



BOMA BEST Application Guide

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1.0 About BOMA BEST

BOMA BEST is the next evolution of BOMA Canada's Go Green program. BEST stands for Building Environmental Standards, and represents of the direction of the commercial real estate industry in Canada and BOMA Canada's role in providing the mechanisms for common practices across the industry.

With four possible levels of certification, users can progress through the program and continually use the framework of the Go Green best practices and the Go Green Plus assessment to improve environmental performance and management. The BOMA BEST certification builds on Go Green and Go Green Plus by harmonizing these separate certifications into one program.

Four Levels of Certification



The first level of achievement – BOMA BEST Level 1, indicates that a building has met all of the BOMA Go Green best practices. Level 1 demonstrates compliance with the best practices BOMA looks for. The Go Green best practices include performing an energy audit and a water audit, continually monitoring resource consumption and having a preventative maintenance program. These basic elements and the other best practice pieces that BOMA looks for are the foundation of good environmental management.



BOMA BEST Level 2 certified buildings meet not only all of the BOMA Go Green best practices, but also have a score of 70-79% on the Go Green Plus assessment. Managers of these buildings has gone through the entire Go Green Plus questionnaire, inputted 12 months of consumption data, and taken advantage of the scoring and benchmarking opportunities. BOMA BEST Level 2 demonstrates that a building is moving towards excellence in energy and environmental performance through better management. Level 2 shows that a building's management understands that they need to benchmark their performance, and that they have a clear understanding of what they can do to improve performance.



BOMA BEST Level 3 certification is for buildings that meet all of the BOMA Go Green best practices and achieve 80-89% on the Go Green Plus assessment. Buildings at this level of certification have higher performance and demonstrate excellence in management. Level 3 buildings typically have been managing with energy and environmental performance in mind for several years. Management in these buildings is usually forward-thinking with flexibility to pursue environmental initiatives.



The highest level of achievement is BOMA BEST Level 4. Level 4 certification is for buildings that achieve over 90% on the Go Green Plus assessment and meet all of the BOMA Go Green best practices. This is no small achievement, as these buildings



must be high performers with low energy consumption. The opportunity to implement new technologies and excellence in management and tracking are common for buildings that achieve BOMA BEST Level 4.

2.0 BOMA BEST Application and Certification Process

The BOMA BEST process is primarily online. Users apply online and answer questions for all levels of BOMA BEST through an online questionnaire. After the questionnaire responses have been saved and locked, BOMA will arrange to have a third-party verifier perform a site visit to confirm the information submitted through the questionnaire.

Step 1: Register your user id.

Step 2: Request a building.

Step 3: Submit the application fee.

Step 4: Proceed through the questionnaire.

Step 5: Lock your data.

Step 6: Verification.

Step 7: Results.

Step 1. Register your user id.

To get started, go to www.bomabest.com and click on New User. All of the fields will need to be filled in, including your first and last name, company, and contact information. You can create your own user id and password. The user id should be prefixed by an abbreviation for your company name (e.g. BEN for Bentall, CF for Cadillac Fairview, GWL for Great West Life Realty Advisors, OXF for Oxford).

Step 2. Request a building.

Once you are registered, you will be at your user home screen. From here you can select "Request Building." This directs you to fill in a form with building information including the square footage, owner and manager information and building address. You can also select your form of payment.

Step 3. Submit the application fee.

Your local BOMA association can phone you to obtain credit card information over the phone, or you can select to mail a cheque. The application fee varies by building size.



Application Fees

Building Size	Member Fee	Non-Member Fee
Under 100,000 square feet	\$1,250	\$2,500
100,000 – 249,999 square feet	\$1,750	\$2,500
250,000 – 499,999 square feet	\$2,500	\$3,500
Over 500,000 square feet	\$3,000	\$3,500
Office Complex – 2 Buildings	\$4,000	\$7,000
Office Complex – 3 Buildings	\$6,000	\$7,000
Office Complex – 4 or more Buildings	\$7,000	\$7,000

After the application fee is received by your local BOMA, you will be able to access the questionnaire.

Step 4. Proceed through the questionnaire.

