

PROUDLY SPONSORED BY



# 2024 CRITERIA

# THE OUTSTANDING BUILDING OF THE YEAR (TOBY) AWARDS



MIXED-USE CATEGORY

**Please carefully review the following information before proceeding with your TOBY application.**

## PROGRAM, CATEGORY, AND COMPETITION INFORMATION

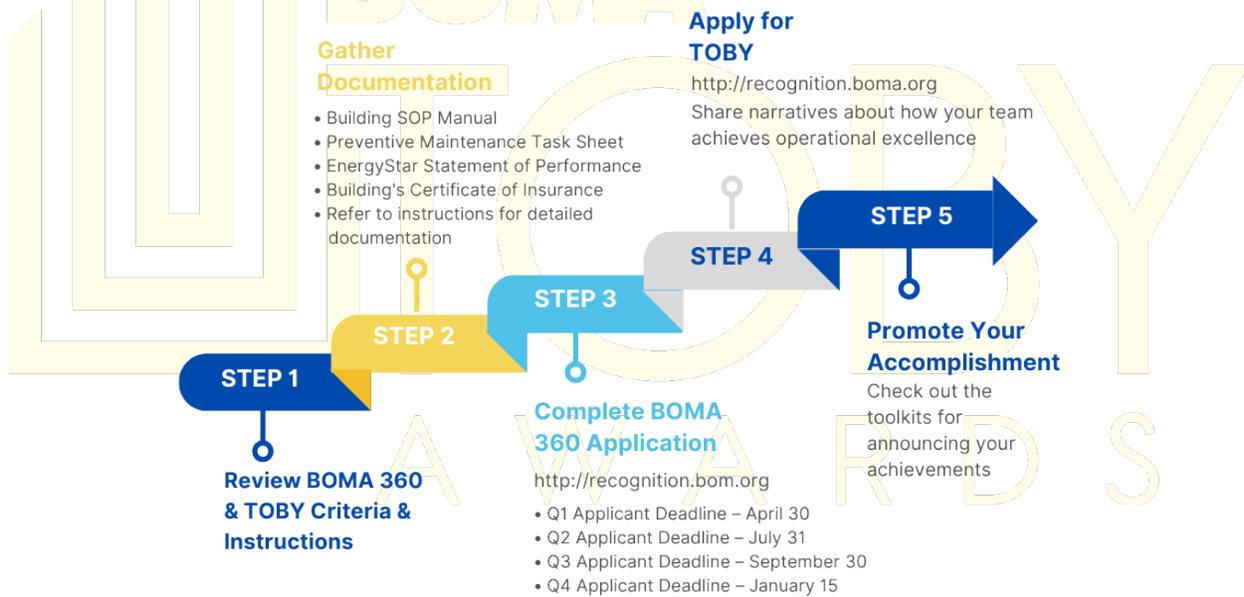
### STARTING THE PROCESS

Now it's even easier to ensure your building achieves the ultimate success. Effective 2023, the TOBY Awards are only given to properties carrying a BOMA 360 distinction (starting at the Regional level) — the most comprehensive and holistic evaluation of operational and management practices. Now you have two opportunities to highlight overall excellence for community impact, emergency preparedness, sustainability, health and wellness, and additional performance metrics for both commercial and industrial buildings.

Before entering the TOBY competition, applying for the BOMA 360 designation serves as the first step in ensuring your building has achieved the minimum level of operational best practices. A new universal recognition platform has been created to simplify the process to help shape high-performance buildings by providing an opportunity to educate property management professionals, reinforce team-building relationships, and increase asset value and tenant retention on a global basis.

The BOMA 360 and TOBY applications have been consolidated into BOMA International's new 360/TOBY portal where applicants will have access to both applications all in one place. Applicants will have an opportunity to see areas where they can improve before entering the TOBY competition and have a stronger application.

### Achieve the Recognition Your Building Deserves



### CATEGORY DESCRIPTIONS – MIXED-USE

All properties will have minimum of 10% Office in a planned integration of at least three components that are a mix of Retail, Entertainment, Residential, Hotel, Recreation or Other Functions.

Each component will be at a minimum of 10% of the total property. The property can be one or more buildings managed by the same company. It is pedestrian-oriented and contains elements of a live-

work-play environment. It maximizes space usage, has amenities and architectural features that tends to mitigate traffic and sprawl.

When a building fits a different TOBY category, it should be entered in that category.

## ELIGIBILITY REQUIREMENTS

Below outlines the requirements for TOBY participation:

1. All buildings competing at the regional level must be BOMA 360-designated.
2. The building must win at the local level to advance to the regional level and must win at the regional level to advance to International.

