’s certification is set to expire. If you are unsure when a building’s certification is going to expire, please contact your local BOMA Association. A list of contacts for each Association can be found at: <http://www.bomabest.com/network/>

**Image 4: Registering Building for Recertification**



Next, you will be required to register the building for recertification by entering contact information, method of payment, etc. (see Image 5). Building name and address, as well as contact information from previous certification is pre-populated in the Building Registration Form.

**Image 5: Recertify Building – Registration Form**



## STEP 3: SUBMIT APPLICATION PAYMENT ONLINE OR BY CHEQUE

The BOMA BEST application fee varies by building size (gross floor area) or by number of floors depending on the assessment module selected. Your local BOMA Association may contact you to obtain credit card by phone, or you can select to mail a cheque. See **Schedule B – BOMA BEST Application Fees** for an up to date price list.

Once the appropriate local BOMA Association has verified the information and payment has been processed, the on-line application is „unlocked’ and ready for use. An email notification will be sent to the user notifying her / him the online application has been accepted and is ready for building data input.

### USER HOME PAGE

The BOMA BEST home page for each applicant includes a complete list of buildings registered under a specific User ID. The list of buildings is colour coded to denote status (e.g. “editing”, “locked”, “certified”), as well as to provide access to the online assessment survey and unique building report (see Image 6).

**Image 6: BOMA BEST User Home Page**

Status key:   = Editing   = Locked   = Certified Level 1   = Certified Level 2-4

Building Name	Type	Street Address	Report	Survey
Bad Industrial Building	I1	111 Bad St.	View Report	Revise Survey
BOMA Good Building	O2	1 Good St.	View Report	Revise Survey
BOMA Good Building Recertified 2011	O2	1 Good St.	View Report	Revise Survey
BOMA TEST 1 (O)	O2	1 Bad St.	View Report	Revise Survey
BOMA TEST 2 (I)	I6	6 Test St.	View Report	Revise Survey
BOMA TEST 3 (SC)	SC1	ABC Front Street	View Report	Revise Survey
BOMA TEST 4 (OR)	OR1	1555 Talbot Road	View Report	Revise Survey
BOMA TEST 5 (M)	M1	1 Bad St.	View Report	Revise Survey
First Test MURB	M1	1 Murb St.	View Report	Revise Survey
Good Industrial Building	I1	22 Good St.	View Report	Revise Survey
Good Retail Complex	SC1	1 Good St.	View Report	Revise Survey
Good Strip Retail	OR1	1 Good St.	View Report	Revise Survey
King test	O3	1 King St.	View Report	Revise Survey

Callouts from the image:

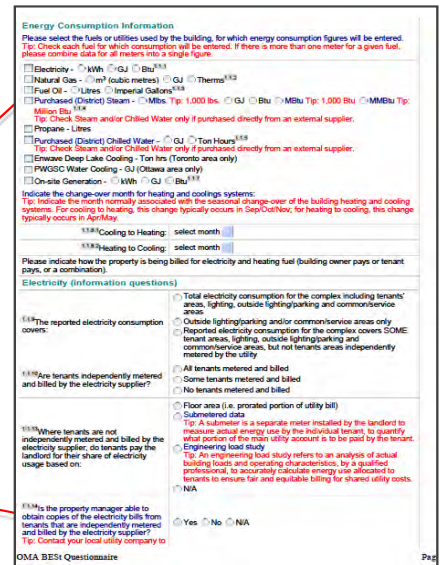
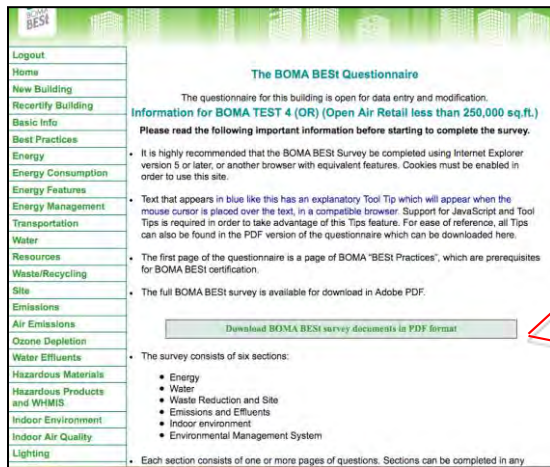
- Name of Building (points to 'Bad Industrial Building')
- Asset Type (e.g. "O2" for Office size category 2) (points to 'O2')
- View / download Report (points to 'View Report')
- Revise / view assessment survey (points to 'Revise Survey')

## STEP 4: PROCEED WITH BOMA BEST ASSESSMENT

Log in using the assigned User ID and password created. You will see one or more buildings registered under your User ID. Click on “Revise Survey” for the specific building you wish assessed, and begin entering information into the online survey.

Instructions are provided on the first page of the assessment and can be viewed at any time by navigating through the menu found on the left side of the screen. On this first page, you will also find a link to **download the assessment survey in PDF format, with question-by-question numbering and scoring** (see Image 7).

Image 7: Assessment Home Page



Basic Information	
Name	
Recently Building	
Basic Info	The sub-sections for this building is open for data entry and modification.
Building Information	Building Information for Test Office Park, Test Office Park - Tower Test Office Complex (3 Buildings)
Energy	1) What is the name of the building? Test Office Park
Energy Features	2) What is the name of the building? Test Office Park - Tower Test Office Complex (3 Buildings)
Energy Management	3) What is the name of the building? Test Office Park
Transportation	4) What is the name of the building? Test Office Park
Water	5) What is the name of the building? Test Office Park
Resources	6) What is the name of the building? Test Office Park
Waste/Recycling	7) What is the name of the building? Test Office Park
Site	8) What is the name of the building? Test Office Park
Emissions	9) What is the name of the building? Test Office Park
Air Emissions	10) What is the name of the building? Test Office Park
Ozone Depletion	11) What is the name of the building? Test Office Park
Water Effluents	12) What is the name of the building? Test Office Park
Hazardous Materials	13) What is the name of the building? Test Office Park
Hazardous Products and WHMIS	14) What is the name of the building? Test Office Park
Indoor Environment	15) What is the name of the building? Test Office Park
Indoor Air Quality	16) What is the name of the building? Test Office Park
Lighting	17) What is the name of the building? Test Office Park

The BOMA BEST assessment survey's “Basic Information” page will be pre-populated with the building name, address and other information collected in the Building Registration form.

**NOTE:** Ensure that “Building Name” and “Management Company” is entered correctly and as you would like it to appear online as part of the BOMA BEST Certified Building list made publicly available at: <http://www.bomabest.com/certified-buildings/>



## BOMA BEST PRACTICES

All buildings undergoing the BOMA BEST assessment must complete the BEST Practices. You will, therefore, be required to answer the BEST Practices form (14 questions) prior to continuing to the full assessment survey

Once the BEST Practices have been completed, you will have the option to “submit” and “lock” the information OR continue through the full BOMA BEST assessment specific to the type of building you registered.

ENERGY	
5.3.1.1	Has the building had an energy assessment within the past three years that included recommendations with costs, savings and a payback period?
5.3.1.2	Does an Energy Management Incentive (EMI) to address issues raised in the energy assessment?
5.3.1.3	Does a preventive maintenance program for the HVAC, heating, ventilation, and air conditioning?
WATER	
5.3.1.4	Does a water policy intended to conserve water use, and encourage water conservation?
5.3.1.5	Has a water assessment been done within the last three years?
WASTE REDUCTION AND SITE	
5.3.1.6	Does a waste diversion program that incorporates the recycling of materials used in paper, cardboard, office and work, food waste, and plastics for occupants, visitors and operators at the site of the project that has demonstrated a capability to accommodate these materials?
5.3.1.7	Does a water policy intended to minimize irrigation and construction water being used to build?
EMISSIONS AND EFFLUENTS	

- ❖ Applicants that undergo the full assessment will be able to see the BEST Practices highlighted throughout the survey.
- ❖ Completing the BEST Practices first allows all building types – including those that do not qualify for a specific assessment module – to benefit from the BEST Practices.

**NOTE:** To be eligible for BOMA BEST certification levels 2, 3, or 4, applicants must complete the full BOMA BEST assessment survey in addition to the BEST Practices. (

To learn more about the BEST Practices, as well as what is required to successfully meet all requirements, see the **BOMA BEST Version 2 – BEST Practices** section found on page 23 of this Guide.



## NEW ASSESSMENT FEATURES

### Numbered Questions

Choice of Specification units (metrics) for utility bills, building size  
References to industry standards, external resources and expanded tip language

The questionnaire for this building is open for data entry and modification.

**Updating information for Teresa Place  
(Office Building less than 100,000 sq.ft.)**

**Lighting Features**

5.3.1.1 Are high frequency (electronic) ballasts fitted to luminaires?  Yes  No

5.3.1.2 Are there controllable internal or external blinds and do light fixtures prevent glare on computer monitors (Visual Display Terminals or VDTs)?  Yes  No

5.3.1.4 Have lighting measurements taken in representative tenant spaces within the last 12 months using an illuminance meter shown that lighting levels for specific tasks and spaces meet IES NA (Illuminating Engineering Society of North America) guidelines?  Yes  No  Unknown

5.3.1.6 What percentage of occupants to have an outside view from their workstation?  Over 80%  60%-79%  Under 60%

5.3.1.8 Do at least 50% of open office areas have lighting controls with a minimum of three adjustable lighting levels to meet occupants' preferences AND are the controls independent of adjacent lamps within a luminaire. Switches or manual controls must be located such that a person operating the controls has a direct line of sight of the luminaires being controlled. Mark "not applicable" where there is stepped or continuous dimming by photocell control.

In private offices are there lighting controls with at least three adjustable lighting levels to meet occupants' preferences?  Yes  No

5.3.1.9 Are there separate lighting controls for rooms where presentations are given such as conference rooms or training rooms?  Yes  No

**Lighting Management**

5.3.2.1 Has an occupant satisfaction survey that addresses lighting and visual comfort been conducted within the past twelve months?  Yes  No

5.3.2.4 Is there regularly scheduled verification of the correct operation of lighting controls?  Yes  No

**Energy Consumption**

The questionnaire for this building is open for data entry and modification.

**Updating information for Teresa Place  
(Office Building less than 100,000 sq.ft.)**

Please select the fuels or utilities used by the building, for which energy consumption figures will be entered.

