

2024

TOBY AWARDS GUIDEBOOK

RENOVATED BUILDING



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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

1. 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

RENOVATED BUILDING

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

In order to be eligible, a minimum of five of the following work projects must be completed prior to the TOBY Awards entry deadline and the building must enter the TOBY program within 5 years following substantial completion of the last renovation projects to be eligible for this category:

- 1) New roof, re-roof or green roof
- 2) New boilers/HVAC/Central Plant

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

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 in any of the (10) ten office building categories except for 1) Life Science which at least 50% of the tenant base must be life science, and at least 30% of the building rentable square footage must be dedicated to lab space and 2) Medical which must be at least 75% related to medical use.
- All categories must be at least 50% occupied as at 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
- Regular Financial Reports/Accounting Software Used
- 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 for April 2024. 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).
- ENERGY STAR®, BOMA BEST, or BREEAM
- Ceiling height, weight loads, truck/rail access, bay areas, design flexibility, and other building standards that will help the judges review your entry

BUILDING OPERATIONS & MANAGEMENT (5 points, Required)

Maximum 2000 words. Total of 4 attachments required for this section.

Floor plans can be combined into one pdf document.

Start with a summary explaining the renovation work completed. It must include a description of each project, the date of completion of each project and which of the three renovation types were utilized (rehabilitation, modernization and/or remodeling).

- Any certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST, or BREEAM
- Occupancy during time of renovations

Attach the following:

- Floor plan for your building showing your main lobby as well as two additional typical floor plans
- Site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines.
- Copy of any certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST, or BREEAM

Note: Please combine multiple documents into a single attachment if necessary.

Photographs must display building features “before and after” rehabilitation, modernization and/or remodeling. There must be one “before” photo for every “after” photo of the exact same location.

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

Required information for TOBY:

- A table of contents of your emergency preparedness and security standards manual(s).
- AED policy or equivalent,
- Written security procedures (TOC)
- Copy of ADA plan (if applicable)
- Reference of access control and surveillance systems in the building.
 - How does the building control entry into the building, especially during non-business/non-peak hour? Explain how the building

monitors activities in common areas. It is not necessary to include an entire policy manual on how this is handled.

- Describe team building activities which may include staff meetings, joint education, BOMA events, other events, etc.

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

ENERGY (20 points)

Maximum of 1,750 words.

All Entrants from all countries are required to utilize the ENERGY STAR® Portfolio Manager to measure their current rating in ENERGY STAR® and provide the Statement of Energy Performance report generated from ENERGY STAR® and/or Official Letter from EPA or ENERGY STAR® Certificate of Achievement (provided in BOMA 360 application). Canadian Entrants must also provide the BOMA BEST certificate or letter.

Describe the following:

A. Benchmarking and Performance Rating

Describe ENERGY STAR score and efforts to increase the score, both historic and feature

ENERGY STAR Score (6 Points)

Entrants will be scored based on their ENERGY STAR score as follows:

- Score < 65: 3 Points
- Score 65-74: 4 Points
- Score 75-84: 5 Points
- Score >84: 6 Points

**For multiple buildings, use weightage average based on square footage*

B. Building Staff/Tenant Education (4 Points)

Describe any programs in place to educate building operations staff, property managers, engineers, leasing agents, and other personnel such as tenants about the importance of and methods for conservation. Building staff/tenant

education can be conducted virtually via online courses rather than by in-house training, classroom training, or staff meetings. This may include encouraging or requiring participation in the BOMA Energy Efficiency Program, ENERGY STAR® training sessions, BOMA BEST Practices, pursuing industry certification and professional development programs.

C. Building Operations and Maintenance (3 Points)

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

- Preventative maintenance programs
- System documentation including reporting, annual testing results, etc.
- Equipment and system performance monitoring
- Sensor and control calibration

D. Energy Performance Results (2 Points)

Describe the steps taken to improve the energy performance of your building over the last three years.

E. Building EMS Monitoring (5 Points)

Describe the Energy Management System (EMS) in place in your building and the degree to which you use it to reduce the building's energy consumption. Provide measurable results demonstrating reduction in energy and improved performance.

Attach:

ENERGY STAR Statement of Energy Performance (SEP) – Must be an official ENERGY STAR SEP, failure to provide will result in disqualification.

ENVIRONMENTAL, SUSTAINABILITY, HEALTH & WELLNESS (15 points)

Maximum of 3,000 words.

Describe the following:

A. Environmental (4 Points):

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

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.

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.

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

B. 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.
- 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.

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.)
- 3 Attachments reflecting the community events being described such as posters, flyers, newsletters, and charity acknowledgement letters. (Optional)

QUESTIONS?

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

kiomi@boma.bc.ca

