



**2017
Awards Program
Call for Entries**

**Outline
and
Submission Guidelines**

2017 Program Summary:

BOMA Regina Awards presentation will be held May 18, 11:45 at the Delta Regina

TOBY, Earth & Pinnacle Award winners will be eligible to enter the BOMA Canada National Awards provided national entrance criteria are met.

The Outstanding Building of the Year (TOBY) & Certificate of Excellence (pg. 3-9)

- Recognize the best in commercial building management in Saskatchewan.
- All participating buildings meeting the minimum standards of the program will receive the Certificate of Excellence, which is valid for 3 years.
- The TOBY Award is presented to the highest scoring building in each category.
- The building must be BOMA BEST® certified to be eligible.
- The evaluation will include a detailed review of your submission by a selected panel of judges and an on-site inspection & document review by the judges.

Earth Award

- Recognize excellence in resource preservation and environmentally sound commercial building management.
- All Buildings that achieve BOMA BEST® certification through BOMA Regina within the annual awards cycle (April 1, 2016 – March 31, 2017) are automatically entered. **No application is necessary.**
- The Earth Award is presented to the building that obtained the highest overall BOMA BEST® score in each of the following asset classes: Office, Industrial Office, Retail & Multi Unit Residential.

Pinnacle Awards (pg. 10 – 13)

- Recognize companies for their efforts to instill excellence in our industry in 3 categories:
 - Above & Beyond
 - Customer Service
 - Innovation
- Open to Principal 1 or Principal 2 members
- Application is by self- nomination accompanied by the \$150 + GST application fee.

Deadline for Entries

A completed submission and fee of \$150 (+ GST) must be received by **March 31, 2017.**

Attachments and photos can be sent to events@bomaregina.ca

Completed submission and application fee to be mailed to:

BOMA Regina
Box 20013, 2102 11th Ave.
Regina SK S4P 4J7

By applying, applicants acknowledge and accept the following terms & conditions:

Judging results are verified by BOMA Regina. All results are final and are not subject to appeal.

BOMA Awards Committees & Judges are industry representatives who volunteer their time & expertise for this program. Photographs may be used in awards program materials & media.

Submission Guidelines:

TOBY & Certificate of Excellence

Eligibility:

- Entrants must be managed by an entity that is a member, in good standing of BOMA Regina
- The building must be BOMA BEST® certified
- The building may not have won during the last 3 years.
- The building must be at least 3 years old from the date of occupancy of the first tenant by May 2017.
- All categories must be at least 50% percent occupied
- Each building may enter in only one category.

Categories:

- **Office Building** At least 50% of a building's space (as measured according to BOMA Standards) must be used as office space
 - **Under 100,000 Square Feet**
 - **100,000 - 249,999 Square Feet**
 - **Over 250,000 Square Feet**
- **Industrial Office Building(s)** - All buildings, comprising a total project, to include any single building industrial properties, 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.
- **Retail Building (Shopping Centre)** - A group of retail and other commercial establishments, either enclosed or open air, managed by one company. The entry must be managed as a single property, one to multiple levels in height with a minimum of 50 % occupancy.
The anchor ratio must be at least 25 percent and the property must contain at least one anchor retailer (Grocery, Fashion, Department Store, etc.).
The entry may consist of neighborhood centers (30,000 – 150,000 sq. ft.), community centers (100,000 – 400,000 sq. ft.), power centers (250,000– 600,000 sq. ft.), regional shopping centers (400,000 – 800,000 sq. ft.) or super regional shopping centers (800,000 plus sq. ft.). No minimum office area is required.

SITE INSPECTION: A mandatory building inspection will be scheduled. Judges should be taken to a boardroom or office where they will spend a minimum of 1 hour examining all of the mandatory documents.

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 and prepared to answer onsite questions from the judges. Note: Property Management team should be on site during inspections). Please allow a minimum of 2.5 hours to complete the building inspection process.

