



**BOMA BEST**  
BUILDING CERTIFICATION  
PROGRAM

Creating better spaces  
to live, work and play

**BOMA BEST 4.0**  
QUESTIONNAIRE FOR  
SUSTAINABLE BUILDINGS

**UNIVERSAL**  
TECHNICAL FIELD GUIDE

June 2023





## TABLE OF CONTENTS

### ENERGY AND CARBON

<b>E0. Baseline Practices</b>	
E1.0b — Energy and Carbon Assessment	9
E2.0 — Energy Management Plan	11
E6.0 — Preventative Maintenance	13
<b>E1. Assessment</b>	
E1.1 — Mechanical System Assessment	15
E1.2 – Envelope Assessment	17
E1.3a — Detailed Energy and Carbon Assessment	19
E1.4 — Deep Retrofit Study	21
<b>E2. Planning</b>	
E2.1a — Net Zero Transition Plan	23
E2.2 — Capital Plan	25
<b>E3. Benchmarking</b>	
E3.1b — Sub-Metered Data	27
E3.2b — Benchmarking Carbon Emissions	29
E3.3 – Third-Party Recognition	31
<b>E4. Tracking &amp; Monitoring</b>	
E4.1b — Tracking Sub-Metered Data before Covid	33
E4.1b — Tracking Sub-Metered Data during Covid	35
<b>E5. Conservation Measures</b>	
E5.1 — Energy and Carbon Conservation	37
E5.2 — Conservation Achieved	39
E5.3 – Energy and Carbon in New Tenancies	41
<b>E6. Operations &amp; Maintenance Optimization</b>	
E6.1 — Retro-commissioning Investigation	43
E6.2 — Fault Detection	45
<b>E7. Controls</b>	
E7.1 — Building Automation	47
E7.2 — Control Strategies	49
E7.3 — Controls Optimization	51
<b>E8. Lighting</b>	
E8.1a — LEDs	53
E8.2a — Light Sensors	55
<b>E9. Demand Management</b>	



E9.1 — Peak Demand	57
E9.2 — Peak Demand Patterns	59
E9.3 — Reducing Seasonal Peaks	61
<b>E10. HVAC Efficiency</b>	
E10.1 — HVAC Efficiency	63
E10.2 — On-site Combustion	65
<b>E11. Envelope</b>	
E11.1 — Envelope Improvement	67
E11.2 — Envelope Upgrade	69
<b>E12. Training &amp; Innovation</b>	
E12.1 – Training in Energy and Carbon	71
E12.2 – Innovation in Energy & Carbon	73
<b>E13. Engagement</b>	
E13.1 – Align Engagement Initiatives with Tenants	75

## WATER

<b>W0. Baseline Practices</b>	
W1.0b — Water Assessment	77
W5.0 — Mould and Water Damage Management	79
<b>W1. Assessment</b>	
W1.1 – Water Efficient Features	81
<b>W2. Benchmarking</b>	
W2.1b — Sub-Metered Data	82
<b>W3. Tracking &amp; Monitoring</b>	
W3.1b — Tracking Sub-Metered Data before Covid	84
W3.1b — Tracking Sub-Metered Data during Covid	86
W3.2 — Data Monitoring	88
<b>W4. Conservation Measures</b>	
W4.1 — Water Conservation	90
<b>W5. Water Hazards</b>	
W5.1 – Water Damage Response	92
W5.2 — Legionella Bacteria Control Management	94
<b>W6. Training &amp; Innovation</b>	
W6.1 – Training in Water Management	96
W6.2 – Innovation in Water Management	98
<b>W7. Engagement</b>	
W7.1 — Align Engagement Initiatives with Tenants	100



## INDOOR AIR QUALITY & HAZARDS

<b>10. Baseline Practices</b>	
11.0a — Owner or landlord manages whole building IAQ	102
14.0 – IAQ Management in Construction	105
<b>11. Assessment</b>	
11.1a – Owner or landlord IAQ Corrective Actions	107
11.1b – Tenant IAQ Corrective Actions	109
11.2 – Owner or landlord frequently assesses IAQ	111
<b>12. Ventilation &amp; Exhaust</b>	
12.1a – Owner or landlord maintains Outdoor Air	113
12.2 – IAQ in New Tenancies	115
12.3 – Air Quality Sensors	117
12.4 – CO Monitoring in Parking Areas	119
12.5 – CO Monitoring in Occupied Spaces	121
<b>13. Filtration</b>	
13.1 – Filter Inspection	123
13.2 – MERV Filter Rating	125
<b>14. Renovation &amp; Construction</b>	
14.1 – IAQ Control in Construction Specifications	127
14.2 – IAQ Management in Tenant Construction	129
<b>15. Refrigerants</b>	
15.1 – Refrigerant Safety Program	131
15.2 – Refrigerant Inspections	133
15.3 – Phase-out High GWP Refrigerant	135
<b>16. IAQ Hazards</b>	
16.1 – Hazardous Materials Management	137
16.2 – Hazardous Chemicals Management	140
16.3 – Radon Risk Assessment	142
<b>17. Training &amp; Innovation</b>	
17.1 – Training in IAQ & Hazards	144
17.2 – Innovation in IAQ & Hazards	146
<b>18. Engagement</b>	
18.1 – Align engagement initiatives with Tenants	148



## ACCESSIBILITY & WELLNESS

### **A0. Baseline Practices**

A1.0 – Accessibility Awareness 150

A4.0 – Occupant Engagement 152

### **A1. Accessibility**

A1.1 – RHFAC Survey or equivalent 154

A1.2 – RHFAC Plan or Action 156

A1.3 – RHFAC Certification or equivalent 157

### **A2. Comfort, Views & Acoustics**

A2.1 – Humidification 159

A2.2 – Relative Humidity 161

### **A3. Equity & Inclusivity**

A3.1 – DEI Assessment 163

A3.2 – Inclusive Amenities 165

A3.3 – Sense of Place 167

### **A4. Occupant Experience**

A4.1 – Occupant Service Requests 169

A4.2 – Occupant Satisfaction Survey 171

### **A5. Training & Innovation**

A5.1 – Training in Accessibility & Wellness 173

A5.2 – Innovation in Accessibility & Wellness 175

## CUSTODIAL & WASTE

### **P0. Baseline Practices**

P2.0 – Green Cleaning Program 177

P4.0a – Waste Audit 179

### **P1. Procurement**

P1.1 – Circular Economy Procurement Strategy 181

P1.2 – Social Procurement Strategy 183

### **P2. Custodial Maintenance & Operations**

P2.1 – Pest Management 185

P2.2 – Enhanced Cleaning Protocols 187

### **P3. Custodial Assessment**

P3.1 – Cleaning Products & Equipment in use 189

P3.2 – Custodial and Pest Management Assessment 191

### **P4. Waste Audit & Measurement**

P4.1 – More frequent or detailed Waste Audit 193

P4.2 – Corrective Action 195



P4.3 – Diversion Rate	197
<b>P5. Waste Management</b>	
P5.1a – Workplan	299
P5.2a – Waste Management Strategies	201
P5.3 – Bin-sizing	203
<b>P6. Renovations &amp; Construction</b>	
P6.1 – Waste Management in Construction	205
P6.2 – Waste Control in Construction Specifications	207
P6.3 – Waste Management in Tenant Construction	209
<b>P7. Training &amp; Innovation</b>	
P7.1 – Training in Custodial & Waste	211
P7.2 – Innovation in Custodial & Waste	213
<b>P8. Engagement</b>	
P8.1 – Align engagement initiatives with Tenants	215
P8.1 – Align engagement initiatives with Tenants	217
<b>RESILIENCE &amp; SITE</b>	
<b>R0. Baseline Practices</b>	
R2.0 –Past Climate Hazard	
<b>R1. Site</b>	
R1.1 – Site Irrigation	219
R1.2 – Sensitive Site Management	221
<b>R2. Climate Hazards &amp; Risks</b>	
R2.1 – Future Climate Hazards	223
R2.2 – Rank Climate Risks	225
R2.3 – Resilience Strategies	228
<b>R3. Climate Planning &amp; Vulnerabilities</b>	
R3.1 – Emergency Preparedness	230
R3.2 – Maintain Critical Systems	232
R3.3 – Capital Planning	234
<b>R4. Training &amp; Innovation</b>	
R4.1 – Training in Resilience	236
R4.2 – Innovation in Resilience & Site	238



## TABLE HEADINGS EXPLAINED

<b>Focus Area</b>	The broad thematic group within the BOMA BEST assessment framework, e.g., Energy and Carbon
<b>Topic</b>	The subject being assessed within the specific Focus Area, e.g., Assessment
<b>#</b>	Unique question number, e.g., E3.1a – Benchmarking Energy Use
<b>Question</b>	Unique question asked about the building’s management or operations practices, e.g., Is the whole building’s energy use available and benchmarked?
<b>Answer</b>	Different answer options available based on what is in place at the building, e.g., Yes or No, Select all that apply, Select one of the following, or data entry
<b>Points available</b>	The number of points available for <u>each</u> answer option. Also see “Max. Points Available”
<b>Max. Points Available</b>	Maximum number of points available if the specific question requirements are met.  Baseline means that a question is mandatory and requirements must be met to achieve BOMA BEST certification
<b>Description</b>	Brief background about the topic and question
<b>Requirements</b>	What is required to demonstrate compliance
<b>Documentation</b>	What documentation is needed as proof to demonstrate compliance
<b>Adapted BB3 Question</b>	The corresponding BOMA BEST 3.0 question that was adapted in the new BOMA BEST 4.0 questionnaire. Applicants need to fulfill the new BOMA BEST 4.0 requirements.
<b>Applicability</b>	Clarification about whether the question is applicable to a specific asset class or not,  e.g., Not Applicable to Enclosed Shopping Centres, Multi-Unit Residential or Universal Buildings  For all applicable asset classes, the requirements apply to the systems managed by the owner or landlord, owner or building manager.
<b>Suggested Lead</b>	In-house unless stated otherwise.  “Third-party” means the work may be done by a third-party as the expertise is not typically found in-house. The work can be done in-house if someone from the building management, operations or sustainability team is able to fulfill the requirements
<b>References</b>	Links to resources that may be consulted if further guidance is needed to fulfill requirements
<b>Crosswalk</b>	Reference to other certifications that have similar criteria as the specific BOMA BEST question. Applicants can use submittals from other certifications achieved if they can demonstrate that those materials also satisfy the BOMA BEST requirements



<b>Focus Area</b>	The broad thematic group within the BOMA BEST assessment framework, e.g., Energy and Carbon
<b>Topic</b>	The subject being assessed within the specific Focus Area, e.g., Assessment
<b>#</b>	Unique question number, e.g., E3.1a – Benchmarking Energy Use
<b>Other Notes</b>	Any pertinent information not covered under other headings





ENERGY AND CARBON		EO. BASELINE PRACTICES
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Baseline Practices	
<b>Question:</b>	<b>E1.0b — Energy and Carbon Assessment</b> <b>Has the energy efficiency and carbon emissions of systems managed by the owner or landlord been assessed in the last five years?</b>	

**Answer**

Select one of the following:

- Yes - Complete BOMA BEST Form E1.0b
- Minimum requirement, not applicable

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

The most effective energy reduction strategies will focus efforts on the end uses with the highest consumption. Building operations and management teams should determine the largest end uses and consider opportunities for sub-metering significant loads, such as tenant process loads or mechanical equipment.

**Requirements**

For all building components managed by the owner or landlord, provide:

- A. Building and system description and review – clearly distinguish between systems that are owned vs managed vs maintained by the owner, landlord or tenant
- B. Energy utility history (at least 12 months of continuous data, typically the previous 24-36 months of data) for each energy source
- C. Greenhouse Gas inventory or Carbon emission history (at least 12 months of continuous data, typically the previous 24-36 months of data) for each carbon source
- D. Low- and no-cost energy conservation and/or carbon reduction measures, with high level costing, simple payback and anticipated savings
  - If no savings measures are identified, state why.

Refer to Other Notes.

**Documentation**

- Limited Scope Energy and Carbon Assessment Report

**Adapted BB3 Question**

New in BOMA BEST 4.0



## ***E1.0b — Energy and Carbon Assessment - cont'd***

### **Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail and Multi-Unit Residential buildings

### **Suggested Lead**

In-house, with third party support if required

### **References**

ASHRAE Level I Audit: [https://www.techstreet.com/ashrae/standards/ashrae-211-2018?product\\_id=2016437](https://www.techstreet.com/ashrae/standards/ashrae-211-2018?product_id=2016437)

Benchmarking without an Energy Star score: <https://natural-resources.canada.ca/energy-efficiency/energy-star-canada/benchmarking-frequently-asked-questions/3787#es8>

Energy Star Greenhouse Gas Emissions: <https://portfoliomanager.energystar.gov/pdf/reference/Emissions.pdf>

### **Crosswalk**

N/A

### **Other Notes**

If the owner or landlord only manages for example the exterior parking lighting or common-area energy at the building, provide the energy and carbon data for these systems, as well as an assessment of the efficiency of the systems. If the systems were recently upgraded and no energy conservation or carbon reduction is currently feasible, state that too.

For all systems managed by the tenant, the applicant (representing the owner or landlord) is expected to outline those as well, though no energy or carbon assessment is required for these systems.



ENERGY AND CARBON		EO. BASELINE PRACTICES
<b>Focus Area:</b>	<b>Energy &amp; Carbon</b>	
<b>Topic:</b>	<b>Baseline Practices</b>	
<b>Question:</b>	<b>E2.0 — Energy Management Plan</b> <b>Is there an energy management plan with specific energy or carbon reduction targets?</b>	

**Answer**

Select one of the following:

- Yes
- Not applicable — Net Zero Transition Plan is available (see Question E2.1)

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

The development of an energy management plan that includes targets, metrics, approaches and milestones will provide the foundation for building an energy and carbon reduction program. Follow ISO-50001 guidance, or equivalent.

Plans may include carbon emissions from on-site combustion (such as gas-fired boilers), refrigerant leaks (fugitive emissions) and purchased energy (such as electricity or steam), typically referred to as Scope 1 and 2 emissions. As well as working toward developing an approach for assessing emissions from fleet vehicles and emissions from service providers (such as snow removal etc.), typically referred to as Scope 3 emissions.

**Requirements**

The Energy Management Goal and Plan must cover the following:

- Outline the vision for energy management going forward, such as goals or targets in relation to the baseline or managing carbon emissions
- Where Portfolio-wide Energy Management Plans are referenced, provide a narrative that describes how the plan is applied at the building-level
- For each of the Energy Conservation Measures (ECM) listed in the Assessment, determine the following:
  - Whether it will be implemented (if not, explain why)
  - The associated budget (implementation cost, savings, incentive)
  - Overview of metrics to be used to measure progress
  - A timeline for completion (one year, five years and 10 years)
  - The person responsible for implementation

**Documentation**

- Building-specific Energy Management Goal and Plan



## **E2.0 — Energy Management Plan - cont'd**

### **Adapted BB3 Question**

Best Practice 4 — Is an Energy Management Plan in place at the building?

Best Practice 5 — Is an energy reduction target in place at the building?

### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

### **Suggested Lead**

In-house

### **References**

ISO 50001 Overview: <https://natural-resources.canada.ca/energy-efficiency/energy-efficiency-for-industry/energy-management-industry/iso-50001-energy-management-systems-standard/20405>

ISO 50001: <https://www.csagroup.org/store/product/CSA%20ISO%2050001%3A19/>

NRCan's Energy Management Best Practices Guide – For Commercial and Institutional Buildings: [http://publications.gc.ca/collections/collection\\_2016/rncan-nrcan/M144-256-2014-eng.pdf](http://publications.gc.ca/collections/collection_2016/rncan-nrcan/M144-256-2014-eng.pdf)

### **Crosswalk**

N/A

### **Other Notes**

None



ENERGY AND CARBON		EO. BASELINE PRACTICES
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Baseline Practices	
<b>Question:</b>	<b>E6.0 — Preventative Maintenance</b> <b>Is a Preventive Maintenance Plan in place for the building?</b>	

**Answer**

Select one of the following:

- Yes
- Not applicable

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

Day-to-day operations and maintenance (O&M) affect energy consumption and carbon emissions and must be considered in every building. Implementation of best practices for O&M increases the longevity and efficiency of building equipment.

Appropriate plans need to be in place and effectively followed to ensure equipment is maintained. Plans should be revisited periodically to ensure building operations are optimized.

**Requirements**

The Preventive Maintenance Plan must cover the following:

- A. Inventory of the building’s systems and equipment components to be reviewed, including gas-fired boilers and other onsite combustion equipment
- B. Type of preventative action required, with frequency of inspection vs. maintenance actions
- C. Sample logs showing that these actions have been taken and that follow-ups were done when needed
- D. Updates recorded when new equipment is added, and when old equipment is removed
- E. Plan must be signed by the building manager, dated within the last 12 months.

Also see Other Notes

**Documentation**

- Preventative Maintenance Plan, with maintenance logs

**Adapted BB3 Question**

Best Practice 1 — Is a Preventative Maintenance Program in place at the building?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings



## E6.0 — Preventative Maintenance - cont'd

### Suggested Lead

In-house

### References

BOMA BEST Preventive Maintenance Best Practices template: [https://bomacanada.ca/wp-content/uploads/2021/07/BP01\\_PM-Program\\_Template-1.docx](https://bomacanada.ca/wp-content/uploads/2021/07/BP01_PM-Program_Template-1.docx)

ASHRAE Standard 180-2018 — Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems: [https://www.techstreet.com/ashrae/standards/ashrae-180-2018?product\\_id=2016639](https://www.techstreet.com/ashrae/standards/ashrae-180-2018?product_id=2016639)

### Crosswalk

N/A

### Other Notes

The assessment methodology should at least align with an ASHRAE Standard 180-2018 — Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems

The standard also explains that *inspection* serves to monitor and document the condition of equipment and components over time regarding appearance, functionality and performance, whereas *maintenance* serves to preserve equipment condition and performance as required by the facility



ENERGY AND CARBON		E1. ASSESSMENT
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Assessment	
<b>Question:</b>	<b>E1.1 — Mechanical System Assessment</b> <b>Has a Condition Assessment of the mechanical systems and components been completed in the past five years?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

5  
0

**Max. Points Available**

5 - Pick one answer

**Description**

The condition assessment contains a list of tactical and strategic items that are used to gather a better understanding of how the building is operating in its present state and how funds need to be saved and/or allocated to repair or replace various items. Tactical items are those that will require attention within the first five years of the report’s completion. Strategic items are those that are looked at after five years and are typically reviewed in the 10-year capital asset management plan.

**Requirements**

The Mechanical Systems Condition Assessment must:

- A. List the mechanical equipment, installation date and anticipated remaining useful life
- B. Indicate required replacement date, highlighting equipment that will require replacement in the next 10 years

**Documentation**

- Condition Assessment Report of Mechanical Systems (excerpt from Building or Property Condition Report containing relevant information is sufficient)

**Adapted BB3 Question**

Question 09.02.01 — Has a property condition assessment (PCA) report been completed for this building within the past five years?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

Third-party



*E1.1 — Mechanical System Assessment - cont'd*

**References**

Standard Guide for Property Condition Assessments: Baseline Property Condition Assessment Process (ASTM E2018-08): [https://webstore.ansi.org/standards/astm/astme201801?gclid=EAlaIQobChMI3oWi6KrFAIVYsmUCR3YqQjpEAAYAiAAEgKUjvD\\_BwE](https://webstore.ansi.org/standards/astm/astme201801?gclid=EAlaIQobChMI3oWi6KrFAIVYsmUCR3YqQjpEAAYAiAAEgKUjvD_BwE)

**Crosswalk**

**Other Notes**

None





ENERGY AND CARBON		E1. ASSESSMENT
<b>Focus Area:</b>	<b>Energy &amp; Carbon</b>	
<b>Topic:</b>	<b>Energy &amp; Carbon Assessment</b>	
<b>Question:</b>	<b>E1.2 – Envelope Assessment</b> <b>Has a Condition Assessment of the envelope and envelope components been completed in the past five years?</b>	

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Yes — Thermal Scan/Air Tightness Test  | 2 |
| - Yes — Condition Assessment of Envelope | 3 |
| - No                                     | 0 |

**Max. Points Available**

5 - Pick all that apply

**Description**

The Condition Assessment contains a list of tactical and strategic items that are used to gather a better understanding of how the building is operating in its present state and how funds need to be saved and/or allocated to repair or replace various items. Tactical items are those that will require attention within the first five years of the report’s completion. Strategic items are those that are looked at after five years and are typically reviewed in the 10-year capital asset management plan.

**Requirements**

- A. The Thermal Imaging Scan/Air Tightness Test must:
  - Cover all roof and wall components
  - Identify areas where higher-than-normal thermal transfer occurs
- B. The Envelope Assessment must:
  - List the envelope (roof, wall, skylight, etc.) components, installation date and anticipated remaining useful life
  - Provide a summary of the performance of the building envelope in terms of water infiltration and condensation, moist air transfer, air flow and heat transfer
  - Indicate required replacement date, highlighting components that will require replacement in the next 10 years

**Documentation**

- Thermal Imaging Scan/Air Tightness Test
- [For additional points] Condition Assessment Report of Envelope (excerpt from Building or Property Condition Report containing relevant information is sufficient)



## *E1.2 – Envelope Assessment - cont'd*

### **Adapted BB3 Question**

Question 01.02.04 — Has a thermal imaging scan of the roof or walls been performed within the past five years? Question 09.02.01 — Has a property condition assessment (PCA) report been completed for this building within the past five years?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

Third-party

### **References**

ASHRAE Level II Audit: [https://www.techstreet.com/ashrae/standards/ashrae-211-2018?product\\_id=2016437](https://www.techstreet.com/ashrae/standards/ashrae-211-2018?product_id=2016437)  
Energy Star Carbon Emissions: <https://portfoliomanager.energystar.gov/pdf/reference/Emissions.pdf>  
Carbon Risk Real Estate Monitor (CRREM) Global Pathways: <https://www.crrem.org/>

### **Crosswalk**

N/A

### **Other Notes**

- High-performance building envelope features include:
- Air sealing, interior/exterior shading, automated shading controls
- Double-paned glazing, including high-performance window assembly, double-paned glazing with low-emissivity coating, including high-performance window assembly
- Triple-paned glazing, including high-performance window assembly, triple-paned windows with low-emissivity coating, including high-performance window assembly
- Electrochromic glazing and built-in photovoltaics
- Foundation insulation that is at least 20% better than current code, roof insulation that is at least 20% better than current code, wall insulation that is at least 20% better than current code
- Natural ventilation when outdoor conditions are favourable



ENERGY AND CARBON		E1. ASSESSMENT
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Energy & Carbon Assessment	
<b>Question:</b>	<b>E1.3a — Detailed Energy and Carbon Assessment</b> <b>Has a Detailed Energy and Carbon Assessment been performed in the past five years?</b>	

**Answer**

Select one of the following:

Points available:

- |   |   |
|---|---|
| - Yes – Detailed Energy and Carbon Assessment                                 | 3 |
| - Yes – Detailed Energy and Carbon Assessment includes carbon abatement costs | 6 |
| - No  | 0 |

**Max. Points Available**

6 - Pick one answer

**Description**

It is recommended that assessments be undertaken at least every five years at a level appropriate for meeting building management’s objectives. Align methodology with ASHRAE Level II Audit or equivalent.

A detailed assessment can identify more extensive opportunities with metrics to inform a business case.

**Requirements**

In addition to items covered under Question E1.0a Walkthrough Assessment, the Detailed Energy and Carbon Assessment Report must cover:

- A. Detailed site review covering current operations and maintenance procedures and operating parameters
- B. End-use breakdown
- C. Detailed energy and carbon calculations for energy conservation and carbon reduction measures, with high-level costing and financial analysis
  - (For additional points) Include an estimate of the cost of carbon abatement (\$/tCO<sub>2</sub>e lifetime) of proposed retrofits
- D. High-level assessment of available building electrical capacity

Also see References and Other Notes

**Documentation**

- Detailed Energy and Carbon Assessment Report
- [Additional Points]

**Adapted BB3 Question**

Question 01.02.05 — Has an ASHRAE Level 2 Energy Assessment been performed on the building in the past five years?



### *E1.3a — Detailed Energy and Carbon Assessment - cont'd*

#### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

#### **Suggested Lead**

Third-party

#### **References**

ASHRAE Level II Audit: [https://www.techstreet.com/ashrae/standards/ashrae-211-2018?product\\_id=2016437](https://www.techstreet.com/ashrae/standards/ashrae-211-2018?product_id=2016437)

Energy Star Carbon Emissions: <https://portfoliomanager.energystar.gov/pdf/reference/Emissions.pdf>

#### **Crosswalk**

N/A

#### **Other Notes**

The assessment methodology should at least align with an ASHRAE Level II Audit  
Refer to Energy Star for carbon emission factors. If other carbon emission factors are used, explain the reasoning and factors applied



ENERGY AND CARBON		E1. ASSESSMENT
<b>Focus Area:</b>	<b>Energy &amp; Carbon</b>	
<b>Topic:</b>	<b>Energy &amp; Carbon Assessment</b>	
<b>Question:</b>	<b>E1.4 — Deep Retrofit Study</b> <b>Has a Deep Energy and Carbon Retrofit Study been performed on a targeted building system in the past 10 years?</b>	

**Answer**

Select one of the following:

Points available:

- |   |   |
|---|---|
| - Yes – Deep Retrofit Study   | 3 |
| - Yes – Major heating or cooling system retrofit completed in the last five years | 6 |
| - No  | 0 |

**Max. Points Available**

6 - Pick one answer

**Description**

A Deep Retrofit Study is typically focused on a specific system and provides in-depth analysis of carbon reduction options with schematics and specifications for the recommended solution. Align methodology with ASHRAE Level III Audit or equivalent.

Deep carbon retrofits go a step further than a typical detailed energy assessment, providing more in-depth analysis that focuses on a specific system or measure rather than taking a whole-building approach. In deep carbon retrofit studies, detailed assessments are performed on the available electrical capacity for all electrification measures. The study provides detailed cost estimates and a roadmap for implementation. It is the final step required to inform implementation decisions.

**Requirements**

In addition to items covered under Question E1.3 Detailed Energy and Carbon Assessment, the Deep Retrofit Study must cover:

- A. Assessment of potential capital projects to reduce energy and carbon with multiple options, such as:
  - Like-for-like replacement as a baseline
  - A deep carbon reduction retrofit as the ‘highest savings’ case
  - An optimized approach that meets multiple prioritized criteria
- B. Assessment of building electrical capacity and required service upgrades for each option
- C. Cost of carbon abatement (\$/tCO<sub>2e</sub> lifetime) of proposed retrofit solution
- D. Detailed life-cycle cost analysis (LCCA) and risk assessment
- E. Identification of potential incentive opportunities

OR

Provide evidence that the building completed a major heating or cooling system retrofit completed in the last five years.



## **E1.4 — Deep Retrofit Study - cont'd**

### **Documentation**

- Deep Retrofit Study
- OR Evidence of major heating or cooling system retrofit completed in the last five years

### **Adapted BB3 Question**

New in BOMA BEST 4.0

### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

### **Suggested Lead**

Third-party

### **References**

ASHRAE Level III Audit: [https://www.techstreet.com/ashrae/standards/ashrae-211-2018?product\\_id=2016437](https://www.techstreet.com/ashrae/standards/ashrae-211-2018?product_id=2016437)

Energy Star Carbon Emissions: <https://portfoliomanager.energystar.gov/pdf/reference/Emissions.pdf>

Carbon Risk Real Estate Monitor (CRREM) Global Pathways: <https://www.crrem.org/>

### **Crosswalk**

N/A

### **Other Notes**

A Deep Retrofit Study often includes the development of an energy model, which is a simulation of the retrofit scenarios proposed, to better facilitate effective decision-making

The assessment methodology should at least align with an ASHRAE Level III Audit

Refer to Energy Star for carbon emission factors. If other carbon emission factors are used, explain the reasoning and factors applied



ENERGY AND CARBON		E2. PLANNING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Planning	
<b>Question:</b>	<b>E2.1a — Net Zero Transition Plan</b> <b>Is there a net zero transition plan or decarbonization roadmap with specific carbon reduction targets?</b>	

**Answer**

Select one of the following:

Points available:

- |   |   |
|---|---|
| - Yes – Net Zero Transition Plan  | 4 |
| - Yes – Net Zero Transition Plan instead of Energy Management Plan (see Question E2.0a) | 4 |
| - No  | 0 |

**Max. Points Available**

4 - Pick one answer

**Description**

Net Zero Transition Plans include prioritized energy and carbon reduction measures to be implemented in order to reach net zero carbon emissions by a date established by the organization, with periodic milestones included. Update previous energy management practices by including carbon-specific goals and strategies.

Plans may incorporate assessment of indirect emissions from tenant operations and investigate additional sources of carbon emissions, such as employee commuting, business travel, purchased materials and embodied carbon of materials included in retrofit projects.

**Requirements**

The Net Zero Transition Plan or Decarbonization Roadmap must:

- A. Outline the vision for carbon management going forward, such as goals or targets in relation to the baseline
- B. For each of the Carbon Reduction Measures (CRM) listed in the assessment, determine the following:
  - If it will be implemented (if not, explain why)
  - The associated budget (implementation cost, savings, cost of carbon abatement (\$/tCO<sub>2</sub>e lifetime), incentives
  - An overview of the metrics to be used to measure progress
  - A timeline for completion (one-year, five-year and 10-year)
  - The person responsible for implementation

**Documentation**

- Net Zero Transition Plan or Decarbonization Roadmap

**Adapted BB3 Question**

New in BOMA BEST 4.0



### *E2.1a — Net Zero Transition Plan - cont'd*

#### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

#### **Suggested Lead**

In-house, with third-party support

#### **References**

Carbon Risk Real Estate Monitor (CRREM): <https://www.crrem.eu/>

Task Force on Climate-Related Financial Disclosures (TCFD): <https://www.fsb-tcfd.org/>

#### **Crosswalk**

N/A

#### **Other Notes**

None





ENERGY AND CARBON		E2. PLANNING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Planning	
<b>Question:</b>	<b>E2.2 — Capital Plan</b> <b>Are high-cost energy conservation or carbon reduction measures from the assessment included in the capital plan?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Energy conservation and carbon reduction measures require capital investment. The capital plan typically outlines building management and operational spending over a 10-year timeframe. Start planning for ECM or CRM implementation early, spread costs and efforts across multiple years to manage budget expenditures and scale of retrofit projects.

**Requirements**

The relevant section in the Capital Plan must include:

- A. A list of capital projects identified through the energy, carbon and condition assessments
- B. Evidence of allocation of budget
- C. Implementation timelines
- D. Evidence that improvement solutions will achieve energy conservation and carbon reduction

**Documentation**

- Relevant section of Capital Plan

**Adapted BB3 Question**

Question 01.01.03 — Does the Capital Plan include measures to ensure continuous improvement of the energy efficiency of the building envelope?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house



***E2.2 — Capital Plan - cont'd***

**References**

None

**Crosswalk**

N/A

**Other Notes**

None



ENERGY AND CARBON		E3. BENCHMARKING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Benchmarking	
<b>Question:</b>	<b>E3.1b — Sub-Metered Data</b> <b>Is any sub-metered energy use available for the most recent 12 months?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Sub-meters measure the energy consumption of specific areas or equipment, providing property owners and managers with the ability to understand where and how building energy is being used

**Requirements**

For any sub-metered energy data available:

- A. Provide monthly sub-metered energy data in table format
- B. Provide energy sub-meter details, such as make, model, location, photo and year of installation
- C. Indicate whether any energy is generated and used on-site and whether that use has been sub-metered

**Documentation**

- Most recent 12 months of sub-metered energy use
- Narrative of data collection methodology and sub-meter data, if available

**Adapted BB3 Question**

Question 01.03.02 — Does building management track and monitor building performance and consumption patterns?

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail or Multi-Unit Residential buildings

**Suggested Lead**

In-house

**References**

None



***E3.1b — Sub-Metered Data - cont'd***

**Crosswalk**

N/A

**Other Notes**

MURBs have the option of completing Question E3.1a if whole building data is available.