**NOTE:** At-Large entries, entries that are outside the jurisdiction of a local association, must submit their portfolio directly to their region using BOMA International's new 360/TOBY Recognition Portal at <https://recognition.boma.org> for regional judging and must notify their regional awards chair of their intention to compete.

3. All portfolios must have undergone a building inspection and scored at least 70% to be eligible to compete. Each entrant must upload the completed and signed TOBY Building Inspection Verification form to be eligible to compete at the Regional and International level (this form is provided by your local BOMA association or International Affiliate organization).
4. The building must be a member, or managed by an entity that is a member, in good standing with both their BOMA local association and BOMA International in order to compete at the local, regional and international levels. Specifically, all membership fees, and any other debt, must be paid prior to entry.
5. The building may not have won in the same category at the international level during the last 5 years (i.e. Buildings that win 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).
6. The building must be occupied for at least one full year from the date of occupancy of the first tenant by June 15, 2023 with a minimum of 12 months of building operations.
7. Buildings submitted in the Mixed-Use category must have at least 10% office space of total square footage of entire complex.
8. All mixed-use buildings must be at least 50% percent average annual occupancy (physical occupancy).
9. Each building may enter in only one category.
10. **U.S. Entrants** with Mixed-Use buildings are not required to be **ENERGY STAR®**
11. Benchmarked or share data via the Energy Star Portfolio Manager. However, entrants must provide the following:
  - a. A list of areas for which energy consumption data is available (i.e. all tenants, some tenants, interior and exterior common areas) and the type of energy used, (i.e. electricity, natural gas, other).
  - b. Percentage of occupied gross leasable area you have energy consumption data (either through sub-metering or by other means). The data must represent consumption from the most recent 12-month period and must not be any older than the past 18 months.

- c. Proof that building current energy consumption is being compared with consumption from past years and provide conclusions drawn from the analysis over a minimum of 1 years.

1. Provide a copy of the Statement of Energy Performance generated from ENERGY STAR® in the past 12 months. This is a mandatory requirement and omitting this step or uploading an alternate document may result in disqualification. The property does not have to be EnergyStar rated, but must submit copy of verified report.



*(Does not need to be stamped by an engineer.)*

2. TOBY Inspection Verification Form



*(Must be signed by a local judge.)*

**Any entry that does not include both a and b will not be eligible to compete at the International level.**

**It is no longer a requirement to share your EnergyStar data with BOMA International, and you do not need to have your Statement of Energy Performance stamped by an engineer.** 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 Operations and Management section.

12. 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 Buildings Standards section.
13. For any building that enters the competition at the local and regional level that may encounter a change in management and/or ownership and wins at the International level, the award will be presented to the management company/owner at the time of the original entry.

**Additional Requirements for Non-U.S. Entries:**

**Canadian Entrants** are required to obtain a BOMA BEST® Sustainable Buildings certification. Each entrant must provide a copy of the certificate or letter from BOMA Canada attesting certification is valid in the competition year.

**Other International Entrants** should contact BOMA International regarding any questions on energy performance benchmarking requirements.

## MANDATORY ON-SITE BUILDING INSPECTION

In-person building inspections must take place at the local level of competition to ensure the entry meets the eligibility requirements and is registered in the correct category. A minimum score of 70% must be earned to be eligible to compete for a TOBY.

**The following mandatory items must be inspected during the building inspection:**

1. Entrance/Mail Lobby
2. Security/Life Safety
3. Management Office
4. Elevators
5. Multi-Tenant Corridors
6. Restrooms
7. Stairwells
8. Typical Tenant Suite (if applicable to building category)
9. Central Plant/Engineering Office
10. Equipment Rooms/Service Areas
11. Roof
12. Parking Facilities (only if Owner/Agent Operated)
13. Landscaping/Grounds
14. Trash/Refuse Removal and Loading Docks
15. Tenant Amenities

The following documentation is mandatory where applicable and should be made available. Online versions are acceptable but must be available at time of inspection at the property being inspected. Ease of navigation is essential to ensure that judges can easily and readily review:

1. Evidence of Evacuation Drills conducted within the past 12 months. NOTE: Drills can be silent if applicable.
2. Preventative Maintenance Manual
3. Standard Operating Procedure (SOP) Manual/Documentation of Standard Operating Procedures
4. Purchase Policies
5. Document use of BOMA Floor Measurement Standard.

Entrants should receive TOBY Building Inspection Verification form by their local BOMA or affiliated International affiliate organization. Any entry without an Inspection Verification form with their Regional submission will be disqualified.

