

2015
CERTIFICATE OF EXCELLENCE

SHOPPING CENTRE
SUBMISSION /SCORING GUIDEBOOK

Submission Deadline: Friday, January 30, 2015

Certificate of Excellence Award

The BOMA Toronto Awards program recognizes excellence in buildings, their management teams and individuals and companies that have contributed to the betterment of the industry and the Building Owners and Managers Association.

The BOMA Certificate of Excellence is backed by a rigorous certification program that involves a written submission and an onsite visit. Information to be included and scored includes: Building Management and Operations, Community Impact, Tenant Relations, Energy and Environmental Management, Emergency Preparedness, Training of Building Personnel and the Marketing and Branding and Customer Experience.

ELIGIBILITY

A group of retail and other commercial establishments, either enclosed or open air, managed by one company. The entry must be managed as a single property, one to multiple levels in height. The anchor ratio must be at least 25% percent with a minimum of 50 percent occupancy. The property must have a minimum average annual assembly of 5,000 patrons and contain at least one anchor retailer (Grocery, Fashion, Department Store, etc.). The entry may consist of:

Community Centres (100,000 – 400,000 sq. ft.)

- Acreage 10-40
- Anchor Ratio 40-60%
- Primary Trade Area 3-6 miles

Power Centres (250,000 – 600,000 sq. ft.)

- Acreage 25-80
- Anchor Ratio 75-90%
- Primary Trade Area 5-10 miles

Regional Shopping Centres (400,000 – 800,000 sq. ft.)

- Acreage 40-100
- Anchor Ratio 50-70%
- Primary Trade Area 5-25 miles

Super Regional Shopping Centres (800,000+ sq. ft.)

- Acreage 60-120
- Anchor Ratio 50-70%
- Primary Trade Area 5-25 miles

- The building must be owned or managed by a BOMA Toronto member that is directly responsible or accountable for the property being entered.
- As of July 2015, the building must be at least 3 years old from the date of occupancy of the first tenant.
- At least 50% of the building's rentable area must be used as retail space.
- Owned and managed by present incumbent (Owner Company/Management Company) for at least 1 year at the time of the submission deadline.
- All entrants must have a valid BOMA BEST® certification at the time of scheduled building inspection. Omission of BOMA BEST® certification will result in automatic disqualification.
- See Call for Submission Registration Form for further **TOBY category** eligibility requirements.
- For the January 2015 submissions – Certificate of Excellence winners who last submitted in January 31, 2012 are now eligible to compete again
(**Note:** Certificate of Excellence winners are eligible for re-certification **every** 3 years)
- For the January 2015 submissions – TOBY winners who last submitted in January 31, 2009, if entering in the **same** TOBY Category are now eligible to compete again.
(**Note:** TOBY winners eligible for re-certification **after** 5 years, if entering in the **same** TOBY Category).
- For the January 2015 submissions - Toby winners who last submitted in January 31, 2011, if entering in a different TOBY category are now eligible to compete again.
(**Note:** TOBY winners eligible for re-certification **after** 3 years, if entering in a **different** TOBY category).

PLEASE NOTE: By applying to the Certificate of Excellence Awards program, I acknowledge and accept the following terms and conditions: *Judging results are verified by BOMA Toronto's official auditing firm, SCM Risk Management Services Inc. All results are final and are not subject to appeal. Judges are industry representatives who volunteer their time and expertise for this program. The BOMA Toronto Awards Committee that establishes our criteria is also comprised of industry representatives. Any concerns or issues with judging of properties must be made known immediately to the BOMA Toronto office prior to the judging audit or the results being provided to the property.*

SUBMISSION GUIDELINES

Certification of Excellence

Certification must be renewed every three years to ensure that the standard of excellence is maintained. (Note: Any building receiving a local TOBY award at the time of certification is eligible for re-certification after five years).

Entrants are advised that standards may be revised or enhanced in subsequent years, therefore re-certification should not be assumed. Certification is valid for a three/five year term as long as the property management or ownership does not change.

TOBY

Certificate of Excellence recipients are automatically entered into BOMA Toronto TOBY Awards Programs. The Outstanding Building of the Year (TOBY) is awarded to the top scoring building in various building categories within the BOMA Toronto Certificate of Excellence Program. The minimum score for a TOBY win is 80%. Toronto TOBY winners may be eligible to enter in categories that continue on in the BOMA National Awards program, given they meet National requirements. If successful there they are eligible to move on to the BOMA International Award program in available categories. Please check the BOMA National and International guidebooks for further details on available award categories.

