

2024

TOBY AWARDS GUIDEBOOK MIXED-USE / PUBLIC ASSEMBLY



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General Information

Introduction

Since 1987, BOMA BC's Awards of Excellence Program has set the standard for commercial real estate excellence, celebrating exceptional buildings and their management teams.

The Outstanding Building of the Year (TOBY®) Awards is the most prestigious and comprehensive program of its kind in the commercial real estate industry. During the competition, all facets of a building's operations are thoroughly evaluated. Entries are judged on everything from community involvement to environmental and sustainability management. All entries will be subject to the online document review process, however only applications meeting the minimum requirement of 70% will proceed onto the judges site visit process.

All entrants must be BOMA BEST certified and are subject to an on-site building inspection by the judges. ***New for 2024:** A BOMA 360 certification is required for those applying for any TOBY awards at the National and International level. BOMA BC is waiving the BOMA 360 certification requirement for our local awards however, BOMA 360 certification is required at the National and International level.

If you are a winner or intend on moving onto the National level, please ensure you have your BOMA 360 certification completed prior to

July 15th, 2024. We are happy to share the national guidebooks for further assistance.

If you have any questions about your eligibility, the BOMA 360 Certification or the awards process, please contact [Kiomi Lutz](mailto:Kiomi.Lutz@boma.org) or visit: <https://recognition.boma.org/>

Important Dates

| | |
|--------------------|---|
| February 15, 2024 | Access to TOBY Portal |
| March 1, 2024 | Deadline for Expression of Interest |
| March 15, 2024 | Deadline for submissions |
| May 23, 2024 | BOMA BC Awards Gala |
| July 15, 2024 | Deadline for submissions to BOMA Canada |
| September 25, 2024 | National BOMA Awards Gala at BOMEX in Vancouver |

How to register

Complete a one-page application form accessed at:

<https://www.boma.bc.ca/media/177885/toby-entry-form-2024-v2.pdf>

Deadline for expression of interest form is Friday March 1, 2024.

Deadline for full submissions is EOD Friday March 15th, 2024.

2. After a completed registration is submitted, you will receive notification and an email with instructions for next steps.
3. The applicant must complete their full submission in accordance with the rules and entry requirements outlined in this guidebook.
4. The completed submission (including applicable attachments) must be uploaded directly to the BOMA International TOBY portal <https://toby.boma.org>. Access to the TOBY portal will be granted on **February 15, 2024**.

Note: Instructions for portal usage will be emailed to each applicant.

Fees

- 1) BOMA BC Registration Fee: \$500 + GST per submission/building

Cheques payable to:

BOMA BC

2200 – 555 West Hastings Street
Vancouver, BC V6B 4N6

- 2) \$50 USD one-time data submission fee payable to BOMA International, for use of the TOBY online awards portal. Paid online at the time of using the portal.

- 3) BOMA International membership is required for access to the TOBY portal. A membership fee of \$140.00 will be required. Please contact [Kiomi Lutz](#) to register for membership if you aren't already a BOMA International Member.

All fees are non-refundable.

Category Description

MIXED-USE BUILDINGS

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

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

PUBLIC ASSEMBLY BUILDINGS

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

Eligibility

TOBY (The Outstanding Building of the year) |

The TOBY is awarded to the top scoring property (minimum 70% score) within their building category.

BOMA BC TOBY Award winners are eligible to enter and compete in categories as stipulated at the National level, provided they meet the National eligibility requirements. National award winners may be eligible to move forward to the BOMA International Awards program, within the represented categories available.