Log in using the user id and password you created. You have the option to go through the abbreviated questionnaire which has only the BOMA Go Green best practices and the option to enter 12 months of consumption data. If you respond to only the Go Green best practices questionnaire, the highest level of achievement you can attain is BOMA BEST Level 1. Users that proceed through the Go Green Plus questionnaire are eligible for all levels of BOMA BEST, including the highest level, Level 4.

At any time in the questionnaire, users can change to the other questionnaire.

Step 5. Lock your data.

Within 90 days of having access to BOMA BEST, users must lock the data. Following the questionnaire, you will see your the report which identifies if you have met the BOMA Go Green best practices. For users that choose to go through the complete questionnaire, the report also shows the building's overall score, subscores and provides recommendations for improvement.

If the report confirms that the building meets all of the BOMA Go Green best practices, click on “lock building data and submit for certification.” If the building does not meet all of the best practices, the building is not eligible for BOMA BEST certification. Applicants can continue to return to the questionnaire and update information for up to 90 days from having access to the questionnaire for the building.

Step 6. Verification

When the building data is locked, it notifies your local BOMA that the building is ready for a site visit to verify the information. Your local BOMA or its appointed verifier will be in touch with you to set up a site visit.



The site visit takes approximately three hours though it will vary with the building size. The verifier will review the relevant documentation, interview the management team, and do a walk-through review of the building. For more details on what to expect, see section 3.0 BOMA BEST Verification.

Step 7. Results

Within 5 business days, your local BOMA will be in touch with you to inform you of the results of the verification, and advise if the building will be certified to BOMA BEST and to which level.

There are many things to do after you have received confirmation of certification. See section 4.0 After BOMA BEST Certification for more information.

3.0 BOMA BEST Verification

BOMA BEST applicants are verified by a third-party assessor, appointed by BOMA. The purpose of the verification process is to confirm the information submitted via the online questionnaire and ensure the online assessment is an accurate reflection of the building's environmental management and performance.

Prior to visiting the site, the verifier reviews the information submitted through the online questionnaire. This gives him or her an indication of the building and what to expect and look for when on site. The verifier will typically note areas for review based on how the questions have been answered.

On site, the verifier will first spend time in conversation with management to gain an understanding of how the building is managed. The verifier will also tour the building to review major equipment, energy using fixtures and water consuming fixtures. Throughout the site visit, the verifier will confirm that the building meets the Go Green Best Practices, and will confirm the accuracy of the online assessment and score.

After the site visit, the verifier submits a report to BOMA and makes a recommendation as to whether or not the building should be certified.

4.0 After BOMA BEST Certification

Your building is certified, now what? There is plenty more that you can do. BOMA BEST is more than a one-off certification. Certified properties can continue to take advantage of what the tool has to offer.

Market to your tenants. Templates of BOMA BEST banners and posters are available for you to order and customize for your building. See www.posterone.ca/bomabest. Tell your tenants about how much energy you've saved through retrofits or simply through better management. You can also use the opportunity of a new certification for your building to engage tenants and remind them of the environmental initiatives and programs in place at your building.

Market to your potential tenants. The same information is useful for potential tenants. They may be interested to know that your operating costs are lower because of resource conservation, and that your recycling program includes a wide range of materials.

Continue to improve your building and portfolio. Using the Go Green Best Practices and the recommendations from the Go Green Plus assessment tool, you can continue to improve the environmental profile of your building. With BOMA BEST as a starting point, you can monitor the change. At any time during your three-year certification, your online assessment can be reopened so that you can update the information and compare to your original score. By using this common framework across a portfolio, you can compare your properties and allocate resources accordingly.

Share your case studies with BOMA. Tell BOMA about your experience with the BOMA BEST process, what the certification and the process have helped you and your building to achieve, and what sort of returns or impacts you've seen as a result of the BOMA BEST certification program.

5.0 BOMA BEST – The Go Green Best Practices

All buildings certified to any level of BOMA BEST must meet the Go Green Best Practices. The questions that relate to the Best Practices are highlighted throughout the Go Green Plus questionnaire, and make up the Best Practices survey. Each question is addressed and explained here. Contact your local BOMA association or BOMA Canada if you have more questions.

