

ABOUT THIS GUIDE

This guide is a tool to assist BOMA OC members, in preparing for the BOMA Orange County local TOBY competition.



REGISTER WITH BOMA INTERNATIONAL

All building entries must **first be registered** with BOMA International at <https://recognition.boma.org/> to be added into the portal.

BOMA 360

Although a BOMA 360 is not needed to enter the local TOBY awards, it is required to move on to the Regional and International competition. It is highly recommended to complete your BOMA 360 first.



MANDATORY DOCUMENTATION

These will be inspected during the on-site judging.

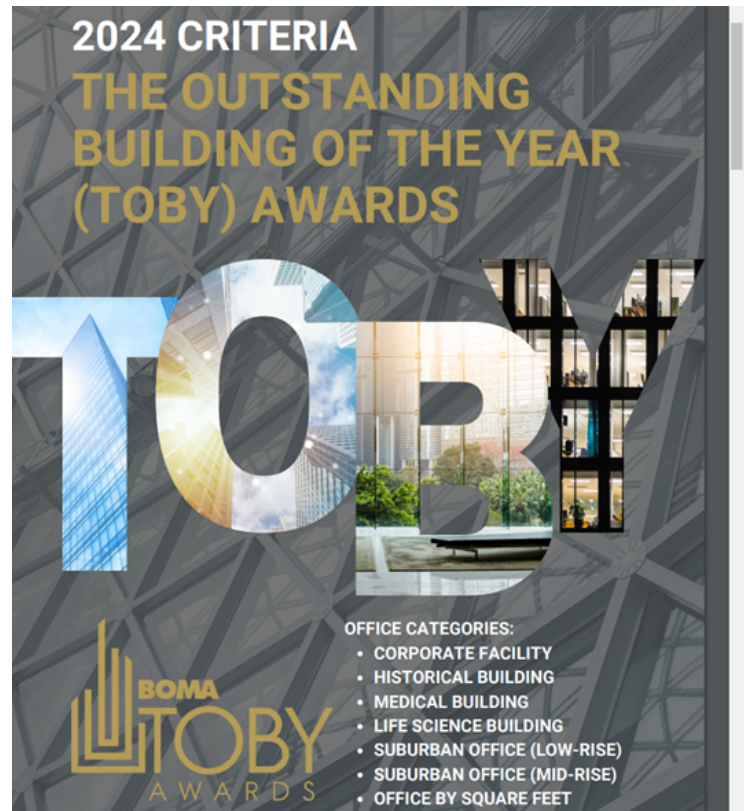
- 1. Evidence of Evacuation Drills conducted within past 12 months.
- 2. Regular Financial Reports/Accounting Software Used
- 3. SOP Manual/Documentation of Standard Operating Procedures
- 4. Purchase Policies
- 5. Preventative Maintenance Manual
- 6. BOMA Building Measurement Standard Global Summary Sheet as proof of certification (or other pre-approved certification)

Tip: Have these all laid out in one place on judging day

TOBY PLANNING PROCESS

THE EARLIER YOU START THE BETTER YOU ARE!

- The entire TOBY process provides added benefit of refreshing yourself on building details, learning new information about your property, and reviewing existing processes/procedures and most of all team building. Involve your service providers.
- Keep a "TOBY" folder to collect all your information in one place, i.e. letters of praise, event fliers and any other items needed for your TOBY entry. Photos of events; customer appreciation, team building, and property photos that can be used in your uploads. Never use a collage of photos as one download. Read & Follow the BOMA International requirements for your type of building entry.



Follow all criteria found in these requirements.

Note: New 2025 Criteria will be posted shortly.

TOBY - The Office Building Category is used in all examples provided.

Please read instructions for BOMA criteria for other building categories (i.e. Industrial, Medical, retail, renovated, etc.). Follow all the requirements for all the photos and documentation to be uploaded.

BOMA OC can provide additional examples of writings for each section for further clarification.

SECTION 1 – BUILDING OPERATIONS & MANAGEMENT

MAX 2000 Words

BUILDING DESCRIPTION

Physical description of building should be as visual as possible- when you win locally and it goes to Regional and possibly to International, those judges don't know or see your building, so you want to give the best description as possible.

- Include, Sq. Footage, how many stories, distinguishable features.
- If you are an award-winning Building, it is nice to include that in your description.
- If you have marketing brochure it can be helpful in describing your building.
- Include City and State where Building is located.
- If near the airport include distance from John Wayne Airport.
- Include proximity from major thoroughfares.
- Text should be created in Word, or another similar program.
- Then copied and pasted into the text box.
- Spell check prior to pasting into the text box.
- Photos should be clear and crisp. **NO COLLAGES!!!!!!**
- Exterior Photos should really showcase the building- Either Day or Night are fine.
- Careful you don't have things in your building picture like dead trees, dead grass, other unsightly images.
- Also confirm that the copied text can be fully viewed on-line.