Electricity  kWh  GJ  Btu<sup>100</sup>

Natural Gas  m<sup>3</sup> (cubic meters)  GJ  Therms<sup>100</sup>

Fuel Oil  Liters  Imperial Gallons<sup>100</sup>

Purchased District Steam  MWh  GJ  Btu  MMBtu<sup>100</sup>

Propane  Liters

Purchased District Chilled Water  GJ  Ton Hours<sup>100</sup>

Enclave Deep Lake Cooling - Ton hrs (Toronto area only)

PWSSC Water Cooling - GJ (Ontario area only)

On-site Generation  kWh  GJ  Btu<sup>100</sup>

Indicate the change-over month for heating and cooling systems:

<sup>100</sup> Cooling to Heating:

<sup>100</sup> Heating to Cooling:



## RECERTIFICATIONS

Recertification assessment surveys for buildings previously certified under the BOMA BEST program (Versions 1 and 2), will be automatically titled as “[building name] Recertification [year]”, and can be found listed in the user home page with other buildings registered under a specific User ID.

The on-line assessment will include non-performance, static information from previous certification cycles (e.g. building size, HVAC equipment, policies in place, etc.; excluding utility bills). New questions are also included as part of the BOMA BEST Version 2 assessment, and are therefore a required component of recertification. Updated utilities information for energy and water must also be inputted into the recertification form (see Image 8).

**NOTE: Carefully review ALL information to ensure it is up to date, and relevant for the BOMA BEST Version 2 recertification assessment survey.**

### Image 8: Recertification Assessment Survey

Users will note general and non-performance information is automatically pre-populated (to reduce input time required) with information from previous certification.

Updated utility information must be entered.



## IMPORTANT TIPS: USING THE BOMA BEST ONLINE PLATFORM

- ✔ The recommended web browser for the BOMA BEST online assessment is Internet Explorer.
- ✔ Run-out time on web server: BOMA BEST Green Globes platform is a highly secure website. There is NO runtime limitation for the BOMA BEST website; however, each company's web connection automatically refreshes itself for security and other reasons. Because of the BOMA BEST Green Globes platform security level, you will be required to log in if no activity occurs within a specified time dictated by your company's web connection.
- ✔ Click the "Update" button at the bottom of each assessment survey page to save your information. If "Update" is not selected, your data will NOT be saved and will, therefore, have to be re-entered.
- ✔ When using the BOMA BEST online assessment always use the navigation menu and buttons within the application for all navigation (do NOT use your browser's "back" and "forward" options to navigate through the assessment).
- ✔ Do NOT use the „bookmark' option provided by your browser.

## STEP 5: LOCK YOUR BUILDING ASSESSMENT DATA

Applicants are required to „lock' the online survey data within six (6) months of having access to the BOMA BEST assessment. See **Schedule A: BOMA BEST Program Policies** for more information.

Before locking your building assessment survey data, click on "Report" to view your interim overall and section scores, as well as determine whether you have met the BEST Practices.

If the Report confirms that the building meets all of the BOMA's BEST Practices, click on "Lock Building Data and Submit for Certification" (See Image 9).

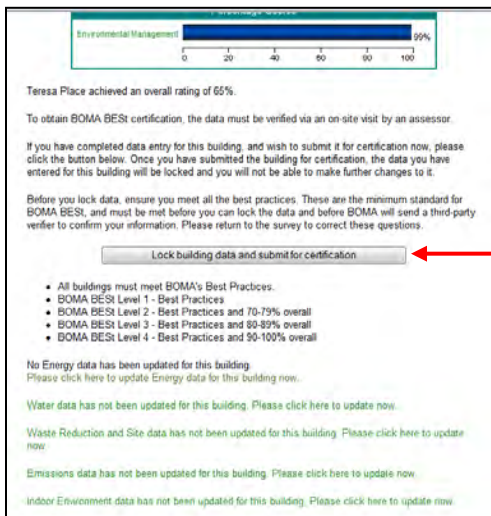


Image 9: Locking Assessment Data

### Ready to lock your building data?

1. View building Report (must be in editing mode).
2. Once all data has been entered and reviewed.
3. Click on "Lock Building Data and Submit for Certification".

**NOTE:** Once data is „locked‘ the UPDATE button will change to NEXT. You may still review the data inputted, but you will no longer be able to make any changes. Only a local BOMA Association administrator can „unlock‘ an assessment once it has been locked.

## VERIFICATION

### STEP 6: ON-SITE VERIFICATION

Once the assessment survey data has been locked by the applicant, the designated local BOMA Association is automatically notified. Your local BOMA Association program administrator, or its appointed third-party verifier, will contact you to set up an on-site tour of your building.

The duration of this on-site visit is approximately three (3) hours, though this can vary by building size and/or number of buildings (e.g. in the case of Complexes and/or Parks). The verifier will review all relevant documentation, interview the building management team, and conduct a walk-through review of the property.

- ❖ The on-site tour begins with the verifier having a conversation with property personnel to gain an understanding of how the building is managed.
- ❖ Next, a tour the building is conducted in order to review major equipment, energy and water consuming fixtures, and so on.
- ❖ Throughout the site visit, the verifier will confirm that the building meets the BEST Practices, and will confirm the accuracy of the online assessment and score.
- ❖ Scoring of questions may be adjusted higher or lower depending on the verification tour and whether the appropriate back-up information is provided.

Upon conclusion of the on-site visit, the verifier submits a report to the designated local BOMA Association and makes a recommendation as to whether or not the building should be certified.

**NOTE:** Where missing documentation and / or a second site visit is required, please consult **Schedule A: BOMA BEST Program Policies for more information. Schedule A is available in this Guide or online at: <http://www.bomabest.com/tools-resources/>**

**NOTE:** *If the location of your building(s) is at a considerable distance from the local BOMA Association office, you may be required to pay verifier travel expenses. Please consult with your local BOMA Association and see Schedule A: BOMA BEST Program Policies, found in this Guide and online at: <http://www.bomabest.com/tools-resources/>*

## ABOUT THE VERIFICATION PROCESS

BOMA BEST applicants are verified by a third-party assessor, appointed by local BOMA Associations for verification in their region. The purpose of on-site verification is to confirm not only the information submitted via the online survey, but also to ensure the assessment is an accurate reflection of the building's environmental management and performance.

## VERIFIER REPORT



Users may download the “Verifier Report” for each building applications at any time. It is strongly recommended that a Verifier Report be reviewed prior to the on-site verification tour, and a printed copy be made available.

Improvements to the Verifier Report under BOMA BEST Version 2 include:

- ❖ Numbered questions for easy reference by both applicant and verifier;
- ❖ A column showing total available points per sub-section;
- ❖ A column of total points achieved per sub-section; and
- ❖ A cleaner, more readable layout of the assessment questions for greater ease of reference.

**NOTE:** the above noted improvements are only applicable to applications where the full BOMA BEST assessment has been completed (e.g. section scores and sub-scores will NOT be displayed unless the full assessment has been completed).

### PREPARING FOR ON-SITE VERIFICATION

For a successful and efficient verification tour, ensure property management and staff are aware of the BOMA BEST assessment questions, answers, and relevant policies. For owners and managers who wish to work with external consultants, ensure that building staff are involved in the process and demonstrate knowledge and awareness of the information entered in the BOMA BEST assessment. The key differentiator between BOMA BEST and other certification programs is the core principle of on-site management education and continuous improvement.

Tip: ensure that corporate policies are not only presented but that on-site understanding and implementation of those policies is demonstrated. See **BOMA BEST Version 2 – BEST Practices** section found on page 23 of this Guide.



## CERTIFICATION

### STEP 7: CERTIFICATION ACHIEVED OR MORE WORK REQUIRED

Within approximately five (5) business days of receiving final verifier recommendations, your local BOMA Association will inform you of the final results of the verification, and advise whether the building qualifies for certification and if so, the BOMA BEST certification level achieved.

Communication is typically done by email. At any time, BOMA BEST applicants are encouraged to connect with their local BOMA Association for updates, clarification, and any other question or concern regarding the certification procedures.

#### BUILDING REPORT

A unique report is generated for each building assessed using the BOMA BEST program. The report is a key tool toward continuous improvement – *a central tenet of the BOMA BEST program* – of building management practices towards greater energy and water efficiency and overall environmental performance.

The Report provides a visual representation of total score achieved along with a breakdown of scoring for each of the six (6) key sections of the BOMA BEST assessment. Further, the Report provides a summary of inputted information along with appropriate recommendations for improvement. Users are encouraged to refer to the report throughout the three-year certification period and work towards incorporating some or all of its recommendations.

**NOTE: A fulsome report with scoring is NOT available for buildings certified with BOMA BEST Practices only. A report may be generated; however, it will include a summary of the BEST Practices information only.**

#### AWARDING OF BOMA BEST CERTIFICATION

A BOMA BEST certificate includes the name and address of the building, certification level achieved, and date of certification. Depending on the local BOMA Association, the certificate may be mailed, or presented to the property management team as part of a quarterly or semi-annual event. Contact your local BOMA Association for more information on the awarding of BOMA BEST certificates.

#### ONLINE CERTIFIED BUILDING LIST

Currently certified BOMA BEST buildings are listed on the BOMA BEST program website – [www.bomabest.com](http://www.bomabest.com) – typically updated at the end of each month. Contact your local BOMA Association if you do not see your building listed. Many local BOMA Associations also post currently certified buildings on their sites so please check for your building to be listed there as well.

**NOTE: once a building's certification has expired, it is automatically removed from the national list of certified buildings even if recertification of the building is being sought.**



## COMMUNICATING YOUR BOMA BEST CERTIFICATION

Applicants are encouraged to communicate their achievement to tenants, occupants, investors and the industry at large. BOMA Canada and its local associations are pleased to provide currently certified buildings with exclusive access to BOMA BEST recognition material available through PosterOne – [www.posterone.com/bomabest](http://www.posterone.com/bomabest). The material includes BOMA BEST customized recognition posters, banners and plaques, and BOMA BEST decals and labels.