ENERGY

Energy Questions and Required Documentation

- Has the building had an energy audit within the past three years that included recommendations with costs, savings and a payback period?
 - Buildings must have an energy audit or an acceptable equivalent. See below for further details.
 - The energy audit or acceptable equivalent must be available for review.
- Is there a written energy management (reduction) plan to address issues raised in the energy audit?
 - An energy management plan must be documented to demonstrate that management will be addressing energy issues in an effort to conserve energy.
 - The plan must be available for review.
- Is there a preventative maintenance program for HVAC (heating, ventilating, air conditioning)?
 - A preventative maintenance program must be in place and documented.
 - Maintenance records and schedules must be available for review.

Additional Information

Energy Audits and Acceptable Equivalents

The energy audit report must have the following information:

1. Owner/manager information
 - a. Building name and address
 - b. Date of energy study completion
2. Building description
3. Utility billing analysis with benchmarking observations (i.e., a comparison of building performance indices such as MJ/m²/yr or kWh/ft²/yr for each energy source).
4. Summary of major equipment and type of lighting systems in the building
5. List of potential energy conservation opportunities based on a walk-through audit of the facility.

The Energy Audit may be performed by a third party consultant (i.e., professional engineer or other appropriate energy consultant) or completed by an 'in-house' technical staff provided the audit and report meets the minimum standard of practice.

Acceptable Equivalent: Buildings Less Than Three Years Old – Energy Study Report

Buildings that have been occupied for less than three years may utilize an energy study report that was prepared during the design of the building in lieu of a post-construction energy audit report. This report must have shown simulated energy consumption for different design scenarios, and identify which options were chosen for the actual construction. Applicants must be able to demonstrate that these energy-reduction features were incorporated in the building.

Acceptable Equivalent: Over 75% of Total Energy Consumption Purchased Directly by Tenants – Energy Communications Plan

For buildings for which 75% or more of the building's energy is purchased directly by tenants (e.g. most light industrial buildings), applicants may prepare an energy communication plan in lieu of an energy audit report.

This communication plan must document means of encouraging energy conservation initiatives by tenants. For example, the plan could include:

- providing walk through energy audit services;
- delivery of "energy conservation tips" brochures to each tenant;
- energy conservation seminars for tenants
- "turn it off stickers
- posters

Acceptable Equivalent: Energy Audit Less Than Five Years Old – Energy Update Report

For buildings which have had an energy audit report completed more than three years ago, but less than five years ago, an energy update report will be acceptable. This report must identify which conservation measures have been implemented since the time of the original report.

Energy Management Plan

Management's documented plan for implementing energy conservation strategies should take the general form illustrated in the table below.

Sample Energy Implementation Plan

No.	Proposed Energy Conservation Measure	Budget	Implement in Fiscal Year	Responsible Person
1				
2				

WATER

Water Questions and Required Documentation

- Is there a written policy intended to minimize water use, and encourage water conservation?
 - The policy must be documented and communicated throughout the organization.
 - The policy must be available for review, and management must be able to demonstrate how the policy is communicated and used.
- Has a water audit been done within the last three years?
 - The building must have a water audit.
 - The water audit must be available for review.

Additional Information

Water Policy

A water policy should express the commitments to reduction of demand for water and for the establishment of goals and strategies to reduce water consumption.

Water Audit

The water audit report must have the following information:

- Owner/manager information
- Building name and address
- Date of water study completion
- Building description
- Water billing analysis with benchmarking observations
- Summary of major water-consuming systems in the building
- List of potential water conservation opportunities based on walk-through audit of facility

The Water Audit may be performed by a third party consultant (i.e., professional engineer or other appropriate energy consultant) or completed by an 'in-house' technical staff provided the audit and report meets the minimum standard of practice.

An audit should provide recommendations for maintenance procedures that may need to be revised, and identify water-using equipment that should be upgraded.

It is suggested that cooling systems using domestic water be converted to use either ground or air heat dissipation for condensing circuits. Water meters should be installed for the building as a whole, as well as for tenants with large water consumption potential (e.g. restaurants).

The water audit report may be incorporated into the energy audit report.

