



2019
CERTIFICATE OF
EXCELLENCE

INDUSTRIAL OFFICE BUILDINGS
SUBMISSION/SCORING GUIDEBOOK

2019-2021

CERTIFICATE OF EXCELLENCE INDUSTRIAL OFFICE BUILDINGS

BOMA Newfoundland & Labrador is proud to introduce the Certificate of Excellence – The Industrial Office Building to its members. This award is the most prestigious and comprehensive of its kind in the commercial real estate industry, recognizing quality in office buildings and awarding excellence in office building management.

The competition consists of three levels of judging. A building must first win at the local level to be eligible to enter the BOMA Canada national awards. Winners of these awards will be invited by BOMA Canada to compete nationally.

ELIGIBILITY – Certificate of Excellence

- The building must be owned or managed by a BOMA NL member that is directly responsible or accountable for the property being entered.
- As of January 1, 2019, the building must be at least three years old from the date of occupancy of the first tenant.
- One to two stories in height, with more than 5% and less than 50% office area
- Building(s) must have a loading dock, roll-up or sliding rear doors(s) for loading, with no common
- The building must be managed by the present incumbent for at least one year at the time of the submission deadline.
- See Call for Entries registration form for further requirements.

SUBMISSION GUIDELINES

Certification

Certification must be renewed every three years to ensure that the standard of excellence is maintained.

Entrants are advised that standards may be revised or enhanced in subsequent years, therefore re-certification should not be assumed. Certification is valid for a three year term as long as the property management firm does not change.

Categories

INDUSTRY BUILDING

Two or more buildings, comprising a total project, one to two stories in height, with more than 5% and less than 50% office area. Building(s) must have a loading dock, roll-up or sliding rear door(s) for loading, with no common lobby or corridors except for restroom vestibules and utility or fire equipment access.

NEW MANAGEMENT/OWNERSHIP

Where a building/facility has been certified in the past or is expected to be entered for certification, a submission will only be considered following a minimum of one year under new management/ownership.

BUILDING/FACILITY UNDER RENOVATION/REHABILITATION

A building/facility will not be considered under the Certificate of Excellence Program if it is undergoing extensive renovations or rehabilitation (e.g. curtain wall replacement). A building/facility undergoing minor renovations 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

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BUILDING INSPECTION

A mandatory building inspection will be scheduled shortly after the submission deadline. 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.

Upon arrival, judges should be taken to a boardroom or office where they will spend a minimum of a 1 hour examining all of the mandatory documents. (All mandatory documents must be pre-assembled at this location prior to their arrival as well as a copy of the formal submission) Failure to comply will result in immediate disqualification and loss of entry fee. Following the review, the judges should be taken on a tour of the building (Tour guide must be very familiar with the submission and all building areas and systems).

Please allow a minimum of 2.5-3 hours to complete the building inspection process.

SUBMISSION FORMAT

Limit the response to each section as outlined. (10 pt. Arial Font). Additional material will not be considered. Electronic submissions are encouraged; in PDF format only. Please ensure that all documents are proof read before submitting.

REGISTRATION

A Certificate of Excellence Registration Form and fee of \$350 (+ HST) must be received by BOMA Newfoundland & Labrador by **Wednesday, March 6, 2019** in order to register entrants and to qualify for your formal Submissions Guidebook. The registration fee includes one ticket per entry for the Awards Gala.

SUBMISSION DEADLINE

Completed, formal submissions must be received by **5 p.m., Wednesday, April 10, 2019** at:

BOMA Newfoundland & Labrador
Awards Committee
72 Campbell Avenue
St. John's, NL A1E 2Z6
OR
mail@bomanl.com

CERTIFICATE OF EXCELLENCE
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SUBMISSION SPECIFICATIONS

Summary of Judge's Scoring (A minimum of 70% must be earned to be certified.)	
SECTION	POINT SCALE
<i>Building information</i>	Prerequisite
<i>Building description</i>	Prerequisite
<i>Photograph</i>	Prerequisite
<i>Building standards</i>	Prerequisite
Building attractiveness/Inspection	0 - 5
Community Impact	0 - 15
Tenant Relations/Building Amenities	0 - 20
Energy Management	0 - 15
Environmental/Regulatory/Accessibility	0 - 10
Emergency Management/Security Standards	0 - 20
Training for Building Personnel	0 - 15
Total	0 - 100
Bonus – BOMA BEST Certification	0 - 3

BUILDING INFORMATION

Cover sheet – to include the following:

- Building name;
- Building address;
- Category for which you are applying;
- Year built;
- City;
- Building owner;
- Building management company;
- BOMA member;
- Contact information for individual who will work with submission and judges (name, phone number, e-mail).