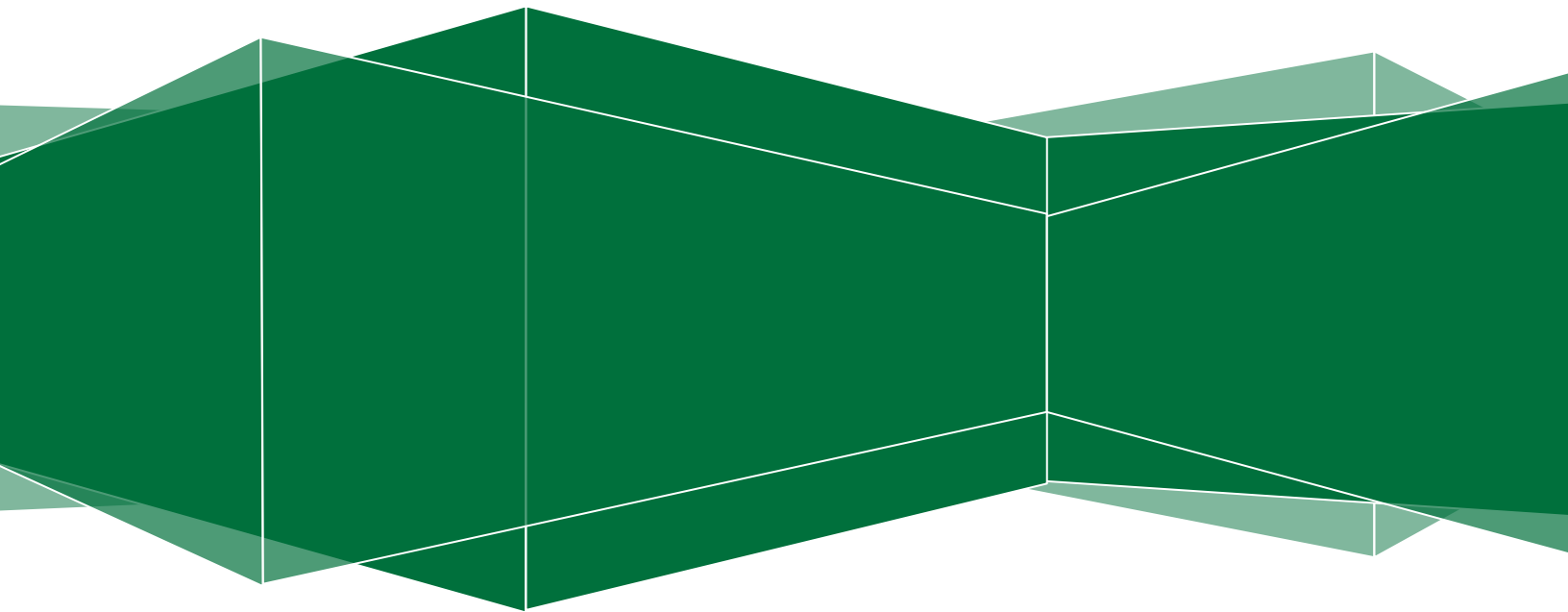
From time to time, BOMA Canada may post other ways to make the most of your certification and/or how best to communicate the benefits of certification to stakeholders on the BOMA BEST program website ([www.bomabest.com](http://www.bomabest.com)).

## BOMA BEST TO QUALIFY FOR BOMA AWARDS

Qualification for BOMA local, regional (national) or international awards (e.g. Earth Award) may require a current BOMA BEST certification, and may require that a specific level of certification be achieved. If you are interested in pursuing local, regional (national) or international awards, please contact your local BOMA Association (for local awards), BOMA Canada for regional (national) awards, and BOMA International for international awards qualification requirements.

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# BOMA BEST Version 2 Content





# BOMA BEST Version 2 Content: **BEST Practices**

## INTRODUCTION

### **PURPOSE**

The purpose of this portion of the BOMA BEST Version 2 Application Guide is to identify the BEST Practices and provide additional guidance on meeting requirements for on-site verification.

### **FORMAT**

The 14 BEST Practices will be presented by section: question with tip language, and an outline of required information to meet each BEST Practice.

### **ABOUT THE BEST PRACTICES**

BOMA BEST Practices serve as the foundation of the BOMA BEST program. Originally ten questions (now 14), the BEST Practices originated with BOMA BC and are meant to establish the industry standard for good building management practices.

The BEST Practices are divided into six (6) sections – the key areas of energy and environmental assessment at the centre of the BOMA BEST program: **Energy; Water; Waste Diversion & Site; Emissions & Effluents; Indoor Environment;** and **Environmental Management System.**

All buildings undergoing the BOMA BEST assessment must first complete and meet the BEST Practices. Applicants are provided with the BEST Practices form prior to continuing to the full assessment survey. The BEST Practices are meant to be applicable to all buildings types, even those that fall outside of the scope of the specific building assessments for **Office, Shopping Centres, Light Industrial, Open Air Retail,** and **Multi-Unit Residential Buildings.**

### **BOMA BEST VERSION 2**

Minor changes have been implemented to the BEST Practices component of BOMA BEST Version 2; contact your local BOMA Association with questions or comments you may have.



## BEST PRACTICES: ENERGY

### ENERGY

#### **Q.1 Has the building had an energy assessment within the past three years that included recommendations with costs, savings and a payback period?**

**Tip:** This is a prerequisite to achieve BOMA BEST certification. A minimum of an ASHRAE Level 1 Walk-through audit or equivalency is required that includes:

- Utility billing analysis with benchmarking observations;
- Summary of major equipment and type of lighting systems in the buildings; and
- List of potential energy conservation opportunities, estimated savings, and simple payback based on walk-through audit of the facility.

The assessment report must identify low-cost improvements and potential capital improvements as well as red flag issues for a future more-detailed audit. In particular situations, where the building meets criteria set out in the BOMA BEST Application Guide for an acceptable equivalent, mark "A BOMA-accepted equivalent". Buildings that have been *occupied* for less than 5 (five) years may utilize an energy study report that was prepared during the design of the building in lieu of a post-construction energy audit report. This report must have shown simulated energy consumption for different design scenarios, and identify which options were chosen for the actual construction. Applicants must be able to demonstrate that these energy-reduction features were incorporated in the building. Mark "Not Applicable" if the building is less than five (5) years old.

#### **Q.2 Is there an Energy Management (reduction) Plan to address issues raised in the energy assessment?**

**Tip:** This is a prerequisite to achieve BOMA BEST certification. The Energy Management Plan should identify and document measures to improve building energy efficiency and reduce demand. It should show allocated resources, and implementation timelines. Mark "not applicable" if no energy assessment is required, for example in a new building.

#### **Q.3 Is there a preventive maintenance program for the HVAC (heating, ventilating, air-conditioning)?**

**Tip:** This is a prerequisite for BOMA BEST. Preventive maintenance differs from regular maintenance in that it takes into account that certain systems components require overhauling or replacement after a certain age or at certain intervals or due to certain specific causes. The preventive maintenance program should include both review and corrective actions to be done monthly, quarterly, semi-annually, yearly and at five-year intervals.

## Q1. ENERGY ASSESSMENT

An energy assessment report must be presented for on-site verification. Requirements are outlined in the tip language (noted in the BESt Practice questions table) and must include the following information:

1. Owner/manager information;
2. Building name and address;
3. Building description;
4. Energy assessment (walk-through, analysis);
5. Utility billing analysis with benchmarking observations (e.g. a comparison of building performance indices such as MJ/m<sup>2</sup>/yr or kWh/ft<sup>2</sup>/yr for each energy source);
6. Summary of major equipment and type of lighting systems in the building; and
7. List of potential energy conservation opportunities based on a walk-through audit of the facility.

### IMPORTANT NOTES:

- I. The Energy Assessment may be completed by „in-house‘ technical staff or by a third party consultant (e.g. professional engineer or other appropriate energy consultant).
- II. Assessments are evaluated based on meeting the requirements outlined in the question tip language. Energy assessments **MUST BE DATED and SIGNED** by the person responsible for conducting the work.
  - ❖ BOMA BEST verifiers will look for signature and date. An Energy Assessment must have been conducted within the last three (3) years of the **date the assessment was conducted**.

### ENERGY ASSESSMENT ACCEPTABLE EQUIVALENTS

#### 1. **Energy Study Report**

Buildings that have been occupied for less than five (5) years may utilize an energy study report that was prepared during the design of the building in lieu of a post-construction energy audit report. This report must have shown simulated energy consumption for different design scenarios, and identify which options were chosen for the actual construction. Applicants must be able to demonstrate that these energy-reduction features were incorporated in the building.

#### 2. **Energy Communications Plan**

Where 75% or more of the building’s energy is purchased directly by tenants (e.g. most Light Industrial and Open Air Retail buildings), applicants may prepare an Energy Communication Plan in lieu of an Energy Assessment report.

This communication plan must document means of encouraging energy conservation initiatives by occupants. For example, the communication plan may include the following offerings by the landlord/management company:

- ❖ Providing walk through energy audit or assessment services.
- ❖ Delivery of “energy conservation tips” brochures to occupants.
- ❖ Energy conservation seminars for tenants / occupants.
- ❖ Other communication tools: posters, “turn it off stickers”, etc.

Evidence of implementation may include the following:

- ❖ Agendas and notes from tenant-building management meetings.
- ❖ Copies of marketing materials used to promote energy conservation within the building.
- ❖ Copies of communication to tenants/occupants regarding energy conservation.
- ❖ Copies of energy assessments or audits performed in tenant spaces.

**IMPORTANT NOTES:**

- I. Applicants must make available the communication plan and evidence of its implementation to the verifier, as part of the on-site tour.
- II. If a building’s age is less than five (5) years old – mark question “Not Applicable”.

**Q2. ENERGY MANAGEMENT PLAN**

The Energy Management Plan should identify and document measures to improve building energy efficiency and reduce demand. A documented plan for implementing energy conservation strategies is illustrated in the table below as an example of minimum requirements; more detailed information is strongly encouraged.

**Energy Management Plan – Sample Form**

No.	Proposed Measure	Budget	Fiscal Year(s)	Responsible Person(s)
1	Day time cleaning (reduces lighting requirements at night)	\$ --.00	2013	Joe Smith
2	Recommissioning feasibility study	\$ --.00	2013 - 2014	Jane Smith

### Q.3 PREVENTATIVE MAINTENANCE PROGRAM

Preventive maintenance differs from regular maintenance in that it takes into account that certain systems components require overhauling or replacement at or after a certain age, at certain intervals, or due to specific issues/causes. The Preventive Maintenance Program should include both a review and corrective actions to be done monthly, quarterly, semi-annually, yearly and at five-year intervals.

The following is a list of required review and corrective actions that must be included as part of the Preventive Maintenance Program:

#### Every Five Years:

Total quantity of outdoor air measured at minimum damper position, compared to total occupant requirements, based on published standards such as ASHRAE.

#### Annually:

Outdoor air intakes – obstructions, bird droppings, standing water, proximity to cooling towers, trash compactors, exhausts and other pollutant sources.

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Minimum outdoor air damper setting.

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Coil drain pans – cleanliness, presence of microbial growth, proper draining.

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Minimum VAV box settings.

---

Duct and terminal coil cleanliness.

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Duct insulation liner – cleanliness, adhesion, coating.

---

Ceiling plenum cleanliness (if used as a return air plenum).

---

Controls – ensuring continuous fan operation during occupancy, and correct positioning of dampers and VAV box valves.

---

Fire dampers – open.

---

Boiler combustion air – clear; sized per code requirement.

---

Cooling towers – water treatment functioning as intended.

#### Semi-annually:

---

Floor and equipment drain traps – properly sealed.

---

Air quality measurements in select occupied areas of the building.

Quarterly:

Operation of outdoor damper actuators.

Monthly:

Air filter loading.

Standing water in air handling units (esp. cooling coils).

Air handling unit interior cleanliness.