ENERGY AND CARBON		E3. BENCHMARKING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Benchmarking	
<b>Question:</b>	<b>E3.2b — Benchmarking Carbon Emissions</b> <b>Are the carbon emissions available for the systems and equipment managed by the owner or landlord?</b>	

**Answer**

Select one of the following:

Points available:

- Enter most recent greenhouse gas (GHG) emissions intensity (kgCO<sub>2</sub>e/ft<sup>2</sup>)
- No

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

It is important to establish carbon baselines to enable measurement and tracking of progress toward net zero goals.

Portfolio owners may also benchmark their properties against other buildings within their portfolio to evaluate comparative progress and prioritize asset renewals.

**Requirements**

- A. Determine the most recent whole building greenhouse gas (GHG) emissions intensity (kgCO<sub>2</sub>e/ft<sup>2</sup>) as follows:
  - Enter whole building carbon emissions data under the benchmarking section of the BOMA BEST portal ([bomabesthub.com](http://bomabesthub.com)), direct and indirect emissions
  - If whole building carbon emissions are calculated by adding data from different bills or sub-meters, provide a brief narrative describing the methodology applied. Show how the 12-month total use was calculated
  - If any spaces were excluded, provide a brief narrative describing the methodology applied
  - For any sub-meters referenced, provide details, such as make, model, location, photo and year of installation

**Documentation**

- Data Verification Checklist printed from Energy Star or a screenshot from BOMA BEST Benchmarking section showing the GHG emissions intensity
- Narrative of benchmarking methodology and sub-meter data, if available
- Emission factors per fuel type and reference source

**Adapted BB3 Question**

New in BOMA BEST 4.0



## **E3.2b — Benchmarking Carbon Emissions - cont'd**

### **Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail and Multi-Unit Residential buildings

### **Suggested Lead**

In-house, with third-party support if needed

### **References**

Energy Star - [https://www.energystar.gov/buildings/benchmark/understand\\_metrics/how](https://www.energystar.gov/buildings/benchmark/understand_metrics/how)

Energy Star Portfolio Manager - <https://portfoliomanager.energystar.gov/pm/login.html>

Energy Star Building Emissions Calculator (US only) - <https://portfoliomanager.energystar.gov/buildingEmissionsCalculator/>

US EPA - <https://www.epa.gov/climateSuggestedLeadership/ghg-emission-factors-hub>

Canadian Regional Median Greenhouse Gas Emissions Intensity - <https://www.nrcan.gc.ca/sites/nrcan/files/energy/pdf/NewGHGI-EnglishClean.pdf>

Building Benchmark BC - <https://buildingbenchmarkbc.ca/>

BC Government PSO - <https://www2.gov.bc.ca/assets/gov/environment/climate-change/cng/methodology/2020-pso-methodology.pdf>

Montreal's Bylaw – <https://montreal.ca/en/articles/law-concerning-ghg-emission-disclosures-and-ratings-large-buildings-20548#:~:text=The%20By%2Dlaw%20concerning%20greenhouse,order%20to%20reduce%20their%20consumption>

Greenhouse Gas Protocol - <https://ghgprotocol.org/corporate-standard>

Institute for Global Environmental Strategies - <https://www.iges.or.jp/en/pub/list-grid-emission-factor/en>

European Environmental Agency - <https://www.eea.europa.eu/ims/greenhouse-gas-emission-intensity-of-1>

### **Crosswalk**

N/A

### **Other Notes**

- Energy Star defines Greenhouse Gas (GHG) Emissions as follows - <https://portfoliomanager.energystar.gov/pm/glossary#GHGEmissions>
- Calculate GHG emissions for the building based on the utility data available, direct and indirect emission factors in the region and systems controlled by the owner or landlord.



ENERGY AND CARBON		E3. BENCHMARKING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Benchmarking	
<b>Question:</b>	<b>E3.3 – Third-Party Recognition</b> <b>Has the building’s energy use or carbon emissions been certified by, reported to or recognized by a third party?</b>	

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Yes — Energy Star Certification or equivalent achieved     | 1 |
| - Yes — GHGs reported to third party                         | 1 |
| - Yes — Organization has disclosed net zero targets publicly | 1 |
| - Yes — Organization’s targets are science-based             | 1 |
| - No   | 0 |

**Max. Points Available**

4 - Pick all that apply

**Description**

Select all that apply:

- Yes — Energy Star Certification or equivalent achieved
- Yes — GHGs reported to third party
- Yes — Organization has disclosed net zero targets publicly
- Yes — Organization’s targets are science-based

**Requirements**

Third-party verification of data demonstrates accountability to following best practices for collecting and reporting energy and carbon data. Certifications from well-respected, high-performance building programs demonstrate commitment to operational excellence.

**Documentation**

Complete any of the following:

- A. Obtain certification from the Environmental Protection Agency, NRCan (or equivalent) that the building’s performance meets the required performance threshold
- B. Report GHG emissions (at the organization, portfolio or building level) to a third-party verifier
- C. Disclose commitment to achieving net zero emissions within the next 40 years publicly
- D. Seek third-party recognition that the net zero targets are science-based

**Adapted BB3 Question**

- Energy Star Certificate
- [for additional points] Evidence of third-party GHG Disclosure



### ***E3.3 – Third-Party Recognition - cont'd***

- [for additional points] Evidence of public disclosure of organization's net-zero targets
- [for additional points] Evidence that net-zero targets are science-based

#### **Applicability**

New in BOMA BEST 4.0

#### **Suggested Lead**

In-house, with third-party support

#### **References**

The Climate Registry - <https://theclimateregistry.org/registries-resources/carbon-footprint-registry/>  
Science Based Targets Initiative - <https://sciencebasedtargets.org/>

#### **Crosswalk**

N/A

#### **Other Notes**

Reporting to a third party does not satisfy requirements. The applicant needs to provide proof that the data has been validated by a third-party.





ENERGY AND CARBON		E4. TRACKING & MONITORING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Benchmarking	
<b>Question:</b>	<b>E4.1b — Tracking Sub-Metered Data before Covid</b> <b>Was any sub-metered energy use data tracked before Covid?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Sub-meters measure the energy consumption of specific areas or equipment, providing property owners and managers with the ability to understand where and how building energy is being used

**Requirements**

For any sub-metered energy data available:

- A. Provide monthly sub-metered energy data in table format
- B. Provide energy sub-meter details, such as make, model, location, photo and year of installation
- C. Indicate whether any energy is generated and used on-site and whether that use has been sub-metered

**Documentation**

- Most sub-metered energy use before Covid (2017, 2018 or 2019)
- Narrative of data collection methodology and sub-meter data, if available

**Adapted BB3 Question**

Question 01.03.02 — Does building management track and monitor building performance and consumption patterns?

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail or Multi-Unit Residential buildings

**Suggested Lead**

In-house

**References**

None



***E4.1b — Tracking Sub-Metered Data before Covid - cont'd***

**Crosswalk**

N/A

**Other Notes**

Applicants do not need to provide data for all previous years. Provide at a minimum, data from one year before Covid, i.e. any continuous 12 months between 2017 and 2019.

MURBs have the option of completing Question E4.1a if whole building data is available.



ENERGY AND CARBON		E4. TRACKING & MONITORING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Benchmarking	
<b>Question:</b>	E4.1b — Tracking Sub-Metered Data during Covid Was any sub-metered energy use data tracked during Covid?	

**Answer**

Select one of the following:

- Yes
- No

Points available:

2  
0

**Max. Points Available**

2

**Description**

Sub-meters measure the energy consumption of specific areas or equipment, providing property owners and managers with the ability to understand where and how building energy is being used

**Requirements**

For any sub-metered energy data available:

- A. Provide monthly sub-metered energy data in table format
- B. Provide energy sub-meter details, such as make, model, location, photo and year of installation
- C. Indicate whether any energy is generated and used on-site and whether that use has been sub-metered

**Documentation**

- Most sub-metered energy use during Covid (2020, 2021 or 2022)
- Narrative of data collection methodology and sub-meter data, if available

**Adapted BB3 Question**

Question 01.03.02 — Does building management track and monitor building performance and consumption patterns?

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail or Multi-Unit Residential buildings

**Suggested Lead**

In-house

**References**

None



### *E4.1b — Tracking Sub-Metered Data during Covid - cont'd*

#### **Crosswalk**

N/A

#### **Other Notes**

Applicants do not need to provide data for all previous years. Provide at a minimum, data from one year during Covid, i.e. any continuous 12 months between 2020 and 2022.

MURBs have the option of completing Question E4.1a if whole building data is available.



ENERGY AND CARBON		E5. CONSERVATION MEASURES
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Energy & Carbon Conservation Measures	
<b>Question:</b>	<b>E5.1 — Energy and Carbon Conservation</b> <b>Which energy conservation or carbon reduction measures were implemented in the past five years?</b>	

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - >50% of low-and no cost measures (scheduling, sensors, fans etc.) identified in the last energy assessment | 1 |
| - >50% of all the ECMs identified in the last or before-last energy assessments                              | 1 |
| - LED retrofit in common or back-of-house areas  | 1 |
| - LED retrofit in tenant spaces / resident suites  | 1 |
| - HVAC retrofit  | 1 |
| - HVAC retrofit as part of tenant change-over  | 1 |
| - None   | 0 |

**Max. Points Available**

5 - Max points cap

**Description**

Energy conservation and carbon reduction recommendations identified in assessments are typically identified as no-/low-cost, medium-cost or capital projects. They can also be prioritized by urgency, financial metrics, complexity, environmental impact or other relevant criteria.

Low hanging fruit are generally considered operational efficiency improvements or small upgrades that are simple to implement and easily budgeted but often have lower energy reduction potential than capital measures.

Larger, more complex projects require planning and budgeting, are generally medium- or long-term projects and will significantly reduce energy consumption and carbon emissions. Major capital projects are likely required in order to achieve net-zero carbon.

No-/low-cost measures to improve operational efficiency are important to implement short-term to reduce as much energy and carbon as possible before larger projects are budgeted and scheduled.

**Requirements**

- A. Review and list energy conservation or carbon reduction measures identified in the past five years
- B. Document what was implemented



## *E5.1 — Energy and Carbon Conservation - cont'd*

### **Documentation**

- Evidence of energy conservation or carbon reduction measures implemented

### **Adapted BB3 Question**

Question 01.03.04 — Has a low-cost energy conservation measure been implemented in the past three years?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house

### **References**

Case Studies: <https://www.saveonenergy.ca/For-Business-and-Industry/Business-Case-Studies>

EPA Checklists of Energy-Saving Measures: [https://www.energystar.gov/buildings/save\\_energy\\_commercial\\_buildings/ways\\_save/checklists](https://www.energystar.gov/buildings/save_energy_commercial_buildings/ways_save/checklists)

### **Crosswalk**

N/A

### **Other Notes**

None



ENERGY AND CARBON		E5. CONSERVATION MEASURES
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Energy & Carbon Conservation Measures	
<b>Question:</b>	<b>E5.2 — Conservation Achieved</b> <b>Is there evidence that energy efficiency improved or carbon emissions reduced due to measures implemented in the past ten years?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Yes – energy efficiency improved                                | 1 |
| - Yes – carbon emissions reduced                                  | 2 |
| - No – energy improvements or carbon reductions were not achieved | 0 |

**Max. Points Available**

3 - Pick all that apply

**Description**

The real impact of specific energy improvement or carbon reduction measures is often clouded by the impact of ancillary operational activities and equipment performance, as well as pre-and post retrofit measurement and verification (M&V) methods. Consider to what extent the weather and occupancy contribute to the before and after consumption or emission results, and normalise the data accordingly. Operations and maintenance (O&M) activities changed substantially during Covid, and O&M activities post-Covid may also differ from pre-Covid activities. There may be other factors that impact performance before and after implementation, whether it is the consultants providing support, the measurement devices used, the timing of measurement intervals etc. Establish measuring parameters before the implementation of the ECMs or CRMs to develop more reliable results.

**Requirements**

- A. Identify the energy and or carbon reduction measures implemented in the past ten years that are known to have caused energy efficiency or carbon reductions
- B. Reference measured data and prepare high-level M&V analysis to demonstrate efficiencies or reductions achieved
- C. Describe performance before the measure(s) were implemented and how performance changed after the measure(s) were implemented
- D. Describe how operational changes due to Covid etc. were considered and excluded from the high-level M&V analysis

**Documentation**

High-level calculations and brief narrative describing reductions achieved

**Adapted BB3 Question**

New in BOMA BEST 4.0



## *E5.2 — Conservation Achieved - cont'd*

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house

### **References**

Measurement and Verification (M&V) Principles: <https://evo-world.org/en/m-v/principles-of-m-v>

### **Crosswalk**

N/A

### **Other Notes**

Savings achieved can be specific to a particular ECM or CRM, or may apply to the whole building, whatever data is available.





ENERGY AND CARBON		E5. CONSERVATION MEASURES
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Energy & Carbon Conservation Measures	
<b>Question:</b>	<b>E5.3 – Energy and Carbon in New Tenancies</b> <b>Is there a procedure in place for reviewing the efficiency of tenant-controlled HVAC equipment at lease expiry?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Where tenants manage HVAC equipment, owner or landlords should be aware of operations and maintenance practices within tenant spaces to check that tenant practices are not negatively impacting adjacent or base building components that are the owner or landlord’s responsibility.

At lease expiry the owner or landlord has the opportunity to replace inefficient equipment and implement strategies that could advance the organisation’s energy efficiency and net zero goals.

**Requirements**

- A. Implement a process for reviewing the efficiency of tenant HVAC equipment at lease expiry, with recommendations to address any deficiencies related to:
  - Energy efficiency
  - Carbon reduction
- B. Describe corrective actions planned and implemented, and person responsible

**Documentation**

- Narrative describing process to assess and improve HVAC equipment at lease expiry

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial and Open-Air Retail buildings

**Suggested Lead**

In-house



***E5.3 – Energy and Carbon in New Tenancies - cont'd***

**References**

ASHRAE 180 “Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems”:  
[https://www.ashrae.org/File%20Library/Technical%20Resources/Bookstore/previews\\_2016639\\_pre.pdf](https://www.ashrae.org/File%20Library/Technical%20Resources/Bookstore/previews_2016639_pre.pdf)

**Crosswalk**

None

**Other Notes**

None



ENERGY AND CARBON		E6. OPERATIONS & MAINTENANCE OPTIMIZATION	
<b>Focus Area:</b>	Energy & Carbon		
<b>Topic:</b>	O&M Optimization		
<b>Question:</b>	<b>E6.1 — Retro-commissioning Investigation</b> <b>Has an Existing Building Commissioning, Recommissioning or Retro-Commissioning Investigation or Operational Optimization Study been completed in the last five years?</b>		

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Existing building commissioning (EBCx) is an intensive process that tests, verifies and adjusts the operation of systems and equipment to optimize performance. This can be accomplished through periodic commissioning or operational optimization assessment and implementation by qualified professionals or on a continuous basis through automated fault detection and diagnostics (FDD). Commissioning will result in cost savings, energy reduction and carbon reduction.

**Requirements**

The Retro-commissioning Investigation or Optimization Study must include:

- C. Documentation, detailed site review and interviews with building O&M staff
- A. A review of the building automation system
- B. Preparing for and conducting system functional testing
- C. Sources of performance problems
- D. Energy conservation and/or carbon reduction measures with costing, simple payback and anticipated savings
- E. A demonstration that the investigation methodology applied is similar to the BCA's commissioning best practices (see Other Notes)

**Documentation**

- Existing Building Commissioning Investigation or Operational Optimization Study

**Adapted BB3 Question**

Question 01.03.06 — Are the equipment and energy systems regularly re- or retro-commissioned?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings



## **E6.1 — Retro-commissioning Investigation - cont'd**

### **Suggested Lead**

Third-Party

### **References**

BCA Existing Building Commissioning Best Practices - <https://www.bcx.org/uploads/resources/Existing%20Building%20Commissioning%20Best%20Practices.pdf>

ASHRAE Guideline 0.2-2015 - Commissioning Process For Existing Systems And Assemblies: <https://webstore.ansi.org/standards/ashrae/ashraeguideline2015>

Building Operation Optimization: Recommissioning Guide for Building Owners and Managers: [http://www.nrcan.gc.ca/sites/www.nrcan.gc.ca/files/canmetenergy/pdf/fichier.php/codectec/En/2008-167/NRCan\\_RCx\\_Guide.pdf](http://www.nrcan.gc.ca/sites/www.nrcan.gc.ca/files/canmetenergy/pdf/fichier.php/codectec/En/2008-167/NRCan_RCx_Guide.pdf)

ENERGY STAR Building Upgrade Manual Chapter 5: Retro-commissioning:

<https://www.energystar.gov/sites/default/files/buildings/tools/EPA BUM CH5 RetroComm.pdf>

Medical Gas Piping Systems: [https://www.techstreet.com/standards/csa-z7396-1-22?product\\_id=2501417](https://www.techstreet.com/standards/csa-z7396-1-22?product_id=2501417)

### **Crosswalk**

N/A

### **Other Notes**

The commissioning methodology should at least align with the Building Commissioning Association (BCA)'s Existing Building Commissioning Best Practices in Chapter 3 — Investigation Phase



ENERGY AND CARBON		E6. OPERATIONS & MAINTENANCE OPTIMIZATION	
<b>Focus Area:</b>	Energy & Carbon		
<b>Topic:</b>	O&M Optimization		
<b>Question:</b>	E6.2 — Fault Detection Is Fault Detection and Diagnosis (FDD) in place?		

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Pre-empt building system faults based on machine learned behavior. Recognize patterns that resulted in faults and send alerts when the same pattern recurs. Optimize maintenance processes. Reduce building system fault occurrences and increase building up time.

**Requirements**

Demonstrate the ability of the technology to provide:

- A. Root cause analysis and functional testing
- B. Fault detection autonomous system adjustment. System has the ability to auto-adjust operation to alleviate potential issues
- C. Prevent recurrences of false or non-critical alarms

**Documentation**

Any of the following:

- Digital Enablement Specifications (BMS, Lighting, EV Charging, Electrical, Fire, Vertical Transportation).
- Vendor documentation (specifications, commissioning report, technical reports, functionality design reports).
- Compliance Registers.
- Use Case - Benefits realisation report.
- Integrations Report.

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings



## *E6.2 — Fault Detection- cont'd*

### **Suggested Lead**

In-house

### **References**

None

### **Crosswalk**

BOMA BEST Smart Buildings Question S5.3

### **Other Notes**

None



ENERGY AND CARBON		E7. CONTROLS
<b>Focus Area:</b>	<b>Energy &amp; Carbon</b>	
<b>Topic:</b>	<b>Controls</b>	
<b>Question:</b>	<b>E7.1 — Building Automation</b>	
	<b>Does the building have an operational building automation system (BAS)?</b>	

**Answer**

Select one of the following:

Points available:

- |                                |   |
|--------------------------------|---|
| - Yes — Direct digital control | 3 |
| - Yes — Hybrid                 | 2 |
| - Yes — Pneumatic              | 0 |
| - No                           | 0 |

**Max. Points Available**

3 - Pick one answer

**Description**

Building automation systems (BAS) control equipment and systems, including HVAC and lighting. Building automation systems can take on different forms, including standalone onboard controllers for specific pieces of equipment, legacy pneumatic controls or direct digital control (DDC) systems.

Through automation, building systems can be monitored and adjusted to ensure that they are performing optimally and can facilitate the implementation energy and carbon reduction measures.

DDC systems are often preferred for controllability, accuracy, reliability, responsiveness, accessibility, connectivity and reduced maintenance.

For some types of buildings and systems, a fully integrated BAS is not practical. Other solutions for responsive controls may be more appropriate.

**Requirements**

- A. Identify the type of building automation system (BAS) in use in the building
- B. List types of equipment connected to the BAS
- C. Describe the most recent upgrade

**Documentation**

- Narrative and photos of BAS installed

**Adapted BB3 Question**

Question 01.04.01 — What type of BAS is in place at the building?



## **E7.1 — Building Automation - cont'd**

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

- If any major systems or equipment are not connected, provide a brief narrative outlining the rationale and briefly describe how the systems and equipment are controlled
- Direct digital control (DDC): Uses electrical signals or wireless technologies to operate and communicate with parts of a system. Operators use an interface device, typically a computer, to monitor and communicate with devices. If the building operates on small-scale HVAC equipment (e.g., furnaces, rooftop units under 20 tonnes, etc.), then they typically utilize smart controllers, which fall under DDC
- Pneumatic: Uses a compressor to keep systems at a constant pressure. Pressure increases or decreases as a valve or actuator moves. Desired operation on a device is based on the pressure set point of the valve or actuator connected to it.
- Hybrid: A combination of both DDC and Pneumatic





ENERGY AND CARBON		E7. CONTROLS
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Controls	
<b>Question:</b>	E7.2 — Control Strategies What control strategies are in place?	

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Night or unoccupied setback                              | 1 |
| - Optimal start-up   | 1 |
| - Occupancy and equipment scheduling                       | 1 |
| - Standby mode (occupied vs. unoccupied)                   | 1 |
| - Heating water temperature setpoints/reset                | 1 |
| - Chilled water temperature setpoints/reset                | 1 |
| - Supply air temperature setpoints/reset                   | 1 |
| - Outdoor air temperature setpoints/reset                  | 1 |
| - Demand controlled ventilation                            | 1 |
| - Programmable thermostats in tenant or residential suites | 1 |
| - None of the above  | 0 |

**Max. Points Available**

4 - Max points cap

**Description**

Through automation, building systems can be monitored and adjusted to ensure that they are performing optimally and can facilitate the implementation energy and carbon reduction measures.

**Requirements**

Identify appropriate control strategies for the building, and demonstrate implementation

Also see References

**Documentation**

- Screenshots of BAS

**Adapted BB3 Question**

Question 01.03.05 – Are control strategies used on the mechanical equipment to reduce energy consumption and demand?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings



## *E7.2 — Control Strategies - cont'd*

### **Suggested Lead**

In-house, with third-party support

### **References**

ASHRAE Guideline 13-2014 - Specifying Building Automation Systems: <https://webstore.ansi.org/standards/ashrae/ashraeguideline132014>

### **Crosswalk**

N/A

### **Other Notes**

None



ENERGY AND CARBON		E7. CONTROLS
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Controls	
<b>Question:</b>	<b>E7.3 — Controls Optimization</b> <b>Are mechanisms in place to proactively assess system and/or equipment performance for optimization opportunities?</b>	

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Review of operational trends in past three to five years               | 1 |
| - In-house BAS technician / operator                                     | 1 |
| - Third-party BAS technician provides at least monthly in-person support | 1 |
| - None of the above  | 0 |

**Max. Points Available**

3 - Pick all that apply

**Description**

BAS systems require optimization to ensure they are tailored to the systems they serve. Systems need to be assessed periodically as changing requirements (activity types, occupancy rates, operating hours, etc.) often Suggested Lead to new opportunities.

**Requirements**

- Provide a brief description of the system or process for assessing equipment performance
- Include examples of optimization or corrections that were implemented as a result of the monitoring and diagnostic system or process

Also see References

**Documentation**

- Describe the impact of the mechanism and any corrections implemented

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house, with third-party support



### *E7.3 — Controls Optimization - cont'd*

#### **References**

ASHRAE Guideline 36-2021 - High-Performance Sequences of Operation For HVAC Systems: <https://webstore.ansi.org/standards/ashrae/ashraeguideline362021>

#### **Crosswalk**

N/A

#### **Other Notes**

In-house BAS technician refers to someone on the building operations team who received required training to competently manage the building's BAS.



ENERGY AND CARBON		E8. LIGHTING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Lighting	
<b>Question:</b>	E8.1a — LEDs Are LED lighting installed in spaces controlled by the owner or landlord?	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Yes — More than 50% of exterior spaces have LEDs                          | 1 |
| - Yes — More than 50% of owner / landlord-managed interior spaces have LEDs | 1 |
| - Yes — More than 50% of tenant-managed interior spaces have LEDs           | 1 |
| - No — less than 50% of building lighting is LEDs                           | 0 |

**Max. Points Available**

3 - Pick all that apply

**Description**

Lighting represents a significant percentage of electricity end use and contributes to electrical demand (kW) in addition to consumption (kWh).

Reduction of lighting energy consumption can reduce electricity consumption and costs, lower impact on the electrical grid, assist with ensuring there is sufficient capacity for building electrification or EV charging and reduce carbon emissions associated with electricity, particularly where the electrical grid has a high emission factor.

Optimization can be achieved through efficient fixtures and enhanced controls while also maintaining occupant safety.

**Requirements**

- A. Mark up a floor plan or take photos to indicate extent of interior and exterior LED installation
- B. Keep a record of LED product specifications

**Documentation**

- Sample of floor plans, photos and product specifications of LED installation
- Plan to increase LED installation if less than 50% of building lighting is LED

**Adapted BB3 Question**

Question 01.04.04 — What percent of the building exterior and parking lot fixtures have LED lamps or automated controls?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



***E8.1a — LEDs - cont'd***

**Suggested Lead**

In-house

**References**

None

**Crosswalk**

N/A

**Other Notes**

None



ENERGY AND CARBON		E8. LIGHTING
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Lighting	
<b>Question:</b>	<b>E8.2a — Light Sensors</b> <b>Are occupancy or daylight sensors installed in owner or landlord-controlled spaces, where appropriate?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Yes — More than 50% owner / landlord-managed interior lights have occupancy sensors | 1 |
| - Yes — More than 50% tenant-managed interior lights have occupancy sensors           | 1 |
| - Yes — More than 50% tenant-managed interior lights have daylight/photocell sensors  | 1 |
| - Yes – More that 50% of exterior lights have daylight/photocells                     | 1 |
| - No – less than 50% of building lights have sensors / controls                       | 0 |

**Max. Points Available**

4 - Pick all that apply

**Description**

Reduction of lighting energy consumption can reduce electricity consumption and costs, lower impact on the electrical grid, assist with ensuring that there is sufficient capacity for building electrification or EV charging, and reduce carbon emissions associated with electricity, particularly where the electrical grid has a high emission factor.

Optimization can be achieved through efficient fixtures and enhanced controls while also maintaining occupant safety.

**Requirements**

Mark up a floor plan or take photos to indicate extent of occupancy and/or daylight sensors installed

**Documentation**

- Sample of floor plans or photos of light sensor or controls installation

**Adapted BB3 Question**

Question 01.04.05 — What percentage of lighting fixtures are controlled by sensors?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



***E8.2a — Light Sensors - cont'd***

**Suggested Lead**

In-house

**References**

None

**Crosswalk**

N/A

**Other Notes**

None





ENERGY AND CARBON		E9. DEMAND MANAGEMENT
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Demand Management	
<b>Question:</b>	E9.1 — Peak Demand Is the building’s peak electrical demand known?	

**Answer**

Select one of the following:

- Yes
- No

Points available:

1  
0

**Max. Points Available**

1 - Pick one answer

**Description**

As more buildings “fuel switch” to electricity and as extreme temperatures become more frequent, additional burdens are placed on the electrical grid, particularly in peak seasons. This results in higher utility costs, less resilient infrastructure and the potential for a dirtier grid if gas-fired power plants are required to satisfy demand during times of peak usage.

Understanding peak demand patterns and schedules in buildings will allow building operators to identify opportunities to minimize the load and cost for electricity in heating and cooling seasons and other thermal heating fuel types.

**Requirements**

- A. Indicate the seasonal peak electrical demand values for the past year, highlighted on utility bills, monthly utility data summary or sub-metered data
- B. If electrical demand is not separately measured by the utility or the BAS, provide a monthly load profile based on electrical consumption for the past year with associated data

**Documentation**

- Utility data analysis identifying the seasonal peak electrical demand values over the past year

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house



***E9.1 — Peak Demand - cont'd***

**References**

None

**Crosswalk**

N/A

**Other Notes**

None



ENERGY AND CARBON		E9. DEMAND MANAGEMENT
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Demand Management	
<b>Question:</b>	<b>E9.2 — Peak Demand Patterns</b> <b>Is the month with the highest heating fuel consumption known?</b>	

**Answer**

Select one of the following:

- Yes
- No

Points available:

1  
0

**Max. Points Available**

1 - Pick one answer

**Description**

In colder climates buildings rely on fuel heating for space heating in many situations. However, as more buildings “fuel switch” to electricity and as extreme temperatures become more frequent, additional burdens are placed on the electrical grid, particularly in peak seasons. This results in higher utility costs, less resilient infrastructure, and the potential for a dirtier grid if gas-fired power plants are required to satisfy demand during times of peak usage.

Understanding peak demand patterns and schedules in buildings will allow building operators to identify opportunities to minimize the load and cost for electricity and gas in heating and cooling seasons and other thermal heating fuel types.

**Requirements**

Indicate highest consumption month based on the amount and type of heating fuel consumed for the past year, highlighted on utility bills or monthly utility data summary

**Documentation**

- Analysis of monthly utility data, identifying the highest heating consumption month and type of fuel consumed over the past year

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house



***E9.2 — Peak Demand Patterns - cont'd***

**References**

None

**Crosswalk**

N/A

**Other Notes**

None



ENERGY AND CARBON		E9. DEMAND MANAGEMENT
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Demand Management	
<b>Question:</b>	<b>E9.3 — Reducing Seasonal Peaks</b> <b>Have low-carbon opportunities been identified or implemented to reduce seasonal peak heating loads and heating/cooling electrical demand?</b>	

**Answer**

Select all that apply:

Points available:

- Yes — opportunities identified
- Yes — opportunities implemented
- No

1  
2  
0

**Max. Points Available**

3 - Pick all that apply

**Description**

Consider low carbon peak shaving strategies to ensure that the effect of reducing demand is not to switch to a potentially less expensive but more carbon intensive alternative.

For example: reducing fan speeds during peak times is considered a low carbon peak shaving strategy; however, increasing gas boiler capacity to reduce air-source heat pump (ASHP) peak consumption is not.

**Requirements**

- A. List energy/carbon reduction measures proposed or implemented that specifically address peak demand and high thermal loads
- B. Indicate anticipated or measured reduction in electrical demand (kW)

Also see Other Notes

**Documentation**

- Energy/carbon reduction measures proposed or implemented
- Anticipated or measured reduction in electrical demand

**Adapted BB3 Question**

Question 01.05.09 — Are strategies or systems in place to allow peak shedding?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house, with third-party support



### *E9.3 — Reducing Seasonal Peaks - cont'd*

#### **References**

None

#### **Crosswalk**

N/A

#### **Other Notes**

Proposed or implemented measures could include strategies, such as operational optimization and scheduling, system switchover, demand response programs, peak shedding programs, time-of-day usage or similar



ENERGY AND CARBON		E10. HVAC EFFICIENCY
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	HVAC Efficiency	
<b>Question:</b>	<b>E10.1 — HVAC Efficiency</b> <b>Is high efficiency, low carbon mechanical equipment installed in the building?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Yes — Condensing boilers  | 3 |
| - Yes — Electric Boilers  | 3 |
| - Yes — Heat Recovery implemented   | 2 |
| - Yes — Heat Pumps  | 2 |
| - Yes — AHUs and FCUs with low temperature hydronic heating coils                           | 1 |
| - Yes — Hybrid AHUs and RTUs with air source heat pumps (ASHPs) and gas backup/peak heating | 1 |
| - Yes – Dual Fuel units   | 1 |
| - Yes – Other (Describe)  | 1 |
| - None of the above   | 0 |

**Max. Points Available**

6 - Max points cap

**Description**

Mechanical equipment and HVAC system efficiency offer the most impactful opportunity for active energy and carbon reduction across all fuel types. To achieve decarbonization goals, building management should plan to replace end-of-life, inefficient or high carbon equipment with high efficiency, low carbon options as part of asset renewals.

Heat recovery should be considered for all systems as a strategy for reducing consumption.

Electrification works toward elimination of carbon emissions related to onsite combustion and improves opportunities for reduced electricity-related emissions through energy supply from clean grids (either now or in the future) and the use of renewable energy.