Eligibility (General)

- The building may be entered in only one category and must be owned or managed by a BOMA BC member that is directly responsible or accountable for the property being entered.
- The building must have been occupied for at least one full year from the date of occupancy of the first tenant by February 28, 2024 with a minimum of 12 months of building operations.
- At least 50% of a building's rentable space must be used as office space to be considered for all categories except the Industrial, Mixed-Use, Public Assembly & Retail Categories. For eligibility in the Industrial category, the property must have more than 5% and less than 50% office area as measured by BOMA Standards. Buildings submitted in the Mixed-Use category must have at least 10% office space.
- All categories must be at least 50% occupied as of February 28, 2024 (evidence of documentation of occupancy).
- Owned and managed by present incumbent (Owner Company/Management Company) for at least 1 year prior to the time of submission deadline with 12 months of building operations.
- All entrants are required to obtain a BOMA BEST certification. A copy of a valid BOMA BEST certification and/or office BOMA BEST letter must be available during your onsite inspection by the BOMA BC judges. Omission of BOMA BEST certificate will result in automatic disqualification.
- **NEW*:** BOMA 360 Certification is required for all entrants intending to compete at the National or International Levels.
- **NEW*:** TOBY applicants are now eligible to compete every year. Local or National TOBY winners are also eligible to compete every year, however the building may not have won in the same category at the **International Level** during the last 5 years (i.e., Buildings that won in 2023 are not eligible to compete until 2028 and awarded in 2029). The building may not have won in a different category at the international level during the last 3 years (i.e., Buildings that win in 2022 are not eligible to compete until 2025 and awarded in 2026).
- An entrant may choose to enter multiple buildings as a single entry only if the buildings are owned by the same company,

managed by the same company and the buildings are managed as a single entity and not within a suburban office park. All entries must disclose whether their entry is a single building or multiple buildings under the Building Standards section.

Change in management/ownership:

For any building that enters the competition at the local level that may encounter a change in management and/or ownership and wins at the National level, the award will be presented to the management company/owner at the time of the original entry.

Building/Facility under renovation

A building/facility will not be considered under the TOBY program if it is undergoing extensive renovation or rehabilitation. A building/facility undergoing minor renovation and/or ongoing common area improvement programs is eligible; however, entrants are advised that cleanliness/safety measures/tenant communication programs, etc., of areas undergoing construction, will be considered by the judges.

On-Site / Mandatory Documents

Mandatory Documents

The following are required as part of your submission and must be made available. Soft copies of all mandatory documentation are acceptable for the submission; however, hard copies must be presented at the time of your on-site inspection. Failure to comply with the below will result in immediate disqualification (applicable application fees will not be refunded). Please ensure all documentation is readily available and is in their proper order prior to review as follows:

- Evidence of Emergency Procedure/Evacuation Drills conducted within the past 12 months
- Preventative Maintenance Manual
- Standard Operating Procedures (SOP) manual / documentation. This can be organized as a table of contents page that summarizes all the procedures that are applicable at your site, i.e. Property Transition, Tenant Emergency Plan, Tenant Relations & Retention, Business Plan, Risk Management, Marketing, Leasing, Fire & Life Safety Systems, Security, etc. NOTE: Evidence of these procedures should be available to the judges (i.e. documented in binders and/or available online)
- Regular financial reports formatted using accounting software
- Purchasing policies (basic principles)

IN ADDITION: Review your submission to ensure that the requirements for each section have been satisfied. The judges will be analyzing the following during the on-site building inspection:

- Building Information
- Building Operations & Management
- Life Safety/Security/Risk Management
- Training & Education
- Energy
- Environmental, Sustainability, Health & Wellness
- Tenant/Occupant Relations & Community Involvement

Building Inspection

A mandatory building inspection will be scheduled during April 2022. A member of the judging team will contact the Property Manager in advance to book a mutually agreeable date and time for a site visit. Judges should be offered a private space, i.e. boardroom or office where they will examine the written submission (maximum 1.5 hours). Following that review, the judges should be escorted on a tour of the building(s).

Please allow a minimum of 1 hour for document review plus at least 1 hour for building(s) inspection (times may vary depending on asset size or complex).

The entire site visit and evaluation should not exceed 2.5 hours in total; however, some exceptions may apply.

NOTE:

- It is important that the building team participating in the judging process be very familiar with the content of the submission.
- Members of the Property Management team must be present and available during the on-site judging process and must be prepared to answer questions from the judges and provide additional evidence in support of the entry submission.

