

PROUDLY SPONSORED BY



# 2024 CRITERIA

# THE OUTSTANDING BUILDING OF THE YEAR (TOBY) AWARDS



RENOVATED CATEGORY

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

## PROGRAM, CATEGORY, AND COMPETITION INFORMATION

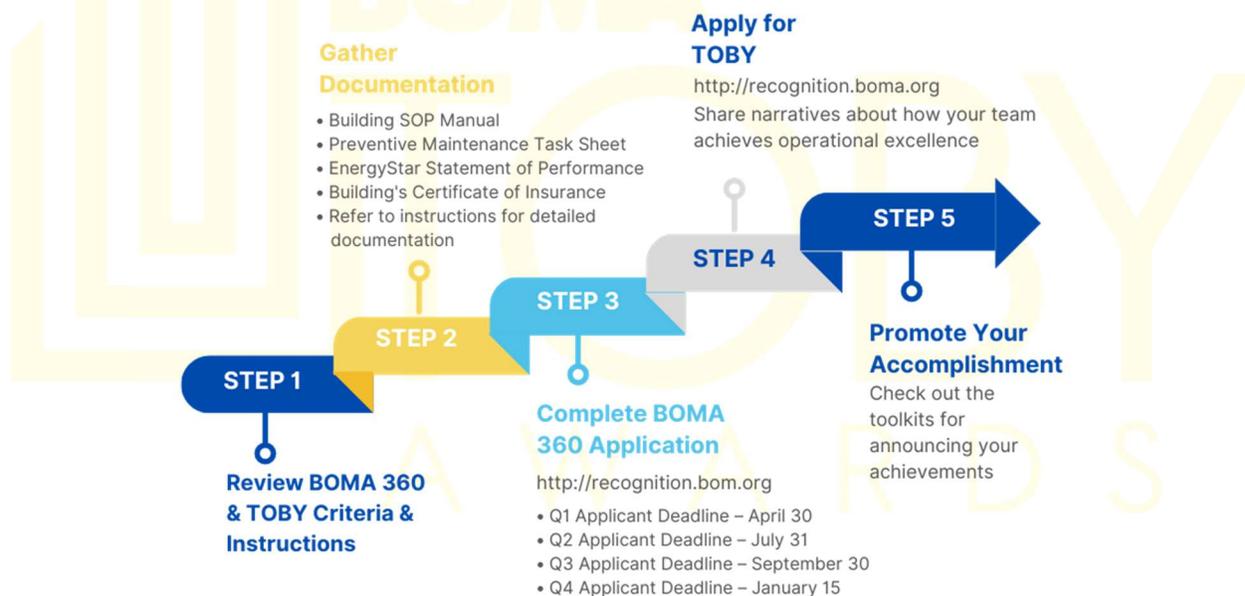
### STARTING THE PROCESS

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 – RENOVATED BUILDING(S)

All Building(s) must be at least 15 years old, have maintained a minimum of 50% occupancy (physical occupancy) during the renovation process for all building(s) and 3 or more projects must be completed in each building when submitting multiple buildings. If entry is a single building, a minimum of 5 projects are necessary. Renovation can encompass: (1) Rehabilitation (the restoration of a property to satisfactory condition without changing the plan, form, or style of a structure); (2) Modernization (taking corrective measures to bring a property into conformity with changes in style, whether exterior or interior. It requires replacing parts of the structure or mechanical equipment with modern replacements

of the same kind but not including capital additions); and (3) Remodeling (changing the plan, form or style of a structure to correct functional or economic deficiencies).

In order to be eligible, a minimum of five of the following work projects must be completed **prior to the local TOBY Awards entry deadline** and the building must enter the TOBY program within 5 years following substantial completion of the last renovation projects to be eligible for this category.

