

BOMA BEST 3.0 Starter Kit

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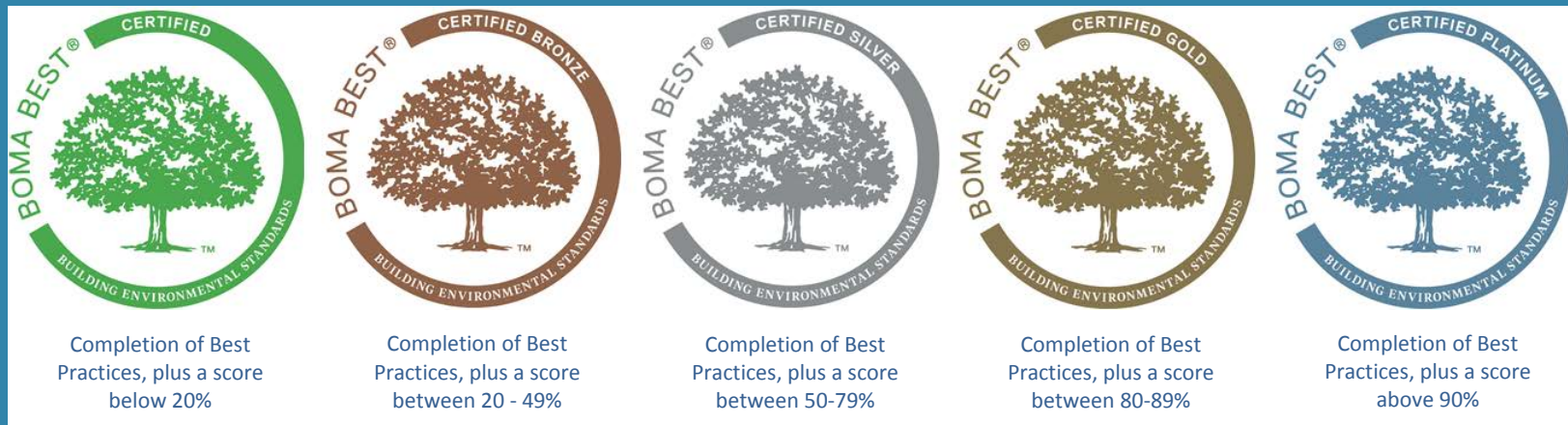
BOMA BEST 3.0 Starter Kit

Introduction

What is it and how is it scored?

BOMA BEST is the acronym for **B**uilding **O**wners and **M**anagers **A**ssociation, **B**uilding **E**nvironmental **S**tandards.

It is a voluntary benchmarking and certification program, whereby buildings complete an online questionnaire and upload documentation demonstrating their policies, procedures and proof of implementation. Upon completion, the building receives a score (as indicated by the levels below) and a certificate, after validation by a third party auditor.



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Step 1: Before you Begin

Timeline

Undertaking BOMA BEST and completing the application / certification typically takes 3-6 months to complete.

If your property requires energy, water or waste audits you may wish to begin these a month or two prior to initiating your BOMA BEST certification, as often these audits can take a few months to coordinate and complete. They might also highlight some low-hanging fruit opportunities that you can implement to garner further points towards your certification.



Forming your team

It is recommended that you form a team to complete the submission, as the tasks required are varied and will involve multiple aspects of your operations, necessitating contributions from across your organization.

Following is a suggested team and their roles and responsibilities:

- Property Manager
- Building Operator
- Contractors:
 - Waste Auditor
 - Energy Auditor
 - Water Auditor
 - IAQ Auditor

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Property Manager's role

Following is a list of tasks the Property Manager will typically undertake. Note this list is just a broad starting point; actual tasks will grow and evolve from the gaps and opportunities that become apparent, as you complete the application, relevant to your property.