The following items may be inspected during the building inspection:

- Entrance/Mail Lobby
- Security/Life Safety
- Management Office
- Elevators
- Multi-Tenant Corridors
- Restrooms
- Stairwells
- Typical Tenant Suite (*if applicable to building category*)
- Central Plant/Engineering Office
- Equipment Rooms/Service Areas
- Roof
- Parking facilities (only if Owner/Agent Operated)
- Landscaping/Grounds
- Refuse Removal and Loading Docks
- Tenant Amenities

Building Inspection continued

SUMMARY OF JUDGES' SCORING

A minimum score of 70% must be earned to be eligible for a TOBY.

| | |
|---|----------------|
| Building Information | Y / N |
| Building Operations & Management | 0 – 5 |
| Life Safety/Security/Risk Management | 0 – 15 |
| Training & Education | 0 – 15 |
| Energy | 0 – 20 |
| Environmental/Sustainability/Health & Wellness | 0 – 15 |
| Tenant/Occupant Relations & Community Involvement | 0 - 30 |
| TOTAL | 0 - 100 |

Written Submission & Attachments

UNIVERSAL PORTFOLIO REQUIREMENTS

Photograph Requirements:

- File Type: Hi Resolution JPEG compressed
- Maximum File Size: 2mb
- Do not use photograph collages. (Only single images)

Supporting Document Requirements:

- File Type: PDF, DOC, DOCX, RTF, TXT
- Maximum File Size: 5mb

Descriptive/Summary Text Requirements:

Maximum word count is specified for each section

NOTE: Descriptive/summary text must be entered in the text box provided and may not be submitted as an uploaded file.

- Identify what an acronym represents at least once in each document
- Text within required supporting documents does not count against character limits

RECOMMENDATION: Text should be created in Word (or similar program), copied into a program such as Notepad to remove the formatting, and then copied and pasted into the text box. Spell check prior to pasting into the text box. Also confirm that the copied text can be fully viewed on-line. If not, reduce the characters to fit the requirements.

BUILDING INFORMATION (Required)

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

Maximum 350 words.

Competition Photographs:

Provide the following photographs of your building(s):

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

Awards Ceremony Photographs:

- In addition to the competition photos, all regional and international entries must submit one high resolution (minimum 300 dpi, 1,500 pixels wide or larger) 11" x 14" color JPEG (JPG) of the building's exterior for display at the awards ceremonies.
- Also, a photograph of the management team responsible for daily management of the building(s) is required (minimum 300dpi, 750 pixels wide or larger).

BUILDING OPERATIONS & MANAGEMENT (5 points, Required)

Maximum 2000 words. Total of 3 attachments required for this section.

Floor plans can be combined into one pdf document.

This section is designed to provide the reader with an overview of the building(s) and property since the judging at the regional and international level does not include a physical inspection of the building(s) and property.

Provide the building's essential information.

This should include:

- The building name or names (if multiple buildings are being entered as a single entry)
- Number of floors
- BOMA Certified Total Building Rentable Area Square Footage BOMA Certified Office Area Rentable Square Footage
- Other Certified Area Square Footage (where applicable)
- Exterior building description (type of façade, windows, roof etc.)
- Year the building(s) was constructed or opened.

Describe the following:

- Number of Public Entrances and their physical characteristics
- Common Area Standard Finishes
- Restroom Standard Finishes
- Customer Service/Concierge Facilities
- Utility Distribution
- Elevators and/or Escalators and/or Moving Walks, Lifts, etc.
- HVAC Distribution System
- Fire Life Safety Systems

- Loading Dock & Back of House Tenant Receiving Areas
- Parking
- Emergency Generator / Back-up Power
- Signage and Wayfinding
- Multiple Uses (where applicable)

Attach:

- Floor plan of your building showing the main lobby and two additional typical floor plans (Attachment #1).
- Site plan or aerial photograph. Aerial photograph should show the building(s) and property/boundary lines (Attachment #2).
- Certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST®, or BREEAM (Attachment #4).
- TOBY Inspection Verification - this PDF document will have been completed by judges during their site inspection and submitted to the auditors.