New Management/Ownership

Where a building/facility has been certified in the past or is expected to be entered for certification, a submission will only be considered following a minimum of one year under new management/ownership.

Building/Facility Under Renovation/Rehabilitation

A building/facility will not be considered under the Certificate of Excellence Program if it is undergoing extensive renovations or rehabilitation (e.g. curtain wall replacement). A building/facility undergoing minor renovations and/or ongoing common area improvement programs is eligible; however, entrants are advised that cleanliness/safety measures/ tenant communication programs, etc., of areas undergoing construction, will be considered by the judges.

Building Inspection

A mandatory building inspection will be scheduled shortly after the submission deadline. A member of the Judging Team will contact the Property Manager in advance to book a mutually agreeable date and time for a site visit.

Upon arrival, judges should be taken to a boardroom or office where they will spend a minimum of a 1 hour examining all of the mandatory documents. (All mandatory documents must be pre-assembled at this location prior to their arrival as well as a copy of the formal submission). Failure to comply will result in immediate disqualification and loss of entry fee. Following the review, the judges should be taken on a tour of the building (**Tour guide must be very familiar with the submission and all building areas and systems and prepared to answer onsite questions from the judges. Note: Property Manager and Associate should be on site during inspections**). Please allow a minimum of 2.5 hours to complete the building inspection process.

Submission Format

Limit the response to each section as outlined. (10 pt. Arial Font) Additional material will not be considered. As a part of BOMA Toronto's sustainable initiative, **electronic submissions are preferred and encouraged**; in PDF format only (Completed Submission can be sent by: Email to Teresa at tc bent@bomatoronto.org, or USB, or by uploading to a preferred drop box i.e. www.wetransfer.com). Please ensure that all documents are proof read before submitting.

Submission Deadline

All **completed** submissions must be sent to BOMA Toronto by 4:00 p.m. January 30, 2015.

Results

Judging results are verified by BOMA Toronto's official auditing firm, SCM Risk Management Services Inc. **All results are final and are not subject to appeal.**

SUBMISSION SPECIFICATIONS

1. Cover Letter

Cover Sheet (to include the following)

Building Name, Building Address/City, TOBY Category, Year Built, Building Owner, Building Management Company, BOMA Member Contact Information (Mailing/Phone/Email)

2. Building Description

Maximum 1,725 characters (approximately 300 words) 10pt Arial Font (Submission Requirement)

Provide a summary of the physical description of the building(s) and property.

3. Building Standards

Maximum 9,500 characters (approximately 1,800 words) 10pt Arial Font (Submission Requirement)

The Building(s) standards should be designed to provide the reader with an overview of the building(s) and property. Start with the following:

- Building Name
- Number of Floors
- Total Building Sq. Ft.
- Retail Area Sq. Ft.
- Office Area Sq. Ft.
- Other Area Sq. Ft.

NOTE: No metric measurements. Area will be rentable area of the building using the BOMA/ANSI Standard Method for Measuring Floor Area in Retail Buildings.

Next provide a single paragraph describing each of the items below:

1. Number of Public Entrances to the mall and their physical characteristics
2. Mall Common Area Standard Finishes
3. Description of Any Public Use Facilities or Promotion Courts
4. Restroom Standard Finishes
5. Customer Service/Concierge Facilities
6. Utility Distribution
7. Elevators and/or Escalators and/or Moving Walks, Freight, Lift
8. HVAC Distribution System
9. Fire Life Safety Systems
10. Loading Dock & Back of House Tenant Receiving Areas
11. Parking (staff parking facilities/customer parking surface and/or structured)
12. Emergency Generator/Back-up Power
13. Exterior Building Description (type of facade, windows, roof etc.)

4. Building Photographs

All photos to be high resolution (minimum 300 dpi) 11" x 14" colour (JPG) to be submitted via email or on disk.

Awards Ceremony Photographs

- One exterior shot of your building for display at Awards Ceremony
- One property management team photo (please include within the template the names of the people in the photograph)

NOTE: The following photos and site survey are optional at the BOMA Toronto Awards level, however they become mandatory for National and International Awards submissions, should they entry win a TOBY and move on to the next level of competition.