*It is suggested that HVAC systems be re-commissioned every five years.*

## BEST PRACTICES: WATER

WATER	<b>Q.4 Is there a written policy intended to minimize water use, and encourage water conservation?</b>
	<p><b>Tip:</b> This is a prerequisite to achieve BOMA BEST certification. A water conservation policy should express a commitment to reduce demand for water and to establish goals and strategies to reduce water consumption.</p>
	<b>Q.5 Has a water assessment been done within the last three years?</b>
	<p><b>Tip:</b> This is a prerequisite to achieve BOMA BEST certification. The water assessment report must include:</p> <ul style="list-style-type: none"> <li>• Water billing analysis with benchmarking observations;</li> <li>• Summary of major water-consuming systems in the buildings; and</li> <li>• List of potential water conservation opportunities including maintenance procedures and water-using equipment that should be upgraded, estimated savings and simple payback.</li> </ul> <p>The water assessment report may be incorporated into the energy assessment report.</p> <p>In particular situations, where the building meets criteria set out in the BOMA BEST Application Guide for an acceptable equivalent, mark "A BOMA-accepted equivalent". Buildings that have been <i>occupied</i> for less than five (5) years may utilize a water study report that was prepared during the design of the building in lieu of a post-construction water audit report. This report must have shown simulated water consumption for different design scenarios, and identify which options were chosen for the actual construction. Applicants must be able to demonstrate that these water reduction features were incorporated in the building. Mark "Not Applicable" if the building is less than five (5) years old.</p>

### Q.4 WATER CONSERVATION POLICY

A water conservation policy should express a commitment to reduce demand for water and to establish goals and strategies to reduce water consumption.

The water conservation policy may be a national, corporate policy for all buildings managed by a single company. However, to meet this BEST Practice, building management must demonstrate its awareness of the policy, and is implementing specific measures in accordance with its strategic guidance.

#### IMPORTANT NOTES:

- I. For on-site verification applicants must make available:
  - ❖ A copy of the required policy;
  - ❖ Examples of how the policy is being implemented on-site by property management; and

- ❖ Documents demonstrating the policy's implementation must be dated.
- II. Policy should be an official document on a company's website (internal and/or external); and/or printed on company's letterhead with appropriate management signature.

## Q.5 WATER ASSESSMENT

A Water Assessment report must be presented for on-site verification. Requirements are outlined in the tip language (noted in the BESt Practice questions table) and must include the following information:

1. Owner/manager information;
2. Building name and address;
3. Building description;
4. Date of water assessment (walk-through, analysis);
5. Water billing analysis with benchmarking observations;
6. Summary of major water-consuming systems in the buildings;
7. List of potential water conservation opportunities including maintenance procedures and water-using equipment that should be upgraded, estimated savings and simple payback; and
8. An assessment should provide recommendations for maintenance procedures that may need to be revised, and identify water-using equipment that should be upgraded. It is suggested that cooling systems using domestic water be converted to use either ground or air heat dissipation for condensing circuits. Water meters should be installed for the building as a whole, as well as sub-meters for tenant spaces, especially for large water users such as restaurants, gyms, and so on.

### IMPORTANT NOTES:

- I. The Water Assessment may be completed by „in-house' technical staff or by a third party consultant (e.g. professional engineer or other appropriate energy/water consultant).
- II. Assessments are evaluated based on meeting the requirements outlined in the tip language and by date. Water assessments **MUST BE DATED** and **SIGNED** by the person responsible for conducting the work.
  - ❖ BOMA BEST verifiers will look for signature and date. A Water Assessment must have been conducted within the last three (3) years of the **date the assessment was conducted**.
- III. The Water Assessment report may be combined with the Energy Assessment report.

## WATER ASSESSMENT ACCEPTABLE EQUIVALENTS

### 1. Water Study Report

Buildings that have been occupied for less than five (5) years may utilize a Water Study report that was prepared during the design of the building in lieu of a post-construction energy audit report. This report must have shown simulated water consumption for different design scenarios, and identify which options were chosen for the actual construction. Applicants must be able to demonstrate that these water-reduction features were incorporated in the building.

### 2. Water Communications Plan

Where 75% or more of the building's water is purchased directly by tenants (e.g. most Light Industrial and Open Air Retail buildings), applicants may prepare a Water Communication Plan in lieu of a Water Assessment report.

This communication plan must document means of encouraging water conservation initiatives by occupants. For example, the communication plan may include the following offerings by the landlord/management company:

- ❖ Providing walk through water audit or assessment services of tenant spaces.
- ❖ Delivery of "water conservation tips" brochures to occupants.
- ❖ Water conservation seminars for tenants/occupants.
- ❖ Other communication tools: posters, "shut-it-off stickers", etc.

Evidence of implementation may include the following:

- ❖ Agendas and notes from tenant-management team meetings.
- ❖ Copies of marketing materials used to promote water conservation measures.
- ❖ Copies of communication to tenants/occupants regarding water conservation tips/opportunities.
- ❖ Copies of water use assessments or audits done in tenant spaces.

### IMPORTANT NOTES:

- I. Applicants must make available the communication plan and evidence of its implementation for review to the verifier, as part of the on-site tour.
- II. Note that if a building's age is less than five (5) years old – mark question "Not Applicable".



## BEST PRACTICES: WASTE REDUCTION

WASTE REDUCTION	<p><b>Q.6</b> Is there a waste diversion program that incorporates the recycling of materials such as: paper &amp; cardboard; bottles and cans; food waste; and plastics for occupants, visitors and operations at the site, to the extent that local infrastructure is available to accommodate these materials?</p>
	<p><b>Tip:</b> This is a prerequisite to achieve BOMA BEST certification. The property must have an active recycling program. A BOMA-accepted equivalent may suffice in particular situations as per the conditions and criteria set out in the BOMA BEST Application Guide.</p>
	<p><b>Q.7</b> Is there a written policy intended to minimize construction waste being sent to landfill?</p>
	<p><b>Tip:</b> This is a prerequisite to achieve BOMA BEST certification. Construction and demolition waste - which accounts for about 30% of Canada's landfill - can be reduced by implementing a source separation and recycling program on-site. The program should meet the minimal requirements of the jurisdiction (e.g. 3R Code of Practice). The waste specifications should address recycling of corrugated cardboard, metals, concrete blocks, clean dimensional wood, plastic, glass, gypsum board and carpet.</p>

### Q.6 WASTE DIVERSION PROGRAM

To meet this sixth BEST Practice, applicants must implement a waste diversion program that aims to reduce total volume of waste generated, and divert as much volume of materials from landfill as possible. Waste minimization and diversion is done through a reuse and recycling program available on-site to all building occupants.

Waste diversion programs should strive to achieve high diversion rates of standard fibre and container streams, as well as hazardous materials such as toner cartridges, fluorescent lamps and electronic equipment. Composting of organic material, either on site or through an off-site contractor, should also be included in this program, where possible.

#### WASTE DIVERSION PROGRAM ACCEPTABLE EQUIVALENTS

##### 1. Tenant Coordinated Waste Diversion

Where tenants are directly managing their own waste removal (typically applicable for Light Industrial and Open Air Retail properties), the building applicant must confirm tenant(s)' waste diversion efforts.

In the absence of tenant material recycling/reuse, the applicant must demonstrate it has made an effort to provide recycling facilities.

- ❖ For example, in retail plazas, each individual tenant (retail unit) may produce a small volume of recyclables; the property manager may provide a common recycling area for tenants as a value-added service (and to make recycling more cost-effective).

## 2. Lack of Recycling Facilities

Where recycling facilities may not be available, the applicant must provide a confirmation letter from the local municipality, provincial government, or other appropriate body as evidence. Where recycling facilities are available but the local municipality does not collect recyclables, the applicant must demonstrate that reasonable efforts to contract a commercial hauler were made.

### Q.7 CONSTRUCTION WASTE POLICY

The construction waste policy must clearly identify the applicant's commitment to reducing construction and demolition waste from being sent to landfill. The Policy should meet the minimal requirements of the jurisdiction (e.g. 3R Code of Practice) by implementing a source separation and recycling program on-site. The waste specifications should address recycling of corrugated cardboard, metals, concrete blocks, clean dimensional wood, plastic, glass, gypsum board and carpet.

The Construction Waste Policy may be a national, corporate policy for all buildings managed by a single company. However, to meet this BEst Practice, building management must demonstrate awareness of the policy and show that it is implementing specific measures in accordance with its strategic guidance.

#### IMPORTANT NOTES:

- I. For on-site verification, applicants must make available:
  - ❖ A copy of the required policy;
  - ❖ Sample specification must be made available for review and specification may include:
    - Documentation of a recent renovation contract that specifies materials for reuse, resale and diversion.
    - Tenant design guidelines that specify materials for reuse, resale and diversion.
    - Corporate or on-site program specifications for the diversion of demolition, construction and renovation materials.
  - ❖ Examples of how the Policy is being implemented on-site by property management; and
  - ❖ Documents demonstrating the Policy's implementation must be dated.
- II. The Policy should be an official document on a company's website (internal and/or external); and/or printed on company's letterhead with appropriate management.

## BEST PRACTICES: EMISSIONS & EFFLUENTS

### Q.8 Is there a documented management plan for Ozone Depleting Substances (ODS) that includes:

**Tip:** This is a prerequisite to achieve BOMA BEST certification. Maintenance of the refrigeration system can reduce operating costs by improving the chiller performance, avoiding costly repairs, and reducing the need for refrigerant replacement. If there are no ODS, mark “not applicable”.

#### *i) Inventory of refrigerants and records?*

**Tip:** Inventory should show the present ODS and records should show the historical quantities of ODS.

#### *ii) Maintenance reports, loss reports, and leak test results?*

#### *iii) Operational staff training*

**Tip:** Environmental awareness courses should include course content on “Refrigerant Control” or “CFC Handling” that has been developed by the Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI) and Environment Canada. These courses are typically one day in length. When the maintenance of the equipment is outsourced, the contractor should provide evidence of meeting the staff training requirements.

#### *iv) Periodic leak testing?*

### Q.9 Is there a phase-out plan for ozone-depleting refrigerants?

**Tip:** This is a prerequisite to achieve BOMA BEST certification. Until December 31, 2009, charging a chiller with CFCs following an overhaul was still allowed if the owner agreed to convert or replace the system within 12 months after it had been charged so that it no longer contained CFCs. Effective January 1, 2015, operating or allowing the operation of a chiller containing CFCs will be prohibited. If there are no ODS, mark “Not Applicable”.

### Q.10 Has a hazardous building materials survey been completed and has an inventory of these materials been reviewed and updated (where applicable) within the last three years?