1. Log-in, set up & pay for BOMA BEST online access
2. Identify energy actions (stemming from audit) and input into capital plan & energy mgmt. plan
3. Develop waste reduction work-plan (stemming from audit)
4. Gather or develop policies (health & safety, contractors' waste, green cleaning, environmental, & energy and water reduction)
5. Develop occupant environmental communication program
6. Review and amend contracts for appropriate environmental/conservation language, as needed (janitorial, landscape, waste/recycling, HVAC)
7. Take action on audits/survey results

Building Operator's role:

Following is a list of tasks the Building Operator will typically undertake. Note this list is just a broad starting point; actual tasks will grow and evolve from the gaps and opportunities that become apparent, as you complete the application, relevant to your property.

1. Organize/ interact with waste auditor
2. Undertake hazardous chemicals inventory
3. Update H&S program elements (MSDS, signage) & ensure Janitorial does the same
4. Provide systems data & access to consumption data for energy & water auditor
5. Gather and upload service contracts
6. Organize systems operations manuals
7. Gather and upload documentation showcasing building specifications
8. Demonstrate building automation & tracking systems

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Step 2: Setting up your Building

If this is your first time accessing BOMA BEST version 3.0 you will need to register your company and set up a user name and password. Old building data and old passwords from previous versions (prior to 3.0) of BOMA BEST have not been transferred to the new 3.0 platform.

1. To register and create a new application in BOMA BEST log into:
<https://boma.credit360.com>
2. Once you've created a user name and password, simply follow the prompts to input all further information regarding your company. Upon completion, you will receive an email with a link. Click on the link to finalize the registration process. The link is valid for 60 minutes. Your username is your email address.
3. Now you can log in and set up your building.
4. From the dashboard click on the 'Services' tab, then select whether you would like to register a 'Single' building or a 'Portfolio' of buildings.
 - **Single Building Stream:** If you wish to complete a certification for one building, or one building at a time. You will be billed for one building at a time and onsite verification will occur at completion of certification or re-certification every three years.
 - **Portfolio Stream:** If you wish to certify an entire portfolio of buildings at the same time. The portfolio must be all of the same type of building. For this selection you will be billed based upon the square footage of the portfolio (note, there is no financial savings relative to the single building stream). Billing is annual and a different building (sample from your portfolio will be verified each year).



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5. Next you will simply select your building type, be prepared to input details about the year it was built, the square footage, the current occupancy (a percentage of leased and occupied space), etc.

A complete guide to setting up your building and the information you will be required to input can be found on the BOMA Canada website:

<http://bomacanada.ca/wp-content/uploads/2016/09/1.-Step-by-Step-Guide.pdf>

Step 3: Develop an Action Plan

Once you have formed your team and set up your building in the online application, it is suggested you take a once-through look over each section and the questions throughout the application. This will provide you with a better sense of the required resources, anticipated timeline and any additional expenses you might incur. Be prepared that you will likely spend a significant amount of time sourcing, developing and gathering documentation about your property and your operational practices for your BOMA BEST application.

Next, put it in writing. Developing an action plan ensures clarity of responsibilities and accountability amongst your team. Your action plan should specify who will do what and the deadline associated with each task – be realistic with your timelines.

It is also recommended that you have regular progress update meetings with your team to ensure everyone is on track and to discuss any issues or obstacles that arise.

Developing an action plan ensures clarity of responsibilities and accountability amongst your team by defining: who, what, when?

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Step 4: The Online Application

Categories

The BOMA BEST questionnaire is organized into **ten categories**:

1. Energy
2. Water
3. Air Quality
4. Comfort
5. Health & Wellness
6. Purchasing
7. Custodial
8. Waste
9. Site
10. Stakeholder Engagement

The number of questions within each category varies according to the building type (office, industrial, shopping centre, etc.); and the question order within each category reflects a progressive increase in difficulty, whereby each section begins with practices recommended for all buildings and moves towards those that go above and beyond expectations.