BUILDING DESCRIPTION

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

Submission requirement:

MAXIMUM 1,625 characters (approximately 250 words) – 10 pt. Arial Font.

BUILDING PHOTOGRAPH

High resolution (minimum 300 dpi) 4" x 5" color (JPG) to be submitted via email or on disk.

Industrial Building category requires the following images.

- One Property Management Team photo (please include within the template the names of the people in the photograph)
- Two front exterior shots of the building
- One rear exterior shot
- One interior shot of the office
- One interior of the warehouse
- Two additional images are permitted, the subject matter of which is the entrant's choice.

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BUILDING STANDARDS

NOTE: no metric measurements. Area will be rentable area of the building using the BOMA/ANSI Standard Method for Measuring Floor Area in Office Buildings.

- Building name;
- Number of floors;
- Total building sq. ft.;
- Office area sq. ft.;
- Retail area sq. ft.;
- Other area sq. ft.;
- Exterior building description (type of façade, windows, roof, etc.).

Provide single paragraph descriptions of the following:

- Lobby/atrium standard finishes;
- Corridor standard finishes;
- Restroom standard finishes;
- Typical tenant suite standard finishes;
- Utility distribution;
- Elevators;
- HVAC distribution system;
- Fire Life Safety systems;
- Loading dock and parking;
- Emergency generator/back up power.

Submission Requirement:

Maximum 6,500 characters (approximately 1,000 words) 10pt. Arial Font.

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A. BUILDING INSPECTION

NOTE: Entrants/Judges shall allow a minimum of 2.5 hours fore each building inspection

Mandatory documentation verification (Minimum 1 hour review)

A copy of the official submission as well as the following documentation is to be available for the Judge's verification. **NOTE: on-line versions are acceptable, but must be available at time of inspection).**

This documentation is mandatory (i.e. failure to comply will result in immediate disqualification and loss of entry fee).

1. Tenant Manual (See Section C)
2. Tenant Work Order System, including 12-month tracking record (See Section C)
3. Energy Management Plan (See Section D)
4. Emergency Preparedness Plan (See section F)
5. MSDS (See Section E)
6. Elevator Maintenance Log(See Section E)
7. Annual and Monthly Waste Management Audit Reports (See Section E)
8. Annual Budget
9. Annual Fire and Safety Compliance Testing (See Section F)

Note: Entrants looking to compete Nationally must provide copy of valid BOMA BEST certification.

JUDGES SCORING GUIDE – SITE VISIT

A. Building Inspection

Judges shall review the Building Description and Standards prior to visiting the building. Judges shall visit each of the areas identified on the Building Inspection Checklist (See Appendix A)

- 1 = Poor/Unacceptable**
- 2 = Below Average**
- 3 = Good**
- 4 = Above Average**
- 5 = Excellent**

TOTAL POINT (Combination of Inspection Checklist & Features) _____/5

NOTE: In order to be eligible to receive a Certificate of Excellence, entrants must score at least 3 out of 5 in the Building Inspection portion.

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B. COMMUNITY IMPACT

Provide a written description of the building management's impact of 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, food banks, special events, donation of space, summer student programs, etc.), recognition awards, letters and roads and other transportation improvements. If the impact can be quantified as additional income for the community or charitable event or has some type of savings associated with the impact, please describe. When describing the current year's events, please note programs and how long they have been in place.

In addition, please describe how the building management's efforts in this area have helped make the property a benefit to the local community. A maximum of three attachments reflecting the events being described are allowed.

NOTES:

- Include company's corporate policy where applicable, however the submission should reflect activities as they relate to the building specifically.
- This area should not be confused with Tenant Relations. Please indicate services that relate to the community and not to the tenants.

Submission requirement: MAXIMUM single side of 8.5x11 paper 10pt. Arial Font.

JUDGES SCORING GUIDE

Judges are to be provided verification of below examples of community impact described in written submission. I.e. pictures, letters, newsletters, advertisements, applications, thank you letters, website confirmation.

B. Community Impact

- Amenities to the community or corporate environment (blood drives, food drives, special events, parks, etc.). _____/5
- Community involvement/Jobs created as result _____/5
- Recognition from the city such as awards, letters received from local government, schools, etc.. _____/5

TOTAL POINT SCORE _____/15

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C. TENANT RELATIONS/BUILDING AMENITIES

Provide a summary of the Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.