Cooling systems that use high global warming potential (GWP) refrigerants can have a significant contribution to a building’s carbon emissions, through fugitive emissions that occur during leaks or recharging. Low GWP systems are recommended.



## E10.1 — HVAC Efficiency - cont'd

### Requirements

- A. List building systems where heat recovery has been implemented, such as exhaust/ventilation, chilled water or domestic hot water. Describe the type and relative scale of heat recovery for each application
- B. For owner or landlord-controlled primary equipment, provide an equipment list outlining attributes including size, systems served, type of fuel, efficiency and why it can be considered low carbon

### Documentation

- Equipment list with product details

### Adapted BB3 Question

Question 01.05.02 – Is 75% or more of the central heating equipment efficient?

Question 01.05.03 – Are 75% of the rooftop package units efficient?

Question 01.05.05 – Is 75% of the domestic water heating equipment efficient?

Question 01.05.06 – Does 75% of the building's exhaust air pass through a Ventilation Heat/Energy Recovery system?

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### Suggested Lead

In-house

### References

City of Toronto – Low Carbon Thermal Energy Ready Buildings: <https://www.toronto.ca/wp-content/uploads/2022/02/9441-2021-11-29Low-Carbon-Thermal-Energy-Ready-Buildings-AODA.pdf>

### Crosswalk

N/A

### Other Notes

Heat pumps may include air-to-water, water-to-water, geothermal or CO2 domestic hot water (DHW) heat pumps





ENERGY AND CARBON		E10. HVAC EFFICIENCY
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	HVAC Efficiency	
<b>Question:</b>	<b>E10.2 — On-site Combustion</b> <b>Has the building transitioned off all forms of on-site combustion?</b>	

**Answer**

Select applicable:

Points available:

- |  |   |
|--|---|
| - Yes — equipment has transitioned of on-site combustion | 3 |
| - Yes — equipment never used on-site combustion          | 0 |
| - No   | 0 |

**Max. Points Available**

3 - Pick one answer

**Description**

Mechanical equipment and HVAC system efficiency offer the most impactful opportunity for active energy and carbon reduction across all fuel types. To achieve decarbonization goals, building management should plan to replace end-of-life, inefficient or high carbon equipment with high efficiency, low carbon options as part of asset renewals.

Heat recovery should be considered for all systems as a strategy for reducing consumption.

Electrification works toward elimination of carbon emissions related to onsite combustion, and improves opportunities for reduced electricity-related emissions through energy supply from clean grids (either now or in the future) and the use of renewable energy.

**Requirements**

- A. Provide a brief summary attesting that there is no onsite combustion equipment used at the property as part of regular building operations

Also see Other Notes

**Documentation**

- Evidence that there is no equipment in use as part of regular building operations that relies on-site combustible energy sources

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



## ***E10.2 — On-site Combustion - cont'd***

### **Suggested Lead**

In-house

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

Typical on-site combustion equipment deliver space and domestic water heating and includes gas-fired boilers, gas-fired rooftop units, makeup air units.

The following combustion equipment is excluded from this question:

- Tenant-specific equipment used in restaurants (cooking etc.)
- Emergency generators or back-up power equipment using diesel or other fuels
- District heating systems serving the building

Points will be awarded regardless of when the transition occurred. The building team only need to demonstrate that on-site combustion was part of the original building and has since transitioned.



ENERGY AND CARBON		E11. ENVELOPE
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Envelope Performance	
<b>Question:</b>	<b>E11.1 — Envelope Improvement</b> <b>Have any of the low-cost envelope improvement measures identified in assessment, condition or deep retrofit studies been implemented?</b>	

**Answer**

Select all that apply:

Points available:

- |                                 |   |
|---------------------------------|---|
| - Air leakage                   | 1 |
| - Resealing                     | 1 |
| - Window replacement            | 2 |
| - Adding shading to sunny areas | 2 |
| - None of the above             | 0 |

**Max. Points Available**

4 - Pick all that apply

**Description**

A building envelope includes exterior components, such as the roof, walls, foundation and windows. A high-performance envelope is the most effective opportunity for achieving decarbonization of a building through passive strategies.

Optimization of the envelope can significantly reduce heating and cooling requirements in the building, thus reducing energy consumption and electrical demand as well as decreasing the size and costs of mechanical equipment.

Lower cost measures might include resealing, replacing broken windows, adding shading to sunny areas or similar strategies. At a minimum, air leakage should be addressed.

If budgeting and renewal cycles permit, it is ideal to undertake a deep green envelope upgrade before HVAC systems are retrofitted to optimize mechanical system design.

**Requirements**

- A. Identify the low-cost envelope improvement items from the assessment, condition or deep retrofit studies that have been implemented
- B. Document extent of implementation

**Documentation**

- Describe measure(s) implemented, the benefit and potential savings impact
- Evidence of implementation through photos, as-built drawings or other proof



***E11.1 — Envelope Improvement - cont'd***

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

**Suggested Lead**

In-house, with third-party support

**References**

None

**Crosswalk**

N/A

**Other Notes**

None



ENERGY AND CARBON		E11. ENVELOPE
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Envelope Performance	
<b>Question:</b>	<b>E11.2 — Envelope Upgrade</b> <b>Have major envelope upgrades been completed or initiated in the past ten years?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Yes — More than 50% completed (by envelope area covered or project cost)      | 1 |
| - Yes — some work is underway   | 2 |
| - No  | 0 |
| - Not applicable – high-performance features were installed during construction | - |

**Max. Points Available**

3 - Pick all that apply

**Description**

A high-performance building envelope aims to enhance occupant comfort, improve controllability and minimize the transfer of thermal energy between the outdoors and indoors.

Strategies, such as air tightness, shading, triple-paned glazing and increased insulation can be implemented to reduce energy consumption and GHG emissions while improving thermal comfort and reducing the mechanical system requirements.

**Requirements**

- A. Identify the major envelope upgrades from the assessment, condition or deep retrofit studies that have been implemented
- B. Document extent of implementation

Also see Other Notes

**Documentation**

- Describe measure(s) implemented, the benefit and potential savings impact
- Evidence of implementation through photos, as-built drawings or other proof

**Adapted BB3 Question**

Question 01.01.03 – Does the capital plan include measures to ensure continuous improvement of the energy efficiency of the building envelope?

Question 01.05.07 – Are 75% of the building’s exterior windows considered efficient?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



## ***E11.2 — Envelope Upgrade - cont'd***

### **Suggested Lead**

In-house, with third-party support

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

High-performance envelope characteristics may include:

- Exterior shading
- Automated shading controls
- Double-paned glazing including high-performance window assembly
- Double-paned glazing with low-emissivity coating including high-performance window assembly
- Triple-paned glazing including high-performance window assembly
- Triple-paned windows with low-emissivity coating including high-performance window assembly
- Electrochromic glazing
- Built-in photovoltaics
- Foundation insulation that is 20% better than current code
- Roof insulation that is 20% better than current code
- Wall insulation that is 20% better than current code
- Natural ventilation when outdoor conditions are favourable



ENERGY AND CARBON		E12. TRAINING & INNOVATION
<b>Focus Area:</b>	<b>Energy &amp; Carbon</b>	
<b>Topic:</b>	<b>Training</b>	
<b>Question:</b>	<b>E12.1 – Training in Energy and Carbon</b> <b>Did the building operations and management team receive Energy and Carbon training in the previous three years?</b>	

**Answer**

Indicate which topics are covered in the training:

Points available:

- |  |           |   |
|--|-----------|---|
| - Assessment, Planning, ECMs and CRMs, Operations & Maintenance Optimization | Yes or No | 1 |
| - Benchmarking, Tracking & Monitoring  | Yes or No | 1 |
| - Controls, Lighting, Demand Management, HVAC Efficiency, Envelope           | Yes or No | 1 |
| - No   |           | 0 |

**Max. Points Available**

3 - Pick all that apply

**Description**

In order for building maintenance staff to effectively manage the building’s energy and carbon, training should be provided which addresses the topics of energy and carbon assessment, planning, benchmarking, O&M optimization, controls, lighting etc.

Over time, technologies and preferred practices in building operations and maintenance change. Providing regular professional development opportunities is a good way to help retain staff. Offering training and educational opportunities related to environmental/sustainable building performance not only benefit staff but improve the performance of the building when staff training is applied at the building level.

**Requirements**

- List the names of staff members to whom the competencies covered under these topics would apply
- Provide the applicable course outline or syllabus
- Provide evidence of competency or training received such as credentials, completion certificate, record of attendance

**Documentation**

- Name of building O&M team member who received the training
- The course outline or syllabus
- Proof of training received

**Adapted BB3 Question**

Question 01.01.01 — Does building staff participate in a formalized training program focused on energy efficiency?



## *E12.1 – Training in Energy and Carbon - cont'd*

### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

### **Suggested Lead**

In-house

### **References**

SaveOnEnergy Training and Support (Ontario): <https://www.saveonenergy.ca/en/For-Business-and-Industry/Training-and-support>

### **Crosswalk**

None

### **Other Notes**

Training can be delivered in-house or by a third party





ENERGY AND CARBON		E12. TRAINING & INNOVATION
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Innovation	
<b>Question:</b>	<b>E12.2 – Innovation in Energy &amp; Carbon</b> <b>Is an innovative process or technology in place at the building that goes beyond the requirements outlined in this section?</b>	

**Answer**

Select all that apply:

Points available:

- Renewable energy sources are installed on-site generating >1% of building energy 1
- Green or high-albedo roof covering is in place 1
- Funding / incentive received to advance net zero projects 1
- Building is connected to district or community energy system 1
- [ESC, Univ, LI, OAR, MURB] Energy Star scores available representing whole building consumption for each of the past five years 1
- [ESC, Univ, LI, OAR, MURB] Some tenants share their utility data with owner or landlord 1
- [ESC, Univ, LI, OAR, MURB] Updated tenant lease includes cost recovery of energy-efficient equipment 1
- [ESC, Univ, LI, OAR, MURB] Site staff received training in energy and carbon assessment, tips for operations and maintenance optimisation, lighting and HVAC efficiency or the value of sub-metering 1
- [ESC, Univ, LI, OAR, MURB] >50% (by building area or tenant count) of tenant energy data is sub-metered 1
- [ESC, Univ, LI, OAR, MURB] Joint landlord/tenant energy or carbon initiatives implemented 1
- [ESC, Univ, LI, OAR, MURB] Landlord conduct visual inspections of tenant-managed energy systems each year 1
- Other 1
- Not applicable -

**Max. Points Available**

4 - Max points cap

**Description**

Many processes and technologies exist that go beyond the standards and requirements set out in the BOMA BEST Assessment. If building managers/owners have invested in innovative processes or technologies that go beyond these standards, innovation points can be earned under this question.

**Requirements**

- A. Provide details of the technology or process applied at the building



## **E12.2 – Innovation in Energy & Carbon - cont'd**

- B. Indicate when the technology or process was implemented and the steps that are in place to ensure the technology or process' ongoing success
- C. [If “Other” is selected] Explain how the technology or process has improved the building's energy or carbon efficiency for it to be considered innovative

### **Documentation**

- Narrative of innovative technology or process and its impact

### **Adapted BB3 Question**

Question 01.05.14 — Is an innovative process or technology (approved by BOMA Canada) in place at the building that goes beyond the requirements outlined in this section?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

Innovative processes or technologies apply to what was installed post-construction.

Funding or incentives may include strategic energy management, retrofit, Canada Infrastructure Bank etc. or other equivalent.

Applicants are required to submit the innovative process or technology as part of the BOMA BEST application. It will be evaluated as part of the BOMA BEST verification process, in consultation with our technical experts, as required.



ENERGY AND CARBON		E13. ENGAGEMENT
<b>Focus Area:</b>	Energy & Carbon	
<b>Topic:</b>	Engagement	
<b>Question:</b>	<b>E13.1 – Align Engagement Initiatives with Tenants</b> <b>Do any of the tenants’ energy and carbon management approaches align with the owner or landlord’s?</b>	

**Answer**

Indicate which topics are aligned:

Points available:

- Assessment, Planning, ECMs and CRMs	Yes or No	1
- Benchmarking, Tracking & Monitoring	Yes or No	1
- Operations & Maintenance Optimization, Controls	Yes or No	1
- Lighting, Demand Management	Yes or No	1
- HVAC Efficiency, Envelope	Yes or No	1
- No		0

**Max. Points Available**

5 - Pick all that apply

**Description**

Passive engagement through communications is an important first step. Also, the ability to collect tenant utility data is becoming increasingly important as part of reporting and disclosure. Active engagement efforts include direct outreach activities, such as working with tenants to collect tenant-controlled utility data or requiring green leases for new tenants or renewals that address sustainability initiatives.

**Requirements**

- A. Engage with tenants to understand their energy and carbon goals, on specific topics listed, and how their goals may align with the building management’s energy and carbon goals
- B. Provide a sample of feedback or communication received from tenants that demonstrate where alignment exists in specific topics covered in the Energy & Carbon Plan

**Documentation**

- Narrative that describes where owner or landlord and tenant’s energy and carbon goals align
- Sample of relevant feedback or communication received from the tenants

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial and Open-Air Retail buildings



### *E13.1 – Align Engagement Initiatives with Tenants - cont'd*

**Suggested Lead**

In-house

**References**

None

**Crosswalk**

N/A

**Other Notes**

In buildings where tenants manage the majority of energy and carbon-using systems, the owner or landlord can engage with the tenant(s) to collaborate and share information and lessons learned to improve whole building performance in these areas.



WATER		WO. BASELINE PRACTICES
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Baseline Practices	
<b>Question:</b>	<b>W1.0b — Water Assessment</b> <b>Have the water efficiency of systems managed by the owner or landlord been assessed in the last five years?</b>	

**Answer**

Select one of the following:

- Yes – this is a baseline requirement. Complete BOMA BEST Form W1.0b
- Not applicable -

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

The most effective water reduction strategies will focus efforts on the end uses with the highest consumption. Building operations and management teams should determine the largest end uses and consider opportunities for sub-metering significant loads, such as irrigation and cooling towers.

**Requirements**

For all building components managed by the owner or landlord, provide:

- A. Building and system description and review – clearly distinguish between systems that are owned vs managed vs maintained by the owner, landlord or tenant
- B. Water utility history (at least 12 months of continuous data, typically the previous 24-36 months of data)
- C. Low- and no-cost water conservation measures, with high level costing, simple payback and anticipated savings
  - If no savings measures are identified, state why.

Refer to Other Notes.

**Documentation**

- Limited Scope Water Assessment Report

**Adapted BB3 Question**

Best Practice 5 — Has a water assessment been conducted in the past five years?

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail and Multi-Unit Residential buildings



## **W1.0b — Water Assessment - cont'd**

### **Suggested Lead**

In-house

### **References**

Water Audit Guidance for Commercial Buildings: [https://www.allianceforwaterefficiency.org/sites/www.allianceforwaterefficiency.org/files/assets/City\\_Energy\\_Project\\_Water\\_Audit\\_Guidance\\_For\\_Commercial\\_Buildings.pdf](https://www.allianceforwaterefficiency.org/sites/www.allianceforwaterefficiency.org/files/assets/City_Energy_Project_Water_Audit_Guidance_For_Commercial_Buildings.pdf)

Example Commercial and Institutional Water Efficiency Assessment Report: [https://www.toronto.ca/wp-content/uploads/2018/07/9857-917c-sample-water-efficiency\\_report-revised-july-23-2018.pdf](https://www.toronto.ca/wp-content/uploads/2018/07/9857-917c-sample-water-efficiency_report-revised-july-23-2018.pdf)

### **Crosswalk**

N/A

### **Other Notes**

If the owner or landlord only manages for example the exterior irrigation at the building, provide the water data for these systems, as well as an assessment of the efficiency of the system. If the system was recently upgraded and no water conservation is currently feasible, state that too.

For all systems managed by the tenant, the applicant (representing the owner or landlord) is expected to outline those as well, though no water assessment is required for these systems.



WATER		WO. BASELINE PRACTICES
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Baseline Practices	
<b>Question:</b>	<b>W5.0 — Mould and Water Damage Management</b> <b>Is a Mould and Water Damage Management Program in place at the building?</b>	

**Answer**

Select one of the following:

- Yes – Program in place
- Yes – Program has been shared with Tenant Representative(s)
- No

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

Water-impacted building materials can begin to exhibit mould growth in as little as 48 hours. A water damage monitoring and management program will assist in rapidly addressing bulk water damage, including detailed procedures for drying, cleaning and remediating where necessary.

Health Canada’s Fungal contamination in public buildings: A guide to recognition and management, 1995 recommends “the development of programs to avoid the development of fungal amplification-sites.” Further, the American Industrial Hygiene Association’s 2013 “Position Statement on Mould and Dampness in the Built Environment,” recommends that a “formal mould/water prevention program with clear actions and responsibilities is required for an effective response to signs of moisture”.

**Requirements**

- A. Develop a building-specific Mould and Water Damage Management Program that covers the following:
  - Responsible parties, including the building team’s training requirements
  - Requirements and frequency for building and HVAC inspections
  - Actions required to reduce the risk of indoor mould growth
  - Procedures for mould and water damage investigations
  - Procedures for management of mould cleanup activities
- B. Demonstrate that the program was developed by a person competent in mould and water damage management practices
- C. Program must be signed by the building manager, dated within the last 12 months

OR

- D. The owner or landlord must provide information to the Tenant Representative(s) that manage(s) water use within the tenant space on how to implement a Mould and Water Damage Management Program



## W5.0 — Mould and Water Damage Management - cont'd

### Documentation

- Building-specific Mould and Water Damage Management Program OR evidence that Program was shared with Tenant Representative(s)

### Adapted BB3 Question

Question 02.01.01 — Is a Water Damage Monitoring and Management Program in place in the building?

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### Suggested Lead

In-house, with third-party support

### References

Health Canada's Fungal contamination in public buildings: A guide to recognition and management, 1995

<https://publications.gc.ca/collections/Collection/H46-2-04-358E.pdf>

The American Industrial Hygiene Association "Position Statement on Mould and Dampness in the Built Environment" 2013 (reviewed 2018)

[https://www.med.navy.mil/Portals/62/Documents/NMFA/NMCPHC/root/Documents/industrial-hygiene/P-Mold-03-26-13\\_2018.pdf?ver=FoUGYT28BpdB52oR1rQTnQ%3D%3D](https://www.med.navy.mil/Portals/62/Documents/NMFA/NMCPHC/root/Documents/industrial-hygiene/P-Mold-03-26-13_2018.pdf?ver=FoUGYT28BpdB52oR1rQTnQ%3D%3D)

Institute for Inspection Cleaning and Restoration Certification, Standard S-520, Standard and Reference

Guide for Professional Mould Remediation, 2015: <https://iicrc.org/s520/>

Canadian Construction Association Guide 82, Mould Guidelines for the Canadian Construction Industry,

2018 <https://www.cca-acc.com/wp-content/uploads/2019/02/Mould-guidelines2018.pdf>

Environmental Abatement Council of Canada (EACC), Mould Abatement Guidelines, Edition 3 (2015) [https://](https://www.eaccanada.ca/wp-content/uploads/2021/06/EACC-Mould-Guideline-April-2015.pdf)

[www.eaccanada.ca/wp-content/uploads/2021/06/EACC-Mould-Guideline-April-2015.pdf](https://www.eaccanada.ca/wp-content/uploads/2021/06/EACC-Mould-Guideline-April-2015.pdf)

### Crosswalk

N/A

### Other Notes

Water treatment in HVAC equipment must, at all times, meet local provincial and/or federal guidelines and regulations.





WATER		W1. ASSESSMENT
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Water Assessment	
<b>Question:</b>	<b>W1.1 – Water Efficient Features</b> <b>Does the building incorporate any high-efficiency water fixtures?</b>	

**Answer**

Select all that apply:

- >50% of toilets are 4.8L/6L dual-flush or less
- >50% of urinals are 1.9L per flush or less
- >50% of lavatory faucets are 5.7L per min or less
- None

Points available:

- 4
- 3
- 1
- 0

**Max. Points Available**

7 - Pick all that apply

**Description**

A high-efficiency fixture uses less water while still performing its function.

**Requirements**

- A. For each fixture type, survey how many are installed in the building and calculate the percentage that meet the specified performance criteria
- B. Provide evidence such as fixture cut sheets, flow-test results or photos showing flow-rates

**Documentation**

- List of total fixture counts, and number that meet or exceed flowrate thresholds
- Evidence that fixtures deliver specified flowrates

**Adapted BB3 Question**

02.04.03 – What percentage of water fixtures are efficient, based on inventory amount?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house

**References**

WaterSense Products: <https://www.epa.gov/watersense/watersense-products>

**Crosswalk**

N/A

**Other Notes**  
None.



WATER		W2. BENCHMARKING
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Benchmarking	
<b>Question:</b>	<b>W2.1b — Sub-Metered Data</b> <b>Is any sub-metered water use available for the most recent 12 months?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Sub-meters measure the water consumption of specific areas or equipment, providing property owners and managers with the ability to understand where and how the building water is used.

**Requirements**

For any sub-metered water data available:

- A. Provide monthly sub-metered water data in table format
- B. Provide water sub-meter details, such as make, model, location, photo and year of installation
- C. Indicate whether any water is collected and used on-site and whether that use has been sub-metered
- D. If data is not logged automatically, manual readings need to be taken at least monthly

**Documentation**

- Most recent 12 months of sub-metered water use (total m<sup>3</sup>)
- Narrative of data collection methodology and sub-meter data, if available

**Adapted BB3 Question**

Question 02.04.02 — What percentage of the building’s water consumption is sub-metered?

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail and Multi-Unit Residential buildings

**Suggested Lead**

In-house

**References**

None



**W2.1b — Sub-Metered Data - cont'd**

**Crosswalk**

None

**Other Notes**

See Question W1.0 for details of water end-use types



WATER		W3. TRACKING & MONITORING
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Tracking	
<b>Question:</b>	<b>W3.1b — Tracking Sub-Metered Data before Covid</b> <b>Was any sub-metered water use data tracked before Covid?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Sub-meters measure the water consumption of specific areas or equipment, providing property owners and managers with the ability to understand where and how building water is being used

**Requirements**

For any sub-metered water data available:

- A. Provide monthly sub-metered water data in table format
- B. Provide water sub-meter details, such as make, model, location, photo and year of installation
- C. Indicate whether any water is collected and used on-site and whether that use has been sub-metered

**Documentation**

- Most sub-metered water use before Covid (2017, 2018 or 2019)
- Narrative of data collection methodology and sub-meter data, if available

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail or Multi-Unit Residential buildings

**Suggested Lead**

In-house

**References**

See Question W2.1



**W3.1b — Tracking Sub-Metered Data before Covid - cont'd**

**Crosswalk**

N/A

**Other Notes**

Water consumption data derived from landlord-installed meters, read manually each month is acceptable.

Applicants do not need to provide data for all previous years. Provide at a minimum, data from one year before Covid, i.e. any continuous 12 months between 2017 and 2019.



WATER		W3. TRACKING & MONITORING
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Tracking	
<b>Question:</b>	<b>W3.1b — Tracking Sub-Metered Data during Covid</b> <b>Was any sub-metered water use data tracked during Covid?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Sub-meters measure the water consumption of specific areas or equipment, providing property owners and managers with the ability to understand where and how building water is being used

**Requirements**

For any sub-metered water data available:

- A. Provide monthly sub-metered water data in table format
- B. Provide water sub-meter details, such as make, model, location, photo and year of installation
- C. Indicate whether any water is collected and used on-site and whether that use has been sub-metered

**Documentation**

- Most sub-metered water use before Covid (2020, 2021 or 2022)
- Narrative of data collection methodology and sub-meter data, if available

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail or Multi-Unit Residential buildings

**Suggested Lead**

In-house

**References**

See Question W2.1



### *W3.1b — Tracking Sub-Metered Data during Covid - cont'd*

#### **Crosswalk**

N/A

#### **Other Notes**

Water consumption data derived from landlord-installed meters, read manually each month is acceptable.

Applicants do not need to provide data for all previous years. Provide at a minimum, data from one year during Covid, i.e. any continuous 12 months between 2020 and 2022.



WATER		W3. TRACKING & MONITORING
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Monitoring	
<b>Question:</b>	<b>W3.2 — Data Monitoring</b> <b>How frequently are any of the water uses trended and monitored?</b>	

**Answer**

Select the most finite:

Points available:

- |                     |   |
|---------------------|---|
| - Annually          | 2 |
| - Quarterly         | 3 |
| - Monthly           | 4 |
| - Daily             | 5 |
| - In Real-time      | 6 |
| - None of the above | 0 |

**Max. Points Available**

6 - Pick one answer

**Description**

Monitoring and tracking building water usage can highlight irregularities which, when corrected, can improve building performance. This includes a review of the water use over specific time periods, costs and consumption patterns with events highlighted. An “event” refers to a noticeable spike or dip in trend data.

This practice can help the building operations and management team identify issues and opportunities for improvement, track progress toward goals, implement corrective actions and inform larger strategies.

**Requirements**

- A. Demonstrate that water use data is regularly tracked and reviewed by the building operations and management team
- B. Graph or table comparing the most recent year’s water use patterns with the patterns of prior years, showing daily, weekly, monthly or seasonal trends as available
- C. Brief narrative outlining building management’s approach to data monitoring. Also explaining why trends occurred, such as weather, occupancy fluctuations, unexpected leaks, meter faults, conservation projects or corrective actions implemented

**Documentation**

- Sample set of trend reports
- Narrative outlining building management’s approach to data monitoring

**Adapted BB3 Question**

Question 02.05.02 — Have three years of water consumption been analyzed in order to establish trends?





### **W3.2 — Data Monitoring - cont'd**

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house

**References**

None

**Crosswalk**

N/A

**Other Notes**

None



WATER		W4. CONSERVATION MEASURES
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Water Conservation	
<b>Question:</b>	<b>W4.1 — Water Conservation</b> <b>Which water conservation measures were implemented in the past five years?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - >50% of low-and no cost measures identified in the most recent water assessment | 3 |
| - >50% of all the WCMs identified in the last or before-last water assessments    | 5 |
| - None  | 0 |

**Max. Points Available**

8 - Pick all that apply

**Description**

Water conservation measures (WCMs) are often categorized as no-/low-cost, medium-cost or capital projects. They can also be prioritized by urgency, complexity, environmental or financial benefits or other relevant criteria.

**Requirements**

- Review water reduction measures identified in past assessments or optimization studies
- Calculate the percentage implemented, either by count of measures, or by water reduction impact, whichever is greater
- Document the implementation of these measures

**Documentation**

- Evidence of water conservation measures implemented

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house

**References**

None



#### *W4.1 — Water Conservation - cont'd*

##### **Crosswalk**

None

##### **Other Notes**

Recognition is given for reduction in municipal water use. Water collected and used on-site can be excluded from the total water use calculations



WATER		W5. WATER HAZARDS
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Water Hazards	
<b>Question:</b>	<b>W5.1 – Water Damage Response</b> <b>Is a process in place to respond to leaks or water infiltration issues?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Reduce the response time for water damage events in a building. There is a short 48-to-72-hour window following a water loss where building finishes can be dried without significant risk of indoor mould growth. Having a service contract in place with a trusted provider helps ensure cleanup work can start as quickly as possible, minimizing the risk of mould growth.

**Requirements**

- A. Provide the contact details of at least 3 pre-qualified service providers, with active accounts set up, who can be contacted in case of water damage emergency
- B. Description of their proficiency in dealing with water damage events, credentials, response time and approach to address water losses

**Documentation**

Contact details of 3 pre-qualified service providers, their proficiency, approach and response times

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house, with third-party support

**References**

Institute for Inspection Cleaning and Restoration Certification, Standard S-500, Standard and Reference Guide for Professional Water Damage Restoration, 2021: <https://iicrc.org/s500/>



**W5.1 – Water Damage Response - cont'd**

**Crosswalk**

N/A

**Other Notes**

If this service is delivered by an in-house party, describe their expertise and approach.

Water treatment in HVAC equipment must, at all times, meet local provincial and/or federal guidelines and regulations.



WATER		W5. WATER HAZARDS
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Water Hazards	
<b>Question:</b>	<b>W5.2 — Legionella Bacteria Control Management</b> <b>Is a Legionella Bacteria Control Management Program in place at the building?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Legionella risk management is important to provide a safe environment for employees and visitors to your facility and in preventing the bacteria that causes Legionnaires' disease.

**Requirements**

- A. Develop a building-specific Legionella Bacteria Control Management compliant with ASHRAE 188 "Legionellosis: Risk Management for Building Water Systems" and Public Works and Government Services Canada's "Control of Legionella in Mechanical Systems"
- B. The program must cover the following:
  - Responsible parties, including the building team's training requirements
  - Analysis of building water systems and water system flow diagrams. The following systems must be considered for Legionella susceptibility, at a minimum:
    - Cooling towers and evaporative condensers
    - Aerosol-generating misters, atomizers, humidifiers
    - Hot and cold water systems
    - Domestic hot water storage tanks
    - Open-air systems (such as decorative fountains)
    - Whirlpool Spas
    - Building-specific water sampling protocol
    - Control measures, monitoring and corrective actions
- C. Demonstrate that the program was developed by a person competent in Legionella mitigation measures
- D. Program must be signed by building manager, dated within the past 12 months.

OR

- E. The owner or landlord must provide information to the Tenant Representative(s) that manage(s) water use within the tenant space on how to implement a Legionella Bacteria Control Management Program



## W5.2 — Legionella Bacteria Control Management - cont'd

### Documentation

- Building-Specific Legionella Bacteria Control Management Program OR evidence that Program was shared with Tenant Representative(s)

### Adapted BB3 Question

Question 05.01.01 — Is a Legionella Bacteria Control Management Program in place at the building?

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### Suggested Lead

In-house, with third-party support

### References

ANSI ASHRAE Standard 188 (2018): Legionellosis Risk Management for Building Water Systems: <https://www.ashrae.org/technical-resources/bookstore/ansi-ashrae-standard-188-2018-legionellosis-risk-management-for-building-water-systems>

ASHRAE Guidance on Reducing the Risk of Legionella: <https://www.ashrae.org/technical-resources/standards-and-guidelines/guidance-on-reducing-the-risk-of-legionella>

Public Works and Government Services Canada's "Control of Legionella in Mechanical Systems", MD 15161 – 2013: Control of Legionella in Mechanical Systems: <https://www.tpsgc-pwgsc.gc.ca/biens-property/documents/legionella-eng.pdf>

### Crosswalk

N/A

### Other Notes

- Only having a legionella management plan for a specific system (e.g. cooling towers) is not sufficient to meet requirements. The plan should cover all applicable water-using systems in the building.
- The building's water systems should be described in the form of a flow diagram to assist in analyzing the areas of risk and determining sampling locations. Where necessary, control measures, such as preventative maintenance, inspections and water treatment should be implemented. These control measures must be monitored to ensure they are effective (for example, through routine sampling activities and checking temperatures of hot water once a month)
- Risk analysis and monitoring of control measures must be documented and kept current. At a minimum, the program must be reviewed every 12 months to ensure risks associated with legionella susceptible systems are mitigated

Water treatment in HVAC equipment must, at all times, meet local provincial and/or federal guidelines and regulations.



WATER		W6. TRAINING & INNOVATION
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Training	
<b>Question:</b>	<b>W6.1 – Training in Water Management</b> <b>Did the building operations and management team receive water efficiency training in the previous three years?</b>	

**Answer**

Indicate which topics are covered in the training:

Points available:

- |                                       |           |   |
|---------------------------------------|-----------|---|
| - Assessment, WCMs                    | Yes or No | 1 |
| - Benchmarking, tracking & monitoring | Yes or No | 1 |
| - Water hazards                       | Yes or No | 1 |
| - No                                  |           | 0 |

**Max. Points Available**

3 - Pick all that apply

**Description**

In order for building maintenance staff to effectively manage the building’s water use, training should be provided which addresses the topics of water assessment, benchmarking, tracking and monitoring, WCMs and hazards, such as mould, leaks and Legionella.

Over time, technologies and preferred practices in building operations and maintenance change. Providing regular professional development opportunities is a good way to help retain staff. Offering training and educational opportunities related to environmental/sustainable building performance not only benefit staff but improve the performance of the building when staff training is applied at the building level.