1. New roof, re-roof or green roof
2. New boilers/HVAC /Central Plant
3. Cleaning/Painting/New design of existing building envelope
4. New electrical system: HVAC, Lighting, mechanical room upgrades/updates, etc.
5. New fire panel/sprinkler system
6. Modernization of elevators which can include mechanicals, ADA compliance and interior cabs refurbishment
7. New security systems can include card access, cameras, console, fire panel etc.
8. Renovation of main lobby that includes 3 or more of the following items: floors, walls, entry doors, signage, security desk etc.
9. Renovation of restrooms that includes 4 or more of the following items: sinks, counter tops, toilet, urinals, floors, walls, lighting, faucets, flushometers, stale partitions etc.
10. Installation of new windows

## ELIGIBILITY REQUIREMENTS

Below outlines the requirements for TOBY participation:

1. All buildings competing at the Regional and International 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.



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

The following documentation is mandatory where applicable and should be made available. On-line 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 past 12 months. NOTE: Drills can be silent if applicable.
2. Regular Financial Reports/Accounting Software Used
3. Standard Operating Procedure (SOP) Manual/Documentation of Standard Operating Procedures
4. Purchase Policies
5. Preventative Maintenance Manual
6. BOMA Building Measurement Standard Global Summary Sheet as proof of certification (or other pre-approved certification) as provided by a measurement consultant.

Entrant 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 and must be valid through June of the year in which they are competing (06/30/24 for 2024).

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. EnergyStar data:

Country	ENERGY STAR® Statement of Energy Performance	BOMA BEST Certificate or Official Letter
All Entrants	✓	
US Entrants	✓	
Canadian Entrants	✓	✓

4. Each BOMA local association may submit one building in each category to the regional competition.
5. Each BOMA region may submit one building in each category to the International competition.
6. Each regional competition must close no later than **March 31st**.
7. Each region must submit their regional winners to BOMA International by **April 15th**.
8. Judging at the International level will occur in April and May and the TOBY Awards will be presented during the *BOMA International Conference* held in June or July.
9. Updated Entry Requirements will be presented during or prior to the BOMA International Conference.
10. 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 amount 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.

<b>SUBMISSION REQUIREMENTS</b>	
<b>SECTION</b>	<b>POINTS</b>
<b>BUILDING INFORMATION</b>	<b>0</b>
<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><b>Maximum of 350 words</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 with one showing surrounding grounds and one showing the entire building.</li> <li>• 1 Interior (lobby and hallways)</li> <li>• 1 Standard tenant area</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> <li>• 12 Additional photographs displaying building features "before and after" renovation is permitted. One "before" photo for every "after" photo of the exact same location is necessary.</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> <p>Also, a photograph (JPEG) of the <b>management team (minimum 300 dpi, 750 pixels wide or larger)</b> responsible for daily management of the building(s) is required.</p> <p><b>Total of 9 attachments required – Up to 21 photographs allowed</b></p>	
<b>SECTION 1: BUILDING OPERATIONS &amp; MANAGEMENT</b>	
<p><b>Describe the following:</b></p> <p>Start with a summary explaining the renovation work completed. It must include a description of each project, the date of completion of each project and which of the three renovation types were utilized (rehabilitation, modernization and/or remodeling). *</p> <ol style="list-style-type: none"> <li>1. Any certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST, or BREEAM</li> <li>2. Occupancy during time of renovations</li> </ol> <p><b>Maximum of 2,000 words</b></p>	<b>5</b>
<p><b>Attach the following:</b></p> <ol style="list-style-type: none"> <li>1. Floor plan for your building showing your main lobby as well as two additional typical floor plans</li> <li>2. Site plan or an aerial photograph. Aerial photograph should show the building(s) and property/boundary lines.</li> <li>3. Copy of any certifications and/or awards that have been achieved that are not related to ENERGY STAR®, BOMA BEST, or BREEAM</li> </ol> <p><b>Note:</b> Please combine multiple documents into a single attachment if necessary.</p> <p><b>Total of 4 attachments required (Up to 5 attachments allowed)</b></p>	
<b>SECTION 2: LIFE SAFETY/SECURITY/RISK MANAGEMENT</b>	
<p><b>Describe the following:</b></p> <ul style="list-style-type: none"> <li>• Procedures and programs for life safety, fire, disaster and security standards.</li> <li>• 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.</li> <li>• Explain how the building monitors activities in common areas.</li> <li>• Explain how the building controls entry into the building, especially during non-business/non-peak hour.</li> <li>• Summary about your business continuity plan and if drills are conducted how they are documented and communicated.</li> <li>• Fire and evacuation drills are conducted, how often and when.</li> </ul> <p><b>Maximum of 1,800 words</b></p>	<b>15</b>
<b>SECTION 3: TRAINING AND EDUCATION</b>	
	<b>15</b>