The site inspection will include viewing of each of the following areas:

- Entrance / Main Lobby
- Security / Life Safety
- Management Office
- Elevators
- Multi-Tenant Corridors
- Restrooms
- Stairwells
- Typical Tenant Suite
- Central Plant / Engineering Office
- Equipment Room / Service Areas
- Roof
- Parking Facilities
- Landscaping / Grounds
- Refuse Removal and Loading Dock Areas
- Tenant Amenities

The following documentation is mandatory and should be made available at time of inspection at the property being inspected. Ease of navigation is essential to ensure that judges can easily and readily review:

- Evidence of Evacuation Drills conducted with the past 12 months (Note: Drills can be silent)
- Preventative Maintenance Manual
- SOP manual/documentation of Standard Operating Procedures
- Regular financial reports/accounting software used
- Purchase policies
- COI for Comprehensive and/or liability insurance
- Certificate of occupancy or business license for code compliance

Summary of Scoring:

A minimum of 70% must be earned to receive the Certificate of Excellence Award or to be eligible for the TOBY.

Building Description	0-1
Building Standards	0-3
Competition Photographs	0-1
Community Impact	0-15
Tenant Relations / Communications	0-15
Energy Conservation	0-20
Environmental / Regulatory / Sustainability	0-15
Emergency Preparedness / Life Safety	0-15
Training of Building Personnel	0-15
Total	0-100

Submission Requirements:

Building Description (1 Point)

Maximum of 350 words

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

Building Standards (3 Points)

Maximum of 2,000 words

- Provide an overview of the building(s) and property since the judging at the regional and international levels does not include a physical inspection of the building(s) and property.
- *NOTE: Industrial Office Buildings: Entrants should include ceiling height, weight loads, truck/rail access, bay areas, design flexibility, and other building standards that will help the judges review your entry.*
- **Provide a single paragraph describing each of the items below:**
 - Fire life safety systems
 - Number of public entrances & 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 systems
 - Loading dock & back of house tenant receiving areas
 - Parking
 - Emergency generator/back up power
 - Signage and Wayfinding
 - Multiple Uses (where applicable)
- **All other building categories must:** Start with the following: Building Name, Number of Floors and Floor Plate Square Footage, Total Building Square Footage, Office Area Square Footage and other Area Square Footage.
- **Provide a single paragraph describing each of the items below:**
 - 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 & parking
 - Emergency generator/back up power
- Disclose in a paragraph if your entry includes multiple buildings being entered as a single entry. In order to comply, the multiple buildings must be owned by the same company, managed by the same company, managed as a single entity and not located within a Suburban Office Park. This disclosure is necessary for all categories.
- Provide a floor plan for your building showing your main lobby as well as two additional typical floor plans.

- Include a site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines.
- Document use of BOMA floor measurement standard – type in section of lease where the BOMA floor measurement standard is referenced, or upload other documentation, such as a sample lease document or calculations referencing the BOMA office standard (1996 or 2010 versions). If not using BOMA standard, please list which standard is being used.
- Describe certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST®, or BREEAM. Attach a copy of the certification/award.
- ***TOBY Inspection Verification form will be completed by judge on-site***

Competition Photographs (1 point)

No text required

- Provide a photograph of the management team responsible for daily management of the building(s), as well as a photo of the building exterior, interior (lobby/hallways) and mechanical room.

Community Impact (15 points)

Maximum of 1,800 words

- Provide a written description of 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 entrant can describe how the onsite management team personally participated.

NOTE:

- **All Categories:** This section should not be confused with Tenant Relations. Please indicate services that relate to the community and not to the tenants. Entrants may also include a maximum of three PDF attachments reflecting the events being described such as posters, flyers, newsletters and charity acknowledgement letters.
- **Industrial Buildings:** Entrants may also include the building’s compatibility with neighboring properties and how the building affects traffic.

- **Retail:** 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.

Tenant Relations / Communications (15 points)

Maximum of 1,800 words

- Provide a summary of the Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.
- Describe 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.
- Describe 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 the results.
- Provide an explanation 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.
- All Categories must also include:
 - 3 samples of tenant/public appreciation letters
 - 2 newsletters
 - 1 copy of tenant/occupant survey
 - 1 tenant communications piece
 - 3 photographs reflecting the events being described
 - Table of contents from the tenant manual

Energy Conservation (20 points)

Maximum of 1,750 words

- All entrants are required to obtain a BOMA BEST® certification. A copy of a valid BOMA BEST® certification must be available during your onsite inspection
 - BOMA BEST® Certified/Bronze: 3 points
 - BOMA BEST® Silver: 4 points
 - BOMA BEST® Gold: 5 points
 - BOMA BEST® Platinum: 6 points
- **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 energy conservation. This may include encouraging or requiring participation in BOMA Energy Efficiency

Program (BEEP), ENERGY STAR® training sessions, BOMA BEST® Practices, pursuing industry certification and professional development programs.