WASTE REDUCTION

Waste Reduction Questions and Required Documentation

- Is there a recycling program that incorporates the recycling of office paper, newspaper, cardboard, bottles, plastic and cans, for tenants, shoppers and operations at the site, to the extent that local infrastructure is available to accommodate these materials?
 - A recycling program must be available and visible at the building.
 - The applicant's organization should provide its waste reduction plan and disposal/recycling rates, including a list of materials collected for reuse or recycling and contacts for associated contractors and organization.
- Is there a written policy intended to minimize construction waste being sent to landfill?
 - A written policy must be in place, and available for review by BOMA.
 - A sample specification must also be available for review.

Additional Information

Recycling Program

Program participants are encouraged to implement programs that reduce the volumes of waste generated through reduced consumption of packaging and non-durable goods, as well as the reuse of materials and products. Recycling programs should strive to achieve high diversion rates of standard fibre and container streams, as well as target additional wastes such as toner cartridges, fluorescent lamps and electronic equipment. Composting of organic material, either on site or through an off-site contractor, should also be considered.

Construction Waste Policy

It is suggested that construction waste specifications address recycling of corrugated cardboard, metals, concrete block, clean dimensional wood, plastic, glass, gypsum board and carpet.

EMISSIONS AND EFFLUENTS

Emissions and Effluents Questions and Required Documentation

- Is there a documented management plan for Ozone Depleting Substances that includes:
 - inventory of refrigerants and records
 - maintenance reports, loss reports, and leak test results
 - operational staff training
 - periodic leak testing?
- The management plan for ODS must include all of the above and be available for review.
- Is there a phase-out plan for ozone-depleting substances?
 - The applicant's organization should have its ODS Reduction & Elimination Plan

available for review.

- Has a hazardous building materials survey been completed and has an inventory of these materials been maintained?
 - The applicant's organization should have its hazardous materials survey available for review.
- Is a hazardous products (hazardous chemicals) management plan in place?
 - The applicant's organization should have its controlled products management plan available for review.

Additional Information

Ozone Depleting Substances – Management Plan and Phase-Out Plan

ODS includes CFCs, HCFCs, halons and others used in refrigerants, fire extinguishing systems and chemicals (sterilants and solvents) used at the property. A plan to use HCFCs such as refrigerant R-123 is acceptable under this program as an interim refrigerant until a viable substitute with zero ozone depletion potential becomes available.

Hazardous Building Materials Survey

The hazardous building materials survey should indicate if asbestos-containing materials (eg: insulation coverings, putties and caulking, older equipment), polychlorinated biphenyls (PCBs) (eg: old fluorescent lighting ballasts), lead (eg: lead paint, batteries), mercury (eg: thermostats, lighting lamps) or pesticides are present in the facility.

A current inventory of hazardous material present at the facility should include both building-related hazardous materials and use-related products and chemicals.

Hazardous Products Management Plan

A hazardous building materials plan should indicate how these materials are to be handled by workers and any plans for their removal and disposal.

A hazardous chemicals management plan should indicate how controlled products are received at the facility, how they are to be used (to limit exposure to building occupants and workers) and how they are to be disposed of. The management plan should also include Workplace Hazardous Materials Information System (WHMIS) sheets for all hazardous materials identified in the inventory.

INDOOR ENVIRONMENT

Indoor Environment Questions and Required Documentation

- Does building management have in place a documented means for addressing tenant/occupant concerns regarding indoor air quality (such as a complaint form and incident log)?

- The applicant's organization should have sample indoor air quality complaint forms and copies of incident logs available for review.

Additional Information

Indoor Environment

- Refer to occupational health and safety regulations that may be in effect in your jurisdiction.
- Refer to BOMA International document regarding acceptable practices for maintaining good air quality and conducting IAQ investigations.
- Tenant communications systems that would address indoor air quality among other potential issues are acceptable.
- It is suggested that the building manager develop standards and specifications for controlling indoor air quality during construction activities. Remedial procedures for water damage are also suggested to reduce the risk of moulds.
- Take an integrated approach to IAQ, and involve service technicians, building operators, consulting professionals and tenants.
- An indoor air quality survey (with measurements of key IAQ indicators) can be very helpful in documenting past conditions should complaints arise.
- Ensure diffusers and grilles are adequately distributing supply air.