Example: This example is from our local International TOBY winner -Airport Tower 2022

Airport Tower is a 241,274 square foot, 17-story, Class A, high-rise office building located on a 2.84-acre parcel in Irvine, California. The building opened in 1987 as the first high rise commercial office building constructed in Irvine at an unprecedented 220 feet tall.

The building is constructed of concrete steel frame, clad in gleaming White Cherokee and Solar Gray Georgia marble with silver reflective glass and highly polished stainless-steel accents. The iconic circular design and prominent 30' rooftop American Flag identify the building as a local landmark visible from the Orange County Airport and surrounding Irvine area. Airport Tower offers unparalleled panoramic views of the Pacific Ocean and seasonally snow-capped Santa Ana Mountain range.

Exterior grounds include sustainable, drought tolerant plants and trees as well as an inviting courtyard area complete with a regulation size bocce ball court, outdoor meeting, and dining areas with charging stations for cell phones and computers, complimentary Wi-Fi, and a tranquil fountain. The on-site cafe offers a relaxing and convenient place for informal meetings and lunches and provides full catering and online ordering for the building's tenants and neighboring properties.

The building obtained LEED Silver Certification in 2013 with advancement to Leadership in Energy and Environmental Design (LEED) Gold in 2018 and was awarded the prestigious BOMA 360 Award in 2017 and 2020, reflecting excellence in operational best practices in the commercial real estate industry. Airport Tower won the BOMA Orange County and Southwest Regional TOBY awards in 2017/2018 and holds a current Energy Star score of 86.

Located between the 405 and 73 freeways and less than one mile from John Wayne Airport, the only commercial airport in Orange County, Airport Tower is in a prominent location within the Irvine Business Complex (IBC).

REQUIRED DESCRIPTIONS

You must describe the following: (go in order from 1-12)

A few examples are included:

1. Lobby/Atrium Standard finishes Marketing material may have some great descriptions for these. Be detailed. Say what kind of wood, stone, wall finishes and where those finishes are.
2. Corridor Standard Finishes Give height of ceiling, height of doors. What's on the floors and walls, signage in corridors — ADA/TAS compliant, what kind of lighting —example, 2 x 4, T8 fixtures, LED.
3. Restroom Standard Finishes Describe finishes, flooring, toilets, toilet doors, any special features.
4. Typical Tenant Suite Standard Finishes Describe – look for marketing material which may have this.
5. Utility Distribution *Utility distribution is supplied by a pad-mounted 500 KVA transformer located in an underground vault in the lower-level parking garage. The transformer feeds three main distribution panels with a 400amp, 480volt riser that feeds the parking garage; a 3000-amp, 480-volt riser that feeds floors 1-12; 3000-amp, 480-volt riser that feeds floors 13 & 19 and the roof. An electrical room is located on each floor with a transformer feeding low and high voltage panels.*
6. Elevators Describe make and year of elevators, how many, etc.

7. HVAC Distribution System *"The HVAC distribution system consists of 2 chillers (525-ton York chiller 400-ton Carrier chiller), a Thermal Energy storage system and 2 pumps to circulate the chilled water throughout the building. The thermal energy storage system cools the water at night. The entire system is efficient using variable frequency drives, the ability to run the chillers one at a time or in sequence and optimized programming of the air handlers."*
8. Fire Life Safety Systems Write about your fire alarm system.
9. Loading Dock Describe and if none put N/A
10. Tenant Visitor Parking Describe if enclosed or surface parking, number of stalls, ADA compliance, etc. is it automated, or you have attendants.
11. Emergency Generator / Back-up Power Describe size, location, and all detail you have.
12. List of awards/ name and date (should match what you had to upload in this section).

Follow what needs to be attached in this section 1.

SECTION 2 – LIFE SAFETY/SECURITY/RISK MANAGEMENT

Max 1,800 Words -2025 Max 2,000

This section is designed to subscribe your procedure for fire life safety and disaster preparedness.

Very important to provide dates of your last drill (if drill is required) and how they are conducted, communicated, and documented. Always describe training for staff, tenants, vendors, or any other personnel etc.

- Do you include local authorities? Fire Dept.? Describe any.
- Talk about fire and life safety systems, security standards (use of guards, cameras, and after hour entry procedures such as card key, proximity readers, keys, etc.) any severe weather emergency procedures or other procedures you have in place.
- Explain your Business Continuity Plan and Disaster Plan. (These are commonly missed).