**Tip:** This is a prerequisite to achieve BOMA BEST certification. An inventory of hazardous material present at the facility should include both building related hazardous materials and use-related products and chemicals. The survey should indicate whether the following are present: asbestos-containing materials (e.g., insulation coverings, putties and caulking, older equipment), polychlorinated biphenyls (PCBs) (e.g., old fluorescent lighting ballasts), lead (e.g., lead paint, batteries), mercury (e.g., thermostats, lighting lamps) or pesticides. Surveys for hazardous materials are performed typically room by room, or by area. A comprehensive report should show the type of hazardous materials, the extent, quantities and condition and a list of recommended actions to meet regulatory requirements. Note if the hazardous survey was done at the time of acquisition and if *no* hazardous materials were found.

**Q.11 Is there a Hazardous Products (hazardous chemicals) Management Plan?**

**Tip:** This is a prerequisite to achieve BOMA BEST certification. A hazardous products management plan should indicate how controlled products are received at the facility, how they are to be used and safe disposal procedures. It should also include the provision of WHMIS sheets for all products identified in the inventory. Chemicals used in buildings that are classified as hazardous include oils, biocides, solvents, insecticides, pesticides and herbicides. They should be stored in rooms with proper ventilation, controlled temperatures, drain protection and adequate shelf space. Containers should be capped to avoid possible spills and fumes, properly labelled and kept in securely locked areas.

**Q.8 MANAGEMENT PLAN FOR OZONE DEPLETING SUBSTANCES**

Ozone Depleting Substances (ODS) may be found in buildings and include CFCs, HCFCs, halons and other substances used in refrigerants, fire extinguishing systems and chemicals (sterilizing agents and solvents).

Applicants must present a management plan for ODS that includes the following:

1. Inventory of refrigerants and records;
2. Maintenance reports, loss reports, and leak test results;
3. Operational staff training; and
4. Periodic leak testing.

Applicants may opt to implement the elements of their ODS management plan using either in-house staff or using third-party contractors. Personnel (in-house or third-party) performing any ODS related work must be appropriately trained to manage associated risks.

**Q.9 PHASE-OUT OF OZONE DEPLETING REFRIGERANTS**

Applicants must be able to provide an implementation plan that demonstrates a phase-out of ozone depleting refrigerants in accordance with *Canada's Strategy to Accelerate the Phase-Out of CFC and Halon Uses and to Dispose of the Surplus Stocks* (Phase-Out Strategy).

Federal regulations under the Canadian Environmental Protection Act (CEPA) - *Ozone-depleting Substances Regulations, 1998 (SOR/99-7)* – specify a complete phase-out of CFCs in all refrigeration and chillers by 2030. Canada's Phase-Out Strategy is part of the on-going process to fulfill Canada's commitment to protect the earth's ozone layer.

To learn more about the Phase-Out Strategy: download the official document at the following link:  
[www.ccme.ca/assets/pdf/cfc\\_halons\\_dspslstrtg\\_e.pdf](http://www.ccme.ca/assets/pdf/cfc_halons_dspslstrtg_e.pdf)

#### **IMPORTANT NOTES:**

- I. Applicants must make reference to the Canadian federal regulation with regards to phasing out of all ODS by 2030.
  - ❖ For more information see Environment Canada's Ozone Depleting Substances webpage:  
<http://www.ec.gc.ca/ozone/default.asp?lang=En&n=D57A0006-1>.
- II. A plan to use HCFCs such as refrigerant R-123 is acceptable as an interim solution, until a viable substitute with zero ozone depletion potential becomes available.

#### **Q.10 HAZARDOUS BUILDING MATERIALS SURVEY**

An inventory of hazardous material present at the facility should include both building related hazardous materials and use-related products and chemicals. The survey should indicate whether the following are present:

- ❖ Asbestos-containing materials (e.g., insulation coverings, putties and caulking, older equipment);
- ❖ Polychlorinated biphenyls (PCBs) (e.g., old fluorescent lighting ballasts);
- ❖ Lead (e.g., lead paint, batteries);
- ❖ Mercury (e.g., thermostats, lighting lamps); and
- ❖ Pesticides.

A comprehensive report should show the type of hazardous materials, the extent, quantities and condition and a list of recommended actions to meet regulatory requirements.

#### **IMPORTANT NOTE:**

- I. If the hazardous survey was done at the time of acquisition and if no hazardous materials were found mark "Not Applicable".
  - ❖ Provide a copy of the hazardous survey conducted at time of acquisition.

#### **Q.11 HAZARDOUS PRODUCTS MANAGEMENT PLAN**

A Hazardous Products Management Plan should indicate how controlled products are received at the facility, how they are to be used and safe disposal procedures. It should also include the provision of Workplace Hazardous Materials Information System (WHMIS) sheets for all products identified in the inventory. Chemicals used in buildings that are classified as hazardous include oils, biocides, solvents, insecticides, pesticides and herbicides.

Hazardous products should be stored in rooms with proper ventilation, controlled temperatures, drain protection and adequate shelf space. Containers should be capped to avoid possible spills and fumes, properly labelled and kept in securely locked areas.

## BEST PRACTICES: INDOOR ENVIRONMENT

### INDOOR ENVIRONMENT

#### **Q.12 Does building management have in place a documented means for addressing tenant/occupant concerns regarding indoor air quality (such as a complaint form and incident log)?**

**Tip:** This is a prerequisite to achieve BOMA BEST certification. Building management must have in place a documented means for addressing tenant/occupant concerns regarding indoor air quality. Complaint logs can provide evidence of occupant dissatisfaction and its causes. Trends in complaint rates over time may indicate occupant reactions to changes in building operation. The incident log should provide fields to capture the following information:

- Incident log number; Form completed by [Date].
- Occupant Name; Company & Department; Location in Building.
- Date complaint was received; Description of Complaint; Suggested cause; Summary of problem.
- Actions completed; date of occupant interview.
- CO2 measurements; ventilation rate assessment (if required); ventilation system inspection; airborne contaminant sampling (if required).
- Remedial action report completed.
- Occupant advised of actions taken.

#### **Q.12 INDOOR AIR QUALITY**

1. To meet this BEST Practice follow the specific tip instructions specifying what an incident log for tenant/occupant indoor air quality concerns must capture.
2. Refer to occupational health and safety regulations that may be in effect in your jurisdiction.
3. It is suggested that the building manager develop standards and specifications for controlling indoor air quality during construction activities. Remedial procedures for water damage are also suggested to reduce the risk of molds.
4. It is recommended that an integrated approach to indoor air quality be implemented by involving service technicians, building operators, consulting professionals and tenants.

## BEST PRACTICES: ENVIRONMENTAL MANAGEMENT SYSTEM

**Q.13 Does building management have a written policy for the selection of building materials that attempts to reduce any potential negative impact on the environment?**

**Tip:** This is a prerequisite to achieve BOMA BEST certification. The policy committing the organization to using low environmental impact building materials and equipment in its facilities should be part of the tenant construction guidelines or in an appendix to a lease where tenant improvement restrictions are mentioned. Examples of low impact building materials include materials with high recycled content or low off-gassing carpeting and furnishings. See section 5.6 Indoor Air Quality - Control of Pollutants at Source referring to the checklist of items to be discussed with architects etc. Consider the following criteria:

- Avoiding materials that will result in excessive scrap material because of sizing needs;
- Salvaging reusable materials during demolition;
- Selecting materials that have recycled content;
- Selecting renewable materials; and
- Selecting materials with low embodied energy and low maintenance requirements.

Management should be able to demonstrate that the policy is actually implemented and put into practice in projects.

**Q.14 Is there a well understood system for communicating with tenants/occupants regarding environmental initiatives and practices in the building? Describe the system:**

**Tip:** This is a prerequisite to achieve BOMA BEST certification. Building management must have in place a well-understood system for communicating with tenants/occupants on environmental issues specific to the building. Tenants should be provided with information, and should have a forum or hotline to discuss their environmental concerns and to coordinate their activities. The key aspects of effective communication are frequency, accuracy, comprehensiveness and inclusiveness. To ensure that building occupants work together with building owners to achieve environmental goals, there must be frequent communication. Possible communication techniques include the following: For initial environmental program development, create a Management-Tenant task force. For initial program launch, send an announcement letter to each tenant, hold tenant meetings; and/or establish an awareness program, explaining the benefits for green operation to the occupants and the environment. For relaying management's activities and results, post and/or distribute and/or e-mail notices of audit results, new programs and policies; and create a building web site. For new tenants/occupants, modify lease agreements; provide continuing education, create a tenant handbook

## Q.14 POLICY ON SELECTION OF BUILDING MATERIALS

The policy committing the organization to using low environmental impact building materials and equipment in its facilities should be part of the tenant construction guidelines or in an appendix to a lease where tenant improvement restrictions are mentioned.

Examples of low environmental impact building materials include materials with high recycled content and/or low off-gassing carpeting and furnishings.

Consider the following criteria:

- ❖ Avoiding materials that will result in excessive scrap material because of sizing needs.
- ❖ Salvaging reusable materials during demolition.
- ❖ Selecting materials that have recycled content.
- ❖ Selecting renewable materials.
- ❖ Selecting materials with low embodied energy and low maintenance requirements.

Management should be able to demonstrate that the policy is being implemented and put into practice in various projects.

### IMPORTANT NOTES:

- I. For on-site verification applicants must make available:
  - ❖ A copy of the required policy;
  - ❖ Examples of how the policy is being implemented on-site by property management; and
  - ❖ Documents demonstrating policy's implementation must be dated.
- II. Policy should be an official document on a company's website (internal and/or external); and/or printed on company's letterhead with appropriate management.

## Q.14 TENANT COMMUNICATIONS

Building management must have in place a well-understood system for communicating with tenants/occupants on environmental issues specific to the building.

The key aspects of effective communication are: frequency, accuracy, comprehensiveness and inclusiveness. To ensure that building occupants work together with building management to achieve environmental goals, regular communication must be executed.



Possible communication techniques include the following:

- ❖ For initial environmental program development, create a Management-Tenant task force.
- ❖ For initial program launch, send an announcement letter to each tenant, hold tenant meetings, and/or establish an awareness program, explaining the benefits for green operation to the occupants and the environment.
- ❖ For relaying management's activities and results, post and/or distribute notices of audit results, new programs and policies; and create a building website.
- ❖ For new tenants/occupants, modify lease agreements; provide continuing education, create a tenant handbook.

Applicants must be able to provide copies of the environmental communication plan and materials provided to tenants/occupants as part of the plan. If materials are provided by corporate head-office and are generic to be used nationally, the on-site building management is expected to demonstrate how the environmental communications plan and generic materials, if any, are specifically targeted to building tenants/occupants and integrated to address building-specific issues.

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# BOMA BEST Version 2 Content: **Building Modules**

## OFFICE

### DEFINITIONS

The following definition for Office Building is adopted from: *NAIOP Terms & Definitions: U.S. Office and Industrial Market*, Prepared for The National Association of Industrial and Office Properties Research Foundation, 2005 (Page 11).