ENVIRONMENTAL MANAGEMENT SYSTEM

Environmental Management System Questions and Required Documentation

- Does building management have a written policy for the selection of building materials that attempts to reduce any potential negative impact on the environment?
 - The applicant's organization should have its building materials policy available for review.
- Is there a well-understood system for communicating with tenants/occupants regarding environmental issues, initiatives and practices in their building?
 - The applicant's organization should have evidence of past and current communication practices.

Additional Information

Material Selection

While building managers cannot dictate every element of tenant construction, they can take the lead in environmentally friendly construction practices in their common area renovation and construction projects.

- Consider the following criteria in materials selection...
- Required quantity. Certain products result in excessive scrap material because of

sizing needs.

- Reused materials. Salvage durable products during demolition.
- Recycled content of (new) product.
- Ability to recycle product when no longer in use.
- Renewable materials.
- Life-cycle and maintenance requirements.
- Impact on local environment (eg: off gassing potential).

Tenant Communications

The key aspects of effective communication are frequency, accuracy, comprehensiveness and inclusiveness. To ensure building occupants work together with building owners to achieve environmental goals, there must be frequent communication. The more comprehensive the information provided, and the broader the audience included, the better the chance that change will occur.

Possible communication techniques include the following:

1. For initial environmental program development:
 - a) Management–Tenant task force
2. For initial program launch:
 - a) Announcement letter to each tenant
 - b) Tenant meetings
 - c) Education program, explaining the benefits for green operation to the occupants and the environment
3. For relaying management's activities and results:
 - a) Posted and/or distributed notices of audit results, new programs and policies
 - b) Electronic mail of the same
 - c) Building web site
4. For new tenants/occupants:
 - a) Modifications to lease agreement
 - b) Continuing education program
 - c) Tenant handbook

6.0 BOMA BEST Program Policies

1. Buildings of any type can go through the BOMA BEST program
 - a) BOMA BEST Level 1 (Go Green Best Practices) applies to all asset classes.
 - b) Certification to BOMA BEST Levels 2-4 requires use of the Go Green Plus questionnaire which currently applies only to commercial office buildings and office parks.
 - c) As additional modules for assessment come online as part of the BOMA BEST program, new applications for those types of assets (e.g. shopping centres, industrial or retail strip malls, multi-unit residential) must apply under the new module. Properties previously certified through the office module will be required to move to

- the appropriate module for the asset upon recertification.
2. If a building is not recommended for certification by a verifier following the verifier's site visit, the building shall have 30 days or greater at the discretion of the BOMA local to make the required adjustments and resubmit. Should the verifier require a second site visit, the applicant will be required to pay the verifier costs for the visit.
 3. Buildings that have certified to any level of BOMA BEST can return to their survey to upgrade their score.
 - a) The user will have to request that the BOMA local unlock the data. The BOMA local will first take a pdf copy of the verifier's worksheet and report for the building.
 - b) If the building wishes to officially upgrade their certification, a verifier will need to revisit the site and the user will be required to submit an upgrade application fee of 50% of the original application fee. The certification will be valid for the duration of the original certification only.
 4. Buildings will need to recertify every three years. For recertification, the building will have to pay the full fee and be verified again. The process will be the same as for new applicants, with no separate forms or requirements. The verifier will review the old file prior to visiting the site.
 5. Office complexes are defined as buildings with more than one operating entity with some level of independence, such as a property with multiple office towers. Each tower or building will have a separate survey set up for them. The user will have to fill in the survey (best practices and/or plus) for each tower. Office complexes are buildings that have common management personnel, common management practices, and a common central plant. The office complex pricing will apply for the aforementioned type of properties.
 6. Suburban office parks are defined as properties with common management personnel and practices, but separate heating, ventilation and cooling systems. Suburban office parks can apply for BOMA BEST certification with each building separately and the pricing on a per building basis.
 7. For properties that consist of a campus of many buildings with common management and for office buildings or complexes totaling greater than 2 million square feet, BOMA shall review the application fee with the property representatives on a case by case basis.
 8. If the management of a BOMA BEST certified building changes, the certification stays with the building. New management must maintain the standards of the program. BOMA Canada reserves the right to revoke the certification, thus requiring the new

management to apply for certification again in order to maintain the building's certified status.

9. Verifier travel and accommodation costs are paid for by the applicant for buildings located outside of major urban areas.