## ENTRY FEES

### TOBY Local Entry Fees

A local competition fee may be applicable. Each Entrant should check with their local association concerning fees.

### BOMA 360 Performance Building Program Fee

BOMA 360 designation is required at the Regional and International levels of the TOBY Awards competition.

Initial application and renewal of BOMA 360 is **\$850.00** for members and must be renewed every three years.

### Regional and International TOBY Entry Fees

A total of \$450 USD in entry fees will be paid to BOMA International for each submission entering the TOBY regional competition. These fees will be collected once the entry has been completed and the "Submit" button has been pressed. No additional fees are collected for the International competition.

**NOTE:** All entries must be submitted, and fees received prior to your region's submission deadline in order to compete. Fees are non-refundable. Regional deadlines will be posted on <https://recognition.boma.org>.

## JUDGING / DATA / DEADLINES

1. Judging will occur at local, regional, and International levels.
2. Fees are non-refundable, due at time of entry. Entry is automatically disqualified for non-compliance.
3. Each BOMA local association may submit one building in each category to the regional competition.
4. Each BOMA region may submit one building in each category to the International competition.
5. Each regional competition must close no later than **March 31st**.
6. Each region must submit their regional winners to BOMA International by **April 15th**.
7. Judging at the International level will take place in April and May and the TOBY Awards will be presented during the *BOMA International Conference* held in June or July.
8. Updated Entry Requirements will be presented during or prior to the BOMA International Conference.
9. BOMA International's 360/TOBY Portal at <https://recognition.boma.org> will begin accepting entries for each new season approximately one month after the close of the BOMA International Conference. Check the 360/TOBY Portal for specific dates.

## UNIVERSAL PORTFOLIO REQUIREMENTS

### Photograph Requirements

- File Type: Hi-Resolution JPEG compressed
- Maximum File Size: 2 MB
- Do not use photograph collages (Only single images)

### Supporting Document Requirements

- File Type: PDF, DOC, DOCX, RTF, TXT
- Maximum File Size: 5 MB

### 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 another similar program, and then copied and pasted into the text box. Please spell check prior to pasting it into the text box. Also, confirm that the copied text can be fully viewed online. If not, reduce the characters to fit the requirements.

## PORTFOLIO SPECIFICATIONS

The following information must be provided electronically using BOMA International's 360/TOBY Portal at <https://recognition.boma.org> to be considered for both the regional and International competitions. Strict adherence to the portfolio specifications listed herein is **required**.

Local entries must check with your BOMA local association for local submission requirements.

**NOTE:** Each section is limited to a specified number of words. All entrants are encouraged to save and review their entries before submitting to ensure that all text/content is captured in the entry.

SUBMISSION REQUIREMENTS	
SECTION	POINTS
<p><b>BUILDING INFORMATION</b></p> <p><b>Describe the following:</b></p> <p>Building Description: Provide a summary of the physical description of the building(s), property, and location.</p> <p>Information required for TOBY:</p> <ol style="list-style-type: none"> <li>1. Building Name or Names if multiple buildings are being entered as a single entry</li> <li>2. Number of Floors</li> <li>3. BOMA Certified Total Building Rentable Area Square Footage</li> <li>4. BOMA Certified Office Rentable Area Square Footage</li> <li>5. Other Certified Rentable Area Square Footage (where applicable)</li> <li>6. Exterior Building Description (type of facade, windows, roof etc.)</li> <li>7. Year constructed or opened</li> </ol> <p><b>Maximum of 350 words</b></p>	<p><b>0</b></p>
<p><b>Attach the following:</b></p> <p><b>Provide the following photographs of your building(s):</b></p> <ul style="list-style-type: none"> <li>• 2 Exterior of the building(s) (front &amp; rear)</li> <li>• 1 Interior (lobby &amp; hallways)</li> <li>• 1 Standard tenant area (Mixed-use – up to 3)</li> <li>• 1 Central plant or main mechanical room (chiller, fire pump or boiler room)</li> <li>• 2 Additional photographs, the subject matter of which is the entrant's choice</li> </ul> <p><b>Provide the following Awards Ceremony Photographs:</b></p> <p>In addition to the competition photos, all regional and International entrants must upload one high-resolution (minimum 300 dpi, 1,500 pixels wide or larger) color JPEG (JPG) of the <b>building's exterior</b> for display at the awards ceremonies.</p>	

Also, a photograph (JPEG) of the **management team (minimum 300 dpi, 750 pixels wide or larger)** responsible for daily management of the building(s) is required.