**Office Building:** “A property providing environments conducive to the performance of management and administrative activities, accounting, marketing, information processing, consulting, human resources management, financial and insurance services, educational and medical services and other professional services. At least 90 percent (90%) of the interior space is designed and finished to accommodate office usage but the space may include other usage.

Office Building Types:

- ❖ Low-rise: fewer than seven stories above ground level.
- ❖ Mid-rise: Between seven and 25 stories above ground level.
- ❖ High-rise: Higher than 25 stories above ground level.”

**Office Building Complex / Suburban Parks:** Defined as a group of buildings that have common management personnel, common management practices, and a common central plant.

### ASSET TYPE: SPECIAL APPLICATION

**Large Office Campus:** please consult BOMA BEST Policy 2.3 – Office Campus (2 million f<sup>2</sup> and larger) – for qualification under this category.



## BOMA BEST SCORING BY ASSESSMENT SECTION

### Office Module

BOMA BEST Assessment Section	% Points
<b>ENERGY</b>	<b>35%</b>
<b>WATER</b>	<b>8%</b>
<b>WASTE DIVERSION &amp; SITE</b>	<b>11%</b>
<b>EMISSIONS &amp; EFFLUENTS</b>	<b>17%</b>
<b>INDOOR ENVIRONMENT</b>	<b>18%</b>
<b>ENVIRONMENTAL MANAGEMENT SYSTEM</b>	<b>11%</b>

## ENERGY PERFORMANCE BENCHMARK SCALE

### Office

Energy Use Intensity	Points
< 36 kWh/f <sup>2</sup> /yr	8
< 32 kWh/f <sup>2</sup> /yr	16
< 28 kWh/f <sup>2</sup> /yr	24
< 24 kWh/f <sup>2</sup> /yr	32
< 20 kWh/f <sup>2</sup> /yr	40
< 18 kWh/f <sup>2</sup> /yr	48
< 16 kWh/f <sup>2</sup> /yr	56
< 14 kWh/f <sup>2</sup> /yr	64
< 12 kWh/f <sup>2</sup> /yr	72
< 10 kWh/f <sup>2</sup> /yr	80

“<” = Less than

## ENCLOSED SHOPPING CENTRES

### DEFINITION

The following definition for Shopping Centre and Mall is quoted from: *ICSC Canadian Retail Real Estate Standard: A Framework for Shopping Centre and Other Retail*, by Global Research Network, International Council of Shopping Centers, December 2010 (pages 1, 3).

“**Canadian shopping centre** as a retail property that is planned, built, owned and managed as a single entity, comprising commercial rental units (CRU) and common areas, with a minimum size of 10,000 square feet (Gross Leasable Area or GLA) and a minimum of three CRUs. On-site parking is also generally provided.”

\* Enclosed Shopping Centre module types include but are not limited to:

- ❖ Regional Mall.
- ❖ Super-Regional Mall.

### BOMA BEST SCORING BY SECTION

Enclosed Shopping Centre Module	
BOMA BEST Assessment Section	% Points
ENERGY	35.5%
WATER	8%
WASTE DIVERSION & SITE	11%
EMISSIONS & EFFLUENTS	17%
INDOOR ENVIRONMENT	13%
ENVIRONMENTAL MANAGEMENT SYSTEM	15.5%

\* For full definitions of Regional Mall and Super-Regional Mall see: *ICSC Canadian Retail Real Estate Standard: A Framework for Shopping Centre and Other Retail*, by Global Research Network, International Council of Shopping Centers, December 2010.

## ENERGY PERFORMANCE BENCHMARK SCALE

### Enclosed Shopping Centres

Energy Use Intensity	Points
< 30 kWh/f <sup>2</sup> /yr	8
< 28 kWh/f <sup>2</sup> /yr	16
< 26 kWh/f <sup>2</sup> /yr	24
< 24 kWh/f <sup>2</sup> /yr	32
< 22 kWh/f <sup>2</sup> /yr	40
< 20 kWh/f <sup>2</sup> /yr	48
< 18 kWh/f <sup>2</sup> /yr	56
< 16 kWh/f <sup>2</sup> /yr	64
< 14 kWh/f <sup>2</sup> /yr	72
< 12 kWh/f <sup>2</sup> /yr	80

“<” = Less than

## OPEN AIR RETAIL (RETAIL PLAZAS)

### DEFINITION

The following definition for Shopping Centre and Mall is adapted from:

1. *ICSC Canadian Retail Real Estate Standard: A Framework for Shopping Centre and Other Retail*, by Global Research Network, International Council of Shopping Centers, December 2010.
2. *ICSC Shopping Center Definitions: Basic Configurations and Types for the United States*, by International Council of Shopping Centers, 2004.

**Open Air Retail** refers to configurations where there is no indoor common space, and stores may be unconnected or attached in a strip or row type of fashion. Possible configurations include: “linear, with an attached row of stores or service outlets owned and managed as a unit and with parking in the front...” or “.... laid out in an L, U or Z shape, depending on the site and design.”

\* Open Air Retail Types include but are not limited to:

- ❖ Neighbourhood Centre.
- ❖ Power Centre.
- ❖ Lifestyle Centre.

### BOMA BEST SCORING BY SECTION

Open Air Retail Module	
BOMA BEST Assessment Section	% Points
<b>ENERGY</b>	<b>31%</b>
<b>WATER</b>	<b>10%</b>
<b>WASTE DIVERSION &amp; SITE</b>	<b>15%</b>
<b>EMISSIONS &amp; EFFLUENTS</b>	<b>17%</b>
<b>INDOOR ENVIRONMENT</b>	<b>11%</b>
<b>ENVIRONMENTAL MANAGEMENT SYSTEM</b>	<b>17%</b>

\* For full definitions of Regional Mall and Super-Regional Mall see: *ICSC Canadian Retail Real Estate Standard: A Framework for Shopping Centre and Other Retail*, by Global Research Network, International Council of Shopping Centers, December 2010.

## ENERGY PERFORMANCE BENCHMARK SCALE

### Open Air Retail

Energy Use Intensity	Points	Energy Use Intensity	Points
<i>Full tenant data</i>		<i>Exterior lighting only</i>	
< 30 kWh/f <sup>2</sup> /yr	8	< 10 kWh/f <sup>2</sup> /yr	No points allotted
< 28 kWh/f <sup>2</sup> /yr	16	< 9 kWh/f <sup>2</sup> /yr	No points allotted
< 26 kWh/f <sup>2</sup> /yr	24	< 8 kWh/f <sup>2</sup> /yr	No points allotted
< 24 kWh/f <sup>2</sup> /yr	32	< 7 kWh/f <sup>2</sup> /yr	No points allotted
< 22 kWh/f <sup>2</sup> /yr	40	< 6 kWh/f <sup>2</sup> /yr	No points allotted
< 20 kWh/f <sup>2</sup> /yr	48	< 5 kWh/f <sup>2</sup> /yr	No points allotted
< 18 kWh/f <sup>2</sup> /yr	56	< 4 kWh/f <sup>2</sup> /yr	No points allotted
< 16 kWh/f <sup>2</sup> /yr	64	< 3 kWh/f <sup>2</sup> /yr	No points allotted
< 14 kWh/f <sup>2</sup> /yr	72	< 2 kWh/f <sup>2</sup> /yr	No points allotted
< 12 kWh/f <sup>2</sup> /yr	80	< 1 kWh/f <sup>2</sup> /yr	No points allotted

“<” = Less than

## LIGHT INDUSTRIAL (WORKSHOPS AND WAREHOUSES)

### DEFINITION

The following definition for Office Building is adopted from: *NAIOP Terms & Definitions: U.S. Office and Industrial Market*, Prepared for The National Association of Industrial and Office Properties Research Foundation, 2005 (Page 12).

**Industrial Building** is “a facility in which the space is used primarily for research, development, service, production, storage or distribution of goods and which may also include some office space. Industrial buildings are further divided into three primary classifications: manufacturing, warehouse and flex buildings.”

### ASSET TYPE: SPECIAL APPLICATION

**Industrial Parks:** An industrial property with more than one building structure on the property or with building structures at the same municipal address, may apply for a BOMA BEST certification with one application provided the structures are managed collectively as a single entity. Please consult BOMA BEST Policy 2.4 – Industrial Parks – for qualification.

### BOMA BEST SCORING BY SECTION

Light Industrial Module	
BOMA BEST Assessment Section	% Points
<b>ENERGY</b>	<b>30%</b>
<b>WATER</b>	<b>10%</b>
<b>WASTE DIVERSION &amp; SITE</b>	<b>15%</b>
<b>EMISSIONS &amp; EFFLUENTS</b>	<b>17%</b>
<b>INDOOR ENVIRONMENT</b>	<b>11%</b>
<b>ENVIRONMENTAL MANAGEMENT SYSTEM</b>	<b>17%</b>



## ENERGY PERFORMANCE BENCHMARK SCALE

### Light Industrial

Energy Use Intensity <i>Full tenant data</i>		Points	Energy Use Intensity <i>Exterior lighting only</i>		Points
Workshops / Garages	Warehouses		Workshops / Garages / Warehouses		
< 47 kWh/f <sup>2</sup> /yr	< 30 kWh/f <sup>2</sup> /yr	3.8	< 10 kWh/f <sup>2</sup> /yr	No points allotted	
< 44 kWh/f <sup>2</sup> /yr	< 28 kWh/f <sup>2</sup> /yr	7.6	< 9 kWh/f <sup>2</sup> /yr	No points allotted	
< 41 kWh/f <sup>2</sup> /yr	< 26 kWh/f <sup>2</sup> /yr	11.4	< 8 kWh/f <sup>2</sup> /yr	No points allotted	
< 38 kWh/f <sup>2</sup> /yr	< 24 kWh/f <sup>2</sup> /yr	15.2	< 7 kWh/f <sup>2</sup> /yr	No points allotted	
< 35 kWh/f <sup>2</sup> /yr	< 22 kWh/f <sup>2</sup> /yr	19	< 6 kWh/f <sup>2</sup> /yr	No points allotted	
< 32 kWh/f <sup>2</sup> /yr	< 20 kWh/f <sup>2</sup> /yr	22.8	< 5 kWh/f <sup>2</sup> /yr	No points allotted	
< 29 kWh/f <sup>2</sup> /yr	< 18 kWh/f <sup>2</sup> /yr	26.6	< 4 kWh/f <sup>2</sup> /yr	No points allotted	
< 26 kWh/f <sup>2</sup> /yr	< 16 kWh/f <sup>2</sup> /yr	30.4	< 3 kWh/f <sup>2</sup> /yr	No points allotted	
< 23 kWh/f <sup>2</sup> /yr	< 14 kWh/f <sup>2</sup> /yr	34.2	< 2 kWh/f <sup>2</sup> /yr	No points allotted	
< 20 kWh/f <sup>2</sup> /yr	< 12 kWh/f <sup>2</sup> /yr	38	< 1 kWh/f <sup>2</sup> /yr	No points allotted	

“<” = Less than

## MULTI-UNIT RESIDENTIAL BUILDINGS (MURBs)

### DEFINITION

The following definition has been partially adopted from Natural Resources Canada’s definition for the ecoENERGY program:

**A Multi-Unit Residential Building (MURB):** is a building comprised of a common entrance and separate units that are also known as apartments constructed for dwelling purposes. Multi-Unit Residential Buildings 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 for purposes of a blower door test.