Best Practices

Prior to entering the ten categories of questions, the online application requires the user to answer the mandatory Best Practices. These Best Practices are 14-16 requirements (depending upon the building type) that every building must complete in order to achieve their BOMA BEST certification.



In addition to answering 'yes' to each Best Practice, documentation must be uploaded to the BOMA BEST platform in order to demonstrate compliancy or implementation of the Practice. Certification cannot be achieved if all of the Best Practices have not been completed and associated documentation has not been uploaded for each.

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The following chart summarizes the mandatory Best Practice components. Alternative scenarios are applicable where 75% or more of the energy or water is purchased directly by tenants or where the building has been occupied for less than two years. These details and a further description for each Best Practice is available on the BOMA Canada website: <http://bomacanada.ca/wp-content/uploads/2016/09/5.-BEST-Practices.pdf>

Best Practices – your building must have the following:	Office, Enclosed Shopping Centre, Universal	Light Industrial, Open Air Retail	MURB, Health Care
Preventative Maintenance Program	required	required	required
ASHRAE Level 1 Energy Assessment	required	required	required
Energy Management Plan	required	required	required
Energy Reduction Target	required	required	not required
Water Assessment	required	required	required
Water Management Plan	required	required	water conservation policy required instead
Indoor Air Quality Monitoring Plan	required	required	IAQ complaints procedure required instead
Occupant Service Request Program	required	required	not required
Hazardous Building Materials Management Program	required	required	required
Hazardous Chemical Products Management Program	required	tenant hazardous chemical products mgmt. program required instead	required
Green Cleaning Program	required	required	not required
Source Separation Program	required	waste reduction & diversion policy required instead	required
Waste Audit	required	not required	not required

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Best Practices – your building must have the following:	Office, Enclosed Shopping Centre, Universal	Light Industrial, Open Air Retail	MURB, Health Care
Waste Reduction Work Plan	required	not required	construction waste policy required instead
Environmental Policy	required	required	not required
Occupant Environmental Communication Program	required	required	required

Best Practices – specifics

The chart below provides a guideline for what you should be sourcing, creating or uploading for each of the Best Practices.

Best Practices – your building must have the following:	How to fulfill this requirement
Preventative Maintenance Program	Upload a copy of your PM contract (if you outsource it) or your automated schedule of maintenance (from your work orders system).
ASHRAE Level 1 Energy Assessment	Contract an engineering firm to undertake an assessment or audit; or utilize BOMA BC's Energy Manager to complete this for your building.
Energy Management Plan	Per the above, request this as a component of the energy assessment.
Energy Reduction Target	Request this as a component of the energy assessment.
Water Assessment	Consider adding this as a component of the energy assessment if contracting this service or complete it 'in-house' utilizing this water assessment template .
Water Management Plan	Per the above, request this as a component of your contracted services for the water assessment or if completing 'in-house' demonstrate 3 years of consumption tracking and identified areas for conservation.
Indoor Air Quality Monitoring Plan	Demonstrate knowledge of current air quality measurements within your building, typically requires an audit by a professional firm.
Occupant Service Request Program	Demonstrate examples of your tenant request / work order system.
Hazardous Building Materials Management	Demonstrate proof (audit or other documentation) that no hazardous materials are

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Best Practices – your building must have the following:	How to fulfill this requirement
Program	present in the building or showcase manuals demonstrating your management systems for such materials.
Hazardous Chemical Products Management Program	Demonstrate that you have an inventory and Worksafe-regulatory management program for all hazardous chemicals stored onsite, including up to date MSDS sheets. You can complete your inventory ‘in-house’ by utilizing this hazardous chemical products inventory template .
Green Cleaning Program	Demonstrate that your Janitorial contract has language that specifies green cleaning standards and products.
Source Separation Program	Demonstrate that your building provides bins for sorting of waste and recycling streams.
Waste Audit	Contract a professional waste auditing firm to complete this audit (onsite) at your building. Ensure they provide you a diversion rate and a capture rate.
Waste Reduction Work Plan	Per the above, request this as a component of the waste audit for your building.
Environmental Policy	Your environmental policy may be a building-specific policy or an organization-wide policy. Regardless, demonstrate that it has been published somewhere associated with your building (website, tenant manual, newsletter, or lease, etc.).
Occupant Environmental Communication Program	Develop a communication plan that details the timing, subject matter, targeted audience, necessary resources, and persons of responsibility for implementing key environmental communications within your building.