**Requirements**

- List the names of staff members to whom the competencies covered under these topics would apply
- Provide the applicable course outline or syllabus
- Provide evidence of competency or training received such as credentials, completion certificate, record of attendance

**Documentation**

- Name of building O&M team member who received the training
- Course outline or syllabus
- Training Certificate or Record of Attendance

**Adapted BB3 Question**

New in BOMA BEST 4.0





## **W6.1 – Training in Water Management - cont'd**

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

N/A

### **Crosswalk**

None

### **Other Notes**

Though owner or landlord management scope is limited in Light Industrial or Open-Air Retail buildings, the operations staff's competencies need to be maintained nonetheless. In these instances applicants are expected to provide



WATER		W6. TRAINING & INNOVATION
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Innovation	
<b>Question:</b>	<b>W6.2 – Innovation in Water Management</b> <b>Is an innovative process or technology in place at the building that goes beyond the requirements outlined in this section?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Whole-building water use is benchmarked in RealPac’s NWUI Tool                                  | 1 |
| - >50% of toilets installed in tenant-managed spaces are 4.8L/6L dual-flush or less               | 1 |
| - Sub-metering installed on 2 or more of the largest water end-uses                               | 1 |
| - Strict “no water bottle” policy applies to entire building management team                      | 1 |
| - Potable water testing program is in place   | 1 |
| - Alternatively sourced water makes up at least 5% of the building’s total water consumption      | 1 |
| - [ESC, Univ, LI, OAR, MURB] Sub-metered water use data is available, anytime between 2017 - 2021 | 1 |
| - [ESC, Univ, LI, OAR, MURB] Joint landlord/tenant water initiatives implemented                  | 1 |
| - Other   | 1 |
| - Not applicable  | - |

**Max. Points Available**

4 - Max points cap

**Description**

Many processes and technologies exist that go beyond the standards and requirements set out in the BOMA BEST Assessment. If building managers/owners have invested in innovative processes or technologies that go beyond these standards, innovation points can be earned under this question.

**Requirements**

- A. Provide details of the technology or process applied at the building
- B. Indicate when the technology or process was implemented and the steps that are in place to ensure the technology or process’ ongoing success
- C. [If “Other” is selected] Explain how the technology or process has improved the building’s water efficiency for it to be considered innovative

**Documentation**

- Narrative of innovative technology or process and its impact



## **W6.2 – Innovation in Water Management - cont'd**

### **Adapted BB3 Question**

Question 02.05.04 — Is an innovative process or technology (approved by BOMA Canada) in place at the building that goes beyond the requirements outlined in this section?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

None



WATER		W7. ENGAGEMENT
<b>Focus Area:</b>	Water	
<b>Topic:</b>	Engagement	
<b>Question:</b>	<b>W7.1 — Align Engagement Initiatives with Tenants</b> <b>Do any of the tenants' water management approaches align with the owner or landlord's?</b>	

**Answer**

Indicate which topics are aligned:

- Assessment, WCMs
- Benchmarking, tracking & monitoring
- Water hazards
- No

- Yes or No
- Yes or No
- Yes or No

Points available:

- 1
- 1
- 1
- 0

**Max. Points Available**

3 - Pick all that apply

**Description**

Passive engagement through communications is an important first step. Also, the ability to collect tenant utility data is becoming increasingly important as part of reporting and disclosure. Active engagement efforts include direct outreach activities, such as working with tenants to collect tenant-controlled utility data, or requiring green leases for new tenants or renewals that address sustainability initiatives.

**Requirements**

- A. Engage with the tenants to understand their water efficiency goals in specific topics listed and how their goals may align with the building management's water efficiency goals
- B. Provide a sample of feedback or communication received from the tenants that demonstrate where alignment exists in specific topics covered in the Water Management Plan

**Documentation**

- Narrative that describes where owner or landlord and tenant's water efficiency goals align
- Sample of relevant feedback or communication received from tenants

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial and Open-Air Retail buildings

**Suggested Lead**

In-house



*W7.1 — Align Engagement Initiatives with Tenants - cont'd*

**References**

None

**Crosswalk**

N/A

**Other Notes**

In buildings where tenants manage the majority of water-using systems, the owner or landlord can engage with the tenant(s) to collaborate and share information and lessons learned to improve whole building performance in these areas.



INDOOR AIR QUALITY & HAZARDS		10. BASELINE PRACTICES
<b>Focus Area:</b>	Indoor Air Quality & Hazards	
<b>Topic:</b>	Baseline Practices	
<b>Question:</b>	<b>I1.0a — Owner or landlord manages whole building IAQ</b> <b>Has an Indoor Air Quality (IAQ) Management Plan and Assessment been prepared for the in owner or landlord-controlled areas in the past three years?</b>	

**Answer**

Select one of the following:

- Yes
- Not applicable

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

Indoor Air Quality (IAQ) is achieved through the selection of appropriate and achievable air quality goals, regular surveillance and testing to verify HVAC performance and hygiene, efficient and effective procedures for addressing occupant IAQ concerns and adequate training for the building management team.

**Requirements**

- A. The IAQ Management Plan must include the following:
  - Responsible parties, including the building team’s training requirements
  - Determine IAQ parameters for the building around carbon dioxide, carbon monoxide, temperature, relative humidity, dust, volatile organic compounds and other known contaminants of concern
  - Identify HVAC systems impacted by IAQ parameters and set a schedule for regular HVAC inspection and maintenance tasks
- B. The IAQ assessment must cover spaces within owner or landlord control and include the following:
  - Visual inspection of a representative number of HVAC systems for general cleanliness and maintenance
  - Visual inspection of occupied areas of the building for general cleanliness
  - At least one round of spot readings with direct reading instrumentation of the temperature, relative humidity, carbon dioxide, carbon monoxide, TVOCs and particulate
  - Summary of corrective actions that may be needed

**Documentation**

- IAQ Management Plan with strategies during normal operations as well as flu season, and/or pandemic response
- IAQ Assessment Report



## 11.0a — Owner or landlord manages whole building IAQ - cont'd

### Adapted BB3 Question

Best Practice 7 – Is an Indoor Air Quality Monitoring Plan in place at the building? And Question 03.02.01 – Does the air quality meet the goals set out in the IAQ Monitoring Plan?

### Applicability

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

### Suggested Lead

In-house, with third-party support

### References

Health Canada – Draft guidance on improving indoor air quality in office buildings: <https://www.canada.ca/en/health-canada/programs/consultation-draft-guidance-improving-indoor-air-quality-office-buildings.html>

Indoor Air Quality Guideline for Non-Industrial Workplaces, EACC, 2020: <https://www.eaccanada.ca/guidelines/guideline-eacc-indoor-air-quality-form/>

IAQ Checklist (US EPA): <https://www.epa.gov/sites/production/files/2014-08/documents/mgmtlist.pdf>

Example of IAQ Housekeeping Activities (US EPA): [https://www.epa.gov/sites/production/files/2014-08/documents/housekeeping\\_tasks.pdf](https://www.epa.gov/sites/production/files/2014-08/documents/housekeeping_tasks.pdf)

IAQ Maintenance Inspection Form (US EPA): [https://www.epa.gov/sites/production/files/2014-08/documents/om\\_periodic\\_inspections.pdf](https://www.epa.gov/sites/production/files/2014-08/documents/om_periodic_inspections.pdf)

Indoor Air Quality Guide (US EPA): <https://www.ashrae.org/technical-resources/bookstore/indoor-air-quality-guide>

ASHRAE HVAC operation recommendations during flu season and/or pandemic response:

<https://www.ashrae.org/file%20library/technical%20resources/covid-19/Baseline-recommendations-for-reducing-airborne-infectious-aerosol-exposure.pdf>

### Crosswalk

N/A

### Other Notes

The assessment must be detailed enough for management to gain a comprehensive understanding of all of the factors that could influence the building's indoor air quality. It must consist of a walkthrough inspection of the building and must report on a review of the following: a list of responsible staff and/or contractors, evidence of training, and job descriptions, HVAC design data, manuals and operating instructions including control settings and operating schedules, HVAC maintenance and calibration records, testing and balancing reports, inventory of locations where occupancy, equipment, or building use has changed, identification of areas where positive or negative pressures should be maintained, a record of locations that need monitoring or correction, and an inventory of HVAC system components needing repair, adjustment, or replacement.

Suggested performance goals for IAQ include the following for frequently occupied indoor spaces:

- Carbon dioxide not exceeding 700 ppm above ambient (ASHRAE 62.1);
- Carbon monoxide not exceeding 9 ppm (ASHRAE 62.1);
- Total volatile organic compound concentrations do not exceed 1000 µg/m<sup>3</sup> (440 ppb) (Health Canada);



### ***11.0a — Owner or landlord manages whole building IAQ - cont'd***

- PM10 does not exceed 50 µg/m<sup>3</sup> (ASHRAE 62.1);
- Temperature in the range of 21 – 27 C°, taking into account seasonal variances, relative humidity (ASHRAE 55);
- Relative humidity in the range of 30-60% (USEPA I-BEAM) or more than 20% (CSA);
- HVAC system interiors are in good general condition, clean, free of standing water and debris, and have no visible suspect mould growth.
- If other local regulations exist for the above performance criteria, the most stringent will apply.

Regarding the preventative maintenance schedule for HVAC systems and equipment that will impact IAQ, include language regarding how environmental quality performance will be verified. At a minimum, testing should be conducted over a typical workday, taking into account fluctuations in contaminant levels that may occur. Testing should be conducted, at a minimum, in the morning and afternoon.

During flu season and/or pandemic response consider the following ASHRAE HVAC operation recommendations:

- Maintain temperature and humidity design set points;
- Maintain equivalent clean air supply required for design occupancy whenever anyone is present in the space served by a system
- When necessary to flush spaces between occupied periods, operate systems for a time required to achieve three air changes of equivalent clean air supply
- Limit re-entry of contaminated air from energy recovery devices, outdoor air and other sources to acceptable levels





INDOOR AIR QUALITY & HAZARDS		10. BASELINE PRACTICES
<b>Focus Area:</b>	<b>Indoor Air Quality &amp; Hazards</b>	
<b>Topic:</b>	<b>Baseline Practices</b>	
<b>Question:</b>	<b>I4.0 – IAQ Management in Construction</b> <b>Is a plan in place to minimize indoor air quality impacts during renovation and construction?</b>	

**Answer**

Select one of the following:

- Yes
- Not applicable

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

During renovation or construction activities, elevated airborne particulate can be generated through the disturbance of various building materials (e.g., concrete, plaster, drywall, ductwork, flooring and insulation), dusts originating from products used in the construction and by equipment that may emit combustion products. Additionally, building furnishings and finishes typically emit volatile organic compounds. Strategies to mitigate the impact of construction-generated contaminants in adjacent spaces should be developed and implemented.

Specific guidelines must be in place for base-building or tenant renovations and construction projects to ensure that contaminants are not released into the surrounding interior environment and building indoor air quality (IAQ) is maintained.

**Requirements**

- A. Reference SMACNA IAQ Guidelines
- B. Develop the building-specific Construction IAQ Control Plan, covering the following:
  - Hazardous materials management
  - Dust control
  - Isolation of HVAC zones and/or enhanced ventilation
  - HVAC filter replacement
  - VOC emission/absorption and odour management
  - Noise, vibration control monitoring
  - De-pressurization of construction zones as needed (e.g., in medical Offices, hospitals and long-term care facilities)

**Documentation**

- Building-Specific Construction IAQ Control Plan



## **14.0 – IAQ Management in Construction - cont'd**

### **Adapted BB3 Question**

Question 03.01.03 — Is a plan in place to control construction-generated contaminants prior to base-building or tenant renovations?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

SMACNA IAQ Guidelines for Occupied Buildings Under Construction, 2<sup>nd</sup> edition ANSI/SMACNA 008, 2008:  
<https://store.smacna.org/iaq-guidelines-for-occupied-buildings-under-construction>

### **Crosswalk**

N/A

### **Other Notes**

SMACNA guidelines cover the following:

- HVAC Protection: Protect HVAC equipment from construction debris that may enter ductwork or spaces, such as isolating the return air side of the system and installing temporary filters
- Source Control: Use low-emission alternatives when selecting paints, sealants, adhesives, carpeting, cleaning products etc.
- Pathway Interruption: Prevent airborne contaminants from construction to circulate through the rest of the building. Strategies include the installation of physical barriers between construction and occupied spaces and ventilating with 100% outside air
- Housekeeping: Keep the construction-sites clean and promptly clean spills to prevent the potential for growth of microbial contaminants
- Scheduling: Consider the sequence in which materials are installed. Some materials absorb volatile organic compounds (VOCs) emitted by other materials, so those should ideally be installed after



**INDOOR AIR QUALITY & HAZARDS**

**I1. ASSESSMENT**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Assessment

**Question:** I1.1a – Owner or landlord IAQ Corrective Actions

**Has base building Indoor Air Quality (IAQ) corrective actions been addressed by the owner or landlord?**

**Answer**

Select one of the following:

- Yes
- No

Points available:

5  
0

**Max. Points Available**

5 - Pick one answer

**Description**

Indoor Air Quality (IAQ) is achieved through the selection of appropriate and achievable air quality goals, regular surveillance and testing to verify HVAC performance and hygiene, efficient and effective procedures for addressing occupant IAQ concerns, and adequate training for the building management team.

**Requirements**

Demonstrate corrective action taken in relation to the following:

- A. Reference the IAQ Assessment Report (from Question I1.0a)
- B. [If applicable] Reference Occupant Service Request (from Question A4.1)
- C. [If applicable] Reference Occupant Satisfaction Survey (from Question A4.2)

**Documentation**

- Narrative with photos showing corrective actions taken
- Explain why recommended actions were not addressed, with implementation plan / schedule if actions were deferred due to cost constraints

**Adapted BB3 Question**

Question 03.03.02 – Has the building manager acted on recommended corrective actions identified in the IAQ audit?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house, with third-party support



***11.1a – Owner or landlord IAQ Corrective Actions - cont'd***

**References**

None

**Crosswalk**

N/A

**Other Notes**

Applicant may answer “yes” if no corrective actions were found in the most recent assessment.



**INDOOR AIR QUALITY & HAZARDS**

**I1. ASSESSMENT**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Assessment

**Question:** I1.1b – Tenant IAQ Corrective Actions

**Has owner or landlord followed-up on Indoor Air Quality (IAQ) corrective actions identified in the tenant spaces?**

**Answer**

Select one of the following:

Points available:

- Yes 4
- No 0
- Not applicable – lease prohibits landlord from inspecting any tenant-managed systems -

**Max. Points Available**

4 - Pick one answer

**Description**

Indoor Air Quality (IAQ) is achieved through the selection of appropriate and achievable air quality goals, regular surveillance and testing to verify HVAC performance and hygiene, efficient and effective procedures for addressing occupant IAQ concerns, and adequate training for the building management team.

The owner or landlord can play an important role in supporting tenants in determining appropriate and achievable air quality goals, conducting regular surveillance and testing to verify HVAC performance and hygiene, advise on efficient and effective procedures for addressing occupant IAQ concerns, and encourage adequate training for the tenant space management team.

**Requirements**

- A. Demonstrate owner or landlord has followed-up with tenants regarding visual inspection findings (at least once in the last year)
- B. Reference the IAQ visual inspection forms from Question I1.0b and demonstrate any corrective actions taken

OR

- C. Submit excerpt from lease which details restrictions to landlord access of tenant spaces

**Documentation**

- Copies of follow-up communication with tenants regarding the visual inspection findings
- Narrative with photos showing corrective actions taken

OR Excerpt from lease



### *11.1b – Tenant IAQ Corrective Actions - cont'd*

#### **Adapted BB3 Question**

Question 03.03.02 – Has the building manager acted on recommended corrective actions identified in the IAQ audit?

#### **Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial, Open-Air Retail and Multi-Unit Residential buildings

#### **Suggested Lead**

In-house

#### **References**

None

#### **Crosswalk**

N/A

#### **Other Notes**

None



INDOOR AIR QUALITY & HAZARDS		I1. ASSESSMENT
<b>Focus Area:</b>	Indoor Air Quality & Hazards	
<b>Topic:</b>	Assessment	
<b>Question:</b>	<b>I1.2 – Owner or landlord frequently assesses IAQ</b> <b>How frequently are IAQ assessments conducted at the building?</b>	

**Answer**

Select one of the following:

Points available:

- |                       |   |
|-----------------------|---|
| - Annually            | 3 |
| - Alternating seasons | 5 |
| - None                | 0 |

**Max. Points Available**

5 - Pick one answer

**Description**

Annual IAQ testing can assist in confirming if HVAC systems are operating properly and if occupants are comfortable in the working environment.

Most IAQ complaints are received during either the heating or cooling seasons so it is best to conduct the testing during these seasons. Provide the dates of the last IAQ assessments and that they have alternated between heating and cooling seasons to achieve additional points.

**Requirements**

Provide copies of each IAQ Assessment Report completed within the past three years.

**Documentation**

- At least 3 past IAQ Assessment Reports

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house, with third-party support

**References**

Indoor Air Quality Guideline for Non-Industrial Workplaces, EACC, 2020: <https://www.eaccanada.ca/guidelines/guideline-eacc-indoor-air-quality-form/>

IAQ Checklist (US EPA): <https://www.epa.gov/sites/production/files/2014-08/documents/mgmtlist.pdf>



### ***11.2 – Owner or landlord frequently assesses IAQ - cont'd***

Example of IAQ Housekeeping Activities (US EPA): [https://www.epa.gov/sites/production/files/2014-08/documents/housekeeping\\_tasks.pdf](https://www.epa.gov/sites/production/files/2014-08/documents/housekeeping_tasks.pdf)

IAQ Maintenance Inspection Form (US EPA): [https://www.epa.gov/sites/production/files/2014-08/documents/om\\_periodic\\_inspections.pdf](https://www.epa.gov/sites/production/files/2014-08/documents/om_periodic_inspections.pdf)

Indoor Air Quality Guide (US EPA): <https://www.ashrae.org/technical-resources/bookstore/indoor-air-quality-guide>

#### **Crosswalk**

N/A

#### **Other Notes**

Testing in alternating seasons means an applicant may test in the Fall in one year and in the Spring in the next year, and again in the Fall the following year. Meaning the time that went by between audits may vary, it could be six months or 18 months. The value of conducting audits in alternating seasons means the building operations and maintenance team may gain insights on differences in IAQ in different seasons.





**INDOOR AIR QUALITY & HAZARDS**

**I2. VENTILATION & EXHAUST**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Ventilation & Exhaust

**Question:** **I2.1a – Owner or landlord maintains Outdoor Air**  
**Do measured Outdoor Air (OA) ventilation rates in owner or landlord-controlled areas meet minimum carbon dioxide (CO2) or ASHRAE 62.1 thresholds?**

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Yes – CO2 concentrations below 800ppm                                      | 2 |
| - Yes – OA rates meet current ASHRAE 62.1 Table 6.2.2.1 minimum requirements | 5 |
| - No   | 0 |

**Points Available**

7 - Pick all that apply

**Description**

Maintaining adequate ventilation and thermal comfort within the built environment is important for occupant health and safety, comfort, and productivity.

Inadequate ventilation is one of the major sources of IAQ complaints and also an indicator that the HVAC system may not be functioning optimally.

**Requirements**

- A. Demonstrate CO2 concentrations below 800ppm:
  - Refer to most recent IAQ Assessment Report and highlight section showing CO2 concentrations measured below 800ppm in owner or landlord-controlled spaces
  - The assessment must have been completed within the last year
- B. Demonstrate ASHRAE 62.1 Table 6.2.2.1 minimum requirements are met:
  - Determine the average ventilation rate for frequently occupied indoor spaces through on-site measurement of actual outdoor and supply air through the use of a certified air balancing contractor or equivalent
  - The assessment must have been completed within the last five years, or as major renovations of the HVAC systems occur

**Documentation**

- Table showing CO2 concentrations measured below 800ppm
- Table comparing calculated and measured based on ASHRAE 62.1 Table 6.2.2.1 ventilation rates

**Adapted BB3 Question**

Question 03.04.04 – Do measured outdoor air ventilation rates meet the minimum requirements of Table 6.2.2.1 of the current ASHRAE 62.1 Standard?



### *12.1a – Owner or landlord maintains Outdoor Air - cont'd*

#### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

#### **Suggested Lead**

In-house, with third-party support

#### **References**

ASHRAE 62.1 Standard: [https://bomacanada.sharepoint.com/sites/BOMA\\_Mainshare/Mainshare\\_data/BOMA%20BEST/BOMA%20BEST%204.0/Ph2%20Development/Working/!BB4%20Sustainable%20Questionnaires/!FINAL/,%20https://www.ashrae.org/technical-resources/bookstore/standards-62-1-62-2](https://bomacanada.sharepoint.com/sites/BOMA_Mainshare/Mainshare_data/BOMA%20BEST/BOMA%20BEST%204.0/Ph2%20Development/Working/!BB4%20Sustainable%20Questionnaires/!FINAL/,%20https://www.ashrae.org/technical-resources/bookstore/standards-62-1-62-2)

#### **Crosswalk**

N/A

#### **Other Notes**

None



**INDOOR AIR QUALITY & HAZARDS**

**I2. VENTILATION & EXHAUST**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Ventilation & Exhaust

**Question:** I2.2 – IAQ in New Tenancies

**Is there a procedure in place for reviewing the IAQ condition of tenant-controlled HVAC equipment at lease expiry?**

**Answer**

Select one of the following:

Points available:

- Yes
- No

4  
0

**Max. Points Available**

4 - Pick one answer

**Description**

Where tenants manage IAQ, owner or landlords should be aware of operations and maintenance practices within tenant spaces to check that tenant practices are not negatively impacting adjacent or base building components that are the owner or landlord’s responsibility.

Inadequate ventilation is one of the major sources of IAQ complaints and also an indicator that the HVAC system may not be functioning optimally. Odourous or dusty operations in tenant spaces have the potential to impact adjacent tenants if the contaminants are not properly controlled. The owner or landlord should ensure any high-risk tenants are diligent with their processes so adjacent tenants are not adversely impacted.

**Requirements**

- A. Implement a process for reviewing the condition and efficiency of tenant HVAC equipment at lease expiry, with recommendations to address any deficiencies related to:
  - Mould or water damage
  - Air quality and ventilation effectiveness
  - Filtration media
- B. Describe corrective actions planned and implemented, and person responsible

**Documentation**

- Narrative describing process to maintain HVAC equipment at lease expiry

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial and Open-Air Retail buildings



## *12.2 – IAQ in New Tenancies - cont'd*

### **Suggested Lead**

In-house

### **References**

ASHRAE 180 “Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems”:  
[https://www.ashrae.org/File%20Library/Technical%20Resources/Bookstore/previews\\_2016639\\_pre.pdf](https://www.ashrae.org/File%20Library/Technical%20Resources/Bookstore/previews_2016639_pre.pdf)

### **Crosswalk**

N/A

### **Other Notes**

None



**INDOOR AIR QUALITY & HAZARDS**

**I2. VENTILATION & EXHAUST**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Ventilation & Exhaust

**Question:** I2.3 – Air Quality Sensors

**Are air quality sensors (CO2, Temp, RH) present within the HVAC system and monitored on the Building Automation System (BAS)?**

**Answer**

Select all that apply:

Points available:

- Yes, sensors provide real-time monitoring of IAQ metrics, with a data output interval of at least once every 10 minutes ...
- ... AND measure at least 3 of the following:
  - PM2.5 1
  - PM10 1
  - CO2 1
  - CO 1
  - ozone 1
  - NO2 (nitrogen dioxide) 1
  - total VOCs 1
  - formaldehyde 1
  - No 0

**Max. Points Available**

3 - Max points cap

**Description**

Maintaining adequate ventilation and thermal comfort within the built environment is important for occupant health and safety, comfort, and productivity.

Having sensors measure CO2 concentrations, temperature and relative humidity within the building HVAC system can provide useful information to help manage indoor air quality.

**Requirements**

- A. At least one sensor must be installed within a regularly occupied space in the building
- B. Demonstrate air quality sensors are present within the HVAC system, as follows:
  - The BAS system must be equipped with sensors to measure CO2 concentrations, temperature, and relative humidity in the air supply serving at least 75% of the occupied spaces in the building
  - Sensors must be non-dispersive infrared and provided by a reputable manufacturer
  - Sensors should be either self-calibrating or regularly calibrated as per manufacturer’s direction
- C. Provide BAS readouts that demonstrate how IAQ is monitored on the BAS
- D. Provide brief narrative explaining how BAS readings are used to inform building operations & maintenance procedures



### **12.3 – Air Quality Sensors - cont'd**

#### **Documentation**

- Purchase orders, installation records, maintenance work orders or photos of sensors installed
- Screenshots of BAS readings
- Narrative of IAQ monitoring activities

#### **Adapted BB3 Question**

Question 11.04.01 – Have real-time air quality sensors been installed since the start of the COVID-19 pandemic?

#### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

#### **Suggested Lead**

In-house, with third-party support

#### **References**

None

#### **Crosswalk**

N/A

#### **Other Notes**

None



**INDOOR AIR QUALITY & HAZARDS**

**I2. VENTILATION & EXHAUST**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Ventilation & Exhaust

**Question:** I2.4 – CO Monitoring in Parking Areas

**Do carbon monoxide (CO) concentrations in enclosed parking garages and loading docks meet minimum thresholds?**

**Answer**

Select one of the following:

Points available:

- |   |   |
|---|---|
| - Yes – CO is tested  | 1 |
| - Yes – CO sensors installed  | 2 |
| - No  | 0 |
| - Not Applicable – there are no enclosed parking garages or loading docks at the building - |   |

**Max. Points Available**

2 - Pick one answer

**Description**

Carbon monoxide emissions from internal combustion vehicles can present a serious health and safety risk. Monitoring carbon monoxide within enclosed parking areas and loading docks can help identify exposures before they exceed current occupational exposure limits.

The current ACGIH Threshold Limit Values for carbon monoxide exposure is 25 ppm.

**Requirements**

- A. If IAQ testing data is available, provide representative sampling that:
  - Demonstrates that CO levels are below 25 ppm
  - Is conducted at least annually and captures high traffic periods
- B. If sensors are installed:
  - Demonstrate that concentrations of carbon monoxide are monitored continuously
  - Provide sensor details (electrochemical or metal oxide semi-conductor with a resolution of 0.1 ppm)
  - Show that sensors are calibrated in accordance with manufacturer’s specifications
  - Confirm that CO levels are below 25 ppm. Provide sensor logs and/or IAQ testing data for these locations

**Documentation**

- IAQ testing results or
- IAQ sensor data

**Adapted BB3 Question**

Question 03.04.06 – Is the enclosed parking garage and/or gas/fuel-fired equipment room ventilated?



## ***12.4 – CO Monitoring in Parking Areas - cont'd***

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

ACGIH Threshold Limit Values (TLV) – Chemical Substances: <https://www.acgih.org/science/tlv-bei-guidelines/tlv-chemical-substances-introduction/>

### **Crosswalk**

N/A

### **Other Notes**

None





**INDOOR AIR QUALITY & HAZARDS**

**I2. VENTILATION & EXHAUST**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Ventilation & Exhaust

**Question:** I2.5 – CO Monitoring in Occupied Spaces

**Do carbon monoxide (CO) concentrations in occupied spaces adjacent to parking garages, loading docks, and mechanical rooms meet minimum thresholds?**

**Answer**

Select one of the following:

Points available:

- |   |   |
|---|---|
| - Yes – CO is tested  | 1 |
| - Yes – CO sensors installed  | 3 |
| - No  | 0 |
| - Not Applicable – there are no enclosed parking garages or loading docks at the building - |   |

**Max. Points Available**

3 - Pick one answer

**Description**

Carbon monoxide emissions from vehicles and improperly vented combustion equipment like boilers and hot water tanks can present a serious health and safety risk. Monitoring carbon monoxide concentrations in occupied spaces adjacent to indoor parking areas and mechanical rooms can help identify exposures before they become a health hazard.

Health Canada has indicated that carbon monoxide concentrations above 5 ppm are indication of possible emissions and warrant further investigation.

**Requirements**

- A. Identify occupied spaces that are located adjacent to parking garages, loading docks and mechanical rooms
- B. If IAQ testing data is available, provide representative sampling that:
  - Demonstrates that CO levels are below 5 ppm
  - Is conducted at least annually and captures high traffic periods
- C. If sensors are installed:
  - Demonstrate that concentrations of carbon monoxide is monitored continuously
  - Provide sensor details (electrochemical or metal oxide semi-conductor with a resolution of 0.1 ppm)
  - Show that sensors are calibrated in accordance with manufacturer’s specifications
  - Confirm that CO levels are below 5 ppm

**Documentation**

- Identify occupied spaces potentially exposed to CO
- IAQ testing results OR
- IAQ sensor data



## *12.5 – CO Monitoring in Occupied Spaces - cont'd*

### **Adapted BB3 Question**

New in BOMA BEST 4.0

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

Health Canada: Indoor Air Quality in Office Buildings, A Technical Guide, 1995: <https://publications.gc.ca/collections/Collection/H46-2-93-166Erev.pdf>

### **Crosswalk**

N/A

### **Other Notes**

None



**INDOOR AIR QUALITY & HAZARDS**

**I3. FILTRATION**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Filtration

**Question:** I3.1 – Filter Inspection

**Are filters in air handling systems inspected/replaced at regular intervals and corrective actions taken when required?**

**Answer**

Select one of the following:

- Yes
- No

Points available:

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Use of ASHRAE Minimum Efficiency Reporting Value (MERV) 8/8-A or greater filtration shall be utilized in intermittently occupied areas and used primarily in the protection of HVAC equipment and components only. In regularly occupied areas, a minimum MERV 13/13-A filter shall be utilized. Pressure gauges shall be used wherever possible to determine the correct change-out interval of the filters. Filtration of return-air (from systems, such as compartment units, fan-coil units, heat pumps) prevents recirculation of occupant-generated contaminants.

Filtration systems need to be properly maintained in accordance with manufacturers recommendations. Filters should be inspected at least quarterly.

**Requirements**

- A. All filters to be rated as per ASHRAE 52.2 (latest version)
- B. Confirmation of MERV-A ratings or equivalent must be in writing
- C. Filters in Constant Velocity systems can be replaced at the manufacturers maximum rated pressure drop providing there is no detrimental effect on air flow. Air filters in VFD systems to be replaced at approximately twice the initial pressure drop to achieve maximum energy savings
- D. Provide filter inspection records and maintenance log showing frequency of inspection and replacements
- E. Outline corrective actions taken or plan to address issues identified

**Documentation**

- Filter rating (ASHRAE test reports including Appendix “J” testing or written confirmation from supplier that filters do not decrease in efficiency through their life)
- Filter replacement schedule
- Filter inspection records and maintenance log
- Corrective actions



### **13.1 – Filter Inspection - cont'd**

#### **Adapted BB3 Question**

Question 03.04.01 – What MERV filters are in use for all outdoor air and return air (i.e. circulating air) systems? And Question 03.04.03 – Are measures in place to alert building operators that HVAC filtration systems need replacement?

#### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

#### **Suggested Lead**

In-house

#### **References**

ASHRAE 52.2-2017 Method of Testing General Ventilation Air-Cleaning Devices for Removal Efficiency by Particle Size: [https://www.ashrae.org/File%20Library/Technical%20Resources/COVID-19/52\\_2\\_2017\\_COVID-19\\_20200401.pdf](https://www.ashrae.org/File%20Library/Technical%20Resources/COVID-19/52_2_2017_COVID-19_20200401.pdf)

#### **Crosswalk**

N/A

#### **Other Notes**

None

#### **Verification**

Where owner or landlord is in charge of HVAC maintenance, look for filter requirements : types and preventative maintenance / replacement cycle. Discuss the use of pressure differential sensor where available. Upon visit, it is often possible to see boxes of replacement filters, sometimes indicating the rating. When unclear, request spec sheets or ordering details clearly showing rating.

