



CALL FOR SUBMISSIONS

2010

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CERTIFICATE  
OF EXCELLENCE

# CERTIFICATE OF EXCELLENCE

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**B**OMA Calgary is pleased to introduce the Certificate of Excellence Program. This program sets the standard in our industry and recognizes excellence in property and facility management. Certification acknowledges performance quality and the people behind it.

The 2010 Certificate of Excellence Program has been designed to align with BOMA Canada and BOMA International Office Building of the Year (TOBY) program requirements. BOMA Calgary will take these requirements online through the BOMA Building Management System. Entrants for the TOBY will not submit a binder, but rather submit their information online. Entrants will discover the new Certificate of Excellence program to be simplified and informative and will better prepare buildings, qualified and interested, in moving on to higher levels of competition and raising industry standards.

Certification is based on meeting a minimum point score (70%). Buildings must meet standards in building management, operations, environmental/energy/emergency management, design, tenant and community relations, tenant satisfaction and personnel training. Every building submitted for certification is subject to a building inspection. Categories include Office Building, Industrial Office Building, Historical Building and Shopping Centre.

Certification must be renewed every three years to ensure up-to-date standards of excellence are maintained. Certification is valid for a three year term so long as the property management firm does not change.

The highest scoring certification in each TOBY Category will receive a BOMA Calgary TOBY Award. All award winners will have their Certificates of Excellence valid for three years. BOMA Calgary TOBY winners with three years of operating data will qualify for entry into the National TOBY Awards program. Entrants must indicate their National TOBY category, should they wish to qualify for entry, at the time of registration. Details of the National and International programs can be found at [www.bomacanada.ca](http://www.bomacanada.ca).

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## TO APPLY

Applicants are asked to forward a completed Certificate of Excellence Program Registration Form to BOMA Calgary. Once received, applicants will be forwarded a Certification Guidebook outlining details of the formal submission. Formal submissions must be received by 4 p.m., March 12, 2010.

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## RECOGNITION

A celebration recognizing the people and companies meeting the Certificate standard will take place in May 2010 at the BOMA Calgary Celebration of Excellence Luncheon. Certificates and BOMA Calgary TOBY Awards will be presented. The individual(s) submitting the building/facility will be recognized along with building/facility personnel who ensure this high standard of excellence is achieved and maintained.

## ELIGIBILITY

### OFFICE BUILDING

- The building must be owned or managed by a BOMA Calgary member.
- The building must be at least one year old from the date of occupancy of the first tenant by January 31, 2010.
- At least 50% of the building's space must be used as office space.\*
- The building must be managed by the present incumbent for at least 1 year at the time of the submission deadline.\*

### HISTORICAL BUILDING

- The building must be owned or managed by a BOMA Calgary member.
- The building must be at least 50 years old from the date of occupancy of the first tenant by January 31, 2010.
- At least 50% of the building's space must be used as office space.\*
- The building must be of notable significance with emphasis on the original architectural design, historical contribution to the community and significance as a landmark within its environment.
- The building must be managed by the present incumbent for at least 1 year at the time of the submission deadline.

### INDUSTRIAL OFFICE BUILDING

- The building must be owned or managed by a BOMA Calgary member.
- The building must be at least one year old from the date of occupancy of the first tenant by January 31, 2010.
- One to two storeys in height, with more than 5% and less than 50% office area.
- The building must have a loading dock, roll-up or sliding rear door for loading, with no lobby or corridors except for restroom vestibules and utility or fire equipment access
- The building must be managed by the present incumbent for at least 1 year at the time of the submission deadline.

\* Area will be rentable area of the building using the BOMA/ANSI Standard Method for Measuring Floor Area in Office Buildings

### SHOPPING CENTRE

- The building must be owned or managed by a BOMA Calgary member that is directly responsible or accountable for the property being entered.
- The shopping centre must be at least one year old from the date of occupancy of the first tenant by January 30, 2010.
- Typical configuration is an enclosed mall with on-site parking
- One to multiple levels in height
- Regional Shopping Centre (400,000 – 800,000 sq. ft.)
  - Acreage 40-100
  - Anchor Ratio 50-70 %
  - Primary Trade Area 5-15 miles
- Super Regional Shopping Centre (800,000 + sq. ft.)
  - Acreage 60-120
  - Anchor Ratio 50-70%
  - Primary Trade Area 5-25 miles
- Community Centre (100,000 – 400,000 sq. ft.)
  - Acreage 10-40
  - Anchor Ratio 40-60%
  - Primary Trade Area 3-6 miles
- Power Centre (250,000 – 600,000 sq. ft.)
  - Acreage 25-80
  - Anchor Ratio 75-90%
  - Primary Trade Area 5-10 miles
- The building must be managed by the present incumbent for at least 1 year at the time of the submission deadline.