**Total of 9 attachments required – up to 11 allowed**

## SECTION 1: BUILDING OPERATIONS & MANAGEMENT

**5**

This section is designed to provide the reader with an overview of the building(s) and property since the judging at the regional and international level does not include a physical inspection of the building(s) and property.

**Describe the following:**

1. Number of Public Entrances and their physical characteristics	8. Fire Life Safety Systems
2. Common Area Standard Finishes	9. Loading Dock & Back of House Tenant Receiving Areas
3. Restroom Standard Finishes	10. Parking
4. Customer Service/Concierge Facilities	11. Emergency Generator/Back up Power
5. Utility Distribution	12. Signage and Wayfinding
6. Elevators and/or Escalators and/or Moving Walks, Lifts, etc.	13. Multiple Uses (where applicable)
7. HVAC Distribution System	

**Maximum of 2,000 words**

**Attach the following:**

1. Floor plan for your building showing your main lobby as well as two additional typical floor plans
2. Site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines.
3. 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.

**Total of 3 attachments required - Up to 5 attachments allowed**

## SECTION 2: LIFE SAFETY/SECURITY/RISK MANAGEMENT

**15**

**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.

**Maximum of 1,800 words**

<p><b>SECTION 3: TRAINING AND EDUCATION</b></p> <p><i>NOTE: Training for building personnel can be in person or virtually. Delivery options include face-to-face, virtual online courses, in-house training, classroom instruction, or staff meetings. Participation in BOMA-sponsored training (in-person and virtual can also be considered).</i></p>	<p><b>15</b></p>
<p><b>Describe the following for EACH team member:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Management team participation in at least one BOMA-sponsored (local, regional, or international) event or international affiliate-sponsored event within the last 24 months (if applicable).</li> <li>• Training for both on-site and off-site building personnel dedicated to the property.</li> <li>• List of any management team industry certifications, degrees, or industry training</li> </ul> <p><b>Maximum of 1,800 words</b></p>	
<p><b>SECTION 4: ENERGY</b></p> <p><i>NOTE: It is not necessary for Mixed-Use Entrants to benchmark their energy performance using ENERGY STAR®. However, entrants must describe the following information:</i></p>	<p><b>20</b></p>
<p><b>Describe the following:</b></p> <ul style="list-style-type: none"> <li>• The Preventative Maintenance Program (Mixed-use – how these are shared between entities) <b>(2 Points)</b></li> <li>• The Energy Management Plan <b>(2.5 Points)</b></li> <li>• The Energy Reduction Target <b>(2.5 Points)</b></li> <li>• The Indoor Air Quality Monitoring Plan <b>(2 Points)</b></li> <li>• The Occupant Service Request Program <b>(2 Points)</b></li> <li>• Has the facility(s) conducted an ASHRAE Level 1 Energy Assessment in the last three (s) years? <b>(2 Points)</b></li> <li>• Building Staff/Tenant Education on the importance of and methods for energy conservation. <b>(2 Points)</b></li> <li>• Building Energy Management System (EMS) Monitoring. <b>(2 Points)</b></li> <li>• A list of areas for which energy consumption data is available (i.e. all tenants, some tenants, interior and exterior common areas) and the type of energy used, (i.e. Electricity, natural gas, other). <b>(1 Point)</b></li> <li>• Percentage of occupied gross leasable area you have energy consumption data (either through sub-metering or by other means). The data must represent consumption from the most recent 12-month period and must not be any older than the past 18 months. <b>(1 Point)</b></li> </ul>	

<ul style="list-style-type: none"> <li>• Proof that building current energy consumption is being compared with consumption from past years and provide conclusions drawn from the analysis over a minimum of 1 years. <b>(1 Point)</b></li> </ul> <p><b>Maximum of 1,750 words</b></p>	
<p><b>Attach the following:</b></p> <ul style="list-style-type: none"> <li>• 2 attachments of entrant's choice related to Energy programs and/or results are allowed</li> </ul> <p><b>Up to 2 attachments allowed</b></p>	
<p><b>SECTION 5: ENVIRONMENTAL/SUSTAINABILITY/HEALTH &amp; WELLNESS</b></p>	
<p>Describe a minimum of 7 programs of which at least 3 should be related to Environmental and Regulatory and at least 3 related to Sustainability and then describe your waste management plan.</p> <p><b>Describe the following:</b></p> <p><b>A. Environmental &amp; Regulatory (4 Points)</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Describe the waste management plan, recycling policies, and building's exterior maintenance plan, including re-caulking, window washing, pressure washing, etc., green programs, and/or any other environmental management programs.</li> <li>• Please include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.</li> </ul> <p><b>B. Sustainability (3 Points)</b></p> <ul style="list-style-type: none"> <li>• Describe the policies and procedures in place at the building. This may include stormwater 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.</li> <li>• When describing these policies and procedures, explain if they are mandated by local, state, and/or federal compliance or other. If these programs are not mandated, explain the purpose for implementing them.</li> </ul> <p><b>C. Waste (4 Points)</b></p> <ul style="list-style-type: none"> <li>• Describe your building's waste reduction management work plan and source separation program.</li> <li>• When applicable include: <ul style="list-style-type: none"> <li>○ Collection of organic wastepaper, metal cans, glass, plastic containers, and cardboard, lamp recycling, plus any other recyclables</li> <li>○ Facilities diversion rate</li> </ul> </li> </ul>	<p><b>15</b></p>