- **Building Operations and Maintenance (5 points):** Describe your building maintenance procedures and how they contribute to energy conservation. This should include the following as well as any additional procedures following: preventative maintenance programs, systems 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 provide measurable results over the last three years.
- **Building Energy Management System Monitoring (EMS) (5 points):** 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 measurable results demonstrating reduction in energy and improved performance.

Environmental / Regulatory / Sustainability (15 points)

Maximum of 2,250 words

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 (5 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.
- Provide documentation of building waste management plan, recycling policies and building's exterior maintenance plan, including recaulking, window washing, pressure washing, etc., green programs and/or other environmental management programs.
- Please include any additional environmental and regulatory policies and procedures not mentioned above that are being followed
- **Sustainability (5 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. 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 deferral compliance that you are following. If these programs are not mandated, then explain their purpose for implementing

- **Waste (5 points):** Describe your building's waste reduction work plan and source separation program. Where applicable include:
 - Collection of organic wastepaper, cans, glass, plastic containers & cardboard
 - Your facility's diversion rate
 - Educational training for occupants, custodians & general public
 - Organizational statement for continuous improvements in reduction & diversion of waste streams
 - Address the prevention, diversion, & management of solid waste generated as a result of day to day activities & infrequent events
 - Attach a PDF copy of your latest waste audit
 - Future plans to increase recycling levels & reduce the waste generated

Emergency Preparedness / Life Safety (15 points)

Maximum of 1,800 words

- Describe the procedures and programs for life safety, fire, disaster, and security standards (Mixed-Use: review all procedures for all entries). Ensure to include a table of contents of your emergency management and security standards manual(s) (as PDF). Also as a PDF include AED policy or equivalent, written security procedures (TOC), copy of ADA plan, and reference of access control & surveillance systems in the building (as pdf).
- Include how fire & evacuation drills are conducted, how often and when. Describe the 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 & communicated.

Training of Building Personnel (15 points)

Maximum of 1,800 words

- Provide a list of qualifications/professional designations for building staff and a building specific organization chart of the building management team, including any industry certifications, degrees or industry training.
- 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.
- Indicate if any member of the management team has participated in at least one BOMA-sponsored (local, national or international) event or international affiliate sponsored event within the last 12 months.
- For Industrial Building: Discuss training for both on-site and off-site building personnel dedicated to the property.

PINNACLE AWARDS - GENERAL

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 requirements
- Entrants must be BOMA Regina members; either Principal 1 or Principal 2.

Categories:

- **Above & Beyond** – Company demonstrates a high level of customer service while working in the commercial real estate industry
- **Customer Service** - Service to a customer that was unexpected and required extraordinary response and resulted in a benefit to the client and high level of customer satisfaction
- **Innovation** – A uniquely beneficial program, product or service, a better way to solve specific needs or an ingenious way to keep customers happy

Submission Requirements:

- Submission must be a maximum of five (5) pages (single side of a sheet of paper in 12-point type). Additional material will not be considered.
- Guidelines for written submission are outlined below for each category
- **A cover sheet stating the following must be included:**
 - Name of Property Owner/Management company or Service/Supplier Company
 - Primary contact name & contact information for all correspondence.
 - If your company has a mission statement, please include that as well.

Logo/Photo:

A JPG copy of your logo and digital picture of the service team must be provided on disk or via e-mail.

Verification:

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

Summary of Judges Scoring:

The points listed in the questionnaire portion of the submission are combined for a total potential score of 100 points. A minimum of 70% or 70 points must be earned to be eligible.