**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).

**Describe the following for EACH team member:**

- 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.
- Management team participation in at least one BOMA-sponsored (local, regional, or international) event or international affiliate-sponsored event within the last 12 months (if applicable).
- Training for both on-site and off-site building personnel dedicated to the property.
- List of any management team industry certifications, degrees, or industry training

**Maximum of 1,800 words**

## SECTION 4: ENERGY

**20**

**IMPORTANT:** All Entrants from all countries are required to utilize the ENERGY STAR® Portfolio Manager to measure their current rating in ENERGY STAR® and provide the Statement of Energy Performance report generated from ENERGY STAR® and/or an Official Letter from EPA or ENERGY STAR® Certificate of Achievement. Canadian Entrants must also provide the BOMA BEST certificate or letter.

**Describe the following:**

- **ENERGY STAR Score (6 Points)**

Entrants will be scored based on their ENERGY STAR score as follows:

- Score < 65: 3 Points
- Score 65-74: 4 Points
- Score 75-84: 5 Points
- Score >84: 6 Points

*\*For multiple buildings, use weightage average based on square footage*

- 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. Building staff/tenant education can be conducted virtually via online courses rather than by in-house training, classroom training, or staff meetings. This may include encouraging or requiring participation in the BOMA Energy Efficiency Program, ENERGY STAR® training sessions, BOMA BEST Practices, pursuing industry certification and professional development programs. **(4 Points)**
- Describe your building maintenance procedures and how they contribute to energy conservation. This should include the following as well as any additional procedures followed **(3 Points):**
  - Preventative maintenance programs
  - System documentation
  - Equipment and system performance monitoring
  - Sensor and control calibration
- Describe the steps taken to improve the energy performance of your building over the last three years. **(2 Points)**

<ul style="list-style-type: none"> <li>Describe the Energy Management System (EMS) in place in your building and the degree to which you use it to reduce the building's energy consumption. Provide measurable results demonstrating reduction in energy and improved performance. <b>(5 Points)</b></li> </ul> <p><b>Maximum of 1,750 words</b></p>	
<p><b>Attach the following:</b></p> <ol style="list-style-type: none"> <li>ENERGY STAR Statement of Energy Performance (SEP) – Must be an official ENERGY STAR SEP, failure to provide will result in disqualification.</li> </ol> <p><b>1 attachment required</b></p>	
<p><b>SECTION 5: ENVIRONMENTAL/SUSTAINABILITY/HEALTH &amp; WELLNESS</b></p>	
<p><b>Describe the following:</b></p> <p><b>A. Environmental (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 buildings 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 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.</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.</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> <li>Educational training for occupants, custodians, and general public.</li> </ul> </li> </ul>	<p><b>15</b></p>

- Organizational statement for continuous improvement in the reduction and diversion of waste streams
- Address the prevention, diversion, and management of solid waste generated as a result of day-to-day activities and infrequent events.
- Future plans to increase recycling levels and reduce the waste generated.

**D. Health & Wellness (4 Points)**

- Describe policies management implemented to create healthy work environments for employees and tenants and to promote health in the community.
- 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.
- 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.
- 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.

*Maximum of 3,000 words*

**SECTION 6: TENANT/OCCUPANT RELATIONS & COMMUNITY INVOLVEMENT**

**30**

**Describe the following:**

**A. Tenant and Occupant Relations (15 Points)**

- Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.
- 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.
- 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 actions management took to share results, and alleviate concerns and/or problems.

**NOTE: Corporate Facility** – *Employees are considered tenants and you may include the table of contents of your tenant information manual or guidebook in addition to the summaries described above.*

**B. Community Involvement (15 Points)**

- 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

<p>donations/activities if the entrant can describe how the onsite management team personally participated or how it affected the property.</p> <ul style="list-style-type: none"> <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 the date of the 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 the police department, fire department, special improvement districts, and public works. Include the date of the 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 4,000 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 (if applicable).</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> <li>7. 3 Attachments reflecting the community events being described such as posters, flyers, newsletters, and charity acknowledgement letters. <b>(Optional)</b></li> </ol> <p><b>Total of 13 attachments required - 4 optional - TOTAL 17 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 [reconqition@boma.org](mailto:reconqition@boma.org).*