For tenant-managed ventilation, the demonstration can be achieved by accessing relevant excerpts of the HVAC maintenance contract signed by tenants, or discussing with the personal in charge if present during verification. Unless specific lease clauses request disclosure to the owner or landlord, this might however be a challenge.



**INDOOR AIR QUALITY & HAZARDS**

**I3. FILTRATION**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Filtration

**Question:** I3.2 – MERV Filter Rating

**Are filters with MERV rating 13 or higher installed on AHUs?**

**Answer**

Select one of the following:

Points available:

- Yes
- No

4  
0

**Max. Points Available**

4 - Pick one answer

**Description**

Installation of filtration systems that meet ASHRAE Minimum Efficiency Reporting Value (MERV) 13 or higher helps prevent smaller outdoor and recirculated air contaminants, such as mould spores, pollen and dusts from entering the HVAC system (the removal of aerosols and VOC's can only be accomplished with molecular filtration such as carbon or potassium permanganate). Installation of filtration systems that meet ASHRAE MERV 13 to 16 prevent up to 90% of fine outdoor air contaminants from entering the HVAC system.

**Requirements**

- A. Provide evidence of the MERV filter rating. All filters must be rated as per ASHRAE 52.2. Concerns of filters losing efficiency throughout their life in the system shall also include Appendix "J" test reports.
- B. Filters must be replaced
  - **In constant speed fan units:** at or before the pre-determined pressure drop or timeframe, not exceeding the manufacturer's specifications and ASHRAE Standard 180 (Maintenance Standard)
  - **In VFD applications for optimum energy savings:** at approximately twice the initial installation/fan speed pressure drop
  - **Waste reduction:** In order to decrease waste (and decrease energy consumption), multi-stage filtration shall be reduced to a minimum while avoiding detriment to overall efficiency and function of the air handling unit. Filter longevity based on final change-out pressure drop will be a deciding factor for waste reduction.

**Documentation**

- Filter rating (MERV 13 to 16), such as via inventory list, product box, photos, test results
- Filter replacement schedule, along with competitive comparisons (if done) proving optimum environmentally friendly design has been implemented

**Adapted BB3 Question**

Question 03.04.01 – What MERV filters are in use for all outdoor air and return air (i.e. circulating air) systems?



### ***13.2 – MERV Filter Rating - cont'd***

#### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

#### **Suggested Lead**

In-house

#### **References**

ASHRAE 52.2-2017 Method of Testing General Ventilation Air-Cleaning Devices for Removal Efficiency by Particle Size: [https://www.ashrae.org/File%20Library/Technical%20Resources/COVID-19/52\\_2\\_2017\\_COVID-19\\_20200401.pdf](https://www.ashrae.org/File%20Library/Technical%20Resources/COVID-19/52_2_2017_COVID-19_20200401.pdf)

#### **Crosswalk**

N/A

#### **Other Notes**

None



**INDOOR AIR QUALITY & HAZARDS**

**I4. RENOVATION & CONSTRUCTION**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Renovations & Maintenance

**Question:** I4.1 – IAQ Control in Construction Specifications

**Are the construction IAQ controls included in specifications for owner or landlord renovation or construction projects?**

**Answer**

Select one of the following:

Points available:

- Yes – included in specifications
- Yes – evidence of implementation exists
- No

1  
3

**Max. Points Available**

3 - Pick one answer

**Description**

Specific guidelines must be in place for base-building or tenant renovations and construction projects to ensure that contaminants are not released into the surrounding interior environment and building indoor air quality (IAQ) is maintained.

Contractors or sub-contractors performing renovation or construction work in a building may be required to follow SMACNA IAQ guidelines as directed by the owner or landlord.

**Requirements**

Before construction:

- A. Incorporate the Construction IAQ Control Plan into design and construction specifications for all owner or landlord-led renovation or construction projects being planned in the building
- B. Identify construction projects where the implementation of the Construction IAQ Control Plan would apply
- C. Prepare the specifications for those projects and highlight the sections detailing the construction IAQ control measures to follow

During and after construction:

- D. Conduct regular inspections and document where and how the construction IAQ control measures are followed
- E. Keep a record of the inspections and track implementation of controls for the duration of the construction project

**Documentation**

- Section of construction specifications detailing IAQ control measures
- Photos, air monitoring or inspection reports demonstrating implementation of the Construction IAQ Plan



## ***14.1 – IAQ Control in Construction Specifications - cont'd***

### **Adapted BB3 Question**

New in BOMA BEST 4.0

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

SMACNA IAQ Guidelines for Occupied Buildings Under Construction, 2nd edition ANSI/SMACNA 008, 2008  
<https://store.smacna.org/iaq-guidelines-for-occupied-buildings-under-construction>

### **Crosswalk**

N/A

### **Other Notes**

None





**INDOOR AIR QUALITY & HAZARDS**

**I4. RENOVATION & CONSTRUCTION**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Renovations & Maintenance

**Question:** I4.2 – IAQ Management in Tenant Construction

**Are the construction IAQ controls included in specifications for tenant renovation or construction projects?**

**Answer**

Select one of the following:

Points available:

- Yes     2
- No

**Max. Points Available**

2 - Pick one answer

**Description**

Specific guidelines must be in place for base-building or tenant renovations and construction projects to ensure that contaminants are not released into the surrounding interior environment and building indoor air quality (IAQ) is maintained.

Tenants, their contractors or sub-contractors performing renovation or construction work in a building may be required to follow SMACNA IAQ guidelines as directed by the owner or landlord.

**Requirements**

- A. Develop tenant construction manuals for all tenant-led renovation or construction projects being planned in the building
- B. Share the building-specific Construction IAQ Control Plan with tenants to include in their design and construction specifications

**Documentation**

- Section of tenant construction manual detailing IAQ control measures

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house



## ***14.2 – IAQ Management in Tenant Construction - cont'd***

### **References**

SMACNA IAQ Guidelines for Occupied Buildings Under Construction, 2nd edition ANSI/SMACNA 008, 2008: <https://store.smacna.org/iaq-guidelines-for-occupied-buildings-under-construction>

### **Crosswalk**

N/A

### **Other Notes**

None



INDOOR AIR QUALITY & HAZARDS		15. REFRIGERANTS
<b>Focus Area:</b>	Indoor Air Quality & Hazards	
<b>Topic:</b>	Refrigerants	
<b>Question:</b>	<b>I5.1 – Refrigerant Safety Program</b> <b>Is a Refrigerant Safety Program in place?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

2  
0

If yes, select all that apply, whether owner or landlord- or tenant-managed:

- R12
- R22
- R410a
- R407c
- R134a
- R32
- R513a
- R1234ze
- R1234yf
- R514a
- R1233zd
- Ammonia (R717)
- Propane (R290)
- CO2 (R744)
- Water (R718)
- Halon or Halocarbon Fire Suppressants greater than 10 kg
- Other (include refrigerant name and GWP)
- None

**Max. Points Available**

2 - Pick one answer

**Description**

Refrigerants are fluids used by heating and cooling equipment (e.g., air conditioners, heat pumps, commercial chillers, and variable-refrigerant-flow (VRF) systems, vending machines, cooled water-fountains, kitchen/catering/freezers etc.) to transfer heat. Some refrigerants present both a health and environmental hazard. Safety measures should be employed to reduce the potential for releases.

Halon is an ozone depleting substance as well as an indoor atmospheric hazard (oxygen displacing). Use of halon in fire-suppression systems has been banned in many jurisdictions.

A Refrigerant Safety Program can help prevent leaks or occupant exposure to refrigerants and halocarbons.



## 15.1 – Refrigerant Safety Program - cont'd

### Requirements

- A. Develop a building-specific Refrigerant Safety Program, compliant with ASHRAE Standard 15 “Safety Standard for Refrigeration Systems,” CSA Mechanical Refrigeration Code B52-13 and the Federal Halocarbon Regulation
- B. The program must:
  - Cover responsible parties, including the building team’s training requirements
  - List refrigerants in use at the building
  - List actions required to reduce and managed refrigerant leaks
  - Describe procedures for refrigerant investigations and corrective action
- C. Demonstrate that the program was developed by a person competent in refrigerant safety practices
- D. Be signed by the building manager, dated within the past 12 months.

OR

- E. Where refrigeration systems are owned and managed by the tenants, the owner or landlord must provide information to tenants on how to implement a Refrigerant Safety Program. Tenants must be encouraged to disclose any halocarbon fire suppressant systems within their space

### Documentation

- Building-specific Refrigerant Safety Program
- Proof that program was shared with tenants

### Adapted BB3 Question

Question 05.01.02 – Is a Refrigerant Safety Program in place at the building?

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

### Suggested Lead

In-house, with third-party support

### References

ASHRAE Standard 15, 2022 – “Safety Standard for Refrigeration Systems”:

[https://www.techstreet.com/ashrae/standards/ashrae-15-2022-packaged-w-standard-34-2022?product\\_id=2504061](https://www.techstreet.com/ashrae/standards/ashrae-15-2022-packaged-w-standard-34-2022?product_id=2504061)

CSA Mechanical Refrigeration Code B52-13

<http://www.csagroup.org/documents/codes-and-standards/CSA-SafetyBulletin-B52-Dec12-2013-en.pdf>

Federal Halocarbon Regulation

<https://laws-lois.justice.gc.ca/eng/regulations/SOR-2022-110/index.html>

### Crosswalk

N/A

### Other Notes

None



**INDOOR AIR QUALITY & HAZARDS**

**I5. REFRIGERANTS**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Refrigerants

**Question:** I5.2 – Refrigerant Inspections

**Have leak checks and inspections been conducted on refrigerant systems?**

**Answer**

Select one of the following:

Points available:

- |   |   |
|---|---|
| - Yes   | 2 |
| - No  | 0 |
| - Not applicable – there are no refrigerants managed by the owner or landlord | - |

**Max. Points Available**

2 - Pick one answer

**Description**

Refrigerants are fluids used by heating and cooling equipment (e.g., air conditioners, heat pumps, commercial chillers, and variable-refrigerant-flow (VRF) systems) to transfer heat. Some refrigerants present both a health and environmental hazard. Safety measures should be employed to reduce the potential for releases.

A Refrigerant Safety Program can help prevent leaks or occupant exposure to refrigerants and halocarbons. Regular leak check and inspections safeguard occupants from potential risks.

**Requirements**

- A. Identify the third-party consultant or service contractor responsible for conducting the required refrigeration leak tests. The service contractor should have an ozone depleting substance (ODS) certification card or equivalent
- B. Conduct inspections and tests at regular intervals as outlined in the respective refrigeration standards and detail:
  - The date of service and time since previous service
  - The nature of the service
  - Whether a leak was discovered
  - Corrective action taken, such as the amount of refrigerant lost or added to the system

**Documentation**

- Credentials of third-party delivering the refrigerant management service
- Record of most recent refrigeration inspections and leak tests conducted

**Adapted BB3 Question**

New in BOMA BEST 4.0



## **15.2 – Refrigerant Inspections - cont'd**

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

Third-party

### **References**

ASHRAE Standard 15, 2022 – “Safety Standard for Refrigeration Systems”:

[https://www.techstreet.com/ashrae/standards/ashrae-15-2022-packaged-w-standard-34-2022?product\\_id=2504061](https://www.techstreet.com/ashrae/standards/ashrae-15-2022-packaged-w-standard-34-2022?product_id=2504061)

CSA Mechanical Refrigeration Code B52-13

<http://www.csagroup.org/documents/codes-and-standards/CSA-SafetyBulletin-B52-Dec12-2013-en.pdf>

Federal Halocarbon Regulation

<https://laws-lois.justice.gc.ca/eng/regulations/SOR-2022-110/index.html>

### **Crosswalk**

N/A

### **Other Notes**

Inspections are required annually in Federal sites in Canada. For provincially regulated sites the leak check inspection is required when equipment needs to be charged or topped up



**INDOOR AIR QUALITY & HAZARDS**

**15. REFRIGERANTS**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Refrigerants

**Question:** I5.3 – Phase-out High GWP Refrigerants

**Is there a plan to phase out any of the high global warming potential (GWP) refrigerants in use at the building or have any already been phased out?**

**Answer**

Select one of the following:

Points available:

- Yes 3
- No 0

If yes, select which of the following high GWP refrigerants are planned for phase-out:

- R12
- R22
- R410a
- R407c
- R134a
- Halon or Halocarbon Fire Suppressants greater than 10 kg
- Other (include refrigerant name and GWP)
- None

**Max. Points Available**

3 - Pick one answer

**Description**

Refrigerants contribute to climate change by trapping heat in the atmosphere similar to CO2. The global warming impact of a refrigerant is referred to as Global Warming Potential (GWP), a metric that measures a substances impact relative to CO2. When a refrigerant is released to the atmosphere it contributes to a building emissions. This often occurs when leaks develop, equipment is damaged, and during decommissioning. As refrigerants are phased out equipment will require decommissioning and replacement with new equipment.

For comparison, the common refrigerant R410A has a GWP 2,088, meaning the warming effect it has when released to the atmosphere is 2,088x more than that of CO2.

**Requirements**

- A. Indicate which type of refrigerants have already been phased out
- B. Indicate which type of refrigerants are currently being used in the building
- C. Where high GWP refrigerants are being used please describe the transition plan



### 15.3 – Phase-out High GWP Refrigerants - cont'd

#### Documentation

- Evidence of refrigerants already phased out
- Refrigerant Phase-out Plan

#### Adapted BB3 Question

New in BOMA BEST 4.0

#### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

#### Suggested Lead

In-house, with third-party support

#### References

Regulations Amending the Ozone-depleting Substances and Halocarbon Alternatives: SOR/2020-177

<https://gazette.gc.ca/rp-pr/p2/2020/2020-09-02/html/sor-dors177-eng.html>

Greenhouse Gas Protocol – Global Warming Potential Values:

[https://www.ghgprotocol.org/sites/default/files/ghgp/Global-Warming-Potential-Values%20%28Feb%2016%202016%29\\_1.pdf](https://www.ghgprotocol.org/sites/default/files/ghgp/Global-Warming-Potential-Values%20%28Feb%2016%202016%29_1.pdf)

#### Crosswalk

N/A

#### Other Notes

The following refrigerants are considered to have medium to low GWP compared to those with high GWP listed above:

- R32 (medium GWP)
- R513a (medium GWP)
- R1234ze (low GWP)
- R1234yf (low GWP)
- R514a (low GWP)
- R1233zd (low GWP)
- Ammonia (R717) (low GWP)
- Propane (R290) (low GWP)
- CO2 (R744) (low GWP)
- Water (R718) (low GWP)
- Low emissions refrigerants have a GWP under 600 kgCO<sub>2</sub>e/m<sup>2</sup>





**INDOOR AIR QUALITY & HAZARDS**

**16. IAQ HAZARDS**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** IAQ Hazards

**Question:** I6.1 – Hazardous Materials Management

**Is a Hazardous Materials Management Program implemented at the building?**

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

If yes, select all hazardous materials known or suspected to be present, handled or stored at the building, managed by the owner or landlord and tenants:

- Asbestos
- PCBs
- Silica
- Suggested Lead
- Mercury
- Urea Formaldehyde Foam Insulation
- Chrysotile
- Other
- If none - provide letter of attestation that no hazardous materials are in the building

**Max. Points Available**

3 - Pick one answer

**Description**

To mitigate the risk of exposure to hazardous materials associated with building materials, equipment and finishes, the building owner/manager must develop a program to periodically inspect the condition of these materials, conduct safe repair, assess disturbance or complete removal of these materials, and to adequately train personnel in contact with hazardous materials.

The presence and condition of hazardous materials must be identified and managed for the safety of building occupants.

**Requirements**

- A. Develop and implement a Hazardous Materials Management Program
  - Responsible parties, including the building team’s training requirements
  - Inventory of all building materials known or presumed to contain asbestos, Suggested Lead, PCBs, silica, and mercury etc.
  - Outline requirements and frequency for hazardous materials surveys and/or inspections
  - Describe how to safely store chemical products in accordance with product Safety Data Sheets and remove asbestos or PCB-containing materials from the building



## 16.1 – Hazardous Materials Management - cont'd

- B. Engage a third-party expert to survey and inspect hazardous materials present, handled and stored at the building
- C. Conduct a hazardous materials survey, that covers the following:
  - Type, location, approximate quantity in each area and overall extent of hazardous materials present or stored in the building
  - Description of sampling methodology applied and locations where samples were taken
  - Findings and recommendations that provide site specific handling, abatement and disposal guidelines
  - Appendices that include relevant laboratory testing results of samples taken
- D. Inspect hazardous materials to ensure these are managed in accordance with the building's Hazardous Materials Management Program

### Documentation

- Hazardous Materials Management Program
- Credentials of third-party delivering the hazardous materials assessment service
- Outline of construction, renovation or operations activities that may have come in contact with these hazardous materials in the last three years
- Inspection records demonstrating that materials are safely handled
- Corrective actions identified and completed

### Adapted BB3 Question

Best Practice 9: Is a Hazardous Building Materials Management Program in place at the building?

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### Suggested Lead

In-house with Third- Party support

### References

ASTM E2356 – 14 “Standard Practice for Comprehensive Building Asbestos Surveys”: <https://www.astm.org/e2356-18.html>

The laboratory performing the sample testing should be accredited by one of the following organizations:

- National Voluntary Laboratory Accreditation Program (NVLAP)
- American Industrial Hygiene Association (AIHA)
- The Canadian Association for Laboratory Accreditation (CALA)
- The Institut de recherche Robert-Sauvé en santé et en sécurité du travail (IRSST), or equivalent

### Crosswalk

None



### ***16.1 – Hazardous Materials Management - cont'd***

#### **Other Notes**

Consult with the building's third-party hazardous materials expert to determine how frequently surveys need to be conducted. If operations or renovation and construction activities are not affecting the location of these materials then consider whether survey frequency can be adjusted

Inspections of known or presumed asbestos-containing materials, where present, are required every year. The condition or state of the asbestos-containing materials (e.g., poor, fair, good) must be reviewed. Inspection of materials known or presumed to contain Suggested Lead, mercury, PCBs or other hazardous building materials or equipment, where present, are required every three years.



**INDOOR AIR QUALITY & HAZARDS**

**16. IAQ HAZARDS**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** IAQ Hazards

**Question:** I6.2 – Hazardous Chemicals Management

**Is a Hazardous Chemical Product Management Program implemented at the building?**

**Answer**

Select one of the following:

- Yes
- No

Points available:

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Identification and management of chemical products in use or storage at the building is essential to manage health hazards and safety risks, as well as potential environmental impacts.

Internationally, a Globally Harmonized System (GHS) for safety related to the use of hazardous chemical products has been developed by the United Nations. Similar systems such as the Workplace Hazardous Materials Information System (WHMIS) in Canada and HAZCOM in the US are regulated approaches to the management of hazardous chemical or use-related products.

A use-related product is defined as anything that is brought into the building and can include a hazardous chemical. A hazardous chemical is defined as a dangerous good which could be a solid, liquid, or gas that can harm people, other living organisms, property, or the environment.

**Requirements**

The Hazardous Chemical Products Management Program must include all following components:

- A. Periodic inventory of in-use, base-building hazardous chemical products (at least annually, or as procurement is revised)
- B. Storage of chemical products in accordance with product Safety Data Sheets
- C. Continuous and proactive review process to ensure up-to-date Safety Data Sheets for all hazardous chemical products are always available to employees, performed within the last three (3) years
- D. Chemical products labeled in accordance with WHMIS/GHS/HAZCOM.
- E. Training of building maintenance staff (including safe handling and use of chemicals pertaining to their work, symbol recognition, safety data sheets, first aid and spill response, storage, and disposal)
- F. Review and updating of the Program as products are changed and at least annually

**Documentation**

- Hazardous Chemical Management Program



## ***16.2 – Hazardous Chemicals Management - cont'd***

### **Adapted BB3 Question**

Best Practice 10 – Is a Hazardous Chemical Products Management Program in place at the building?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

None



**INDOOR AIR QUALITY & HAZARDS**

**16. IAQ HAZARDS**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** IAQ Hazards

**Question:** **I6.3 – Radon Risk Assessment**  
**Has a Radon Risk Assessment been performed?**

**Answer**

Select one of the following:

Points available:

- Yes 2
- No 0
- No – properties located in Canada, complete the follow-up question: 1

Go to link (<https://health-infobase.canada.ca/datalab/radon-blog.html>), find the region where this building is located in Canada and enter the % of homes in that region with high radon levels: \_\_\_\_\_ %

**Max. Points Available**

3 - Pick one answer

**Description**

Radon is a colourless, odourless, naturally occurring radioactive gas present in soil, rock and water.

In outdoor environments the concentration of radon is low, and the associated health risk is negligible. However, radon can enter buildings through any openings that are in contact with the sub-surface soil and rock, and can accumulate to higher concentrations which results in a higher health risk for the occupants within.

Health Canada has identified elevated radon concentrations in every public health unit across Canada and as such, it is recommended that every building be tested in order to confirm if radon levels within are acceptable. The only way to know the radon concentrations that are present within a building is to test for it.

**Requirements**

- A. Conduct testing in the following locations:
  - Radon testing must occur in all occupied areas where the floors or walls are in direct contact with the ground or is over crawlspaces, utility tunnels or parking garages. Health Canada defines an occupied area as one that is occupied by an individual for four hours per day
  - Unoccupied rooms should also be tested at the same time as occupied rooms if there are plans for them to become occupied in the near future
  - If none of the ground contact floors are occupied, test all occupied rooms on the first occupied floor level above
- B. Measurement of occupied areas within a building is required for a minimum duration of 91 days. The testing period will occur entirely during the heating season.



### 16.3 – Radon Risk Assessment - cont'd

- C. Use only measurement devices approved by C-NRPP
- D. Final analysis must be completed by a laboratory certified by the C-NRPP or similar. Not all measurement protocols require laboratory analyses (e.g., E-PERM Electrets) so long as the analyst is accredited to conduct that analysis through C-NRPP
- E. The radon risk assessment report must be signed by an individual certified by the C-NRPP or similar certification body

#### Documentation

- Radon Risk Assessment Report

#### Adapted BB3 Question

Question 05.02.01 – Has a radon risk assessment been completed for the building?

#### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

#### Suggested Lead

In-house, with third-party support

#### References

What is radon and where can I find it? <https://health-infobase.canada.ca/datalab/radon-blog.html>

Canadian National Radon Proficiency Program: [www.C-NRPP.ca](http://www.C-NRPP.ca)

Guide for Radon Measurements in Public Buildings: [https://www.hc-sc.gc.ca/ewh-semt/alt\\_formats/hecs-sesc/pdf/pubs/radiation/radon\\_building-edifices/27-15-1468-RadonMeasurements\\_PublicBuildings-EN13.pdf](https://www.hc-sc.gc.ca/ewh-semt/alt_formats/hecs-sesc/pdf/pubs/radiation/radon_building-edifices/27-15-1468-RadonMeasurements_PublicBuildings-EN13.pdf)

General Information about Radon in Canada: <https://www150.statcan.gc.ca/n1/pub/16-508-x/16-508-x2016002-eng.htm>

About Radon Testing: <https://takeactiononradon.ca>

Find a certified radon measurement professional: <https://c-nrpp.ca>

#### Crosswalk

Third-party

#### Other Notes

High radon levels can potentially exist on upper floors due to the upward movement of air from stack effect or if radon is suspected to be emanating from building materials. However, Health Canada has conducted large-scale testing of federal buildings and these factors are not considered to be significant. If elevated radon levels are identified on the lower floors, the C-NRPP mitigation professional could potentially conduct diagnostic testing on the upper floors while the mitigation strategy is being developed, to confirm the full scope of mitigation required



**INDOOR AIR QUALITY & HAZARDS**

**17. TRAINING & INNOVATION**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Training

**Question:** I7.1 – Training in IAQ & Hazards

**Did the building operations and management team receive Indoor Air Quality & Hazards training in the previous three years?**

**Answer**

Indicate which topics are covered in the training:

Points available:

- |   |           |   |
|---|-----------|---|
| - IAQ Assessment, Ventilation, Exhaust & Filtration | Yes or No | 1 |
| - Renovation & Maintenance                          | Yes or No | 1 |
| - Refrigeration & IAQ Hazards                       | Yes or No | 1 |
| - None  |           | 0 |

**Max. Points Available**

3 - Pick all that apply

**Description**

In order for building maintenance staff to effectively manage the building’s Indoor Air Quality & Hazards, training should be provided which addresses the topics of IAQ assessment, ventilation and exhaust, filtration, renovation & maintenance, refrigeration or IAQ hazards.

Over time, technologies and preferred practices in building operations and maintenance change. Providing regular professional development opportunities is a good way to help retain staff. Offering training and educational opportunities related to environmental/sustainable building performance not only benefit staff but improve the performance of the building when staff training is applied at the building level.

**Requirements**

- A. List the names of staff members to whom the competencies covered under these topics would apply
  - Training must be provided on the equipment and systems for which the owner or landlord is responsible, covering content such as:
    - A review of maintenance practices, such as filter changes, coil cleaning, drain pans, humidifiers, fan operation, cooling tower maintenance, etc.
    - A review of applicable IAQ standards and guidelines as well as building performance goals
    - Typical causes of IAQ complaints and suggested remedies
    - What is radon, health effects of radon exposure, how does radon enter buildings? Applicable guidance and legislation, testing for radon, mitigation of radon, radon and new construction
- B. Provide the applicable course outline or syllabus
- C. Provide evidence of competency or training received such as credentials, completion certificate, record of attendance





## *17.1 – Training in IAQ & Hazards - cont'd*

### **Documentation**

- Name of building O&M team member who received the training
- Course outline or syllabus
- Training Certificate or Record of Attendance

### **Adapted BB3 Question**

Question 03.01.01 – Is a training program on indoor air quality (IAQ) in place for Property Managers and Building Maintenance staff?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

ASHRAE 180 “Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems”:

[https://www.ashrae.org/File%20Library/Technical%20Resources/Bookstore/previews\\_2016639\\_pre.pdf](https://www.ashrae.org/File%20Library/Technical%20Resources/Bookstore/previews_2016639_pre.pdf)

ASHRAE Indoor Air Quality Guide: <https://www.ashrae.org/technical-resources/bookstore/indoor-air-quality-guide.pdf>

### **Crosswalk**

None

### **Other Notes**

None



**INDOOR AIR QUALITY & HAZARDS**

**17. TRAINING & INNOVATION**

**Focus Area:** Indoor Air Quality & Hazards

**Topic:** Innovation

**Question:** I7.2 – Innovation in IAQ & Hazards

**Is an innovative process or technology in place at the building that goes beyond the requirements outlined in this section?**

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Permanent IAQ sensors installed  | 1 |
| - Corrective actions taken to address any of the hazardous materials risks identified (including, but not limited to radon)                    | 1 |
| - [ESC, Univ, LI, OAR, MURB] Joint landlord/tenant IAQ initiatives implemented   | 1 |
| - [ESC, Univ] Measured Outdoor Air (OA) ventilation rates in tenant-controlled areas meet minimum carbon dioxide (CO <sub>2</sub> ) thresholds | 1 |
| - Other  | 1 |
| - No   | 0 |

**Max. Points Available**

3 - Max points cap

**Description**

Many processes and technologies exist that go beyond the standards and requirements set out in the BOMA BEST Assessment. If building managers/owners have invested in innovative processes or technologies that go beyond these standards, innovation points can be earned under this question.

**Requirements**

- A. Provide details of the technology or process applied at the building
- B. Indicate when the technology or process was implemented and the steps that are in place to ensure the technology or process' ongoing success
- C. [If "Other" is selected] Explain how the technology or process has improved the building's IAQ or hazards management practices for it to be considered innovative

**Documentation**

- Narrative of innovative technology or process and its impact

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)



## *17.2 – Innovation in IAQ & Hazards - cont'd*

### **Suggested Lead**

In-house, with third-party support

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

None



INDOOR AIR QUALITY & HAZARDS		18. ENGAGEMENT
<b>Focus Area:</b>	Indoor Air Quality & Hazards	
<b>Topic:</b>	Engagement	
<b>Question:</b>	<b>18.1 – Align engagement initiatives with Tenants</b> <b>Do any of the tenants’ indoor air quality &amp; hazards management approaches align with the owner or landlord’s?</b>	

**Answer**

Indicate which topics are aligned:

Points available:

- IAQ Assessment	Yes or No	1
- Ventilation, Exhaust & Filtration	Yes or No	1
- Renovation & Maintenance	Yes or No	1
- Refrigeration & IAQ Hazards	Yes or No	1
- No		0

**Max. Points Available**

4 - Pick all that apply

**Description**

Passive engagement through communications is an important first step. Also, the ability to collect tenant utility data is becoming increasingly important as part of reporting and disclosure. Active engagement efforts include direct outreach activities, such as working with tenants to collect tenant-controlled utility data, or requiring green leases for new tenants or renewals that address sustainability initiatives.

**Requirements**

- Engage with tenants to understand their Indoor Air Quality & Hazards goals, in specific topics listed, and how their goals may align with the building management’s Indoor Air Quality & Hazards goals
- Provide a sample of feedback or communication received from the tenants that demonstrate where alignment exists in specific topics covered in the Indoor Air Quality & Hazards Plan

**Documentation**

- Narrative that describes where owner or landlord and tenant’s Indoor Air Quality & Hazards goals align
- Sample of relevant feedback or communication received from the tenants

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial and Open-Air Retail buildings

**Suggested Lead**

In-house



### *18.1 – Align engagement initiatives with Tenants - cont'd*

#### **References**

None

#### **Crosswalk**

N/A

#### **Other Notes**

In buildings where tenants manage the majority of IAQ-delivering systems, the owner or landlord can engage with the tenant(s) to collaborate and share information and lessons learned to improve whole building performance in these areas.



ACCESSIBILITY & WELLNESS		A0. BASELINE PRACTICES
<b>Focus Area:</b>	<b>Accessibility &amp; Wellness</b>	
<b>Topic:</b>	<b>Baseline Practices</b>	
<b>Question:</b>	<b>A1.0 – Accessibility Awareness</b> <b>Has the property management team considered the following accessibility questions in relation to this building?</b>	

**Answer**

Select one of the following:

- Yes – Complete BOMA BEST Form A1.0
- No

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

The intent behind this question is to raise awareness about the different building elements that impact accessibility.

The BOMA Accessibility Guide is a resource to help building owners and managers understand how to be more inclusive of people with varying temporary and permanent disabilities. It was developed in partnership with the Rick Hansen Foundation.

The Rick Hansen Foundation Accessibility Certification™ (RHFAC) provides a holistic and consistent approach to measuring access through a rating survey.

**Requirements**

- A. Review the BOMA Accessibility Guide and Rick Hansen Foundation materials linked under references
- B. Review the features on-site and check off which accessibility features are installed on-site

**Documentation**

- Photos of each question marked “Yes”

**Adapted BB3 Question**

Question 04.02.02 – Is the building designed such that potential accessibility barriers are addressed?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house



## *A1.0 – Accessibility Awareness - cont'd*

### **References**

BOMA Accessibility Guide: <https://bomacanada.ca/2022-accessibility-guide/>

RHFAC Program: <http://www.rickhansen.com/RHFAC>

RHFAC Rating Survey: <https://www.rickhansen.com/sites/default/files/2020-05/acp-845-finalrhfac-rating-survey-BOMA BEST 3.00-pre-release-may-2020.pdf>

### **Crosswalk**

RHFAC

### **Other Notes**

Applicants will not be penalised if the building lacks accessibility features. By completing the form to the best of the building management team's abilities will achieve this baseline requirement.



ACCESSIBILITY & WELLNESS		A0. BASELINE PRACTICES
<b>Focus Area:</b>	<b>Accessibility &amp; Wellness</b>	
<b>Topic:</b>	<b>Baseline Practices</b>	
<b>Question:</b>	<b>A4.0 – Occupant Engagement</b> <b>Is an Occupant Environmental Communication Program in place at the building?</b>	

**Answer**

Select one of the following:

- Yes
- No

**Max. Points Available**

Minimum requirement, this is a baseline practice

**Description**

Increasing building occupant awareness and engagement in environmental and sustainable practices can have a significant positive or negative impact on the performance of the building. Improving the environmental performance of the building can Suggested Lead to many positive outcomes for building management, staff and tenants, including but not limited to lower operational costs, lower utility bills, improved indoor air quality, improved management-tenant relationships, etc.