Note: Combine multiple documents into a single attachment if necessary

LIFE SAFETY, SECURITY, RISK MANAGEMENT (15 points)

Maximum of 1,800 words.

Entrants can use data up to 24 months prior to application deadline.

Describe the following:

- Procedures and programs for life safety, fire, disaster and security standards.
- Training for property management and tenants as well as recovery procedures.

If you work with local first responders and conduct live training, explain how this is accomplished.

- Explain how the building monitors activities in common areas.
- Explain how the building controls entry into the building, especially during non-business/non- peak hour.
- Summary about your business continuity plan and if drills are conducted how they are documented and communicated.
- Fire and evacuation drills are conducted, how often and when

TRAINING & EDUCATION (15 points)

Maximum of 1,800 words.

NOTE: Training for building personnel can be conducted virtually via online courses rather than by in-house training, classroom training or staff meetings. Participation in BOMA-sponsored event may be virtual, as well.

Provide a written description for each team member:

- On-going training programs for building personnel including seminars, in-house training, and continuing education completed as well as designations, participation in professional organizations, and team building and how this is managed for all personnel. Detail prior year and current year training, plus future plans.
- Management team participation in at least one BOMA-sponsored (local, regional, or international) event or international affiliate-sponsored event

within the last 12 months (if applicable).

- Training for both on-site and off-site building personnel dedicated to the property.
- List of any management team industry certifications, degrees, or industry training
- Describe team building activities which may include staff meetings, joint education, BOMA events, other events, etc.

ENERGY (20 points)

Maximum of 1,750 words.

NOTE: It is not necessary for Mixed Use or Public Assembly Entrants to benchmark their energy performance using ENERGY STAR®.

Describe the following:

- The Preventative Maintenance Program (Mixed-use – how these are shared between entities) **(2 Points)**
- The Energy Management Plan **(2.5 Points)**
- The Energy Reduction Target **(2.5 Points)**
- The Indoor Air Quality Monitoring Plan **(2 Points)**
- The Occupant Service Request Program **(2 Points)**
- Has the facility(s) conducted an ASHRAE Level 1 Energy Assessment in the last three (s) years? **(2 Points)**
- Building Staff/Tenant Education on the importance of and methods for energy conservation. **(2 Points)**

- Building Energy Management System (EMS) Monitoring. **(2 Points)**
- A list of areas for which energy consumption data is available (i.e. all tenants, some tenants, interior and exterior common areas) and the type of energy used, (i.e. Electricity, natural gas, other). **(1 Point)**
- Percentage of occupied gross leasable area you have energy consumption data (either through sub-metering or by other means). The data must represent consumption from the most recent 12-month period and must not be any older than the past 18 months. **(1 Point)**
- Proof that building current energy consumption is being compared with consumption from past years and provide conclusions drawn from the analysis over a minimum of 1 years. **(1 Point)**
- Describe the policies and procedures in place at the building. This may include accessibility for disabled tenants and visitors, indoor air quality management and testing, storage tank management, generator testing and management, hazardous waste management, asbestos management, emergency clean up, blood borne pathogen program, pandemic preparedness and tenant environmental management and compliance.
- Describe the waste management plan, recycling policies, and building's exterior maintenance plan, including re-caulking, window washing, pressure washing, etc., green programs, and/or any other environmental management programs.
- Please include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.

Attach the following:

- 2 attachments of entrant's choice related to Energy programs and/or results are allowed

**ENVIRONMENTAL,
SUSTAINABILITY, HEALTH &
WELLNESS (15 points)**

Maximum of 3,000 words.

Describe the following:

A. Environmental (4 Points):

B. Sustainability (3 Points)

- Describe the policies and procedures in place at the building. This may include storm water management, green friendly landscape management, integrated pest control management, green cleaning, green purchasing policy, exterior building maintenance management plan, waste management and recycling, lamp disposal, water reduction and management and traffic reduction initiatives. Include any additional sustainable policies and procedures being followed that are not mentioned above.