BOMA BEST categories for MURBs include:

- ❖ 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 complex is defined as a group of buildings that have common management personnel, common management practices, and a common central plant.

### BOMA BEST SCORING BY SECTION

Multi-Unit Residential Building Module	
BOMA BEST Assessment Section	% Points
<b>ENERGY</b>	<b>35%</b>
<b>WATER</b>	<b>8%</b>
<b>WASTE DIVERSION &amp; SITE</b>	<b>11%</b>
<b>EMISSIONS &amp; EFFLUENTS</b>	<b>17%</b>
<b>INDOOR ENVIRONMENT</b>	<b>18%</b>
<b>ENVIRONMENTAL MANAGEMENT SYSTEM</b>	<b>11%</b>



## ENERGY PERFORMANCE BENCHMARK SCALE

### Multi-Unit Residential Buildings

Energy Use Intensity	Points
< 23 kWh/f <sup>2</sup> /yr	8
< 22 kWh/f <sup>2</sup> /yr	16
< 21 kWh/f <sup>2</sup> /yr	24
< 20 kWh/f <sup>2</sup> /yr	32
< 19 kWh/f <sup>2</sup> /yr	40
< 18 kWh/f <sup>2</sup> /yr	48
< 17 kWh/f <sup>2</sup> /yr	56
< 16 kWh/f <sup>2</sup> /yr	64
< 15 kWh/f <sup>2</sup> /yr	72
< 14 kWh/f <sup>2</sup> /yr	80

“<” = Less than

# Helpful Resources



## Helpful Resources

### **BOMA BEST PROGRAM RESOURCES**

The BOMA BEST website provides a host of resources for applicants and prospective program users including: **Program Documents**, a list of **Frequently Asked Questions**, **Useful Links** on energy and environmental management of buildings, **Marketing and Communications** materials and **Education** resources such as BOMA BEST learning courses.

Visit the website regularly as resources are updated from time to time. Go to: [www.bomabest.com](http://www.bomabest.com).

### **BOMA BEST PROGRAM CONTACTS:**

#### **YOUR LOCAL BOMA ASSOCIATION**

BOMA BEST is administered and delivered by eleven (11) local BOMA Associations across Canada. Local BOMA Associations are equipped with unique market-focused its own set of resources to help applicants. Call your local BOMA Association for questions about your application or the Program in general.

See the **Network** page of the **BOMA BEST website** for local BOMA Association designated person(s) and contact information: <http://www.bomabest.com/network/>.

#### **BOMA CANADA**

BOMA BEST is managed nationally by BOMA Canada. BOMA Canada is responsible for the design, development and ongoing management of the Program. For more information, or to contact the National BOMA BEST Program Manager and / or the BOMA BEST Program Coordinator, please visit [www.bomacanada.ca](http://www.bomacanada.ca) and [www.bomabest.com](http://www.bomabest.com).

# Schedule A

## BOMA BEST Program Policies

## Schedule A: BOMA BEST Program Policies

The following BOMA BEST program policies are presented as a reference to all applicants and interested parties who may wish to participate in the BOMA BEST program. Applicants and prospective applicants are encouraged to review the enclosed program policies prior to submitting an application. Questions not addressed in this Schedule A or the BOMA BEST Application Guide may be addressed to staff at a local BOMA Association. For more information go to: <http://www.bomabest.com/network/>

**NOTE:** BOMA Canada reserves the right to make changes to any and all BOMA BEST program policies without notice. BOMA Canada will endeavour to the best of its ability to communicate new and/or revised policies to applicants and the general public by updating the BOMA BEST Application Guide, posting notice of change on the BOMA BEST program website: <http://www.bomabest.com/> where possible, and through the local BOMA Associations.

### BOMA BEST Program Policy 1.0 – Application Fees

BOMA BEST application fees are listed as per Schedule B of the **BOMA BEST Version 2 Application Guide** and on-line at: [www.bomabest.com](http://www.bomabest.com). Where application fees are based on size of building by square footage, the following conditions must be adhered to:

1. Total size of building shall be determined as the total Gross Floor Area (GFA)
  - a. Underground or enclosed parking areas with mechanical ventilation (conditioned areas) must be included.
  - b. Outdoor or open-air parkades are to be excluded from the total size of building.

Where applicants apply under an incorrect category, the appropriate local BOMA Association reserves the right to deny an applicant's building registration form; or, if accepted, notify the applicant of building size category change as deemed appropriate.

BOMA Canada reserves the right to change the Application Fees from time to time. BOMA Canada and its local BOMA Associations shall endeavour to communicate to BOMA Members and other BOMA BEST stakeholders prior to application fee change, but cannot guarantee a specific time period for such notice.

### BOMA BEST Program Policy 1.2 – Application Fee Refund

Full or partial refund for an application fee, shall be granted in accordance with the designated local BOMA Association's terms and conditions for the delivery of the BOMA BEST program. Notwithstanding any of the above, no refund for application fee shall be granted for the purpose of compensation where BOMA BEST certification was not achieved.

## BOMA BEST Program Policy 1.3 – Building Qualifications

Buildings shall be deemed qualified to participate in the BOMA BEST certification program if all of the following conditions are met at the time of application:

1. A building must be at least one (1) year old;
2. A building must have a minimum of 70% average occupancy for a minimum of one (1) year (12 consecutive months); and
3. An applicant must proceed with the appropriate building application type in accordance with the following:
  - a. Application for a building that *qualifies* for a BOMA BEST building type module may complete a full assessment survey and qualify for certification Levels 1 to 4.
    - i. Where qualified for BOMA BEST building type module, applicants may only proceed with the appropriate assessment survey for the building type (e.g. Office, Enclosed Shopping Centre, Light Industrial, Open Air Retail, Multi-Unit Residential Building).
    - ii. Building type qualification is based on definitions listed in the **BOMA BEST Version 2 Application Guide**.
  - b. Application for a building that *does not qualify* for a BOMA BEST building type assessment survey may proceed through the BEST Practices component only, and may achieve Level 1 certification.
    - i. Notwithstanding clause b, an applicant may seek exemption from the appropriate local BOMA Association to qualify for a full BOMA BEST assessment module, and certification Levels 2 to 4. BOMA Canada and its local BOMA Associations reserve the right to decline request for exemption.

## BOMA BEST Program Policy 1.4: Building Registration for BEST Practices

Applications that are qualified to assess their buildings using the BEST Practices only in accordance with BOMA BEST Program Policy 1.3 – Building Qualifications, must register building(s)\* under the Office building category and appropriate size group.

\* Online registration as detailed in BOMA BEST Version 2 Application Guide and at [www.bomabest.com](http://www.bomabest.com)

## BOMA BEST Program Policy 1.5 – Online Application Period

Applicants shall have a period of up to six (6) months to complete the BOMA BEST online assessment survey beginning on the date it is unlocked for use. At the conclusion of this six (6) month period, the designated local BOMA Association reserves the right, upon notification to the applicant, to render the file inactive based on its best judgement and *not* before communication with the applicant.

Should an application become inactive due to an elapsed period of six (6) months or longer, an applicant must contact the designated local BOMA Association to discuss reactivation. Notwithstanding, after





twelve (12) months from the date the online assessment survey has been unlocked, the file will be permanently deleted should it remain incomplete and effort by the local BOMA Association has been made to contact the applicant.

Any associated refund shall be in accordance with BOMA BEST Program Policy 1.2 – Application Fee Refund – listed in this Schedule A.

### **BOMA BEST Program Policy 1.6 – On-Site Verification: Missing Documentation**

Where a building application has been reviewed as part of an on-site verification tour and is *not* recommended for certification due to missing documentation and / or information; and whereby the BOMA BEST verifier conducting the on-site verification provides recommendations to meet the certification, then:

1. An applicant shall have up to thirty (30) days to provide the requested documentation and/or information and resubmit to the designated local BOMA Association and/or the BOMA BEST verifier as agreed upon; and
2. Should the BOMA BEST verifier require a second on-site visit, the applicant shall be required to pay all applicable verifier costs for such visit.

Notwithstanding the above clause 1; the designated local BOMA Association, upon consultation with the BOMA BEST verifier, may, at its sole discretion, grant an applicant an extended period to gather required documentation and/or information by another thirty (30) days if required.

### **BOMA BEST Program Policy 1.7 – On-Site Verification: Verifier Travel Costs**

Where, for the purposes of an on-site verification tour, an applicant’s building(s) is located at a considerable distance from a designated local BOMA Association Office, then the applicant will be responsible for the payment of all applicable BOMA BEST verifier travel costs\*. The definition of “considerable distance” shall be determined by the designated local BOMA Association.

\* Travel costs may include: flight, gas, car rental fees, accommodation and meals where applicable. Please check with the local BOMA Association office prior to registering a building if there is concern that a building may be located at a “considerable distance” from a local BOMA Association office.

### **BOMA BEST Program Policy 1.8 – Period of Certification**

BOMA BEST certification is valid for a three (3) year period, commencing with the certification date recorded on a BOMA BEST certificate awarded by the designated local BOMA Association.

## BOMA BEST Program Policy 1.9 – Certification Credentials

BOMA BEST certification is registered by building (property) not by its owner and/or Management Company (the applicant). Should an owner and/or management company of a BOMA BEST certified building change, it is the responsibility of the existing or new owner and/or management company to advise the designated local BOMA Association of such change\*.

\* Local BOMA Associations reserve the right to request an administrative fee to process name changes.

## BOMA BEST Program Policy 2.0 – Certification Score Upgrade

Certified buildings may apply for a “score upgrade” at any time during the certification period, in accordance with the following terms and conditions:

1. BOMA BEST applicant shall submit a written request to the designated local BOMA Association;
  - a. Request must include the following:
    - i. User ID and building name
    - ii. A copy of current Verifier and Building Report (in PDF).
2. A payment for the “score upgrade” must be submitted;
  - a. Required payment is of 50% of the original fee paid at time of certification.
3. Once payment has been received by the designated local BOMA Association, the applicant’s assessment will be “unlocked” and the appropriate changes may be inputted. An on-site verification tour will be required as part of the upgrade\*; and
4. The original certification period shall remain the same\*\*.

\* Certification Score Upgrade fee includes on-site verification tour, but does not include travel costs where applicable, as per Policy 1.7 – On-Site Verification: Verifier Travel Costs.

\*\* Expiry date will not be extended from revised score date.