**Requirements**

- A. Each of the following Focus Areas need to be covered in the Occupant Environmental Communication Program:
  - Energy and Carbon
  - Water
  - Indoor Air Quality and Hazards
  - Accessibility and Wellness
  - Custodial and Waste
  - Resilience and Site
- B. The Occupant Environmental Communication Program must address the following:
  - Selecting the communication strategies that will be used
  - Selecting the activities that will be encouraged
  - Identifying responsible individuals among management for moving each aspect of the plan forward
  - Creating a timeline for implementation
  - Demonstrate that at least four different communication strategies have been implemented in the past 12 months

**Documentation**

- Occupant Environmental Communication Program
- Evidence of programs implemented





## A4.0 – Occupant Engagement - cont'd

### Adapted BB3 Question

Best Practice 16 - Is an Occupant Environmental Communication Program in place at the building?

### Applicability

Applicable to Office, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

### Suggested Lead

In-house

### References

None

### Crosswalk

N/A

### Other Notes

- Communication strategies include: newsletters, tenant manual, posters.
- The key aspects of effective communication are: frequency, accuracy, comprehensiveness and inclusiveness
- To ensure that building occupants work together with building management to achieve environmental goals, regular communication must be executed. As such, the Program must clearly outline communication strategies, activities, responsibilities and timelines for implementation. The following communication framework must be evident:
  - Communication strategies: clearly describe the communication strategies that will be used with tenants/occupants
  - Activities: clearly describe the activities/events that will be communicated to occupants (e.g., Earth Day event or energy awareness campaigns with “turn off your monitor” stickers)
  - Responsibilities: clearly describe who will be responsible for each aspect of the Occupant Sustainability Communications Program
  - Timeline for implementation: clearly describe the timeline for implementation of all activities, events, and strategies put in place in the context of the Occupant Sustainability Communications Program
- Occupants are the permanent/regular occupants of the building, such as tenants and staff. If the building is owner-occupied, surveys should be directed to staff. Visitors to the building are not considered occupants



ACCESSIBILITY & WELLNESS		A1. ACCESSIBILITY
<b>Focus Area:</b>	Accessibility & Wellness	
<b>Topic:</b>	Accessibility	
<b>Question:</b>	<b>A1.1 – RHFAC Survey or equivalent</b> <b>Has a Rick Hansen Foundation Accessibility Certification™ (RHFAC) Professional or equivalent conducted an on-site visit of the building to identify barriers faced by people with disabilities?</b>	

**Answer**

Select one of the following:

- Yes
- No

Points available:

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

RHFAC Professionals are designated individuals who can conduct RHFAC ratings. They are trained with specific knowledge and skills to conduct a systematic review of the building’s elements and features using the RHFAC methodology, based on the holistic user experience of people with varying disabilities affecting their mobility, vision, and hearing.

**Requirements**

Engage a RHRAC Professional to conduct an on-site visit as part of the systematic review of the building’s elements and features using the RHFAC methodology

**Documentation**

- Proof that on-site visit was conducted by RHFAC Professional

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house or third-party

**References**

RHFAC Rating Survey: <https://www.rickhansen.com/sites/default/files/2020-05/acp-845-finalrhfac-rating-survey-BOMA BEST 3.00-pre-release-may-2020.pdf>



**A1.1 – RHFAC Survey or equivalent - cont'd**

**Crosswalk**

RHFAC

**Other Notes**

None



ACCESSIBILITY & WELLNESS		A1. ACCESSIBILITY
<b>Focus Area:</b>	Accessibility & Wellness	
<b>Topic:</b>	Accessibility	
<b>Question:</b>	<b>A1.2 – RHFAC Plan or Action</b> <b>Have steps been taken to address any shortcomings identified in the Rick Hansen Foundation Accessibility Certification™ (RHFAC) Professional’s on-site visit?</b>	

**Answer**

Select one of the following:

Points available:

- |          |   |
|----------|---|
| - Plan   | 1 |
| - Action | 2 |
| - No     | 0 |

**Max. Points Available**

3 - Pick one answer

**Description**

The Rick Hansen Foundation Accessibility Certification™ (RHFAC) provides a holistic and consistent approach to measuring access through a rating survey.

**Requirements**

Provide proof of steps taken following on-site visit to show how accessibility shortcomings are being addressed. This may be in the form of a plan or actual progress made in addressing shortcomings identified

**Documentation**

- Plan of actions and timeline
- Photos of corrective actions taken (if any)

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre and Universal buildings

**Suggested Lead**

In-house, with third-party support

**References**

None

**Crosswalk**

RHFAC

**Other Notes**  
None



ACCESSIBILITY & WELLNESS		A1. ACCESSIBILITY
<b>Focus Area:</b>	Accessibility & Wellness	
<b>Topic:</b>	Accessibility	
<b>Question:</b>	<b>A1.3 – RHFAC Certification or equivalent</b> <b>What level of Rick Hansen Foundation Accessibility Certification™ (RHFAC) or equivalent has the building achieved?</b>	

**Answer**

Select one of the following:

Points available:

- |   |   |
|---|---|
| - RHFAC Certified                                       | 2 |
| - RHFAC Gold  | 3 |
| - Other equivalent accessibility certification achieved | 2 |
| - No  | 0 |

**Max. Points Available**

3 - Pick one answer

**Description**

The Rick Hansen Foundation Accessibility Certification™ (RHFAC) provides a holistic and consistent approach to measuring access through a rating survey.

**Requirements**

- Buildings can achieve RHF Accessibility Certified level by meeting certification prerequisites and achieving a score of at least 60% on the RHFAC Rating Survey
- Buildings can achieve RHF Accessibility Gold level by meeting gold certification prerequisites and achieving a score of at least 80% on the RHFAC Rating Survey
- Buildings can achieve any level of equivalent accessibility certification achieved

**Documentation**

RHFAC Registry issued Letter of Certification and Scorecard  
 Certificate and scorecard of equivalent accessibility certification achieved

**Adapted BB3 Question**

Question 04.05.03 – Is the building currently certified with the Rick Hansen Foundation Accessibility Certification™?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre and Universal buildings

**Suggested Lead**

In-house or third-party



**A1.3 – RHFAC Certification or equivalent - cont'd**

**References**

RHFAC Guide to Certification: <http://www.rickhansen.com/RHFAC-Certification-Guide>

**Crosswalk**

RHFAC

**Other Notes**

None



**ACCESSIBILITY & WELLNESS**

**A2. COMFORT, VIEWS & ACOUSTICS**

**Focus Area:** Accessibility & Wellness

**Topic:** Thermal Comfort

**Question:** A2.1 – Humidification

**Are humidification systems present and properly maintained?**

**Answer**

Select one of the following:

Points available:

- Yes – humidification systems are present and properly maintained 2
- Not applicable – humidification systems were considered but deemed not necessary -
- No 0

**Max. Points Available**

2 - Pick one answer

**Description**

Low indoor relative humidity is a common problem in cold climate buildings during winter months and a common source of indoor air quality complaints. The addition of a carefully maintained whole building humidification system, that is focused on human comfort, can help maintain a more comfortable work environment.

Humidification systems should be cleaned and inspected annually. ASHRAE 180-2018 recommends annual inspection and cleaning of strainers, drain pans, distributors and semi-annual cleaning of steam traps, pumps and controls

**Requirements**

- A. Describe the type of humidification system present at the building
- B. Maintain the humidification system in accordance with manufacturer’s recommendations

OR

- C. Describe the steps taken to understand the building’s humidification needs (e.g. not needed in humid climate)

Explain why humidification systems are not used at the building

**Documentation**

- Humidification System Maintenance Program and Maintenance records
- Annual cleaning and inspection logs

**Adapted BB3 Question**

New in BOMA BEST 4.0



## A2.1 – Humidification - cont'd

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### Suggested Lead

In-house

### References

ASHRAE 180-2018 Standard Practice for Inspection and Maintenance of Commercial Building HVAC Systems, Table 5-11, [https://www.ashrae.org/File%20Library/Technical%20Resources/Bookstore/previews\\_2016639\\_pre.pdf](https://www.ashrae.org/File%20Library/Technical%20Resources/Bookstore/previews_2016639_pre.pdf)

For more guidance on creating this risk management plan, please review the Hazard Analysis and Critical Control Point (HACCP) risk management plan in ASHRAE Standard 188, Prevention of Legionellosis Associated with Building Water Systems.

### Crosswalk

N/A

### Other Notes

Requirements apply to humidification delivered to occupied spaces.

#### FOR HEALTHCARE BUILDINGS

If steam humidification is used, confirm whether clean steam rather than treated boiler water utilized. The steam must not be provided from a source using chemical water treatment, such as the central heating plant, because of potential air contamination from boiler additives used to control scale and corrosion. Independent steam generation, using potable water in equipment such as re-boilers, instantaneous electric, or gas fired steam generators is required. Water treatment in HVAC equipment must, at all times, meet local provincial and/or federal guidelines and regulations.

If spray humidification is used, confirm whether the system is rigorously maintained and free of rust, algae, or loose contaminants of any kind. Poor maintenance of spray humidification systems may increase the likelihood of microbial growth and legionella. A Risk Management Plan must include documented records of inspection with respect to: preventing standing water in drain pans; limiting water droplet carry-over; minimizing stagnant water in humidifier and water spray sumps.

Water treatment in HVAC equipment must, at all times, meet local provincial and/or federal guidelines and regulations.





**ACCESSIBILITY & WELLNESS**

**A2. COMFORT, VIEWS & ACOUSTICS**

**Focus Area:** Accessibility & Wellness

**Topic:** Thermal Comfort

**Question:** A2.2 – Relative Humidity

**Is Relative Humidity (RH) maintained according to ASHRAE 55?**

**Answer**

Select one of the following:

Points available:

- Yes
- Not Applicable – Question A2.1 answered Not Applicable or No
- No

2  
-  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Maintaining relative humidity in the proper range can prevent occupant complaints and condensation issues on building finishes. High relative humidity can cause discomfort and can also Suggested Lead to condensation and mould growth within buildings. Low relative humidity causes dryness and is a common indoor air quality complaint during winter months.

As per ASHRAE’s Epidemic Task Force, Building Readiness Guide, maintaining the space relative humidity between 40% and 60% decreases the bio-burden of infectious particles in the space and decreases the infectivity of many viruses in the air. Some regions recommend humidity levels are maintained between 30% to 50%.

**Requirements**

Demonstrate ASHRAE 55 is maintained at the building

**Documentation**

BAS logs or equivalent documentation showing humidity set point

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house



## A2.2 – Relative Humidity - cont'd

### References

ASHRAE 55-2020 Thermal Environmental Conditions for Human Occupancy, <https://www.ashrae.org/technical-resources/bookstore/standard-55-thermal-environmental-conditions-for-human-occupancy>

ASHRAE Building Readiness Guide, 2022: <https://www.ashrae.org/file%20library/technical%20resources/covid-19/ashrae-building-readiness.pdf>

### Crosswalk

N/A

### Other Notes

None



ACCESSIBILITY & WELLNESS		A3. EQUITY & INCLUSIVITY
<b>Focus Area:</b>	Accessibility & Wellness	
<b>Topic:</b>	Equity & Inclusivity	
<b>Question:</b>	<b>A3.1 – DEI Assessment</b> <b>Have the building features been evaluated against diversity, equity and inclusion (DEI) aspects to inform an implementation plan?</b>	

**Answer**

Select one of the following:

Points available:

- |  |   |
|--|---|
| - Yes – in-house assessment conducted  | 1 |
| - Yes – third party DEI expert engaged | 2 |
| - Yes – implementation plan developed  | 3 |
| - None of the above                    | 0 |

**Max. Points Available**

3 - Pick one answer

**Description**

Inclusivity addresses equity of building use by different groups of occupants, providing a spectrum of amenities to support varying needs. This can include welcoming other users through building elements, such as Universal washrooms and family washrooms, or providing signage in different languages.

Promoting inclusivity within buildings can ensure that efforts to improve building wellness impact all building users equally. It is an opportunity to consider diversity and equity in planning and programming, to include components that support underrepresented, minority, and less visible user groups.

**Requirements**

- A. Conduct an assessment that considers a variety of DEI strategies, and the feasibility of implementing them
- B. Engage a third-party DEI expert to consider in-house assessment and help in the development of a building-specific DEI strategy
- C. Develop a long-term DEI implementation plan based on the building-specific DEI strategies identified in the in-house assessment and through consultation with DEI expert

Refer to Other Notes below.

**Documentation**

- In-house assessment of DEI strategies
- Letter confirming engagement of third-party DEI expert, with their credentials
- Long-term DEI implementation plan



### A3.1 – DEI Assessment - cont'd

#### **Adapted BB3 Question**

New in BOMA BEST 4.0

#### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

#### **Suggested Lead**

In-house

#### **References**

None

#### **Crosswalk**

WELL Equity Rating

#### **Other Notes**

Strategies to consider include:

##### **Amenities:**

- Universal washrooms
- baby feeding room
- infant change tables in washrooms for all genders
- family washrooms
- gender neutral washrooms
- provision of free female hygiene products
- on-site childcare
- prayer/meditation/restorative room
- spaces provided for community events/meetings
- outdoor place of respite
- safety and security measures (e.g., lighting, areas of refuge, safe walk programs, visible entries and exits)
- training for tenants or employees (e.g., anti-racism, LGBTQIA+)
- other

##### **Sense of Place:**

- Ancestral land acknowledgement
- Historical community acknowledgement (e.g. slavery, ethno-cultural)
- Hosting events to celebrate location and connection to the community
- Public art or interior/exterior design elements, such as murals to reflect and celebrate ancestral land use and community
- Art by local Indigenous artists
- Conservation of heritage features
- Outdoor publicly-accessible and safe amenities
- Installations or permanent displays recognizing the local geography or environment
- Other structural or social strategies to enhance sense of place



ACCESSIBILITY & WELLNESS		A3. EQUITY & INCLUSIVITY
<b>Focus Area:</b>	<b>Accessibility &amp; Wellness</b>	
<b>Topic:</b>	<b>Equity &amp; Inclusivity</b>	
<b>Question:</b>	<b>A3.2 – Inclusive Amenities</b>	
	<b>Have steps been taken to enhance inclusive amenities at the building?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Universal washrooms   | 1 |
| - baby feeding room   | 1 |
| - infant change tables in washrooms for all genders   | 1 |
| - family washrooms  | 1 |
| - gender neutral washrooms  | 1 |
| - provision of free female hygiene products   | 1 |
| - on-site childcare   | 1 |
| - prayer/meditation/restorative room  | 1 |
| - spaces provided for community events/meetings   | 1 |
| - outdoor place of respite  | 1 |
| - safety and security measures (e.g., lighting, areas of refuge, safe walk programs, visible entries and exits) | 1 |
| - training for tenants or employees (e.g., anti-racism, LGBTQIA+)   | 1 |
| - other   | 1 |
| - none of the above   | 0 |

**Max. Points Available**

5 - Max points cap

**Description**

Inclusivity addresses equity of building use by different groups of occupants, providing a spectrum of amenities to support varying needs. This can include welcoming other users through building elements, such as Universal washrooms and family washrooms, or providing signage in different languages.

Promoting inclusivity within buildings can ensure that efforts to improve building wellness impact all building users equally. It is an opportunity to consider diversity and equity in planning and programming, to include components that support underrepresented, minority, and less visible user groups.

**Requirements**

For owner or landlord-controlled areas, indicate the inclusive amenity features that are implemented to make building users feel welcome

**Documentation**

- Description of strategies implemented with accompanying photos



### **A3.2 – Inclusive Amenities - cont'd**

#### **Adapted BB3 Question**

New in BOMA BEST 4.0

#### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

#### **Suggested Lead**

In-house

#### **References**

None

#### **Crosswalk**

WELL Equity Rating

#### **Other Notes**

The strategies covered under this question is meant to go above and beyond common tenant / occupant engagement initiatives. Applicants are required to demonstrate the effort taken to understand building-specific DEI challenges and opportunities.

By implementing strategies to create a sense of place that celebrates both relevant historic and contemporary cultures, Owner or landlords can foster community-building opportunities beyond the site boundaries.

Inclusivity efforts will enhance safety, security and comfort while promoting a sense of belonging for all building users and the broader community.



ACCESSIBILITY & WELLNESS		A3. EQUITY & INCLUSIVITY
<b>Focus Area:</b>	Accessibility & Wellness	
<b>Topic:</b>	Equity & Inclusivity	
<b>Question:</b>	<b>A3.3 – Sense of Place</b> <b>Have measures been implemented to enhance occupant and visitor inclusivity through creating a sense of place in the broader community?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Ancestral land acknowledgement  | 1 |
| - Historical community acknowledgement (e.g. slavery, ethno-cultural)   | 1 |
| - Hosting events to celebrate location and connection to the community  | 1 |
| - Public art or interior/exterior design elements, such as murals to reflect and celebrate ancestral land use and community | 1 |
| - Art by local Indigenous artists   | 1 |
| - Conservation of heritage features   | 1 |
| - Outdoor publicly-accessible and safe amenities  | 1 |
| - Installations or permanent displays recognizing the local geography or environment  | 1 |
| - Other structural or social strategies to enhance sense of place   | 1 |
| - None  | 0 |

**Max. Points Available**

4 - Max points cap

**Description**

For owner or landlord-controlled areas, indicate the inclusive amenity features that are either planned or already implemented to make building users feel welcome

**Requirements**

Describe the measures implemented to enhance the property’s sense of place

**Documentation**

- Description of strategies implemented with accompanying photos

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house, with third-party support



### *A3.3 – Sense of Place - cont'd*

#### **References**

None

#### **Crosswalk**

N/A

#### **Other Notes**

The strategies covered under this question is meant to go above and beyond common tenant / occupant engagement initiatives. Applicants are required to demonstrate the effort taken to understand building-specific DEI challenges and opportunities.





ACCESSIBILITY & WELLNESS		A4. OCCUPANT EXPERIENCE
<b>Focus Area:</b>	<b>Accessibility &amp; Wellness</b>	
<b>Topic:</b>	<b>Occupant Experience</b>	
<b>Question:</b>	<b>A4.1 – Occupant Service Requests</b> <b>Is an Occupant Service Request Program in place?</b>	

**Answer**

Select all that apply:

Points available:

- Yes – Occupant Service Request Program in place
- Yes – Evidence of requests resolved within 1 – 2 weeks
- No

1  
2

**Max. Points Available**

3 - Pick all that apply

**Description**

Service requests for maintenance are used to identify issues pertaining to the building. Having a formal process in place allows tracking of various Key Performance Indicators (KPIs) such as critical equipment maintenance and critical building maintenance.

Building occupants (tenants and building staff) are important stakeholders in IAQ management. Promoting a better understanding of IAQ in the building will encourage feedback and demonstrate active management of IAQ concerns.

Building management must have in place a documented means for addressing occupant (tenant and building staff) concerns regarding maintenance service requests. Visitors to the building may also log service requests. Such service request logs can provide evidence of occupant dissatisfaction and its causes. Trends in complaint rates over time may indicate occupant reactions to changes in building operation.

**Requirements**

- A. Describe the process used in the building to receive, document and respond to complaints (such as IAQ, temperature, smell, dust, dryness etc.)
- B. The Occupant Service Request Program must include the following components:
  - A mechanism to ensure that all service requests are reviewed and acted upon within 1-2 weeks, unless otherwise specified (e.g., critical area or critical equipment) – see Other Notes
  - Information on the origins of the service request
  - Information on the status of the service request (e.g., in progress, resolved, etc.)
  - Information on the corrective action taken.
- C. Service requests must be reviewed and acted upon within 1-2 weeks, unless otherwise specified (e.g., critical area or critical equipment).
- D. Ensure there are considerations and direction provided for when a complaint can be handled by on-site maintenance staff and where the complaint requires escalation to bring in a third party
- E. Describe procedures to follow if issues require more time to resolve



## A4.1 – Occupant Service Requests - cont'd

### Documentation

- Occupant Service Request Program
- Sample service requests received and resolved, such as closed work orders
- Demonstrate service requests are addressed within 1-2 weeks
- Provide communication with occupant as proof that matters were resolved

### Adapted BB3 Question

Best Practice 8 – Is an Occupant Service Request Program in place?

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### Suggested Lead

In-house

### References

None

### Crosswalk

N/A

### Other Notes

The Occupant Service Request Program must have a mechanism in place for recording the following information:

- Incident log number
- Occupant name, company and department, location in building.
- Date complaint was received;
- Description of complaint;
- Suggested cause;
- Summary of problem;
- Actions completed;
- Date of occupant interview (if applicable);
- Remedial action report;
- Date of when occupant was advised about actions taken;
- Additional details (as required)



ACCESSIBILITY & WELLNESS		A4. OCCUPANT EXPERIENCE
<b>Focus Area:</b>	Accessibility & Wellness	
<b>Topic:</b>	Occupant Experience	
<b>Question:</b>	<b>A4.2 – Occupant Satisfaction Survey</b> <b>Was an occupant satisfaction survey conducted in the last three years?</b>	

**Answer**

Select all components covered in the survey:

Points available:

- |   |   |
|---|---|
| - Quality and effectiveness of building management and services | 1 |
| - Air quality   | 1 |
| - Thermal comfort   | 1 |
| - Lighting  | 1 |
| - Acoustics, and/or noise                                       | 1 |
| - Frequency and timeliness of communication and response times  | 1 |
| - Inclusivity   | 1 |
| - [Healthcare] Ease of interaction                              | 1 |
| - [Healthcare] Privacy  | 1 |
| - Other   | 1 |
| - No  | 0 |

**Max. Points Available**

4 - Max points cap

**Description**

Conducting regular occupant satisfaction surveys can help management better understand the issues/priorities that matter most to occupants. Surveys can also help improve management-tenant relationships, and inform management priorities.

**Requirements**

- A. Conduct an occupant satisfaction survey every two years, at a minimum
- B. The survey must be provided to at least 50% of building occupants
- C. Record the date the survey was distributed and survey recipients
- D. Advertise the survey in different media channels, as appropriate, to encourage occupant participation
- E. Compile survey results, detail corrective actions planned and implemented

Also see Other Notes

**Documentation**

- Survey questions
- Sample of occupant responses received
- Summary report, corrective actions planned and implemented



## **A4.2 – Occupant Satisfaction Survey - cont'd**

### **Adapted BB3 Question**

Question 10.02.01 - Does building management regularly conduct an occupant satisfaction survey that includes the following components?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

Although there is no minimum rate of response required, a rate of 30% is encouraged for results to be considered informative



ACCESSIBILITY & WELLNESS		A5. TRAINING & INNOVATION
<b>Focus Area:</b>	Accessibility & Wellness	
<b>Topic:</b>	Training	
<b>Question:</b>	<b>A5.1 – Training in Accessibility &amp; Wellness</b> <b>Did the building operations and management team receive Accessibility &amp; Wellness training in the previous three years?</b>	

**Answer**

Indicate which topics are covered in the training:

Points available:

- Accessibility, Equity	Yes or No	1
- Comfort, Views & Acoustics	Yes or No	1
- Occupant Experience	Yes or No	1

**Max. Points Available**

3 - Pick all that apply

**Description**

In order for building maintenance staff to effectively manage the building’s Accessibility & Wellness, training should be provided which addresses the topics of accessibility, comfort, views, acoustics, occupant experience and equity.

Over time, technologies and preferred practices in building operations and maintenance change. Providing regular professional development opportunities is a good way to help retain staff. Offering training and educational opportunities related to environmental/sustainable building performance not only benefit staff but improve the performance of the building when staff training is applied at the building level.

**Requirements**

- List the names of staff members to whom the competencies covered under these topics would apply
- Provide the applicable course outline or syllabus
- Provide evidence of competency or training received such as credentials, completion certificate, record of attendance

**Documentation**

- Name of building O&M team member who received the training
- Course outline or syllabus
- Training Certificate or Record of Attendance

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



**A5.1 – Training in Accessibility & Wellness - cont'd**

**Suggested Lead**

In-house, with third-party support

**References**

N/A

**Crosswalk**

None

**Other Notes**

None



ACCESSIBILITY & WELLNESS	A5. TRAINING & INNOVATION
<b>Focus Area:</b>	<b>Accessibility &amp; Wellness</b>
<b>Topic:</b>	<b>Innovation</b>
<b>Question:</b>	<b>A5.2 – Innovation in Accessibility &amp; Wellness</b> <b>Is an innovative process or technology in place at the building that goes beyond the requirements outlined in this section?</b>

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - [ESC, Univ, LI, OAR, MURB] Visual / Acoustic elements reviewed                 | 1 |
| - [LI/OAR] Evidence of Accessibility & Wellness communication share with tenants | 1 |
| - Other  | 1 |
| - Not applicable   | - |

**Max. Points Available**

1 - Max points cap

**Description**

Many processes and technologies exist that go beyond the standards and requirements set out in the BOMA BEST Assessment. If building managers/owners have invested in innovative processes or technologies that go beyond these standards, innovation points can be earned under this question.

**Requirements**

- A. Provide details of the technology or process applied at the building
- B. Indicate when the technology or process was implemented and the steps that are in place to ensure the technology or process' ongoing success
- C. [If "Other" is selected] Explain how the technology or process has improved the building's accessibility and wellness practices for it to be considered innovative

**Documentation**

- Narrative of innovative technology or process and its impact

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

**Suggested Lead**

In-house, with third-party support



***A5.2 – Innovation in Accessibility & Wellness - cont'd***

**References**

None

**Crosswalk**

N/A

**Other Notes**

Visual / Acoustic elements reviewed may include: access to views and natural light, quality of electric light, glare control devices, corrective actions addressed, plan to address higher cost corrective actions.





<b>CUSTODIAL &amp; WASTE</b>		<b>PO. BASELINE PRACTICES</b>
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Baseline Practices</b>	
<b>Question:</b>	<b>P2.0 – Green Cleaning Program</b> <b>Is a Green Cleaning Program in place at the building?</b>	

**Answer**

Select one of the following:

- Yes
- Not applicable

**Max. Points Available**

Minimum Requirement, this is a baseline practice

**Description**

A Green Cleaning Program emphasizes the use of environmentally preferred products, maintenance of cleaning equipment and effective cleaning practices.

**Requirements**

- A. Develop a building-specific Green Cleaning Program that covers the following:
  - Responsible parties, including the building team and cleaning staff’s training requirements
  - Standard operating procedures (SOP) for cleaning activities and waste collection
  - Specify cleaning products and supplies to be used, requiring that at least half (by total volume) meets third-party recognized green cleaning standards (see Other Notes)
- B. Specify cleaning equipment to be used, requiring that the majority of vacuums use HEPA filtration or is a chemical-free cleaning system or is a mobile UV cleaning device
- C. Program must be signed by the building manager, dated within the past 12 months.

Where custodial services are managed and delivered by the tenants and their service providers, the owner or landlord must provide information to the tenants on how to implement a Green Cleaning Program

**Documentation**

- Building-specific Green Cleaning Program
- Proof that program was shared with tenants

**Adapted BB3 Question**

Best Practice 11 and Question 07.04.01 – Is a Green Cleaning Program in place at the building? Is high-efficiency cleaning equipment used in the building?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings



## ***P2.0 – Green Cleaning Program - cont'd***

### **Suggested Lead**

In-house

### **References**

EcoLogo

Green Seal: [https://greenseal.org/wp-content/uploads/GS-42-CleaningServicesGuidebook\\_2021\\_02.pdf](https://greenseal.org/wp-content/uploads/GS-42-CleaningServicesGuidebook_2021_02.pdf)

US EPA Safer Choice

GREENGUARD

Forest Stewardship Council (FSC)

Sustainable Forestry Initiative (SFI)

Sustainable Forest Management Standard (SFMI)

### **Crosswalk**

N/A

### **Other Notes**

Green Cleaning Program can be integrated into Janitorial / Custodial service provider's contract.

Where custodial services are contracted, communicate custodial goals and green cleaning initiatives to the contracted company. The contracted company must provide the building manager with documentation showing the same information outlined in the requirements.

Third-party recognized green cleaning standards include: EcoLogo, Green Seal, US EPA Safer Choice, GREENGUARD, Forest Stewardship Council (FSC), Sustainable Forestry Initiative (SFI), Sustainable Forest Management Standard (SFMI) or equivalent.



CUSTODIAL & WASTE		PO. BASELINE PRACTICES
<b>Focus Area:</b>	Custodial & Waste	
<b>Topic:</b>	Baseline Practices	
<b>Question:</b>	<b>P4.0a – Waste Audit</b> <b>Has a Waste Audit been completed for the building in the past three years?</b>	

### Answer

Select one of the following:

- Yes – audit conducted every three years, and waste sampling took place over one day
- Not applicable

### Max. Points Available

This is a baseline practice

### Description

Improving waste management practices requires knowledge regarding the nature and mass of waste collected on-site. Often data provided by waste haulers is not always based on weighted data, making a reliable analysis of a building's performance impossible. Regular auditing of the waste generated on a site is therefore recommended to gain a more accurate understanding of the volume of waste generated, size of different waste streams and where waste is taken once it leaves the building site.

### Requirements

- The Waste Audit must address:
  - The time period and duration of waste sampling
  - The sample size representing a minimum of 10% of the building's waste and recycling materials and reasons why the sample is representative
  - Details specific to each stream and if each stream has an available program locally for collection for recycling or reuse
  - How the waste data was categorized, evaluated and analyzed based on its composition (the site must be equipped with a minimum number of worktables, precise scales, and mobile containers for weighing the waste)
- The Waste Audit Report must include:
  - Summary of the sampling protocol and methodology used
  - Total of each waste stream and overall total waste
  - Audit diversion rate
  - Audit capture rate
  - If data is extrapolated to represent annual waste weights or volumes, describe the calculation methodology used
  - Summary of recommendations for improving waste diversion
  - Suggested implementation plan for recommendations
  - Credentials of third-party who conducted the audit



### *P4.0a – Waste Audit - cont'd*

#### **Documentation**

- Waste Audit Report
- Demonstrate that sampling duration constitutes a representative sample of the building's waste distribution behaviour

#### **Adapted BB3 Question**

Best Practice 13 – Has a Waste Audit been completed for the building in the past three years?

#### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

#### **Suggested Lead**

Third-party

#### **References**

BOMA BEST Waste Audit Guiding Principles – <http://bomacanada.ca/wp-content/uploads/2016/09/BOMA-Canada-Waste-Auditing-Guide.pdf>

BOMA BEST Waste Auditing Requirements – <https://bomacanada.ca/wp-content/uploads/2016/09/BOMA-BEST-Waste-Auditing-Requirements.pdf>

#### **Crosswalk**

3R Certified

#### **Other Notes**

Waste audits conducted with the exclusive use of cameras in bins are not admissible.

At a minimum, a waste audit should be carried out every three years. Annual audits are recommended. Auditing is a scientific approach aimed at collecting precise data about the characteristics of waste, including its mass, composition, waste stream and methods of disposal. To be credible, auditing should be conducted using a trustworthy methodology. In addition, it should clearly establish the different criteria and methods of evaluation, as outlined in an initial protocol



CUSTODIAL & WASTE		P1. PROCUREMENT
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Procurement</b>	
<b>Question:</b>	<b>P1.1 – Circular Economy Procurement Strategy</b> <b>Are circular economy procurement strategies implemented and maintained in building management activities?</b>	

**Answer**

Select one of the following:

- Yes – circular economy strategies are implemented
- No

Points available:

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Green or sustainable procurement typically concentrates on how to improve sustainable practices within a linear economic model and as a result, focus can be narrowly applied to individual components, such as what materials are used in the product.

On the other hand, circular procurement focuses on the value of a product, considers needs, best use, and end of life management. Within this system, it is possible to leverage the full value of a product or material while minimizing environmental and social impacts.

While waste diversion may be a critical piece of the company’s sustainability objectives, its interrelationship with procurement is rarely recognized. When end-of-life considerations are included in procurement decisions less waste is generated, and diversion and capture rates increase.