*Note: Shopping Centres are ineligible to go on to the National/International TOBY program however, they do qualify for the BOMA Toronto Shopping Centre of the Year Award.*

## TOBY CATEGORIES

### 1. UNDER 100,000 SQUARE FEET\*

### 2. 100,000 - 249,999 SQUARE FEET\*

### 3. 250,000 - 499,999 SQUARE FEET\*

### 4. 500,000 - 1 MILLION SQUARE FEET\*

### 5. OVER 1 MILLION SQUARE FEET\*

### 6. RENOVATED BUILDING

Must be at least 15 years old and have maintained occupancy during the renovation process. Renovation can encompass: **rehabilitation** (the restoration of a property to satisfactory condition without changing the plan, form, or style of a structure), **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 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 by June 2010:

- New roof
- New boilers/HVAC system
- Cleaning building exterior
- New street level facade
- New electrical system
- New sprinkler system
- Upgrade elevator system components, incl. cabs
- New security systems
- Renovate main lobby

Following substantial completion of the renovation project/s, the building must enter the TOBY program within five years to be eligible for this category.

### 7. HISTORICAL BUILDING

Must be at least 50 years old with original design maintained. This category includes all sizes of buildings meeting the age criterion.

### 8. GOVERNMENT BUILDING

Must be government-owned and at least 50% occupied by government entities; either municipal, provincial, or federal.

### 9. SUBURBAN OFFICE PARK (LOW-RISE)

Two or more buildings, one to five stories in height, which occupy a land greater than five acres and are located outside of the central business district.

### 10. SUBURBAN OFFICE PARK (MID-RISE)

Two or more buildings, six to 10 stories in height, which occupy land greater than five acres and are located outside of the central business district.

*If a suburban office park is comprised of both low and mid-rise buildings, the park must enter, as a whole, into the category for which the tallest building qualifies. Example: A park has five 3-story buildings and one 7-story building. The park must enter the mid-rise category.*

### 11. INDUSTRIAL OFFICE PARK

Two or more buildings, comprising a total project, one to two stories in height, with more than 5% and less than 50% office area.

\*Note: Area will be rentable area of the building using the BOMA/ANSI Standard Method for Measuring Floor Area in office buildings.

**REGISTRATION FORM**

*Yes, I'm interested in applying for a Certificate of Excellence!*

Please send me additional information regarding the formal submission process.  
(Deadline for formal submission — 4 pm March 12, 2010)

**Certificate of Excellence Categories:**

*Please check one*

- Office Building
- Historical Building
- Industrial Office Building
- Shopping Centre

**National TOBY Categories:**

*Please indicate your category should you wish to qualify for entry in the national TOBY Awards.*

- Under 100,000 Sq. Ft.
- 100,000 to 249,999 Sq. Ft.
- 250,000 to 499,999 Sq. Ft.
- 500,000 Sq. Ft. to 1 Million Sq. Ft.
- Over 1 Million Sq. Ft.
- Government Building
- Historical Building
- Industrial Office Park
- Renovated Building
- Suburban Office Park – Low Rise
- Suburban Office Park – Mid Rise

**Building Name** .....

(complete building name)

**Building Address** .....

(complete address & postal code)

**Building Owner** .....

(complete & proper names)

**Building Age** .....

**Building Management Company** .....

**Building Manager (BOMA Member)** .....

(applications must be submitted by a BOMA Calgary member in good standing)

**Address** .....

**Phone** .....

**email** .....

**Total Building Area square footage:**

**Office** .....

**Retail** .....

**Other** .....

**Total** .....

Registration fee: ~~\$500~~ Introductory 2010 Fee \$250

Fee includes:

- Three (3) months of online access to the BOMA Building Management System
- Two (2) tickets to Awards Luncheon
- Photos of Building and Team
- Certificate of Excellence recognition items
- Promotion through BOMA publications and website

Has the Building received any of the following:

BOMA Calgary TOBY Award \_\_\_\_\_ (year)

BOMA Canada TOBY Award \_\_\_\_\_ (year)

BOMA International TOBY Award \_\_\_\_\_ (year)

Complete the form and email, mail or fax to:  
BOMA Calgary  
Suite 120 4954 Richard Rd SW  
Calgary, AB T3E 6L1

**The \$250.00 (plus GST) per building registration fee is paid with:**

- Cheque (payable to BOMA Calgary)
- VISA
- Mastercard

for more info -- please contact Lia Robinson  
email: lia.robinson@boma.ca  
tel: 403.237.0559  
fax: 403.266.5876

**Name** .....

**Card#**..... **Expiry**.....

**Signature** .....

*Deadline for submissions  
4 p.m. February 12, 2010.*