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

C. Waste (4 Points)

- Describe your building's waste reduction management work plan and source separation program.
- When applicable include:
 - Collection of organic wastepaper, metal cans, glass, plastic containers, and cardboard, lamp recycling, plus any other recyclables
 - Facilities diversion rate
 - Educational training for occupants, custodians, and general public.
 - Organizational statement for continuous improvement in the reduction and diversion of waste streams
 - Address the prevention, diversion, and management of solid waste generated as a result of day-to-day activities and infrequent events.
 - Future plans to increase recycling levels and reduce the waste generated.

D. Health & Wellness (4 Points)

- Describe policies management implemented to create healthy work environments for employees and tenants and to promote health in the community.

- Describe at least three wellness amenities available to one or all the stakeholders, such as rest areas, access to outdoor spaces, drinking water provisions, walking trails, fitness areas, immunization clinics, access to farmers markets, shared gardens, etc.

- Describe building features that address the health and wellbeing of the stakeholders such as daylight levels, lighting controls, glare controls, user comfort controls, smoking policy, acoustic conditions, etc.
- Describe your pandemic plan. Examples include hand hygiene standards, health promotion signage, infectious disease plan response guidelines, contagious disease outbreak preparedness plan, enhanced cleaning, disinfecting and maintenance protocol, PPE Guidelines, etc.

Attach the following:

- Waste Audit

TENANT/OCCUPANT RELATIONS & COMMUNITY INVOLVEMENT (30 points)

Maximum of 4,000 words.

Describe the following:

A. Tenant and Occupant Relations (15 Points)

- Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.

- The building’s work management system for responding to tenant maintenance issues, as well as any ongoing programs for informing tenants of building operation problems.
- Tenant amenities available such as health facilities, childcare and food service.
- Indicate if tenant satisfaction surveys were conducted including the frequency and the date the last survey was last completed and actions management took to share results, and alleviate concerns and/or problems.
- An explanation of the major findings and the actions management took to share results, alleviate concerns and/or problems, and/or ensure that acceptable and “popular” procedures and activities were maintained.
- Describe how the building management’s efforts in this area have helped make the property a benefit to the local community. Only include corporate donations/activities if the entrant can describe how the onsite management team personally participated or how it affected the property.
- Describe activity such as participation in advocacy days, and/or meetings or correspondence with elected officials and/or regulatory agencies on matters of industry importance. Activities must be within the past 12 months. Include the date of the activity.
- Describe building-sponsored issues forum or town-hall-type meetings at the property within the past 12 months and at least one (1) planned or unplanned event in cooperation with municipal departments, such as the police department, fire department, special improvement districts, and public works. Include the date of the activity.

Community Involvement (15 Points)

- The building management’s impact on the community. For example, jobs provided (as a direct result of the building’s existence), amenities to the community or the corporate environment (parks, blood drives, special events, etc.), tax impact (provide special assessments for roads, sewers, etc.), recognition awards, letters and roads, and other transportation improvements. If the impact can be quantified as additional income for the community or charitable event or has some type of savings associated with the impact, please describe. When describing the current year’s events, please note programs and how long they have been in place.

NOTE: Entrants should focus on amenities made available to the community as a result of the property and describe amenities open to the public to utilize. Demonstrate the building management or staff participation in community involvement and enrichment.

Attach the following:

- 3 Samples appreciation letters from the tenant or public
- 2 Newsletters
- 1 Copy of the summarized results from your most recently completed tenant/occupant survey (if

applicable).

- 1 Tenant communications piece from the property management team
- 3 Photographs reflecting the tenant events being described.
- 1 Table of contents from the tenant manual. (Do not include the entire manual or photograph collages—only single images.)

QUESTIONS?

Contact Kiomi Lutz at 604-684-3916 ext. 226

kiomi@boma.bc.ca