Describe all proactive efforts on the part of management working with Tenants such as forms of communication as well as your maintenance service request process and procedure.

Describe tenant amenities available such as health facilities, daycare and food service. Indicate if tenant satisfaction surveys were conducted including the frequency and the date the last survey was completed and the results.

Provide an evidence of the major findings and the action(s) management took to share results, alleviate concerns and/or problems, and/or ensure that acceptable and “popular” procedures and activities were maintained.

Each entrant may provide up to 3 samples of tenant appreciation letters, 2 newsletters, 3 photographs reflecting the events being described and the table of contents from their tenant manual. Do not include the entire manual or photograph collages (only single images).

NOTE RE CORPORATE FACILITY: Employees are considered tenants for corporate facilities and you may include the table of contents of your employee manual or guidebook in addition to the summaries described above

Submission Requirement: Maximum single side of 8.5x11 paper 10pt. Arial Font.

JUDGES SCORING GUIDE	
C. TENANT RELATIONS/BUILDING AMENITIES	
Tenant Relations	
• Tenant Satisfaction Action Plan (including policies and procedures, guidelines for resolution of issues with tenants and ability to verify/audit, share results, alleviate concerns).	_____/3
• Tenant Work Order System, including 12-month tracking record.	_____/3
• Tenant Survey and Action Plan (within past year).	_____/3
• Tenant Retention System.	_____/3
• Tenant Services (Appreciation Events, Communications).	_____/3
Building Amenities	
• Parking, directories/signage, daycare, health facilities, first aid, food service, concierge, meeting facilities, janitorial services.	_____/5
TOTAL POINT SCORE	_____/20

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Provide a description of the programs and measures taken to conserve energy at the building.

Building Staff/Tenant Education

Describe any programs in place to educate building operations staff, property managers, engineers, leasing agents, and other personnel such as tenants about the importance of and methods for energy conservation. This may include encouraging or requiring participation in BOMA energy Efficiency Program (BEEP), ENERGY STAR® training sessions, BOMA BEST Webinars, pursuing industry certification and professional development programs.

Building Operations and Maintenance

Describe your building maintenance procedures and how they contribute to energy conservation. This should include consideration of the following: preventative maintenance programs, system documentation, equipment and system performance monitoring, sensor and control calibration. Provide a description of the steps taken to improve the energy performance of your building over the last three years.

Building Energy Management System Monitoring (EMS)

Energy Management systems are often underutilized in commercial buildings. When fully engaged, they are powerful tools for improving the performance of HVAC and lighting systems and conserving energy. Describe the EMS in place in your building and the degree to which you use it to reduce the buildings energy consumption. Provide measureable results demonstrating reduction in energy and improved performance.

Include a description of energy conserving projects completed or planned to be completed in next 12 months. Describe and quantify the savings to the owner and to the tenants when projects and programs have been implemented to reduce energy. Include graphs demonstrating reduction and savings where possible. All graphs should be combined into a single PDF.

Describe certifications and awards you have received that relate to energy conservation. Attach a copy of the certification/award.

Submission Requirement: Maximum single side of 8.5 x 11 paper 10pt Arial Font

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D. ENERGY MANAGEMENT

- Energy Management Plan (eg: comprehensive manual available on-site supporting energy management policies and procedures). ____/3
- Tracking of utility consumption and comparison year over year, showing savings to the owner and tenant (established monitoring and verification). ____/4
- Utility procurement – aligned with “Green” supplier. ____/2
- Tenant sub-metering. ____/2
- Company goals/targets in place for reducing energy consumption. ____/2
- Enrollment in incentive programs. ____/2
- Energy efficient projects in place or intent to commit within 12 months (eg: automation of building control systems, lighting retrofit, power factor correction, thermal storage, etc.). ____/2
- Tenant awareness, incentive and participation programs. ____/2

TOTAL POINT SCORE: ____ /15

BONUS POINTS will be awarded to those buildings that participate in BOMA BEST program as follows:

- 1 point – In Appreciation/Editing Phase
- 2 points – Level 1 BOMA BEST certified
- 3 points – Level 2 – 4 BOMA BEST certified

Entrants must provide a copy of their official certification letter in order to qualify for bonus points.