**Requirements**

- A. How equipment is selected to reduce the environmental impact over its life cycle
- B. How resources use is optimized to reduce consumption, or generate energy/collect water on-site
- C. Source food products from local suppliers, select durable or refurbished products
- D. Inform procurement decisions by considering waste creation and vendor take-back programs

**Documentation**

- Procurement policy highlighting any of the aspects listed above
- Documentation showing an example of each strategy implemented

**Adapted BB3 Question**

Question 06.01.01 – Is an environmental procurement program in place at the building that includes the following components?



## ***P1.1 – Circular Economy Procurement Strategy - cont'd***

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house

### **References**

BOMA Canada – Circular Economy in Commercial Real Estate Focus: Circular Procurement: [https://bomacanada.ca/wp-content/uploads/2022/09/BOMACANADA\\_CircularEconomyBrief\\_2022\\_EN.pdf](https://bomacanada.ca/wp-content/uploads/2022/09/BOMACANADA_CircularEconomyBrief_2022_EN.pdf)  
Circular Innovation Council - <https://circularinnovation.ca/circular-economy/>

### **Crosswalk**

N/A

### **Other Notes**

None



<b>CUSTODIAL &amp; WASTE</b>		<b>P1. PROCUREMENT</b>
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Procurement</b>	
<b>Question:</b>	<b>P1.2 – Social Procurement Strategy</b> <b>Are social procurement strategies implemented and maintained in building management activities?</b>	

**Answer**

Select one of the following:

- Yes – social procurement strategies are implemented
- No

Points available:

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Green or sustainable procurement typically concentrates on how to improve sustainable practices within a linear economic model and as a result, focus can be narrowly applied to individual components, such as what materials are used in the product.

On the other hand, circular procurement focuses on the value of a product, considers needs, best use, and end of life management. Within this system, it is possible to leverage the full value of a product or material while minimizing environmental and social impacts.

While waste diversion may be a critical piece of the company’s sustainability objectives, its interrelationship with procurement is rarely recognized. When end-of-life considerations are included in procurement decisions less waste is generated, and diversion and capture rates increase.

**Requirements**

- A. Award contracts to local, independent and/or socially responsible businesses
- B. Partner with equity-seeking groups to fill staffing positions and apprentice opportunities

**Documentation**

Procurement policy highlighting any of the aspects listed above

Documentation showing an example of each strategy implemented

**Adapted BB3 Question**

Question 06.01.01 – Is an environmental procurement program in place at the building that includes the following components?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



**P1.2 – Social Procurement Strategy - cont'd**

**Suggested Lead**

In-house

**References**

City of Toronto's Social Procurement Program: <https://www.toronto.ca/business-economy/doing-business-with-the-city/social-procurement-program/>

**Crosswalk**

N/A

**Other Notes**

None





<b>CUSTODIAL &amp; WASTE</b>		<b>P2. CUSTODIAL MAINTENANCE &amp; OPERATIONS</b>
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Custodial Maintenance &amp; Operations</b>	
<b>Question:</b>	<b>P2.1 – Pest Management</b> <b>Is an Integrated Pest Management Program in place?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Unhygienic conditions can result in the presence and proliferation of organisms that produce harmful or irritating by-products.

**Requirements**

- A. Develop a building-specific Integrated Pest Management Program that covers:
  - Responsible parties, including the building team’s training requirements
  - Standard operating procedures (SOP) for pest management
  - Interior and exterior pest management products and supplies to be used
  - Guidance about the use of environmentally preferable or low-risk pesticides and circumstances when the use of conventional products are appropriate
  - Strategies about storing food in sealed containers with daily disposal
  - Proactive inspection for evidence of pests, at least monthly
  - How to manage communications with tenants when pesticide applications are needed
- B. Program must be signed by the building manager, dated within the past 12 months
- C. Where pest management services are managed and delivered by the tenants and their service providers, the owner or landlord must provide information to the tenants on how to implement a Pest Management Program

**Documentation**

- Building-specific Integrated Pest Management Program
- Proof that Program was shared with Tenants

**Adapted BB3 Question**

Question 07.03.02 – Are pest reduction strategies in place at the building?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



**P2.1 – Pest Management - cont'd**

**Suggested Lead**

In-house

**References**

Integrated Pest Management – <https://ipminstitute.org/what-is-integrated-pest-management/>

**Crosswalk**

N/A

**Other Notes**

None



<b>CUSTODIAL &amp; WASTE</b>		<b>P2. CUSTODIAL MAINTENANCE &amp; OPERATIONS</b>	
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>		
<b>Topic:</b>	<b>Custodial Maintenance &amp; Operations</b>		
<b>Question:</b>	<b>P2.2 – Enhanced Cleaning Protocols</b> <b>Is there an Enhanced Cleaning Protocol in place during flu season or for pandemic response?</b>		

**Answer**

Select one of the following:

Points available:

- Yes
- No

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

During flu season and pandemic response there is elevated risk for frequently touched surfaces to harbour bacteria and viruses.

Frequently touched surfaces, such as door handles and elevator buttons and shared common area, such as kitchens, washrooms can harbour bacteria and viruses for extended periods.

An enhanced sanitation schedule must be developed which identifies frequently touched surfaces (e.g., door handles/knobs, elevator call buttons, handrails, light switches, faucets, drinking water stations, kitchen equipment, countertops, shared Office equipment, etc.) and commonly shared areas (e.g., fitness rooms, boardrooms, break areas, shared kitchens, shared washrooms, shared Office equipment, lobbies, hallways, elevators, stairs, etc.).

**Requirements**

A. Develop Enhanced Cleaning Protocols as follows:

- Frequently touched surfaces should be easily cleanable and sanitized with a disinfectant at least twice daily during flu season, a pandemic response, or similar circumstances
- Use acceptable disinfection products registered with Health Canada (DIN), products certified by Ecologo or equivalent
- Hand sanitizers should contain at least 60% alcohol content for effective virus control, approved for use by your local health authority and be placed in central locations for easy access
- Signage: raise awareness, reminders of handwashing, safe distancing etc.
- Scheduling: increase cleaning frequency to at least twice daily to disinfect high contact and commonly shared areas
- Maintenance: increase the supply and upkeep of soap, toilet paper, and paper towels
- Training: ensure building and custodial staff are appropriately trained in proper cleaning and safety techniques



## **P2.2 – Enhanced Cleaning Protocols - cont'd**

- B. Provide evidence that the enhanced cleaning protocol was implemented (e.g. hi-touch cleaning)
- C. Where custodial services are managed and delivered by the tenants and their service providers, the owner or landlord must provide information to the tenants on how to implement enhanced cleaning protocols

### **Documentation**

- Building-specific Enhanced Cleaning Protocol
- Proof that Program was shared with Tenants

### **Adapted BB3 Question**

Question 07.03.01 – Does the building management maintain an inventory and sanitation schedule for frequently touched surfaces?

### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

### **Suggested Lead**

Third-party

### **References**

Health Canada – Hard-surface disinfectants and hand sanitizers (COVID-19): <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>

BOMA Canada's Pandemic Guide – [https://bomacanada.ca/wp-content/uploads/2021/07/BOMA\\_PandemicGuide\\_2021\\_EN-v2.pdf](https://bomacanada.ca/wp-content/uploads/2021/07/BOMA_PandemicGuide_2021_EN-v2.pdf)

Hand Washing, Cleaning, Disinfection and Sterilization in Health Care – [https://publications.gc.ca/collections/collection\\_2016/aspc-phac/HP3-1-24-S8-eng.pdf](https://publications.gc.ca/collections/collection_2016/aspc-phac/HP3-1-24-S8-eng.pdf)

Centres for Disease Control and Prevention– <https://www.cdc.gov/infectioncontrol/guidelines/disinfection/index.html>

### **Crosswalk**

N/A

### **Other Notes**

None



<b>CUSTODIAL &amp; WASTE</b>		<b>P3. CUSTODIAL ASSESSMENT</b>
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Custodial Assessment</b>	
<b>Question:</b>	<b>P3.1 – Cleaning Products &amp; Equipment in use</b> <b>Do the cleaning products and equipment used in the building meet the Green Cleaning Program requirements?</b>	

**Answer**

Select any of the following as applicable:

Points available:

- |   |   |
|---|---|
| - More than half of total volume of cleaning products meet third-party green cleaning standards | 1 |
| - Majority of vacuums use HEPA filtration   | 1 |
| - Some of the cleaning equipment is a chemical-free cleaning system                             | 1 |
| - Some of the cleaning equipment is a mobile UV cleaning device                                 | 1 |
| - Less than half of the cleaning products are compliant   | 1 |
| - None of the cleaning equipment is compliant   | 0 |

**Max. Points Available**

3 - Max points cap

**Description**

Well-maintained, high-performing cleaning equipment reduces the required amount of water, disposable cleaning products and frequency of cleaning as well as reducing the spread of indoor air contaminants.

**Requirements**

- A. Develop an inventory of all cleaning products and equipment used in the building
- B. Conduct a survey annually of the products and equipment in use to determine the extent to which green cleaning requirements are being met
- C. Identify corrective actions addressed and planned (if it is not possible to remedy immediately)

**Documentation**

- Inspection records, dated within the last year
- Photos, receipts, etc. of the cleaning products and equipment that meet Green Cleaning requirements

**Adapted BB3 Question**

Question 07.04.01 – Is high efficiency cleaning equipment used in the building?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house



***P3.1 – Cleaning Products & Equipment in use - cont'd***

**References**

None

**Crosswalk**

N/A

**Other Notes**

A chemical-free cleaning system includes devices that use ionized, ozonated, or electrolyzed water as a substitute for cleaning chemicals.



<b>CUSTODIAL &amp; WASTE</b>		<b>P3. CUSTODIAL ASSESSMENT</b>
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Custodial Assessment</b>	
<b>Question:</b>	<b>P3.2 – Custodial and Pest Management Assessment</b> <b>Has an assessment of the building’s custodial practices been conducted in the last two years?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Independent assessment of custodial and pest management practices ensure that the building’s cleanliness and pest management goals are being met.

**Requirements**

- A. Engage someone who is not affiliated with the custodial management staff to assess whether the building’s green cleaning program requirements are being met to complete the following:
  - Review the custodial and pest management service providers’ Standard Operating Procedures and evaluate to what extent these are implemented at the building
  - Check cleaning products and equipment specified and evaluate to what extent these are used at the building
  - Check pesticides applied over the last two years, the extent of low-risk vs. conventional pesticides applied and determine if changes are needed
  - Create an inventory of the different space use types, visit a representative sample of these spaces and determine the level of cleanliness and pest management in each
  - Summarize findings, indicating what areas need improvement
- B. Guidelines how the areas can be improved
- C. Identify corrective actions addressed and planned (if it is not possible to remedy immediately)

**Documentation**

- Custodial Effectiveness Assessment Report
- Credentials of person(s) conducting the assessments
- Photos, etc. demonstrating corrective actions addressed

**Adapted BB3 Question**

Question 07.02.01 – Is a green cleaning audit conducted annually at the building?



***P3.2 – Custodial and Pest Management Assessment - cont'd***

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house (someone not directly involved with cleaning services)

**References**

None

**Crosswalk**

N/A

**Other Notes**

None





<b>CUSTODIAL &amp; WASTE</b>		<b>P4. WASTE AUDIT &amp; MEASUREMENT</b>
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Waste Audit &amp; Measurement</b>	
<b>Question:</b>	<b>P4.1 – More frequent or detailed Waste Audit</b> <b>Has a Waste Audit been completed for the building in the past years or sampling for more than 24 hours?</b>	

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Yes – audit conducted every year                   | 3 |
| - Yes – waste sampling took place over two days      | 1 |
| - Yes – waste sampling took place over three or days | 2 |
| - No   | 0 |

**Max. Points Available**

5 - Max points cap

**Description**

Improving waste management practices requires knowledge regarding the nature and mass of waste collected on-site. Often data provided by waste haulers is not always based on weighted data, making a reliable analysis of a building’s performance impossible. Regular auditing of the waste generated on a site is therefore recommended to gain a more accurate understanding of the volume of waste generated, size of different waste streams and where waste is taken once it leaves the building site.

**Requirements**

- A. Waste Audit needs to meet requirements laid out in Question P4.0a
- B. Highlight section that provides audit date and sampling duration

**Documentation**

- Waste Audit Report

**Adapted BB3 Question**

Best Practice 13 – Has a Waste Audit been completed for the building in the past three years?

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

Third-party



#### *P4.1 – More frequent or detailed Waste Audit - cont'd*

##### **References**

BOMA BEST Waste Audit Guiding Principles – <http://bomacanada.ca/wp-content/uploads/2016/09/BOMA-Canada-Waste-Auditing-Guide.pdf>

BOMA BEST Waste Auditing Requirements – <https://bomacanada.ca/wp-content/uploads/2016/09/BOMA-BEST-Waste-Auditing-Requirements.pdf>

##### **Crosswalk**

3R Certified

##### **Other Notes**

At a minimum, a waste audit should be carried out every three years. Annual audits are recommended. Auditing is a scientific approach aimed at collecting precise data about the characteristics of waste, including its mass, composition, waste stream and methods of disposal. To be credible, auditing should be conducted using a trustworthy methodology. In addition, it should clearly establish the different criteria and methods of evaluation, as outlined in an initial protocol



<b>CUSTODIAL &amp; WASTE</b>		<b>P4. WASTE AUDIT &amp; MEASUREMENT</b>
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Waste Audit &amp; Measurement</b>	
<b>Question:</b>	<b>P4.2 – Corrective Action</b> <b>Is there evidence of Waste Audit corrective actions implemented in the last five years?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Improving waste management practices requires knowledge regarding the nature and mass of waste collected on-site. Regular auditing of the waste generated on a site is therefore recommended to gain a more accurate understanding of the volume of waste generated, size of different waste streams and where waste is taken once it leaves the building site

**Requirements**

- A. Reference the Waste Audit Report and demonstrate any corrective actions taken
- B. Explain why recommended actions were not addressed, with implementation plan/schedule if actions were deferred due to cost constraints

**Documentation**

- Narrative with photos or correspondence showing corrective actions taken

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

In-house

**References**

None



***P4.2 – Corrective Action - cont'd***

**Crosswalk**

3R Certified

**Other Notes**

None



<b>CUSTODIAL &amp; WASTE</b>		<b>P4. WASTE AUDIT &amp; MEASUREMENT</b>
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Waste Audit &amp; Measurement</b>	
<b>Question:</b>	<b>P4.3 – Diversion Rate</b>	

**Answer**

Indicate which range is representative of your building’s waste diversion rate:	Points available:
- 90% and higher	4
- 75 to <90%	3
- 60 to <75%	2
- 40 to <60%	1
- 20 to <40%	0
- Less than 20%	

**Max. Points Available**

4 - Pick one answer

**Description**

Improving waste management practices requires knowledge regarding the nature and mass of waste collected on-site. Often data provided by waste haulers is not always based on weighted data, making a reliable analysis of a building’s performance impossible. Regular auditing of the waste generated on a site is therefore recommended to gain a more accurate understanding of the volume of waste generated, size of different waste streams and where waste is taken once it leaves the building site.

**Requirements**

- A. Provide yearly data on weights of all waste streams collected. Some streams will have weights provided from haulers, while others will need to be approximated using number of pick-ups (schedules), the volume of the bins (cubic yards) and fill-level data if available
- B. The diversion rate must be based on 12 months of data. Data cannot be older than the past three (3) years.
- C. If available, included weights of tenant-managed bins. Indicate if weights are approximated or actual
- D. Calculate waste diversion as follows:  $[A / (A+B)] \times 100$   
 A = Annual weight of all materials currently diverted from disposal  
 B = Annual weight of all materials currently sent for disposal (includes landfill, incineration and EFW)
- E. Express the annual weight in metric tonnes or kilograms.

**Documentation**

If information is not contained in Waste Audit, then provide:

- Table showing (at least) the last 2 years of whole building waste data
- Calculation method used to determine the 12-month average
- Narrative of approach, waste weight vs volume, conversion factors applied, etc.



### **P4.3 – Diversion Rate- cont'd**

#### **Adapted BB3 Question**

Question 08.02.01 and 08.02.02 – What is the building's Reduce, Reuse, Recycle (3Rs) diversion rate? What is the building's capture rate?

#### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

#### **Suggested Lead**

In-house

#### **References**

GRESB: See Appendix 7 on estimation methodology: [https://documents.gresb.com/generated\\_files/real\\_estate/2021/real\\_estate/reference\\_guide/complete.html#estimation\\_methodology](https://documents.gresb.com/generated_files/real_estate/2021/real_estate/reference_guide/complete.html#estimation_methodology)

Also see recent GRESB update to Appendix 7 that states that sensor fill-levels can be used, or bin can be assumed at 100% if fill-levels are not known (page 21):

<https://gresb-prd-public.s3.amazonaws.com/2022/2023+Standards/List+of+2023+Changes+GRESB+Real+Estate>

#### **Crosswalk**

3R Certified

#### **Other Notes**

If waste audits were not conducted during Covid, reference the last Waste Audit that was completed before Covid.

Calculating a yearly diversion number from yearly pick-up data is considered the preferred method over the Waste Audit diversion number. Where weights are provided from haulers, these can be submitted and indicated as real weights. Where the number of hauls and bin sizes per stream are available only, these will be converted to weights using EPA densities and assuming full bins (unless reliable fill-level data can be provided).

For density of material, the EPA provides standard densities for each material type which is the current highest standard in the industry: <https://www.epa.gov/smm/volume-weight-conversion-factors-solid-waste-to-convert-volume-to-weight>



CUSTODIAL & WASTE		P5. WASTE MANAGEMENT
<b>Focus Area:</b>	Custodial & Waste	
<b>Topic:</b>	Waste Management	
<b>Question:</b>	<b>P5.1a – Workplan</b> <b>Is a Waste Reduction Work Plan in place at the building?</b>	

**Answer**

Select one of the following:

- Yes
- No

Points available:

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Source separation strategy facilitates the separation of waste at the point of generation for recycling and waste destined for disposal.

**Requirements**

- A. Reference the Waste Audit and develop the following:
  - A building-specific Waste Reduction Work Plan that covers the following:
    - Responsible parties, including the building team’s training requirements
    - Standard operating procedures (SOP) for waste collection
    - Identify the waste streams generated at the building, covering the following:
      - Recyclables, such as paper (general, mixed and confidential shredded paper), metal cans, glass, plastics (rigid or soft), cardboard etc.
      - Food and organics, such as food waste, coffee pods, grease/cooking oil, containers, cutlery, etc.
      - Electronic waste (e-waste), batteries, printer cartridges etc.
      - Waste (or garbage)
      - Construction and renovation (skids, light bulbs, etc.)
      - Furniture, equipment
      - Miscellaneous
      - Treatment of contaminated waste
        - hazardous
        - Tenant-managed waste
  - Describe each stream’s waste removal strategy, such as:
    - Identify the different waste streams collected at the building (at least two streams (garbage, mixed or paper recycling)
    - How waste is collected within the building and site (describe the on-site source separation strategies)
    - Who collects each of the current waste streams from the building and site
    - [Optional] Determine if there any waste streams that represent >15% of the total waste stream (as measured in the waste audit sample) and separate collection is not yet set up at the building



### ***P5.1a – Workplan - cont'd***

- Waste hauling destination
  - Frequency of collection
  - Outcomes and recommendations from the most recent waste assessment
  - Clear outline of the waste reduction plan for the next 12-24 months
- B. Program must be signed by the building manager, dated within the past 12 months

#### **Documentation**

- Waste Reduction Workplan
- Proof that program was shared with tenants

#### **Adapted BB3 Question**

Best Practice 12 and Best Practice 14 – Is a Source Separation Program in place at the building? Is a Waste Reduction Work Plan in place at the building?

#### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

#### **Suggested Lead**

In-house, with third-party support

#### **References**

3R Certified: <http://3rcertified.ca/>

#### **Crosswalk**

N/A

#### **Other Notes**

This work plan incorporates many other areas of the BOMA waste section into a unified plan, and will be used to verify and cross-reference other claims





CUSTODIAL & WASTE		P5. WASTE MANAGEMENT
<b>Focus Area:</b>	Custodial & Waste	
<b>Topic:</b>	Waste Management	
<b>Question:</b>	<b>P5.2a – Waste Management Strategies</b> <b>Is a program in place at the building for recycling, waste avoidance, reuse or donation of the following waste streams?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - (If applicable) New waste stream collection set up (i.e. >15% identified in Question P4.1a) | 1 |
| - Paperless initiatives   | 1 |
| - E-waste and batteries   | 1 |
| - Bulk dispensers   | 1 |
| - Water refill stations (in owner or landlord-managed spaces)                                 | 1 |
| - Food waste donation (in owner or landlord-managed spaces)                                   | 1 |
| - Community reuse partnerships with charities for products, such as furniture and computers   | 1 |
| - None of the above   | 0 |

**Max. Points Available**

4 - Max points cap

**Description**

“Programs that reduce waste and recycling generation and reuse products instead of putting them into the waste stream is an important piece of a waste reduction strategy. A transition to a circular economy must go beyond recycling, and also promote the reuse of existing materials, or the elimination of their production in the first place. Making a new product emits greenhouse gases that contribute to climate change and requires a lot of materials and energy – raw materials must be extracted from the earth, and the product must be fabricated then transported to wherever it will be sold. As a result, reduction and reuse are the most effective ways you can save natural resources, protect the environment and save money.” (Source: <https://www.epa.gov/recycle/reducing-and-reusing-basics>)

**Requirements**

- A. Indicate all reduction, reuse and donation programs implemented at the building
- B. (If applicable) Set up separate collection of waste streams that represent more than 15% of the total waste stream (as measured in the waste audit sample), where separate collection was not previously set up
- C. Collect documentation to demonstrate these initiatives are in place, such as
  - Donation program partnerships
  - Confirmed pick-ups from charities or organizations
  - Launch of reduction/avoidance campaigns (e.g., paperless)
  - Sourcing of items that promote bulk use (e.g., soap dispensers)



## ***P5.2a – Waste Management Strategies - cont'd***

### **Documentation**

- Emails, memo, service agreements, photos or any other evidence which demonstrate requirements are met

### **Adapted BB3 Question**

Questions 08.03.01, Question 08.03.02 and Question 08.03.03 – Are any of the following waste diversion initiatives in place at the building? Has the recycling program been expanded to include any of the following waste materials? Are reuse initiatives in place at the building that have the potential to result in less waste disposed?

### **Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre and Universal buildings

### **Suggested Lead**

In-house

### **References**

Circular Economy: <https://circularinnovation.ca/circular-economy/>

The Waste Hierarchy: <https://www.epa.nsw.gov.au/your-environment/recycling-and-reuse/warr-strategy/the-waste-hierarchy>

### **Crosswalk**

3R Certified

### **Other Notes**

Reduction can be hard to measure. Evaluate if the waste would have been produced at the building had the initiative not put in place

Check whether the service schedule is appropriate given the proportion of the stream. For example: a building with food service establishments would need an organics program that is picked up more than every other week.

Ensure that streams are set up in locations that will maximize the success of the program

Initiatives not covered here can be included under Innovation



CUSTODIAL & WASTE		P5. WASTE MANAGEMENT
<b>Focus Area:</b>	Custodial & Waste	
<b>Topic:</b>	Waste Management	
<b>Question:</b>	<b>P5.3 – Bin-sizing</b> <b>Is there evidence of bin right-sizing as recycling and reuse programs are established and efficiencies are required with changing volumes across waste streams?</b>	

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Yes – regular visual assessments     | 1 |
| - Yes – sensors installed              | 2 |
| - Yes – corrective actions implemented | 2 |
| - None of the above                    | 0 |

**Max. Points Available**

5 - Pick all that apply

**Description**

Optimization of service schedules can occur with the assistance of bin sensors (IoT Technology), or by on-site monitoring of fullness levels on the days prior to pick-up and making adjustments based on these visual assessments.

Carbon dioxide (CO2) reductions result when eliminating unnecessary truck trips to sites, and programs are better utilized when schedules reflect correct projected volumes.. The goals is to reduce waste and reduce the number of waste pick-ups needed.

**Requirements**

- A. Evidence of a monitoring system for fullness levels, either through regular visual inspections or sensor technology
- B. Demonstrate corrective action taken to adjust schedules and/or bin sizes

**Documentation**

- Photos of bin fullness levels from visual assessment or sensors
- Correspondence regarding bin schedule or bin size adjustments

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings



### *P5.3 – Bin-sizing - cont'd*

#### **Suggested Lead**

In-house, with third-party support

#### **References**

Smart waste management solutions deliver reduction in CO2 emissions caused by the waste collection process: <https://cordis.europa.eu/project/id/101010676/reporting>

#### **Crosswalk**

3R Certified

#### **Other Notes**

IoT technology is more accurate and offers more benefits (such as the identification of contamination in bins and data trend lines), but could be considered proprietary. On-site visual assessments to ensure bin right sizing will also be awarded points



<b>CUSTODIAL &amp; WASTE</b>		<b>P6. RENOVATIONS &amp; CONSTRUCTION</b>	
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>		
<b>Topic:</b>	<b>Renovations &amp; Construction</b>		
<b>Question:</b>	<b>P6.1 – Waste Management in Construction</b> <b>Is a Construction Waste Management Program in place to minimize waste impacts during renovation and construction?</b>		

**Answer**

Select one of the following:

Points available:

- Yes
- No

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Renovation, construction, and demolition projects create a lot of waste materials (about 30% of Canada’s disposal) and need to be effectively managed to minimize the adverse impact on the environment.

These materials are largely inert, very heavy and can pose unique challenges in source separation because most materials are combined and difficult to recycle. This is further complicated because the Project Managers for C&D projects work in a separate department and interdepartmental collaboration is minimal .

Without effective communication and planning from the initial project design stages, waste minimization and diversion is nearly impossible.

**Requirements**

- A. Develop and implement a Construction Waste Management Program that covers:
  - Responsible parties, including the building team’s training requirements
  - Plan to sort discarded materials into corresponding waste bins for separation, reuse/recycling and haul off-site by a verified hauler
  - Details on how construction waste materials are handled, how waste is tracked, and diverted/garbage volumes reported
- B. Program must be signed by the building manager, dated within the past 12 months
- C. Where construction services are managed and delivered by the tenants and their service providers, the owner or landlord must provide information to the tenants on how to implement a Construction Waste Management Program

**Documentation**

- Building-specific Construction Waste Management Program



***P6.1 – Waste Management in Construction - cont'd***

**Adapted BB3 Question**

Question 08.01.02 – Is a program in place at the building to minimize construction, renovation and/or demolition waste being sent to landfill?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

**Suggested Lead**

In-house, with third-party support

**References**

None

**Crosswalk**

3R Certified

**Other Notes**

None



<b>CUSTODIAL &amp; WASTE</b>		<b>P6. RENOVATIONS &amp; CONSTRUCTION</b>	
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>		
<b>Topic:</b>	<b>Renovations &amp; Construction</b>		
<b>Question:</b>	<b>P6.2 – Waste Control in Construction Specifications</b> <b>Are the construction waste controls included in specifications for owner or landlord renovation or construction projects?</b>		

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Yes – included in specifications        | 1 |
| - Yes – evidence of implementation exists | 1 |
| - No                                      | 0 |

**Max. Points Available**

2

**Description**

Renovation, construction, and demolition projects create a lot of waste materials (about 30% of Canada’s disposal) and need to be effectively managed to minimize the adverse impact on the environment.

These materials are largely inert, very heavy and can pose unique challenges in source separation because most materials are combined and difficult to recycle. This is further complicated because the Project Managers for C&D projects work in a separate department and interdepartmental collaboration is minimal.

Without effective communication and planning from the initial project design stages, waste minimization and diversion is nearly impossible.

**Requirements**

Before construction:

- A. Develop design and construction specifications for all owner or landlord-led renovation or construction projects being planned in the building
- B. Ensure all items covered in the building-specific Construction Waste Management Program are covered in the design and construction specifications
- C. Include directive in the specifications that binds the contractor to follow the Construction Waste Management Program during construction

During and after construction:

- D. Identify construction projects to implement the Construction Waste Management Program
- E. Gather the specifications for those projects and highlight the sections detailing the construction waste control measures to follow
- F. Conduct regular inspections and document where and how the construction waste management are followed



## ***P6.2 – Waste Control in Construction Specifications - cont'd***

- G. Keep a record of the inspections and track implementation of waste sorting activities for the duration of the construction project

### **Documentation**

- Section of construction specifications detailing waste control measures
- Section of construction specifications detailing contractor commitment
- Photos, way bills or inspection reports demonstrating implementation of the program

### **Adapted BB3 Question**

New in BOMA BEST 4.0

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

None

### **Crosswalk**

3R Certified

### **Other Notes**

None





<b>CUSTODIAL &amp; WASTE</b>		<b>P6. RENOVATIONS &amp; CONSTRUCTION</b>	
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>		
<b>Topic:</b>	<b>Renovations &amp; Construction</b>		
<b>Question:</b>	<b>P6.3 – Waste Management in Tenant Construction</b> <b>Are the construction waste controls included in specifications for tenant renovation or construction projects?</b>		

**Answer**

Select one of the following:

- Yes
- No

Points available:

1  
0

**Max. Points Available**

1 - Pick one answer

**Description**

Renovation, construction, and demolition projects create a lot of waste materials (about 30% of Canada’s disposal) and need to be effectively managed to minimize the adverse impact on the environment.

These materials are largely inert, very heavy and can pose unique challenges in source separation because most materials are combined and difficult to recycle. This is further complicated because the Project Managers for C&D projects work in a separate department and interdepartmental collaboration is minimal.

Without effective communication and planning from the initial project design stages, waste minimization and diversion is nearly impossible.

**Requirements**

- A. Develop tenant construction manuals for all tenant-led renovation or construction projects being planned in the building
- B. Share the building-specific Construction Waste Management Program with tenants to include in their design and construction specifications

**Documentation**

Section of tenant construction manual detailing construction waste management measures

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



***P6.3 – Waste Management in Tenant Construction - cont'd***

**Suggested Lead**

In-house

**References**

None

**Crosswalk**

3R Certified

**Other Notes**

None



CUSTODIAL & WASTE		P7. TRAINING & INNOVATION
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Training</b>	
<b>Question:</b>	<b>P7.1 – Training in Custodial &amp; Waste</b> <b>Did the building operations and management team receive Custodial &amp; Waste training in the previous three years</b>	

**Answer**

Indicate which topics are covered in the training:

Points available:

- Procurement	Yes or No	1
- Custodial O&M and Assessment	Yes or No	1
- Waste Management, Audit and Measurement	Yes or No	1
- Waste in Renovations & Construction	Yes or No	1
- No		0

**Max. Points Available**

4 - Pick all that apply

**Description**

In order for building maintenance staff to effectively manage the building’s Custodial & Waste, training should be provided which addresses the topics of custodial maintenance & operations, custodial assessment, waste management, waste audit and measurement and renovations and construction.

Over time, technologies and preferred practices in building operations and maintenance change. Providing regular professional development opportunities is a good way to help retain staff. Offering training and educational opportunities related to environmental/sustainable building performance not only benefit staff but improve the performance of the building when staff training is applied at the building level.