<ul style="list-style-type: none"> <li>○ Educational training for occupants, custodians, and general public.</li> <li>○ Organizational statement for continuous improvement in the reduction and diversion of waste streams</li> <li>○ Address the prevention, diversion, and management of solid waste generated as a result of day-to-day activities and infrequent events.</li> <li>○ Future plans to increase recycling levels and reduce the waste generated.</li> </ul> <p><b>D. Health &amp; Wellness (4 Points)</b></p> <ul style="list-style-type: none"> <li>● Describe policies management implemented to create healthy work environments for employees and tenants and to promote health in the community.</li> <li>● 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.</li> <li>● 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.</li> <li>● 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.</li> </ul> <p><i>Maximum of 3,000 words</i></p>	
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<p><b>Attach the following:</b></p> <ul style="list-style-type: none"> <li>● Waste audit</li> </ul> <p><b>1 attachments required</b></p>	
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<p><b>SECTION 6: TENANT/OCCUPANT RELATIONS &amp; COMMUNITY INVOLVEMENT</b></p>	<p><b>30</b></p>
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<p><b>Describe the following:</b></p> <p><b>A. Tenant and Occupant Relations (15 Points)</b></p> <ul style="list-style-type: none"> <li>● Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.</li> <li>● 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.</li> <li>● Tenant amenities available such as health facilities, childcare and food service.</li> <li>● 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.</li> <li>● An explanation of the major findings and the actions management took to share results, alleviate concerns and/or problems, and/or ensure that acceptable and “popular” procedures and activities were maintained.</li> </ul> <p><b>B. Community Involvement (15 Points)</b></p> <ul style="list-style-type: none"> <li>● 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</li> </ul>	
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<p>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.</p> <ul style="list-style-type: none"> <li>• 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 or how it affected the property.</li> <li>• 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 date of activity.</li> <li>• 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 police department, fire department, special improvement districts, and public works. Include date of activity.</li> </ul> <p><b>NOTE:</b> 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.</p> <p><b>Maximum of 1,800 words</b></p>	
<p><b>Attach the following:</b></p> <ol style="list-style-type: none"> <li>1. 3 Samples appreciation letters from the tenant or public</li> <li>2. 2 Newsletters</li> <li>3. 1 Copy of tenant/occupant survey <i>(if applicable)</i>.</li> <li>4. 1 Tenant communications piece from the property management team</li> <li>5. 3 Photographs reflecting the tenant events being described.</li> <li>6. 1 Table of contents from the tenant manual. <b>(Do not include the entire manual or photograph collages—only single images.)</b></li> </ol> <p><b>Total of 10 attachments required – 1 optional - TOTAL 11 attachments</b></p>	

\*\*\*\*\* END OF APPLICATION \*\*\*\*\*

**SUBMITTED CONTENT**

Building Registration Information and the Building Description may be used in Awards Program materials and with the media. Photographs may be used, with attribution, in Awards Program materials, with the media and in other BOMA International materials. All other content may be used by BOMA International in the creation of new industry materials. BOMA International will not include identifying information, such as building name, owner, etc., in these materials without the entrant's consent.

**Building Owners and Managers Association (BOMA) International**

The Building Owners and Managers Association (BOMA) International is a federation of 87 BOMA U.S. associations and 18 BOMA International affiliates. Founded in 1907, BOMA represents the owners and managers of all commercial property types including nearly 10 billion square feet of U.S. office space that supports 3.7 million jobs and contributes \$205 billion to the U.S. GDP. Its mission is to advance the interests of the entire commercial real estate industry through advocacy, education, research, standards and information. Find BOMA online at [www.boma.org](http://www.boma.org).

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*For information, questions, clarifications or if you require additional assistance, please email [recognition@boma.org](mailto:recognition@boma.org).*