OPTIONAL: Additional Competition Photographs

- 2 Exterior
- 1 Interior (Lobby and Hallways)
- 1 Standard Tenant Area
- 1 Central Plant or Main Mechanical Rm. (Chiller, Fire Pump or Boiler Room)
- 2 Additional photographs, the subject matter of which is the entrants choice

5. Typical Floor Plan and Site Plan

Provide a floor plan for your building showing your main lobby as well as two (2) additional typical floor plans. Include a site plan or an aerial photograph (optional). The aerial photograph should show the building(s) and property / boundary lines. Send in PDF form titled i.e. Complied Site Floor Plan.pdf.

SUMMARY OF JUDGES' SCORING

*A minimum of 70% must be earned to receive the Certificate of Excellence Award.
A minimum of 80% must be earned to be eligible for the TOBY.*

SECTION	POINT SCALE	SCORE
<i>Cover Letter with Building Submission Info</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>
<i>Building Description</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>
<i>Building Standards</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>
<i>Photographs (Competition & Awards)</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>
<i>Typical Floor Plan and Site Plan</i>	<i>Prerequisite</i>	<i>(Judges to Verify)</i>

Site Building Inspection (Judges must attach completed checklist) 0-5 _____ (min. 3 to pass)

Community Impact	0-15	_____
Tenant Relations / Building Amenities	0-15	_____
Energy Management / Conservation	0-20	_____
Environmental / Regulatory / Sustainability	0-15	_____
Emergency Preparedness / Security Standards	0-15	_____
Training of Building Personnel	0-15	_____
Marketing, Branding and Customer Experience	0-10	_____
TOTAL	0-110	_____

Reminder!

Bonus: BOMA BEST® Level 3 – 1 pt. / Level 4 or LEED EB (certified) – 2 pt. _____ **0 – 2**

A. BUILDING INSPECTION

NOTE: Entrants/Judges shall allow a minimum of 2.5 hours for each building inspection.

Mandatory Documentation Verification (Minimum 1 hour review)

A copy of the official submission as well as the following documents is to be available for the Judge's verification.

Note: On-line versions are encouraged, but must be available at time of inspection at the property being inspected. Ease of navigation is essential to ensure that judges can readily review

This documentation is mandatory (i.e. failure to comply will result in immediate disqualification and loss of entry fee)

The following eleven items are mandatory:

1. Tenant Manual (See Section C)
2. Tenant Maintenance/Facility Services Request System, including 12 month tracking platform. (See Section C)
3. Energy Management Plan (See Section D)
4. Emergency Preparedness Plan (See Section F)
5. MSDS (See Section E)
6. Elevator / Escalator / Moving Walks, Freight, Lift-Maintenance Log (See Section E)
7. Annual & Monthly Waste Management Audit Reports (See Section E)
8. Annual Budget
9. Annual Fire & Safety Compliance Testing (See Section F)
10. Passing of Building Inspection (See Section A)
11. BOMA BEST® (Mandatory: minimum Level 1 or Level 2)

Note: All entrants are required to obtain a valid BOMA BEST® certification. This certification must be made available during judging period.

Judges Scoring Guide – Site Visit

A. Building Inspection

Judges shall review the Building Description and Standards prior to visiting the building.

Judges shall visit each of the areas identified on the Building Inspection Checklist (see Appendix A).

Total Point Score (Combination of Inspection Checklist, & Features) _____/5

- 1 = Poor/Unacceptable**
- 2 = Below Average**
- 3 = Good**
- 4 = Above Average**
- 5 = Excellent**

NOTE: In order to be eligible to receive a Certificate of Excellence, entrants must score at least 3 out of 5 in the Building Inspection portion.

B. COMMUNITY IMPACT

WRITTEN SUBMISSION

- Written submission to provide detailed explanation of site specific information. Corporate and or National programs are only applicable if the entrant can describe and provide evidence on how the site team participated.
- Future planned events/programs are not applicable to scoring. Please include when event/program last occurred and how long events/programs have been in place.
- This section should not be confused with Tenant Relations. Describe services that are open to the community.
- A maximum of three inserted attachments reflecting the events being described is permitted in the written submission. Examples include: scans of posters, flyers, newsletters, charity acknowledgement letters, committee verification letters.

Submission Requirement: Maximum 8,500 Characters. (Approximately 1,625 words) 10pt. Arial Font Maximum of 3 PDF attachments allowed. No JPEG attachments allowed for this section.

Judges Scoring Guide – Site Visit

B. Community Impact

Judges are to be provided verification of below examples of community impact described in written submission. I.e. pictures, letters, newsletters, advertisements, applications, thank you letters, website confirmation.