Innovation Points

New to version 3.0 of BOMA BEST is the inclusion of ‘Innovation’ questions. These innovation questions are opportunities for a property to showcase efforts above and beyond within each of the 10 categories. Is it important to note, **the property does not lose any points in BOMA BEST for not having achieved the innovation** it simply achieves ‘bonus points’ if it has.

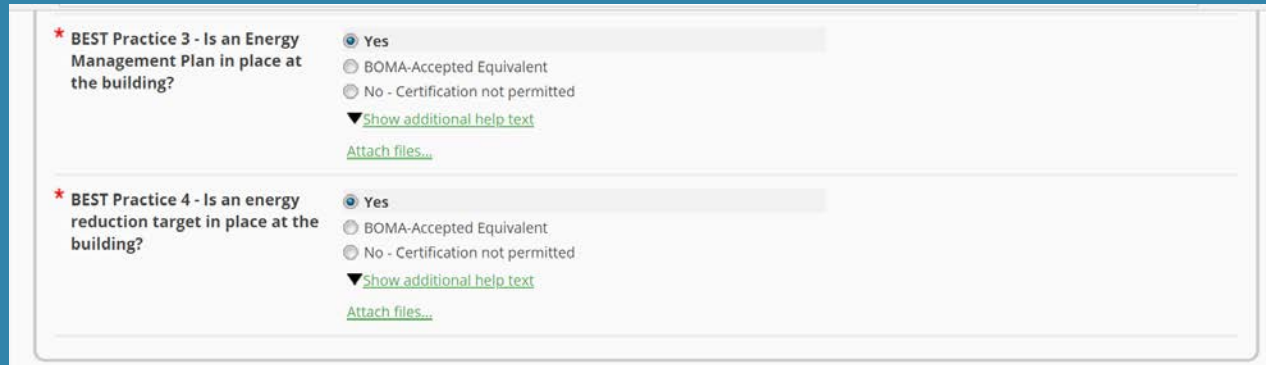
Alike the ‘Best Practices’ section, **documentation must be uploaded to the BOMA BEST platform, to demonstrate implementation for any ‘innovation’ question answered ‘yes’.**

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Uploading documentation

It is mandatory in BOMA BEST to upload documentation for both the Best Practices and the Innovation questions. The documentation should demonstrate compliance or proof of implementation. Uploading documentation is an easy process, simply follow the steps below.

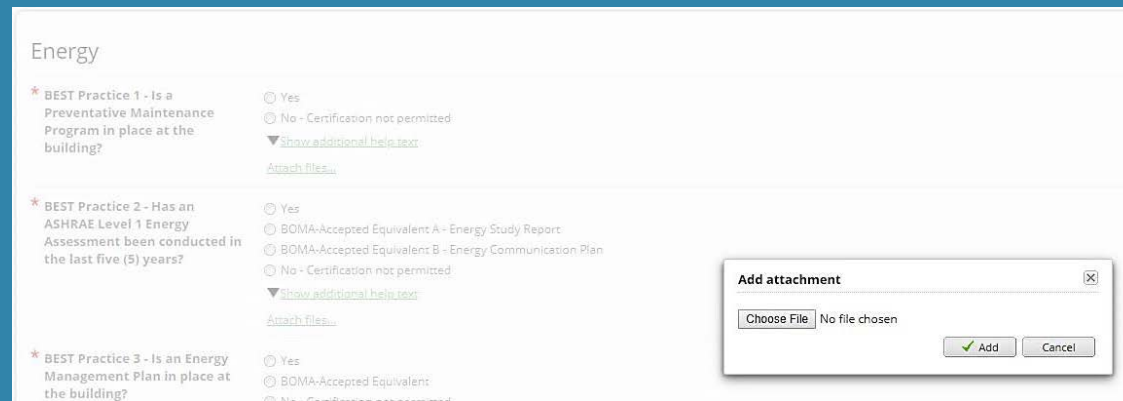
Step 1: After selecting 'yes', click on the 'Attach files' link:



* BEST Practice 3 - Is an Energy Management Plan in place at the building? Yes BOMA-Accepted Equivalent No - Certification not permitted [Show additional help text](#) [Attach files...](#)

* BEST Practice 4 - Is an energy reduction target in place at the building? Yes BOMA-Accepted Equivalent No - Certification not permitted [Show additional help text](#) [Attach files...](#)

Step 2: Next, click 'Choose File':



Energy

* BEST Practice 1 - Is a Preventative Maintenance Program in place at the building? Yes No - Certification not permitted [Show additional help text](#) [Attach files...](#)

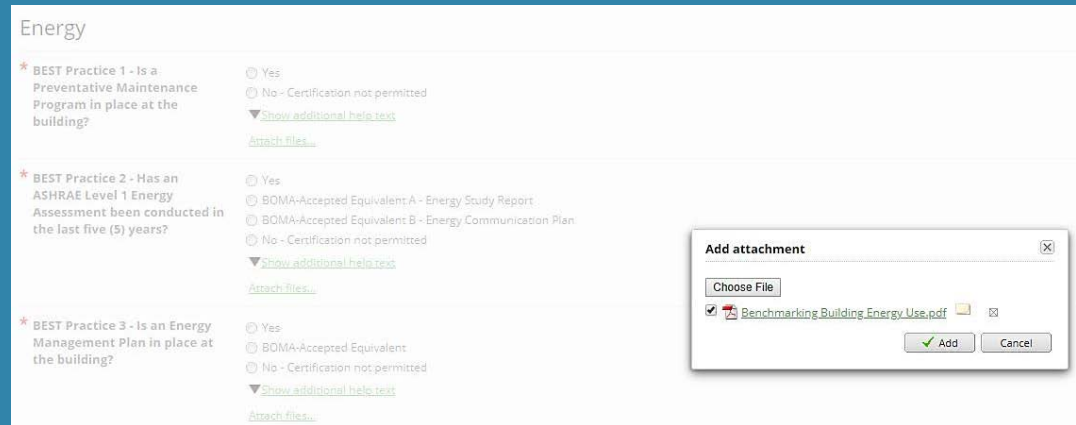
* BEST Practice 2 - Has an ASHRAE Level 1 Energy Assessment been conducted in the last five (5) years? Yes BOMA-Accepted Equivalent A - Energy Study Report BOMA-Accepted Equivalent B - Energy Communication Plan No - Certification not permitted [Show additional help text](#) [Attach files...](#)

* BEST Practice 3 - Is an Energy Management Plan in place at the building? Yes BOMA-Accepted Equivalent No - Certification not permitted

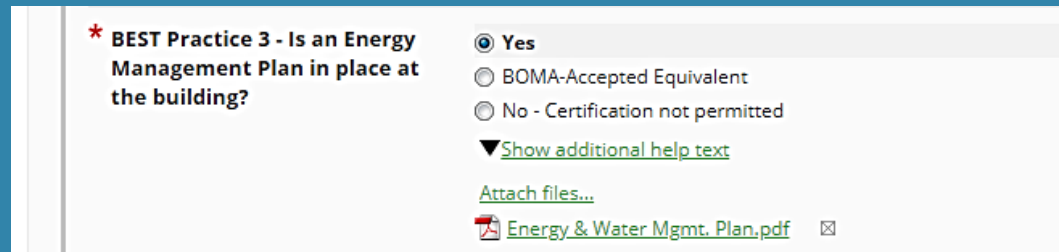
Add attachment No file chosen

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Step 3: Your computer's desktop browser will open, allowing you to find and select the file you wish to upload from your computer. Once it has uploaded, select '✓Add':