The status of the entry will be confirmed by BOMA NL

BONUS POINTS(IF ELIGIBLE): ____ /3

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E. ENVIRONMENTAL/REGULATORY/SUSTAINABILITY

Describe a minimum of 6 programs of which at least 3 should be related to Environmental and Regulatory and at least 3 related to Sustainability.

Environmental & Regulatory:

Describe the policies and procedures in place at the building. This may include accessibility for disabled tenants and visitors, indoor air quality management and testing, storage tank management, generator testing and management, hazardous waste management, asbestos management, emergency clean up, blood borne pathogen program, tenant environmental management and compliance. Include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.

Sustainability:

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

When describing these policies and procedures explain if you have municipal, provincial or federal compliance that you are following. If these programs are not mandated, then explain their purpose for implementing. Provide a summary of how building management monitors tenant operations for environmental compliance.

Submission Requirement: Maximum single side of 8.5 x 11 paper 10pt Arial Font

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JUDGES SCORING GUIDE

E. ENVIRONMENTAL MANAGEMENT/REGULATORY/BUILDING ACCESSIBILITY

Environmental Management _____/3

- Environmental Management Plan/Manual
- Environmental incentives (evidence of management encouragement through correspondence)
- Tenant compliance
- Recycling Options (evidence of management encouragement through correspondence).
- Diversion Capabilities and Procedures

Regulatory _____/2

- Elevator Maintenance Log
- Waste Audit Reports (month/annual)
- Roof Anchor Plan & Inspection
- CFC reporting
- Air Emissions

Health and Safety _____/3

- Procedures (staff and contractor).
- Committee (record keeping, display board)
- Equipment (chemical storage, protective gear, eyewash station, etc.)
- WHMIS compliance
- MSDS (housekeeping & maintenance)

Accessibility _____/2

- Wheelchair
 - Entryways
 - Washrooms
 - Elevators
 - Light switches (maximum height 42")
- Visually impaired:
 - Elevator buttons to be Braille
 - Main directory to be Braille
 - Suite number and names to be Braille
 - Floor indication by voice or tone in elevator
 - Concierge service available for assistance in building

TOTAL POINT SCORE: _____/10

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F. EMERGENCY MANAGEMENT/SECURITY STANDARDS

Provide a summary of procedures and programs for life safety, fire, disaster and security standards. You can include a table of contents of your emergency management and security standards manual(s).

Include how fire and evacuation drills are conducted, how often and when.

Describe training for property management and tenants as well as recovery procedures.

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

Provide a summary about your Business Continuity Plan and if drills are conducted how they are documented and communicated.

Submission Requirements: Maximum single side 8.5 x 11 paper 10pt Arial Font.

JUDGES SCORING GUIDE	
F. EMERGENCY MANAGEMENT/SECURITY STANDARDS	
Emergency Management	
• Emergency Management Plan (Fire, Disaster, Pandemic)	___/3
• Evacuation Procedures and Drills	___/3
• Emergency Systems and Testing	___/3
• Training (Fire Warden, Evacuation, Fire/Police Department, Seminars/Forums)	___/3
• Business Continuity Plan	___/1
• Emergency Equipment (AED, Oxygen, First Aid/Trauma kits, etc.)	___/1
• Communications (two-way radios, PA systems, paging, emergency notification system)	___/1
Security Standards	
• Security Policies/Procedures	___/2
• Security Systems (CCTV/ Access Control/Duress)	___/2
• Staffing (proof of licensed security personnel)	___/1
TOTAL POINT SCORE:	___/20

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G. TRAINING OF BUILDING PERSONNEL

Provide a list of qualifications/professional designations for building staff and a building specific organization chart.

Describe the following: 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.

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

Submission Requirements: Maximum single side of 8.5 x 11 10pt Arial Font.

JUDGES SCORING GUIDE	
G. TRAINING OF BUILDING PERSONNEL	
• Building organizational chart	____/1
• Staff development (Designations, skills upgrades Retention, Seminars, Professional Development, mentoring)	____/5
• Training (Job specific, tracking of required courses)	____/5
• Awards & Recognition	____/2
• Staff: Existing professional designations,/qualifications	____/2
TOTAL POINT SCORE:	____/15

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SCHEDULE A
CERTIFICATE OF EXCELLENCE

JUDGES SCORING SHEET

(To be completed by judges and returned to BOMA NL Auditor)

Building Name: _____

Owner: _____

Management Company: _____

BOMA Member: _____

Certificate of Excellence Category: _____

Mandatory Documentation Verification

During the site visit the following documents must be available for the Judge's verification. (Note: on-line versions are acceptable, but must be available at time of inspection)

FAILURE TO COMPLY WILL RESULT IN IMMEDIATE DISQUALIFICATION AND LOST OF ENTRY FEE.