Example:

Our Management Company (name of company) in conjunction with building ownership, has very comprehensive business continuity and disaster response and recovery plans. The plan outlines instructions covering disaster damage inspections, emergency contact lists, staff duties, emergency equipment and identifies an alternate command center if the situation warrants it. Simulation drills with management are conducted on an annual basis and communication is reported to the specified command center where results are tabulated and then published.

SECTION 3: TRAINING AND EDUCATION

Max 1,800 words -New 2025 – 2000 Words

This section is for explaining training in place for all personnel, which also includes on-site service contractors, maybe even training for brokers. List all Property Management personnel by name, title, how many years in the industry, training, any designations, in house training, on-line courses, continuing education, and participation in any real estate organization (BOMA, IREM, etc.)

It is also very important to outline each staff team member with prior year training, current year training and list future plans. (Future plans is commonly forgotten and will cost you points).

- What type of training and ongoing training do you and building personnel have?
- Mention any BOMA training, any BOMA or other real estate designations.
- New for 2025: Must include an org chart.

Team Building

- Recognition – anniversaries, awards, luncheons,
- Education, shadowing, tuition reimbursement
- Fun Events

SECTION 4 ENERGY

Maximum 1,750 Words – **New 2025 – 2000 words**

- All TOBY entries must have buildings benchmarked through ENERGY STAR Portfolio Manager and download the current “Statement of Energy Performance” report from ENERGY STAR. It does not need to be an engineer stamped document, but you receive more points if it is.

If you do not have this, you will be disqualified

NOTE: for 2025 any benchmarking under 70 will automatically get 3 points but any over 70 and you qualify for an Energy Star, you will be required to have it stamped by an engineer to receive the points that will be outlined in the new 2025 criteria.

- A.** Describe Your ENERGY STAR score and what efforts were made to get to this score and what you will be doing to increase the score in the future.

- B. Building Staff/Tenant Education**

Talk about staff education related to energy conservation and any programs you have in place. Be sure to mention BOMA 360 or the BOMA BEEP program of any BOMA Classes taken if applicable. What programs and how do you educate tenants, engineers, leasing agents, etc. If you take on-line courses, or the ENERGY STAR training sessions, mention this too. Anything you can mention that is in place to train and educate on energy is described here. What have you added during the year? Make sure to include any training received through BOMA and classes provided through your employer.

Example: Customer Education

To promote energy efficiency practices with our customers, we offer personalized training on our web-based building system through Genea for requesting after hours air. Upon move-in, customers are trained on the Genea system showing them how to request and track after hours air usage. Customer e-blasts are regularly sent out inviting customers to be energy-wide, shutting down non-essential equipment. All lighting is controlled by occupancy sensors. These quick links and other important property updates are also located on our property website through our Customer Portal to provide a single point of reference for our customers. Being able to make real time changes to suit their needs helps prevent wastefully running equipment when spaces are unoccupied.

- C. Building Operations & Maintenance**



Describe everything you have in place for maintenance procedures that contribute to energy conservation, i.e. preventative maintenance programs, system documentation monitoring equipment and sensor and control calibration. Good time to ask your engineer to contribute to this or ask your engineering company to help with this. Ask us for examples.

- **D. Energy Performance Results**

Describe all efforts and steps you have taken to improve energy performance of your building over the last **three (3) years**.

EXAMPLE:

(name of building) Installed Intelligent Fiber Riser (IFR) to increase the speed and reliability of systems information throughout the property.

- *Migrated from Siemens Apogee to the more modern Siemens DESIGO platform. Both the front end and field panels were upgraded, extending the remaining useful Life of the Building Management System. In addition, network speed and capacity were expanded to fully upgrade to direct digital controls (DDC). The new elements provide better diagnostics and remote troubleshooting. A temperature sensor provides feedback at every zone, enhancing comfort control and trimming low-use or unoccupied zones to save energy. Approximately 50% of commercial floors have been converted.*
- *DDC upgrades implemented on TI projects including front-end graphics.*
- *Implemented Building Standard N-Light controls*
- *Installed LED fixtures during all TI projects with more than 60% of tenant spaces converted.*

- **E. Building EMS Monitoring**

In this section describe your EMS System and how is it used to reduce energy in your building. They ask for measurable results. This is often forgotten!

Example of Measurable Results:

EMS optimization programming affecting all central plant equipment, cooling towers, and air handlers. Savings estimated at 570,000 kWh per year.