SPECIFIC WRITTEN SUBMISSION REQUIREMENTS BY CATEGORY:

ABOVE & BEYOND

- A. **SYNOPSIS:** Provide a written synopsis supporting the incident of the customer service situation that you feel qualifies the company for recognition as going “Above & Beyond” in these days when we are all exceeding the customer service norms to remain competitive. Your submission should describe the circumstances that required extraordinary action, detailing resources and commitments used to meet the client’s needs. Describe the benefits of the activity or service from the perspective of service, customer satisfaction, delivery, safety, moral and environmental considerations
- B. **QUESTIONNAIRE:** Provide answers to the following questions as they apply to your company: (potential score shown in parenthesis)
1. Did the company show expediency in meeting the client’s need(s) by going considerably out of its way to accomplish the task at hand or perceiving the client’s urgency at the time of the event? (15 points)
 2. Did the client perceive the service to be extraordinary and of high value? By your estimate, how much was this worth to the client? (15 points)
 3. Was the client extremely impressed with the activity/service that exceeded his/her expectations? Define what your organization considers a “normal” response to this circumstance. (15 points).
 4. Does the organization recognize and encourage a willingness to respond to “Above & Beyond” the Call of Duty? (15 points)
 5. Has the client’s loyalty increased since the activity/service was provided by the nominee? (15 points)
 6. Was the activity or service: (10 points)
 - Unexpected or surprising?
 - Caring?
 - Extraordinary?
 - Entertaining?
 - Other?
 7. Did the activity/service have a significant impact on the outcome of the circumstances surrounding the client? (15 points)

CUSTOMER SERVICE

Your written submission should support your firm’s positive customer service attributes that you want to impress upon the judges, and it should make note of specific details that deserve merit.

Provide the following details:

1. Detail any processes, methods and/or practices the company has used in developing company goals and objectives as they relate to customer satisfaction.

2. Once this plan/concept for improving customer service was developed, detail the processes, methods and/or practices used to achieve the stated customer service policies.
 - How is customer service policy maintained? Verified? Monitored?
 - Demonstrate customer-focused complaint resolution process.
 - Describe the “full circle” customer service plan from “request to resolution”.
 - How is the customer input captured to determine new products, services and areas for improvement?
 - Describe function of managers’/coordinators’ dedicated to customer service.

3. Describe the company’s commitment to this process. How is this commitment maintained and improved within all levels of the organization?
 - Detail regular training programs for staff (including incentive & recognition programs)
 - Detail regular customer recognition/appreciation events conducted
 - Detail a recognition/reward program for employees who excel at customer service
 - Detail a system that ensures all active customers are visited or phoned on a regular basis
 - Identify methods of focusing staff on customer service
 - How is the mission statement reinforced with staff on a regular basis?

4. Identify two key clients where the entrant’s commitment has been applied/implemented and describe how this has benefited those clients (and their clients). Describe the impact it has had on their businesses.

FOLLOW UP INTERVEIWS: A random sample survey will be conducted by the judges with your customers and employees. Questions posed to those selected customers and employees will relate to the processes outlined for customer service process, follow-up and customer appreciation.

- Provide six (6) client names, position and contact numbers.
- Provide your employee list with names, position and contact numbers.

A MANDATORY SITE VISIT: will be coordinated with the judges to visit your location to verify your submission, including viewing of the following mandatory documentation, which must be made available to the judges during the onsite inspection. Failure to comply will result in immediate disqualification and loss of entry fee:

- Customer Service Policy
- Customer Service Procedures documentation
- Employee Training, Incentive & Recognition program

INNOVATION

Provide the following details: (potential score shown in parenthesis)

1. Describe programs in place to encourage development and incorporation of innovative ideas. (25 points)
 - Is the innovation unique, and is it applicable to more than one real estate discipline such as Property Managers, Leasing, Sales and/or Development?
 - How does the innovation clearly make the building owner/managers' job easier, less stressful, more productive and/or safer?
 - How has the innovation increased the customer's efficiency, productivity and/or revenue?
2. Unless someone is extraordinarily lucky, an innovation created without input from customers is useful only to the innovator. How did the applicant utilize customer input and involve customers at all stages of implementation? (25 points)
3. How were customers consulted for their opinion on the effectiveness of the innovation? (25 points)
4. Describe the level of customer benefit/satisfaction from the innovation. (25 points)