1. Tenant Satisfaction Action Plan (e.g. procedures for addressing and resolving tenant issues/complaints, service requests, work orders)
2. Tenant Work Order System, including 12 month tracking record.
3. Energy Management Plan
4. Emergency Preparedness Plan
5. MSDS
6. Elevator Maintenance Log
7. Annual & Monthly Waste Management Audit Reports
8. Annual Budget
9. Annual Fire & Safety Compliance Testing

Mandatory documentation verification _____

Judges' Signatures

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JUDGES SCORING SHEET

Summary of Judges' Scoring

A minimum of 70% must be earned to be certified.

Section	POINT SCALE	SCORE
<i>Building Information</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>
<i>Building Description</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>
<i>Photograph</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>
<i>Building Standards</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>
Building Inspection (incl. checklist)	0-5	_____
Community Impact	0-15	_____
Tenant Relations / Building Amenities	0-20	_____
Energy Management	0-15	_____
Environmental/Regulatory/Accessibility	0-10	_____
Emergency Management / Security Standards	0-20	_____
Training for Building Personnel	0-15	_____
Total	0-100	_____
Bonus - BOMA BEST Certification	0-3	_____
GRAND TOTAL		_____

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Building Name: _____

Management Company: _____

	Check	Comments
Entrance/Main Lobby Grade		
Greeting/Helpfulness of Lobby Attendants	_____	_____
Housekeeping/Maintenance	_____	_____
Aesthetic Appeal	_____	_____
Directory/Signage	_____	_____
Lighting	_____	_____
Lobby Desk/Equipment	_____	_____
Accessibility	_____	_____
Security/Life Safety/Control Centre		
Access Control/Lobby	_____	_____
Professionalism of Staff	_____	_____
Cameras	_____	_____
After Hours Access	_____	_____
Security Manual/Emergency Procedures	_____	_____
Staff Training and Development	_____	_____
Access Control (Key/Inventory Control)	_____	_____
Fire and Life Safety Equipment	_____	_____
Fire Safety Plan	_____	_____
Emergency Generator	_____	_____
Management Office		
Housekeeping	_____	_____
Aesthetic Appeal	_____	_____
Responsiveness to Tenant Issues	_____	_____

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Stairwells

Housekeeping/Maintenance	_____	_____
Aesthetic Appeal	_____	_____
Lighting	_____	_____
Signage	_____	_____
Fire Extinguishers and Hoses (have extinguishers been checked as required by fire code?)	_____	_____

Building Control Centre/Mechanical Rooms

Housekeeping/Maintenance	_____	_____
Lighting	_____	_____
Safety/Security (consider first aid supplies, signage, HazCom program, product labeling, storage methods, fire extinguishers, etc.)	_____	_____
OHS Compliance/Lockout/Tagout	_____	_____
Energy Management System (optimal start, chiller/boiler sequencing, condenser/chilled water reset)	_____	_____
Equipment Maintenance Logs (should be current and in an organized, ready-to-use format)	_____	_____
Preventive Maintenance Schedule/Procedures	_____	_____
Level of Physical Organization	_____	_____
Inspection Procedures	_____	_____
Technology	_____	_____
Electrical	_____	_____
Air Handler	_____	_____
Telephone	_____	_____
Shop	_____	_____
Janitorial closet	_____	_____
Roof (optional - Weather Permitting)	_____	_____

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**Parking Facilities grade only if Owner/Agent
Operated)**

Cleanliness/Maintenance/Striping	_____	_____
Attractiveness	_____	_____
Proximity to Building	_____	_____
Security/Safety/Lighting	_____	_____
Accessibility	_____	_____

Landscaping/Grounds (Exterior)

Cleanliness/Maintenance	_____	_____
Attractiveness	_____	_____

Waste Management & Loading Area

Cleanliness/Air Quality/Pest Control	_____	_____
Overall Appearance/Maintenance	_____	_____
Recycling	_____	_____

Tenant Amenities (if applicable)

Outside Plaza Seating Area	_____	_____
Inside/Atrium Seating Area	_____	_____
Cafeteria (open to all tenants)	_____	_____
Health Club Facilities and Conveniences (Sundry, dry clean, car wash, etc.)	_____	_____

Building Inspection verification _____

Judges' Signatures