**Requirements**

- A. List the names of staff members to whom the competencies covered under these topics would apply
- B. Provide the applicable course outline or syllabus
- C. Provide evidence of competency or training received such as credentials, completion certificate, record of attendance

**Documentation**

- Name of building O&M team member who received the training
- Course outline or syllabus
- Training Certificate or Record of Attendance

**Adapted BB3 Question**

New in BOMA BEST 4.0



***P7.1 – Training in Custodial & Waste - cont'd***

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

**Suggested Lead**

In-house, with third-party support

**References**

N/A

**Crosswalk**

None

**Other Notes**

None



CUSTODIAL & WASTE		P7. TRAINING & INNOVATION
<b>Focus Area:</b>	<b>Custodial &amp; Waste</b>	
<b>Topic:</b>	<b>Innovation</b>	
<b>Question:</b>	<b>P7.2 – Innovation in Custodial &amp; Waste</b> <b>Is an innovative process or technology in place at the building that goes beyond the requirements outlined in this section?</b>	

**Answer**

Select all that apply:

Points available:

- |  |   |
|--|---|
| - Evidence of procurement practices implemented (e.g. fair-trade, social or circular economy principles applied)   | 1 |
| - Evidence of waste reduction (not due to Covid-related reduced occupancy)   | 1 |
| - Evidence of waste avoidance (e.g. single-use plastics, zero-waste event hosted, embodied energy considerations applied)                                      | 1 |
| - Food procurement initiative in place that specifies the purchase of sustainable foods for food prepared on-site (e.g. cafeteria, patient meal catering etc.) | 1 |
| - [ESC, Univ, LI, OAR, MURB] Joint landlord/tenant custodial or waste initiatives implemented  | 1 |
| - Other (e.g. TRUE or equivalent certification achieved)   | 1 |
| - Not applicable   | - |

**Max. Points Available**

5 - Max points cap

**Description**

Many processes and technologies exist that go beyond the standards and requirements set out in the BOMA BEST Assessment. If building managers/owners have invested in innovative processes or technologies that go beyond these standards, innovation points can be earned under this question.

**Requirements**

- Provide details of the technology or process applied at the building
- Indicate when the technology or process was implemented and the steps that are in place to ensure the technology or process' ongoing success
- [If "Other" is selected] Explain how the technology or process has improved the building's procurement, custodial and waste management practices for it to be considered innovative

**Documentation**

- Narrative of innovative technology or process and its impact

**Adapted BB3 Question**

New in BOMA BEST 4.0



***P7.2 – Innovation in Custodial & Waste - cont'd***

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

**Suggested Lead**

In-house, with third-party support

**References**

None

**Crosswalk**

N/A

**Other Notes**

None



CUSTODIAL & WASTE		P8. ENGAGEMENT
<b>Focus Area:</b>	Custodial & Waste	
<b>Topic:</b>	Engagement	
<b>Question:</b>	<b>P8.1 – Align engagement initiatives with Tenants</b> <b>Do any of the tenants’ Custodial &amp; Waste management approaches align with the owner or landlord’s?</b>	

**Answer**

Indicate which topics are aligned:

Points available:

- Custodial Maintenance & Operations	Yes or No	1
- Custodial Assessment	Yes or No	1
- Waste Management	Yes or No	1
- Waste Audit & Measurement	Yes or No	1
- Waste in Renovations & Construction	Yes or No	1
- No		0

**Max. Points Available**

5 - Pick all that apply

**Description**

Passive engagement through communications is an important first step. Also, the ability to collect tenant utility data is becoming increasingly important as part of reporting and disclosure. Active engagement efforts include direct outreach activities, such as working with tenants to collect tenant-controlled utility data, or requiring green leases for new tenants or renewals that address sustainability initiatives.

**Requirements**

- A. Engage with the tenants to understand their custodial & waste goals, in specific topics listed, and how their goals may align with the building management’s custodial & waste goals
- B. Provide a sample of feedback or communication received from the tenants that demonstrate where alignment exists in specific topics covered in the Custodial & Waste Plan

**Documentation**

- Narrative that describes where owner or landlord and tenant’s custodial & waste goals align
- Sample of relevant feedback or communication received from the tenants

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to Enclosed Shopping Centre, Universal, Light Industrial and Open-Air Retail buildings



***P8.1 – Align engagement initiatives with Tenants - cont'd***

**Suggested Lead**

In-house

**References**

None

**Crosswalk**

N/A

**Other Notes**

In buildings where tenants manage the majority of custodial and waste services, the owner or landlord can engage with the tenant(s) to collaborate and share information and lessons learned to improve whole building performance in these areas.





RESILIENCE & SITE		RO. BASELINE PRACTICES
<b>Focus Area:</b>	Resilience & Site	
<b>Topic:</b>	Baseline Practices	
<b>Question:</b>	<b>R2.0 – Past Climate Hazards</b> <b>Do any of the tenants’ Custodial &amp; Waste management approaches align with the owner or landlord’s?</b>	

**Answer**

Select one of the following:

- Complete BOMA BEST Form R2.0
- Building-specific Climate Change Risk or Resilience Assessment (CCRA) or equivalent
- No

**Max. Points Available**

Minimum Requirement, this is a baseline practice

**Description**

To enable preparation and planning, relevant climate-related hazards specific to a property’s location should be identified. This requires consideration of past events that have caused damage and/or disruption and projected future events including their likelihood of occurring and potential consequences at the property level if they do.

Consider both climate hazards that are experienced as trends, such as rising annual temperatures, and climate hazards that are experienced as events, such as severe storms.

Climate risk analysis is complex, and this question is intended to be an initial step rather than a comprehensive assessment.

**Requirements**

- A. Complete the BOMA BEST Question R2.0 Form that covers:
- B. High-impact climate hazards and events that have been experienced or considered as posing a risk at the property and/or within the region in the past ten years by completing the provided template
  - Provide detail on how relevant hazards affected occupants, key building systems and components
  - If information is not available for ten (10) years or for the hazard, explain why
- C. [Alternative] Conduct a building-specific Climate Change Risk or Resilience Report

**Documentation**

- Completed Form R2.0
- [Optional] Building-specific Climate Change Risk or Resilience Report

**Adapted BB3 Question**

New in BOMA BEST 4.0



### ***P8.1 – Align engagement initiatives with Tenants - cont'd***

#### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

#### **Suggested Lead**

In-house, with third-party support

#### **References**

Resilience in the CRE Industry: [https://bomacanada.ca/wp-content/uploads/2022/07/ResilienceInTheCommercialRealEstateIndustry\\_EN\\_220713\\_small.pdf](https://bomacanada.ca/wp-content/uploads/2022/07/ResilienceInTheCommercialRealEstateIndustry_EN_220713_small.pdf)

Ahead of the Storm: <https://bomacanada.ca/wp-content/uploads/2020/07/Ahead-of-the-Storm-1.pdf> and <https://bomacanada.ca/wp-content/uploads/2020/07/BOMA-Resilience-Single-Page-v2.pdf>

BOMA Canada – Resilience Brief: [https://bomacanada.ca/wp-content/uploads/2019/11/BOMA\\_Resilience\\_Brief\\_Eng\\_v5.pdf](https://bomacanada.ca/wp-content/uploads/2019/11/BOMA_Resilience_Brief_Eng_v5.pdf)

Intergovernmental Panel on Climate Change (IPCC): <https://www.ipcc.ch/>

#### **Crosswalk**

N/A

#### **Other Notes**

According to the Intergovernmental Panel on Climate Change (IPCC), climate risk results from the interaction of hazard, exposure and vulnerability. Hazard refers to the potential occurrence of climate-related physical events or trends that may cause damage and loss. Exposure indicates the presence of assets, services, resources and infrastructure that could be adversely affected. Vulnerability is the propensity or predisposition to be adversely affected



RESILIENCE & SITE		R1. SITE
<b>Focus Area:</b>	Resilience & Site	
<b>Topic:</b>	Site	
<b>Question:</b>	<b>R1.1 – Site Irrigation</b> <b>Which type of water efficient controls are used to irrigate the site’s landscaped areas?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Drip or root-fed irrigation             | 1 |
| - Rain and/or soil moisture sensors       | 1 |
| - Weather-based controllers               | 1 |
| - Pressure regulated head                 | 1 |
| - Smart scheduling                        | 1 |
| - Stormwater capture                      | 1 |
| - Landscaping does not require irrigation | 1 |
| - None of the above                       | 0 |

**Max. Points Available**

5 - Max points cap

**Description**

Water-efficient irrigation controls reduce water consumption.

**Requirements**

Indicate which type of irrigation control is in place at the building and used to irrigate 80% or more of the landscape

**Documentation**

- Photos, specifications, excerpts from landscaping contract etc. showing example of specific strategy implemented

**Adapted BB3 Question**

Question 02.04.01: Which type of water efficient controls are used for irrigation?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house



## **R1.1 – Site Irrigation - cont'd**

### **References**

None

### **Crosswalk**

N/A

### **Other Notes**

- Drip irrigation: Water lines with low flow, dripping applicators spread throughout the irrigated area to more conservatively distribute water.
- Root-fed irrigation: Applicators are below ground and close to the roots zone of plants.
- Soil moisture sensors: Moisture sensors are placed in the soil of the irrigated area and communicate with an automatic scheduling system to adjust scheduling based on the real-time moisture levels of the irrigated area.
- Rain sensors: Precipitation sensors placed in the irrigated area communicate with an automatic scheduling system to adjust scheduling based on previous rainfall on the irrigated area.
- Weather-based controllers: Can be either a Smart or Central Controller. Must be WaterSense approved.
- Smart scheduling: Manual scheduling based on an interaction of factors to maximize the efficiency of water use in irrigating plants. Considers the following: timing (to reduce evapotranspiration, best at night or away from peak sun and heat loads); flow rate and distribution of irrigation system; slope; soil type and infiltration rate of area being irrigated; plant type (watering needs and root depth); seasonal changes in watering needs; and predicted and actual rainfall.



RESILIENCE & SITE		R1. SITE
<b>Focus Area:</b>	<b>Resilience &amp; Site</b>	
<b>Topic:</b>	<b>Site</b>	
<b>Question:</b>	<b>R1.2 – Sensitive Site Management</b> <b>Are environmentally sensitive site management strategies implemented and maintained on the site?</b>	

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Native plant species                        | 1 |
| - Native pollinator-friendly flowering plants | 1 |
| - Edible garden                               | 1 |
| - Bee hives or hotels                         | 1 |
| - Bird-safe                                   | 1 |
| - None of the above                           | 0 |

**Max. Points Available**

5 - Pick all that apply

**Description**

How a building manages its landscaped areas through mowing and fertilization practices can have an impact on the surrounding environment (e.g., the persistence of invasive species; the release of harmful chemicals and toxins into the environment such as pesticides, fertilizers and herbicides; and on resource use like water).

Broad-spectrum application of pesticides, fertilizers, and herbicides has significant impacts on the health of the landscape and the runoff of harmful chemicals into the environment. Building managers can reduce non-point source pollution by focusing on using non-chemical control methods. When chemical options are used, these should be low in toxicity and persistence. Their use should be part of an overall landscape management plan.

**Requirements**

Strategies include:

- A. >80% of landscaping contains native and drought resistant plant species
- B. >80% of landscaping contains native and drought resistant flowering plants that encourage pollinators
- C. Removal of invasive/non-native plant species
- D. Environmentally preferable pesticides, fertilizers and herbicides
- E. Bee hives or bee hotels
- F. Bird-safe strategies include grey or black deterrent markers installed on reflective or clear glass surfaces



## **R1.2 – Sensitive Site Management - cont'd**

### **Documentation**

- Photos, specifications, excerpts from landscaping contract etc. showing example of specific strategy implemented

### **Adapted BB3 Question**

Question 09.01.01 – Is a landscape management program in place for the building that includes the following considerations?

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

In-house, with third-party support

### **References**

CSA Bird-safe Design Guide: <https://www.featherfriendly.com/csa-building-standards>

Bird-friendly Certification: <https://naturecanada.ca/defend-nature/how-you-help-us-take-action/bfc/>

Pollinator Partnership Canada: <https://pollinatorpartnership.ca/en/bee-city-canada>

### **Crosswalk**

N/A

### **Other Notes**

If there is no landscaping on site then there is still the possibility of implementing the proposed strategies in other areas of the building, such as bee hives on the roof, bird-friendly films on glazing etc.

Measures should be in place for at least a year, or one prior summer season.



RESILIENCE & SITE		R2. CLIMATE HAZARDS & RISKS
<b>Focus Area:</b>	Resilience & Site	
<b>Topic:</b>	Climate Hazards & Risks	
<b>Question:</b>	<b>R2.1 – Future Climate Hazards</b> <b>Have the site-specific risks associated with potential future climate hazards and related events been identified?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

5  
0

**Max. Points Available**

5 - Pick one answer

**Description**

To enable preparation and planning, relevant climate-related hazards specific to a property’s location should be identified. This requires consideration of past events that have caused damage and/or disruption and projected future events including their likelihood of occurring and potential consequences at the property level if they do.

Consider both climate hazards that are experienced as trends, such as rising annual temperatures, and climate hazards that are experienced as events, such as severe storms.

The time horizon under consideration should extend into the future, through at least 2050 or further, using climate projections from national and international climate data sources. From climate data projections and the team’s input, the most relevant hazards for the property based on potential level of impact can be identified for assessment of climate risk.

Climate risk analysis is complex, and this question is intended to be an initial step rather than a comprehensive assessment.

**Requirements**

- A. Determine the relevant climate hazards on the site, using climate projection data. Outline methodology and data sources.
- B. Identify exposure of the site to high-impact climate-related hazards in the future, as it is relevant to the site and considering that every situation is different.
- C. Establish the timeframe based on the organization’s planning horizons, but extend to at least 2040.

For example: A property that is located far from any forests or grassland would likely have a low exposure to wildfires impacting the site now and through 2050. However, a property that is located near a forest in a region that regularly experiences wildfires now and is projected to experience more frequent droughts by 2050 could be considered to have a high exposure to wildfires now and through 2050.



## R2.1 – Future Climate Hazards - cont'd

### Documentation

- Narrative or in-house climate risk and adaptation survey or exposure assessment
- [Alternative] Building-Specific Climate Change Risk or Resilience Report

### Adapted BB3 Question

Question 09.01.13 and 09.01.14 – Has a resilience or business continuity plan been prepared for the building that includes the following components? A long-term climate change risk assessment

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### Suggested Lead

In-house, with third-party support

### References

Climate projection data is often available through regional or federal governments or related organizations, such as <https://www.climatedata.ca> , <https://www.climateriskinstitute.ca/climate-data/> , or <https://www.floodsmartcanada.ca/floodplain-maps/> .

<https://www.climateatlas.cacanada.ca/climate-servicesPCIC>

BC: <https://www.pacificclimate.org/data> or <https://www2.gov.bc.ca/gov/content/environment/climate-change/adaptation/risk-assessment>

California: <https://climateassessment.ca.gov/https://www.cityresilienceindex.org/#/> <https://climateriskinstitute.ca/climate-data/municipal> and regional floodplain maps <http://floodsmartcanada.ca/floodplain-maps/>)

Municipal zoning/DPAs (e.g., hazard lands, steep slopes, floodplains)

Regional/provincial climate risk assessments

Regional wildland urban interface fire risk class maps and landslide susceptibility maps

Scientific papers

Portfolio wide risk assessments

### Crosswalk

N/A

### Other Notes

If the hazards were identified through high-level portfolio-wide review, outline the methodology or framework (e.g. GRESB), tools used, level of accuracy and other pertinent information.

For individual building assessments, review regional climate projections where available to determine potential future climate hazards through 2040, 2050 or beyond. Indicate the future emissions/temperature scenario considered and the rationale for the chosen scenario.





RESILIENCE & SITE		R2. CLIMATE HAZARDS & RISKS
<b>Focus Area:</b>	Resilience & Site	
<b>Topic:</b>	Climate Hazards & Risks	
<b>Question:</b>	<b>R2.2 – Rank Climate Risks</b> <b>Have the climate risks been ranked and assessed for the building and site?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

4  
0

**Max. Points Available**

4 - Pick one answer

**Description**

Commercial real estate Suggested Leaders are increasingly recognizing the risks posed by extreme weather events that will continue to occur more frequently than in the past. Design and operations need to focus on business continuity, safety, and wellbeing to reduce risks to assets, occupant health and safety, and services.

Climate risks can be assessed on the basis of the likelihood of a high impact climate hazard occurring and the severity of the consequences to property components, people and systems that may occur. Consequences can include health and safety, displacement, asset damage, inaccessible and unusable space, legal liability, increased insurance premiums, supply chain and service interruptions, reputational impact, increased operations and maintenance costs, environmental effects, and other considerations.

The inclusion of climate resilience in planning, preparation, and implementation projects will reduce risks to ensure that people and property are protected, costs are minimized, reputation is maintained, environmental effects are reduced, and asset value is enhanced.

**Requirements**

- A. Conduct a Climate Risk Assessment. Include information on the relative likelihood of occurrence for each hazard identified and the potential impacts.
- B. For each high-risk hazard identified, determine the likelihood of occurrence through 2040. Rate and describe potential consequences on the building components identified as vulnerable to that hazard.

For example: major floods occur annually and are projected to increase in frequency by 2050, so the likelihood could be rated as ‘high.’ If the mechanical systems are vulnerable to flooding and located in the basement, the consequences of a flood event impacting the mechanical equipment could be total loss of HVAC systems and requirement for replacement, so the consequence could be rated as ‘high.’ However, if the mechanical room is on an upper floor, the consequence of a flood to that system could be ‘low.’



## R2.2 – Rank Climate Risks - cont'd

- C. From this review, identify the highest risks based on the most significant consequences for the most likely, high-impact relevant hazards, where Risk = Likelihood x Consequences).

For example: provision of equipment and supplies, infrastructure upgrades, or retrofits to improve resiliency.

- D. Provide an explanation/description of the data sources, methodologies and Representative Concentration Pathway (RCP) scenario(s) used to determine the highest or most important risks facing the building and site

### Documentation

- Building-Specific Climate Change Risk or Resilience Report

### Adapted BB3 Question

New in BOMA BEST 4.0

### Applicability

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### Suggested Lead

Third-party

### References

IPCC: <https://www.ipcc.ch/climateatlas.cacanada.ca/climate-servicesPCIC> Climate Change Risk Assessment

Guidance: <https://ccme.ca/en/res/riskassessmentguidancesecured.pdf>

<https://icleicanada.org/barc-program/>

Also refer to the BOMA website under 'climate resilience.': [https://bomacanada.ca/wp-content/uploads/2022/07/ResilienceInTheCommercialRealEstateIndustry\\_EN\\_220713\\_small.pdf](https://bomacanada.ca/wp-content/uploads/2022/07/ResilienceInTheCommercialRealEstateIndustry_EN_220713_small.pdf)

ISO 31000:2018

Ontario Climate Change and Health Toolkit

PIEVC Engineering Protocol

BARC Milestone 2

Acceptable asset-level risk assessment frameworks include:- CRREM <https://www.crrem.eu/wp-content/uploads/2020/09/CRREM-Risk-Assessment-Reference-Guide-2020-09-21.pdf>

- PIEVC <https://pievc.ca/>

- ISO 31000 <https://www.iso.org/obp/ui/#iso:std:iso:31000:ed-2:v1:en->

- GRESB <https://www.gresb.com/nl-en/products/climate-risk-platform/>

- BOMA Canada will accept other frameworks if equivalency is proven

### Crosswalk

N/A



## ***R2.2 – Rank Climate Risks - cont'd***

### **Other Notes**

Climate projection data referenced as part of hazard identification will typically include likelihood or increases in occurrence.

Identification of level of risk will vary for each organization, and criteria for determining high, medium, and low consequence and risk should be established internally.

A recommended scenario is Representative Concentration Pathway 8.5 (RCP8.5) from the Intergovernmental Panel on Climate Change (IPCC).



RESILIENCE & SITE		R2. CLIMATE HAZARDS & RISKS
<b>Focus Area:</b>	Resilience & Site	
<b>Topic:</b>	Climate Hazards & Risks	
<b>Question:</b>	<b>R2.3 – Resilience Strategies</b> <b>Have resilience strategies been identified to address the most significant climate risks at the building and site level?</b>	

**Answer**

Select one of the following:

- Yes
- No

Points available:

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Commercial real estate Suggested Leaders are increasingly recognizing the risks posed by extreme weather events that will continue to occur more frequently than in the past. Design and operations need to focus on business continuity, safety, and wellbeing to reduce risks to assets, occupant health and safety, and services.

The inclusion of climate resilience in planning, preparation, and implementation projects will reduce risks to ensure that people and property are protected, costs are minimized, reputation is maintained, environmental effects are reduced, and asset value is enhanced.

While the previous question provides guidance on conducting a high-level assessment of risks to your facility, having a comprehensive assessment done that follows one of the acceptable climate risk assessment frameworks will provide greater depth and detail, and can provide a stronger foundation for planning and decision-making, particularly if completed by a climate risk expert.

**Requirements**

- A. Conduct a Climate Risk Assessment and highlight the framework used to undertake the assessment, as well as the Representative Concentration Pathway (RCP) scenario(s) evaluated
- B. Acceptable asset-level risk assessment frameworks include CRREM, PIEVC, ISO 31000, GRESB or similar, but must focus on the individual property.
- C. If not identified in the report, for each of the highest risks, indicate any measures that have been implemented to address identified risks. Examples include equipment and supplies, infrastructure upgrades, retrofits or other tangible actions

**Documentation**

- Climate Risk Assessment, referencing industry-accepted framework used



### **R2.3 – Resilience Strategies - cont'd**

#### **Adapted BB3 Question**

New in BOMA BEST 4.0

#### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

#### **Suggested Lead**

Third-party

#### **References**

Acceptable asset-level risk assessment frameworks include:- CRREM <https://www.crrem.eu/wp-content/uploads/2020/09/CRREM-Risk-Assessment-Reference-Guide-2020-09-21.pdf>

- PIEVC <https://pievc.ca/>

- ISO 31000 <https://www.iso.org/obp/ui/#iso:std:iso:31000:ed-2:v1:en->

- GRESB <https://www.gresb.com/nl-en/products/climate-risk-platform/>

- BOMA Canada will accept other frameworks if equivalency is proven

#### **Crosswalk**

N/A

#### **Other Notes**

IPCC's recommended Representative Concentration Pathway (RCP) scenario(s) is RCP8.5 – see <https://www.ipcc.ch/> and <https://climate-scenarios.canada.ca/?page=scen-rcp>



RESILIENCE & SITE		R3. CLIMATE PLANNING & VULNERABILITIES
<b>Focus Area:</b>	Resilience & Site	
<b>Topic:</b>	Climate Planning & Vulnerabilities	
<b>Question:</b>	<b>R3.1 – Emergency Preparedness</b> <b>Do emergency preparedness and response plans include climate hazards and related extreme events?</b>	

**Answer**

Select one of the following:

- Yes
- No

Points available:

- 5
- 0

**Max. Points Available**

5 - Pick one answer

**Description**

Commercial real estate leaders are increasingly recognizing the risks posed by extreme weather events that will continue to occur more frequently than in the past. Design and operations need to focus on emergency preparedness, safety, and wellbeing to reduce risks to assets, occupant health and safety, and services.

The inclusion of climate resilience in planning, preparation, and implementation projects will reduce risks to ensure that people and property are protected, costs are minimized, reputation is maintained, environmental effects are reduced, and asset value is enhanced.

Planning activities to respond to high priority climate risks will increase resilience. Risks must be addressed in operations, including emergency response plans and business continuity plan.

**Requirements**

Demonstrate the extent to which climate change and related hazards have been incorporated into the building-specific emergency preparedness and response plans

**Documentation**

- Highlight relevant sections in Emergency Preparedness and Response Plans

**Adapted BB3 Question**

Question 09.01.13 and 09.01.14 – Has a resilience or business continuity plan been prepared for the building that includes the following components?

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord’s control)



### ***R3.1 – Emergency Preparedness - cont'd***

#### **Suggested Lead**

In-house, with third-party support

#### **References**

Resilience in the CRE Industry: [https://bomacanada.ca/wp-content/uploads/2022/07/ResilienceInTheCommercialRealEstateIndustry\\_EN\\_220713\\_small.pdf](https://bomacanada.ca/wp-content/uploads/2022/07/ResilienceInTheCommercialRealEstateIndustry_EN_220713_small.pdf)

Ahead of the Storm: <https://bomacanada.ca/wp-content/uploads/2020/07/Ahead-of-the-Storm-1.pdf> and <https://bomacanada.ca/wp-content/uploads/2020/07/BOMA-Resilience-Single-Page-v2.pdf>

BOMA Canada – Resilience Brief: [https://bomacanada.ca/wp-content/uploads/2019/11/BOMA\\_Resilience\\_Brief\\_Eng\\_v5.pdf](https://bomacanada.ca/wp-content/uploads/2019/11/BOMA_Resilience_Brief_Eng_v5.pdf)

Intergovernmental Panel on Climate Change (IPCC): <https://www.ipcc.ch/>

#### **Crosswalk**

N/A

#### **Other Notes**

None



RESILIENCE & SITE		R3. CLIMATE PLANNING & VULNERABILITIES	
<b>Focus Area:</b>	Resilience & Site		
<b>Topic:</b>	Climate Planning & Vulnerabilities		
<b>Question:</b>	<b>R3.2 – Maintain Critical Systems</b> <b>Have the building’s critical systems been identified that must be maintained in an extreme climate-related hazard event?</b>		

**Answer**

Select one of the following:

Points available:

- Yes
- No

4  
0

**Max. Points Available**

4 - Pick one answer

**Description**

The focus of this question is to guide owners and landlords to think about how future climate events may impact critical building systems, and to plan accordingly. It is meant to go beyond day-to-day emergency preparedness practices.

Resilient buildings reduce vulnerability to climate-related hazards; maintain and enhance healthy, liveable spaces for occupants; and mitigate carbon emissions. Investments in building infrastructure protect against damage and losses and reduce insurance premiums. The owner or landlord should determine which elements are important to review, since every building and situation is different.

Components and systems could include elements related to buildings, site, infrastructure, programs and services, operations, health and safety, or other categories that the owner or landlord deems important for the property. Each element may be reviewed to determine its relative level of exposure and sensitivity to relevant hazards, as well as current ability to adapt to them. In combination, these criteria can be used to assess a building element’s vulnerability to climate hazards.

**Requirements**

- A. List or describe the critical systems that must be maintained in an emergency situation and the building function that requires these systems
- B. For each of the relevant hazards identified, indicate which of the systems could be affected
- C. Provide an explanation of the measures necessary to maintain the critical systems, including critical spare equipment components

Also see Other Notes





## **R3.2 – Maintain Critical Systems - cont'd**

### **Documentation**

- Highlight relevant sections in Emergency Preparedness and Response Plans and associated Policies
- Documentation must be building-specific

### **Adapted BB3 Question**

Question 09.01.13 and 09.01.14 – Has a resilience or business continuity plan been prepared for the building that includes the following components? A long-term climate change risk assessment

### **Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)

### **Suggested Lead**

Third-party

### **References**

BOMA Canada: <https://bomacanada.ca/climate-resilience/>

GRESB: <https://www.gresb.com/nl-en/scaling-building-resilience-in-the-face-of-climate-change/>

RDH's report "Climate Change Resilience for Buildings Primer": <https://www.rdh.com/wp-content/uploads/2021/07/Climate-Change-Resilience-for-Buildings-Primer.pdf>

Resilience in Hospitals: [https://www2.gov.bc.ca/assets/gov/environment/climate-change/cng/symposium/2016/14\\_lessons\\_in\\_hospital\\_resilience\\_-\\_robin\\_guenther.pdf](https://www2.gov.bc.ca/assets/gov/environment/climate-change/cng/symposium/2016/14_lessons_in_hospital_resilience_-_robin_guenther.pdf)

### **Crosswalk**

N/A

### **Other Notes**

Example for a power outage due to an extreme storm:

- Electricity: Is adequate backup/emergency power in place? Note, backup power should be provided with 72 hours of fuel for critical systems/spaces at a minimum
- Heating, cooling and ventilation: What provisions are in place for maintaining safe conditions in case of a power outage?
- Security and communications: What provisions are in place for maintaining security and communications in case of a power outage?
- Accessibility: How will individuals with disabilities fare during power outages and what supports might they need?
- Other: e.g. water, sanitary plumbing, natural gas, stormwater drainage



RESILIENCE & SITE		R3. CLIMATE PLANNING & VULNERABILITIES
<b>Focus Area:</b>	Resilience & Site	
<b>Topic:</b>	Climate Planning & Vulnerabilities	
<b>Question:</b>	<b>R3.3 – Capital Planning</b> <b>Are capital upgrade and renewal planning processes informed by climate-related risks?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

3  
0

**Max. Points Available**

3 - Pick one answer

**Description**

Planning activities to respond to high priority climate risks will increase resilience. Risks must be addressed in operations, including emergency response plans and business continuity plan.

Capital project investments will be required to ensure that assets can respond to and recover from extreme weather events. Projects addressing climate risks should be incorporated into capital projects.

**Requirements**

- A. Provide an explanation of how climate risks are incorporated into planning and budgeting
- B. Show the inclusion of climate risk mitigation projects that have been incorporated into the 10 year plan
- C. List completed, initiated or budgeted climate risk mitigation capital projects, identifying the risks addressed
- D. Indicate the extent of the improvements and the implementation stage

**Documentation**

- Explanation of how climate risks have been incorporated into planning and budgeting.
- List of climate mitigation capital projects and identify the risks addressed

**Adapted BB3 Question**

Question 09.01.13 and Question 09.01.15 – Has a resilience or business continuity plan been prepared for the building that includes the following components? An adaptation plan based on assessed long-term climate risks

**Applicability**

Applicable to Office, Healthcare, Enclosed Shopping Centre, Universal and Multi-Unit Residential buildings

**Suggested Lead**

Third-party



***R3.3 – Capital Planning - cont'd***

**References**

None

**Crosswalk**

N/A

**Other Notes**

None



RESILIENCE & SITE		R4. TRAINING & INNOVATION
<b>Focus Area:</b>	Resilience & Site	
<b>Topic:</b>	Training	
<b>Question:</b>	<b>R4.1 – Training in Resilience</b> <b>Did the building operations and management team receive resilience training in the previous three years?</b>	

**Answer**

Select one of the following:

Points available:

- Yes
- No

2  
0

**Max. Points Available**

2 - Pick one answer

**Description**

Over time, technologies and preferred practices in building operations and maintenance change. Providing regular professional development opportunities is a good way to help retain staff. Offering training and educational opportunities related to environmental/sustainable building performance not only benefit staff but improve the performance of the building when staff training is applied at the building level.

**Requirements**

- A. List the names of staff members to whom the competencies covered under these topics would apply
- B. Provide the applicable course outline or syllabus
- C. Provide evidence of competency or training received such as credentials, completion certificate, record of attendance

**Documentation**

- Name of building O&M team member who received the training
- Course outline or syllabus
- Training Certificate or Record of Attendance

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability** Applicable to all buildings (systems or equipment in the owner or landlord’s control)

**Suggested Lead**

In-house, with third-party support

**References**

N/A



***R4.1 – Training in Resilience - cont'd***

**Crosswalk**

None

**Other Notes**

None



RESILIENCE & SITE	R4. TRAINING & INNOVATION
<b>Focus Area:</b>	<b>Resilience &amp; Site</b>
<b>Topic:</b>	<b>Training</b>
<b>Question:</b>	<p><b>R4.2 – Innovation in Resilience &amp; Site</b></p> <p><b>Is an innovative process or technology in place at the building that goes beyond the requirements outlined in this section?</b></p>

**Answer**

Select all that apply:

Points available:

- |   |   |
|---|---|
| - Non-potable sources of water is used for irrigation   | 1 |
| - Actions are being taken to address climate risk hazards identified                                | 1 |
| - [Other Asset Classes] Electric Vehicle (EV) charging stations installed for >2% of parking stalls | 1 |
| - [MURBs] Electric Vehicle (EV) charging stations installed for >2% of resident suites              | 1 |
| - Other   | 1 |
| - Not Applicable  | - |

**Max. Points Available**

4 - Max points cap

**Description**

Many processes and technologies exist that go beyond the standards and requirements set out in the BOMA BEST Assessment. If building managers/owners have invested in innovative processes or technologies that go beyond these standards, innovation points can be earned under this question

**Requirements**

- A. Provide details of the technology or process applied at the building
- B. Indicate when the technology or process was implemented and the steps that are in place to ensure the technology or process' ongoing success
- C. [If "Other" is selected] Explain how the technology or process has improved the building's resilience and site management practices for it to be considered innovative

**Documentation**

- Narrative of innovative technology or process and its impact

**Adapted BB3 Question**

New in BOMA BEST 4.0

**Applicability**

Applicable to all buildings (systems or equipment in the owner or landlord's control)



***R4.2 – Innovation in Resilience & Site - cont'd***

**Suggested Lead**

In-house, with third-party support

**References**

None

**Crosswalk**

N/A

**Other Notes**

None