## BOMA BEST Program Policy 2.1 – Recertification

An applicant may recertify a building in accordance with the following terms:

1. An application to recertify may begin as early as six (6) months prior to an existing certification expiry date;
2. Recertification fees shall be in accordance with the Schedule B: BOMA BEST Application Fees, found in the **BOMA BEST Version 2 Application Guide** and [www.bomabest.com](http://www.bomabest.com)\*;
3. The recertification process may include a unique online assessment function available for buildings previously certified with BOMA BEST\*\*; and
4. On-site verification is required for recertification.

\* Recertification fees are the same as fees for new applications.

\*\* Recertification from Go Green / Go Green Plus programs shall require a new application process using BOMA BEST Version 2. See **BOMA BEST Version 2 Application Guide – The BOMA BEST Process: From Application to Certification**.

## BOMA BEST Program Policy 2.2 – Building Complex Category

An application for an Office or Multi-Unit Residential Building Complex shall be accepted based on the definition outlined in the **BOMA BEST Version 2 Application Guide – Building Modules** section. Under the “complex” application category, separate building information must be entered, and applicants are expected to proceed with individual assessments\* for each building recorded under a given property complex.

\* Includes online assessment survey and on-site verification tour. Each building will be provided with a separate certification score and level.

## BOMA BEST Program Policy 2.3 – Office Building Campus (2 million f<sup>2</sup> and larger)

For Office properties that consist of a campus of multiple buildings with common management personnel and practices or for Office Building Complex, with a total combined size that is greater than 2 million square feet, BOMA Canada shall review the application fee with property representatives on a case by case basis, and subject to prior approval by BOMA Canada.

## BOMA BEST Program Policy 2.4 – Industrial Parks

An industrial property with more than one building structure on the property or with building structures at the same municipal address, may apply for a BOMA BEST certification with one application provided the structures are managed collectively as a single entity. The application fee is based on the sum of the gross square footage for all structures within that application to a maximum of four (4) buildings per application.

## BOMA BEST Program Policy 2.5 – Purpose of BOMA BEST Certification

The BOMA BEST program is a voluntary energy and environmental assessment and certification program, and therefore does not constitute a guarantee of a building’s performance and value for insurance, or valuation purposes. BOMA Canada does not take responsibility for any undue representation of a building’s performance and/or asset value made on the basis of its achieved BOMA BEST certification.

# Schedule B

## BOMA BEST Application Fees

## Schedule B: BOMA BEST Application Fees

The following Schedule B: BOMA BEST Application Fees is provided to applicants, prospective applicants, and other interested parties for information purposes only. Application Fees may change from time to time and this Schedule B does not bind BOMA Canada or its local BOMA Associations to charge fees as shown in this Schedule B should there be a change in fees. Fees are subject to terms and conditions listed in this Schedule B and in Schedule A – BOMA BEST Program Policies, available in the BOMA BEST Version 2 Application Guide and online at: <http://www.bomabest.com/tools-resources/>

### PRICE LIST GUIDELINES:

1. Application fees listed in this Schedule B include on-site verification fees, excluding travel where building(s) location is at a considerable distance from designate local BOMA Association as per BOMA BEST Program Policy 1.7 – On-Site Verification: Verifier Travel Costs – found in Schedule A of the BOMA BEST Version 2 Application Guide.
2. Application fees do not include applicable taxes.
3. See important conditions beneath each Assessment Module price table.
4. Application fees are effective **January 1, 2012**.
5. Further information: contact local BOMA Association – <http://www.bomabest.com/network/>.

Office Assessment Module: Fee Schedule		
Category (size f <sup>2</sup> )	BOMA Member Fee	Non-Member Fee
Under 100k	\$2,100.00	\$3,500.00
100-250k	\$2,800.00	\$4,200.00
250-500k	\$3,500.00	\$4,900.00
Over 500k	\$4,200.00	\$5,600.00
Complex – 2	\$5,600.00	\$9,100.00
Complex – 3	\$8,400.00	\$10,500.00
Complex - 4 +	\$9,800.00	\$11,900.00

- ❖ Applicants must ensure building assessment module is in accordance with the BOMA BEST program definition for asset type. See **BOMA BEST Version 2 Application Guide – Building Modules** section – for more information.
- ❖ For Office properties that consist of a campus of many buildings totalling 2 million square feet or more, please see Policy 2.3 – Office Building Campus (2 million f<sup>2</sup> and larger)– in **Schedule A** of the **BOMA BEST Version 2 Application Guide**.
- ❖ Complex – 4+ application category may include up to a maximum of six (6) buildings.
- ❖ Price list effective January 1, 2012.

## Enclosed Shopping Centre Assessment Module: Fee Schedule

Category (size f <sup>2</sup> )	BOMA Member Fee	Non-Member Fee
Under 250k	\$2,800.00	\$5,600.00
250-750k	\$3,500.00	\$6,300.00
750k-1million	\$4,900.00	\$7,000.00
Over 1 million	\$6,300.00	\$8,400.00

- ❖ Applicants must ensure building assessment module is in accordance with the BOMA BEST program definition for asset type. See **BOMA BEST Version 2 Application Guide – Building Modules** section – for more information.
- ❖ Price list effective January 1, 2012.

## Open Air Retail Assessment Module: Fee Schedule

Category (size f <sup>2</sup> )	BOMA Member Fee	Non-Member Fee
Under 250k	\$2,100.00	\$4,200.00
250-750k	\$2,800.00	\$4,900.00
750k-1 million	\$3,500.00	\$5,600.00
Over 1 million	\$4,200.00	\$6,300.00

- ❖ Applicants must ensure building assessment module is in accordance with the BOMA BEST program definition for asset type. See **BOMA BEST Version 2 Application Guide – Building Modules** section – for more information.
- ❖ Price list effective January 1, 2012.

## Light Industrial Assessment Module: Fee Schedule

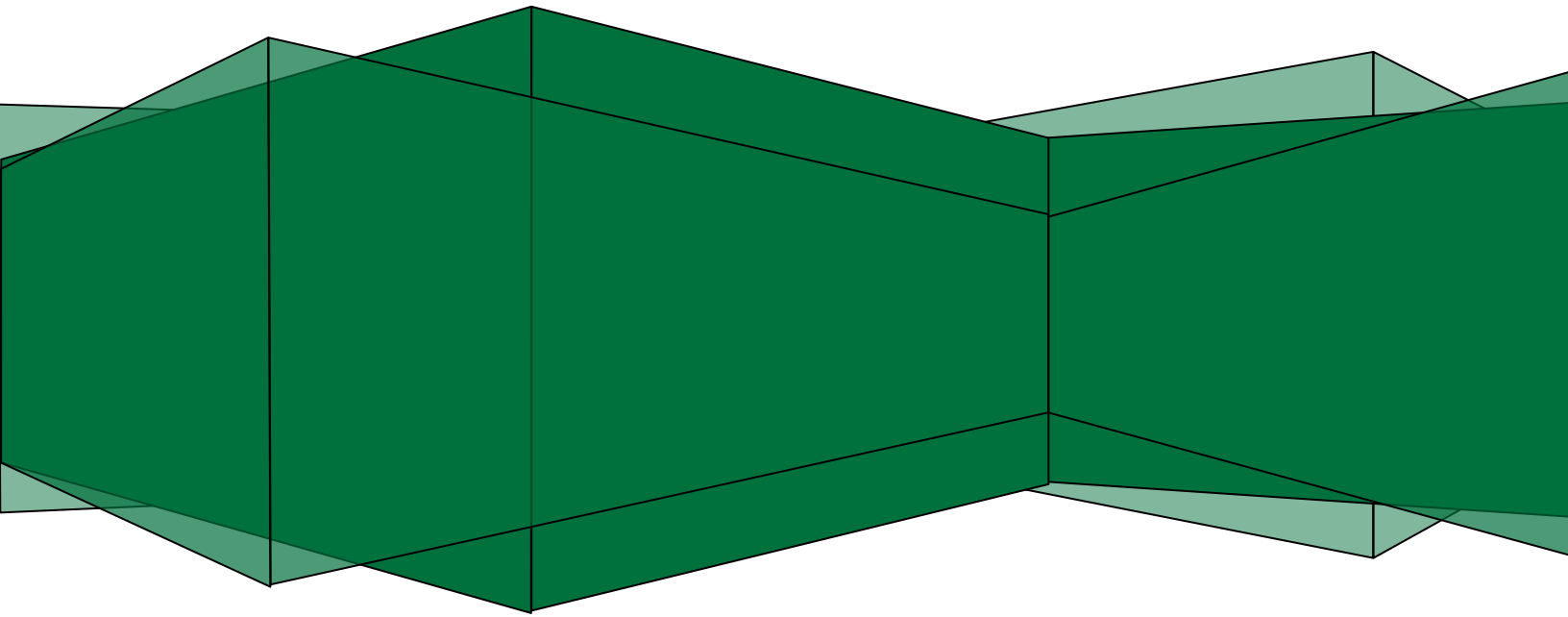
Category (size f <sup>2</sup> )	BOMA Member Fee	Non-Member Fee
Under 100k (indiv./park)	\$2,800.00	\$4,200.00
100-250k (indiv./park)	\$3,500.00	\$4,900.00
250-500k (indiv./park)	\$4,200.00	\$5,600.00
500-750k (indiv./park)	\$4,900.00	\$6,300.00
750k-1 million (indiv./park)	\$5,600.00	\$7,000.00
Over 1 million	TBD by BOMA	TBD by BOMA

- ❖ Applicants must ensure building assessment module is in accordance with the BOMA BEST program definition for asset type. See **BOMA BEST Version 2 Application Guide – Building Modules** section – for more information.
- ❖ For Light Industrial properties that may qualify as Industrial Park, see Policy 2.4 – Industrial Parks – in **Schedule A** of the **BOMA BEST Version 2 Application Guide**.
- ❖ Price list effective January 1, 2012.

## Multi-Unit Residential Building Assessment Module: Fee Schedule

Category (no. floors)	BOMA Member Fee	Non-Member Fee
Low Rise (2 to 3)	\$2,100.00	\$2,800.00
Mid Rise (4 to 9)	\$2,450.00	\$3,500.00
High Rise (10 +)	\$2,800.00	\$4,200.00
Complex - 2	\$4,900.00	\$6,300.00
Complex - 3	\$6,300.00	\$7,700.00
Complex - 4+	\$7,700.00	\$8,400.00

- ❖ Applicants must ensure building assessment module is in accordance with the BOMA BEST program definition for asset type. See **BOMA BEST Version 2 Application Guide – Building Modules** section – for more information.
- ❖ Low-Rise buildings must have at minimum two (2) floors above ground and four (4) dwelling units.
- ❖ Complex = Maximum of six (6) buildings.
- ❖ Price list effective January 1, 2012.



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