



CERTIFICATION  
2019  
GUIDEBOOK & ENTRY  
REQUIREMENTS

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TEAM EXCELLENCE AWARD

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PROPERTY TEAM OF THE YEAR

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The Pinnacle Awards and the standard of service excellence which they represent have the proud support of the BOMA Newfoundland & Labrador Board of Directors. These standards should be the objective of all BOMA Members. The Pinnacle Awards allow us to celebrate the company and individual successes of our members. These successes establish members as leaders in their industries and the individuals, who by setting examples carry their companies to even greater accomplishments.

BOMA Newfoundland & Labrador is actively involved in recognizing companies for their efforts to instill excellence in our industry. Presented below are points of information, selection criteria and the process pertaining to your submission for this prestigious award.

**ELIGIBILITY**

- Entries are to be submitted on a self-nominating basis.
- Judging of the entry will be based on your written submission and meeting of all submission requirements as listed in the Guidebook.
- Entrants must be BOMA Newfoundland & Labrador members.

**REGISTRATION**

A Team Excellence - Property Team of the Year Registration Form and fee of \$200 (+ HST) must be received by BOMA Newfoundland & Labrador by **Wednesday, March 6, 2019** in order to register entrants and to qualify 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.**

**SUBMISSION REQUIREMENTS**

The purpose of the Team Excellence Award is to recognize and promote Property Team service excellence in the commercial real estate industry. It is about providing a service to customers/clients/tenants that exceed service performance. It is recognition of services that demonstrate how far a company would go to exceed the expectations of clients.

**SUBMISSION REQUIREMENTS**

Being a customer-focused, high-service driven company requires consistency, ingenuity, integrity and dedication to the pursuit of excellence. Your company is always first in your customers' mind because you strive to exceed your customers' expectations.

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**WRITTEN SUBMISSION (see Sections A - F for details)**

1. A cover sheet stating the following must be included: Name of Property Owner/Management company as well as the name, phone number and address of the person who will receive all correspondence. If your company has a mission statement, please include that as well.
2. Sections A through F below describe the components to be addressed in writing.
3. Submissions must be made on company letterhead using your company standard issue presentation covers and binding format.

**VERIFICATION**

Entrants will be contacted to verify the information provided in the written submission.

**SUMMARY OF JUDGE'S SCORING**

The points from Sections A - F are combined for a total potential score of 290 points. A minimum of 70% or 203 points must be earned to be eligible.

**SITE VISIT**

A mandatory site visit will be coordinated by the judges to visit your location to verify your submission, including viewing of the mandatory documentation. **Please note there are a number of mandatory documents that must be made available to the judges during the on-site visit. Failure to comply will result in immediate disqualification and loss of entry fee.**

**LOGO**

A JPF/TIFF copy of your logo must be provided on disk or via e-mail.

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**SUMMARY OF JUDGE’S SCORING**

The points from Sections A through F are combined for a total potential score of 290 points. A minimum of 70% or 203 points must be earned to be eligible.

<b>CRITERIA</b>	<b>POINTS SCALE</b>
A. Management & Administration	0 - 50
B. Processes	0 - 30
C. Tenant Services	0 - 30
D. Energy Management	0 - 45
E. Safety	0 - 75
F. Team Synergies	0 - 60
G. Site Visit/Inspection	
<b>Total</b>	<b>0 - 290</b>

**SECTION A**

**Management & Administration**

This section is designed to gather information on the management and administration of your operations team in relation to your entire organization.

- Identify company goals and objectives as they relate to company/team mission statement.
- Company performance review program and its purpose.
- How are employees encouraged to upgrade their qualifications?
- Are staff meetings held for all levels of personnel/departments?
- Describe company operating structure and any opportunities for improvement.
- How are construction standards monitored?
- Describe how team effectively controls cost through purchasing practices, utilization of materials and equipment.

**SECTION B**

**Processes**

This section features questions designed to understand the processes of your organization across several areas that relate to the operations of your building(s).

- Describe company purchasing policy.
- Is there a system to determine value or performance level of outside service contracts? (eg: snow clearing).
- How do you communicate with tenants on issues of importance?
- How do you assess the cost of security against the comfort and safety of staff and tenants?
- How are security incidents reported and tracked?

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This section features questions designed to gain information about your operations team and its procedures, performance measurement and approach to servicing your buildings' tenants.

- Describe how your company developed a detailed tenant service plan. What is your procedure for dealing with tenant complaints and service requests.
- How is your team's performance monitored/measured (as relative to tenant requests)?
- Describe how your team developed goals and objectives in regards to tenant satisfaction. How are these goals and objectives tracked to determine when they are achieved?
- Describe how your team approach contributes to an overall cost reduction, service enhancement or operating efficiency for your organization.

**SECTION D****Energy Management**

This section features questions designed to gain an understanding of your team and organization's work to date and possible plans for the future.

- Describe your energy management initiatives and example implemented by your team.
- How does energy management affect operations?
- Explain how all levels of your team participate in energy management.
- Where do you see your greatest energy management opportunity and why?
- Describe your key performance indicators.
- Do you monitor energy and collect data possible for savings?

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**SECTION E**

**Safety**

This section asks questions on safety to gain an understanding of your team's understanding of legislation as well as implementation and monitoring of safety practices in your building(s).

- Is there safety training in place for employees in your building(s)?
- What do you have in place for emergency procedures?
- How does your team adhere to the general duties of workers/employers in the Occupational Health & Safety Act?
- Explain, in respect to Newfoundland & Labrador's safety regulations, how employees/employers communicate potential safety hazards to workers and visitors. For example, hazards that cannot be readily controlled or eliminated or can cause serious damage.
- Do you have a "working alone" policy? Is it written? Do you use the "buddy system"?

**SECTION F**

**Team Synergies**

As this award recognizes team excellence, the following questions are designed to showcase your team's work toward a cooperative department and highlights how important that teamwork is in supporting the overall organization/company.

- Describe or illustrate how your organization contributes to team building.
- Describe your team development policy or program.
- How do you keep employees informed of changes?
- How do you encourage, identify and develop employee ideas?
- How do team members contribute to large-scale projects/goals?

**SECTION G**

**Site Visit**

The judging panel will coordinate an on-site visit to meet with members of the operations team.

**Mandatory documentation: Please note there are a number of mandatory documents that must be made available to the judges during the on-site visit/inspection. Failure to comply will result in immediate disqualification and loss of entry fee.**

- Tenant Service Plan
- Energy Management Initiatives/Plan
- Environmental Stewardship
- Health and Safety Policy/Manual
- Employee Training, Incentive & Recognition Program.