Step 4: Verify that the file you've chosen has been added to the question you were intending:



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Preparing your property for BOMA BEST verification

A key thing to keep in mind when preparing your property for the site visit, by the BOMA BEST Verifier, is the more information you have uploaded to the BOMA BEST online platform, the less likely you will have to showcase materials. Remember, you are required to upload documentation for all of the Best Practices questions as well as any Innovation questions that you answered 'yes' to.

Following is a checklist of other essentials that you should have prepared in advance of the site visit:

1. PM, Ops Manager and/or Chief Engineer onsite
2. Make sure your keys open everything
3. Inspect janitorial closets:
 - a. up to date MSDS binder clearly visible and labeled as such
 - b. all cleaning products labeled
4. Landscaping office (if applicable)
 - a. up to date MSDS binder
 - b. products labeled
5. Fire extinguisher tags all current / remove any expired extinguishers from property
6. PCB's stored properly (if applicable)-ideally just have them removed
7. Give tenants a heads up
 - a. Ensure desk-side recycling bins are in place and all recycling bins are clearly labeled in kitchen/copy areas
8. Ensure building's centralized recycling collection area looks clean and organized
9. Mechanical rooms neat and organized – eye wash stations, WHMIS posters, MSDS binder clearly accessible and labeled as such
10. Be prepared to show how equipment / programs operate and give demonstrations
 - a. DDC / BAS

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- b. CO2 emissions monitoring (if applicable)
 - c. Preventative Maintenance program (how are work orders issued and closed)
11. Have documentation ready & available to view upon request
- a. Operations MSDS binder
 - b. Employee Health & Safety binder (if applicable)
 - c. Tenant Manual & Construction Manual (with key environmental policies tagged for ease of reference)
 - d. Building Condition report (if applicable)
 - e. IAQ report (if applicable)
 - f. Results/reports from any environmental building assessments (if applicable)
 - g. Asbestos Management manual (if applicable)
12. Point out your tenant engagement, environmental marketing & communications while on the tour

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Appendix

Water Assessment template

A Water Assessment and Water Management Plan are required Best Practices for BOMA BEST. You can utilize this water assessment template if you have not contracted a professional to conduct a water audit/assessment for your property.

The Water Assessment must be completed in full and conclude with a list of identified opportunities and a targeted water consumption reduction.

Lastly, include a cover page with the building address, date the assessment was completed and who is was completed by.

Water Assessment

Building Description

(provide brief paragraph of size, location, number of food courts and number of food court tenants, construction date & hours of operation)

Domestic Cold Water System Description

(provide brief paragraph explaining the source, structure and systems utilizing DCW within the facility)

Domestic Hot Water System Description

(provide brief paragraph explaining the source, structure and systems utilizing DHW within the facility)

Water Fixtures Inventory

Toilets

Are toilets equipped with toilet dams or low-flow flapper valves?	Yes	No
Do flush valve (tankless) toilets have water-saving diaphragms?	Yes	No
Are toilets equipped with automatic water-flushing systems?	Yes	No
If so, what is the timing cycle?		
Are the sensors/timers coordinated with regular work hours?	Yes	No

Urinals

Are urinals equipped with automatic water-flushing systems?	Yes	No
If so, what is the timing cycle?		
Are the sensors/timers coordinated with regular work hours?	Yes☒	No

Water Assessment

Lavatories/Faucets

Number of restroom faucets (total):

Are faucets equipped with aerators? Yes No

Are faucets equipped with automatic or metered shutoff mechanisms? Yes No

Fixture Flow/Flush Rates

List each style of fixture below. Where gallons are used instead of litres, please indicate accordingly:

	Toilets (brand)	Volume/flush (litres/flush)	Quantity of this fixture style/type within facility	% of this fixture relative to total number within facility
1				
2				
3				
4				

	Urinals (brand)	Volume/flush (litres/flush)	Quantity of this fixture style/type within facility	% of this fixture relative to total number within facility
1				

Water Assessment

2				
3				
4				

	Washroom faucets (brand)	Volume/flow rate (litres/minute)	Quantity of this fixture style/type within facility	% of this fixture relative to total number within facility
1				
2				
3				
4				

	Shower heads (brand)	Volume/flow rate (litres/minute)	Quantity of this fixture style/type within facility	% of this fixture relative to total number within facility
1				
2				
3				
4				

Water Assessment

	Kitchen faucets (brand)	Volume/flow rate (litres/minute)	Quantity of this fixture style/type within facility	% of this fixture relative to total number within facility
1				
2				
3				
4				

Landscaping/Irrigation

Are drought tolerant plants used in our landscaping?	Yes	No	N/A
Does our landscape use mulch?	Yes	No	N/A
Do we have an irrigation system?	Yes	No	N/A
Is there a rain gauge incorporated into our system?	Yes	No	N/A
Are hoses used for irrigation?	Yes	No	N/A
Are hoses equipped with fine-spray/high pressure/water-efficient nozzles?	Yes	No	N/A
Does our facility have any fountains or pools?	Yes	No	N/A
Do the fountains/pools use recycled water?	Yes	No	N/A
Is the fountain/pool on a closed loop system?	Yes	No	N/A

Water Assessment

HVAC Equipment

Are cooling towers used in our facility? Yes No

Is make up water metered? Yes No N/A

List any other equipment that uses domestic water:

Future Water Upgrades:

Identified Water Saving Opportunity	Implementation Cost	Payback: estimated savings (annually)	Implementation Schedule / Timing	Perceived challenges

Water Assessment

Identified Water Saving Opportunity	Implementation Cost	Payback: estimated savings (annually)	Implementation Schedule / Timing	Perceived challenges

Overall Targeted Water Reduction (% reduction over x years): _____

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Hazardous Chemical Products Inventory & Management Plan template

The completion of a hazardous chemical products inventory and management plan are required Best Practices for BOMA BEST. You can utilize this template if you have not contracted a professional to conduct this inventory and management plan for your property.

Insert Building Name Here – Hazardous Chemical Products Inventory & Mgmt. Plan

Heavy Metals:

Hazardous Material	Location / Comments	Abatement / Removal Plan
Mercury		
Lead		
Molybdenum		

Chemicals:

Water Treatment:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan
Ethylene Glycol				

Insert Building Name Here – Hazardous Chemical Products Inventory & Mgmt. Plan

Cleaning:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan

Sterilants & Solvents:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan

Insert Building Name Here – Hazardous Chemical Products Inventory & Mgmt. Plan

Chemicals Others:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan

Paint Products:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan
Oil based paints				
Solvents				
Aerosol cans				

Lubricants:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan
Oil				
Grease				

Insert Building Name Here – Hazardous Chemical Products Inventory & Mgmt. Plan

Aerosols				

Batteries:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan
Alkaline				
Lead Acid				
Lithium				
Ni Cad				

Fuels:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan
Diesel				
Gasoline				
Propane				

Insert Building Name Here – Hazardous Chemical Products Inventory & Mgmt. Plan

Medical Waste:

Hazardous Material	Quantity	Location & Comment re: storage	Location of MSDS Sheet	Disposal / Removal Plan
Needles				

Pesticides:

Hazardous Material	Quantity	Location / Comments	Location of MSDS Sheet	Disposal Plan

Fertilizers or other landscape mntnc.:

Hazardous Material	Quantity	Location / Comments	Location of MSDS Sheet	Disposal Plan