Full building light fixture re-lamp. Replaced F032/T8 to FO28/T8, saving 384,134 kWh per year and \$35,000.

Replaced elevator interior down lights with LED technology, reduced wattage from 15 watt to 5-watt LEDs, saving 31,449 kWh per year.

THE MORE DETAIL YOU PROVIDE FOR MEASURABLE RESULTS THE MORE POINTS YOU WILL GET.

SECTION 5 ENVIRONMENTAL/SUSTAINABILITY/HEALTH & WELLNESS

Max 3000 Words

- A. Environmental** - This section is all about all the procedures and policies you have in place regarding all and any environmental and regulatory practices, some examples are Indoor air quality management, hazardous waste management, pandemic preparedness, any tenant environmental management, green programs, etc. Talk about recycling procedures, lamp and battery disposal, indoor air quality (how you change filters and test air), ADA issues (what you have done to comply), and mold/moisture prevention. Describe how you get your tenants involved. Read and follow each section carefully.
- B. Sustainability** – Describe any sustainable programs you have in place i.e. storm water management, native adaptive landscaping, water reduction, integrated pest management, etc. When describing these policies, you *must* indicate if they are mandated by state, local or are federal compliances or if not mandated, explain the purpose of mandating. (Another area many people forget to do this and lose points)
- C. Waste** – This section is all about waste and the building's plan for waste reduction and separation. This is all about recycling and diversion of waste. If you have a waste management consultant, i.e. DC Environmental, they can help you with this section.
- D. Health & Wellness**- This section is all about policies and procedures you have in place to provide a healthy environment for employees, tenants and promoting health in the community. You must describe at least three (3) wellness amenities i.e. yoga classes at your building, gardening you tenants can be involved with, bike rentals, etc. You must also describe your pandemic plan such as PPE guidelines and all guidelines, should a pandemic break out (i.e. COVID).

Also describe policies, or building features that address health and wellbeing such as no smoking policy, lighting controls, daylight levels, etc.

SECTION 6. TENANT/OCCUPANT RELATIONS & COMMUNITY INVOLVEMENT

Max 4000 Words

- Be sure to focus on things that impact community issues, not tenant relations.
- Any activities your building staff participate in or the building itself if used for any community events but **NOT** what the company does for the community only if it involves your building.
- Include information about fundraising efforts, fire and police department training, vendor fairs with local business, blood, and food drives. If you hold blood drives, quantify how many pints of blood donated. Any dollar amounts contributed?
- Civic duties such as Jury Duty that any staff member participates in.
- Include information on people you employ, and quantity of jobs created. Specify your janitorial contractor, security, on site cafés and retailers as well as other contracted services.
- State how much real estate taxes the building contributes.
- Part of Community Impact also accounts for transportation alternatives, i.e. carpooling biking, etc.
- Make sure to include the date of all activities that are held within the 12-month period.
- Schedule an E-waste Day for your tenants and invite the community.
- Since TOBY requires you to be a BOMA member, include details on BOMA involvement. If you or a team member is on a BOMA committee, board member, fundraiser volunteer, etc. this is all part of community involvement. Also, mention if team members participate in other professional organizations to show they are well rounded, IREM or Toastmasters, Engineering Association etc.

Tenant Relations

- For this area, you should outline all your tenant events, programs, and tenant amenities.
- Talk about tenant surveys and the results and actions taken because of tenant survey feedback. Results of Survey must be uploaded.
- How are tenant requests handled? What software do you use i.e. Angus.

- Who responds to these requests?
 - Tenant Communications – i.e.
 - Email
 - Newsletters
 - Messaging
 - Phone
 - call, in person.
 - Describe all ways you communicate with tenants.
- Three appreciation letters are required from either Tenants or public - More points for letters versus an email.
- Recognize tenants on anniversary dates, special recognitions they may have received and special holidays or events. I.e. special recognition to veterans on Veterans Day or doing something special to remember 911.
- Remember this section is all about your tenants and how you interact with them, and this may include your parameters you have set with your contracted vendors as how they are to interact with your tenants, so they mirror your service.

JUDGING

Judges will first score the written submissions entered in the portal and a few inspect on-site for verification of written submission. A minimum score of 70% must be earned to be eligible to compete for a TOBY.

The following is inspected

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
9. Central Plant/Engineering Office
10. Equipment rooms/Service Areas
11. Parking Facilities (only if owner/agent operated)
12. Landscaping/Grounds
13. Refuse Removal & Loading Docks
14. Roof
15. Tenant Amenities

More guidance on judging and the building tour will be provide to you once you have entered.