1 point per item to a maximum of 15 points.

1. Is community employment created as a direct result of the building's existence?

Written Submission: Describe permanent and temporary employment at site.

- Are retail tenants encouraged to give back to the community and how? (ie. Employment opportunities)
- Summer students employed, co-op student placements
- Seasonal hires, holiday gift wrap centre,
- Provide list of site staff and contracted staff
- Other(s) _____ (Describe)

2. Are amenities made available to the community as a result of the property?

Written Submission: Describe amenities open to the public to utilize.

- Parks, courtyards, gazebos, picnic areas & public seating areas
- Space donated for a community garden
- Nature trails, bike trails, running/walking trails
- Ponds, fountains, ice rinks
- Enclosed community meeting spaces
- Library
- Flu shot clinics, blood donor clinics
- Other(s) _____ (Describe)

3. Does the building management or staff show participation in community involvement and enrichment?

Written Submission: Describe programs, events and efforts made

- Are community awareness events held i.e. Earth Week events, Healthy Living Fairs, Job fairs, Seminars, Info sessions.
- Staff participation in local business Improvement Association (BIA).
- Staff involved in volunteer committees/ events. i.e. School, charity, industry, participate in Habitat for Humanity build days, etc.
- Building/Staff participation in educational/mentoring programs, Take our Kids to Work Day, speaking at local school career days, work with local high school, college, universities in offering class opportunities to have interactive projects/proposals.
- Participation/Planning of charity events, sponsorships, donations, food, toy and clothing drives, clothing drop off boxes.
- Participation in city community events/ donation of space, vacant area, courtyards, lobbies. BIA events, City events i.e. Nuitblanche, tourism events, business networking events, city economic growth initiatives/events
- Permission for local artists, musicians, buskers to utilize space, artisan shows, craft, book, jewelry markets, farmers markets,
- Tree planting, local park / road adoption.
- Other(s) _____ (Describe) **Total: _____/15**

C. TENANT RELATIONS

Provide a summary of the Tenant Relations efforts and/or programs sponsored by building management within the last 12 months.

Describe all proactive efforts on the part of management working with Tenants such as forms of communication as well as your maintenance/facility service request process and procedure.

Describe tenant amenities available such as health facilities, daycare and food service. Indicate if tenant satisfaction surveys were conducted including the frequency and the date the last survey was completed and the results.

Provide evidence of the major findings and the action/s management took to share results, alleviate concerns and/or problems, and/or ensure that acceptable and “popular” procedures and activities were maintained.

Each entrant may provide up to 3 samples of tenant appreciation letters, 2 newsletters, 3 photographs reflecting the events being described and the table of contents from their tenant manual. Do not include the entire manual or photograph collages (Only single images).

Today's Tenant Relations function can be described as an inactive, mutually-beneficial relationship. Accordingly this Landlord/Manager is accountable, responsive to issues and readily available, taking a long-term view to understand the business objectives and goals of his Tenants. Provide examples demonstrating how your service levels go above and beyond what is typically offered in the marketplace. For example: do your facilities services align with your Tenant's needs, helping them to succeed.

Submission Requirement: Maximum 8,500 Characters. (Approximately 1,625 words) 10pt. Arial Font Maximum of 6 PDF attachments and 3 JPEG attachments allowed for this section.

Judges Scoring Guide – Site Visit

C. Tenant Relations

Tenant Relations

- Tenant Manuals (site specific and within the last 2 years)
(welcome package, construction rules & regulation, fire safety plan) _____/1
- Tenant Relations (Internal Policies, e.g. move in/move out,
conflict resolution, customer service) _____/2
- Tenant Maintenance Requests/Facility Services Platform, including
12 month tracking record _____/2
- Tenant Communications (email, website, posters, retailer forums,
lunch and learn events) _____/1
- Tenant Survey, Results & Action Plan (within past 2 years) _____/2
- Retail and Marketing Association in place (describe program) _____/1
- Tenant Retention Strategy
(ongoing relationship building with tenant contact, retailer communication
strategy, retailer satisfaction studies) _____/2
- Tenant Services (retailer liaison, appreciation events) _____/2

Retail Building Amenities

- e.g. staff parking, daycare, health facilities, first aid, staff recreation area, concierge,
meeting facilities, transit access, bike facilities, ATM machines, Car & Auto
share, Car2Go, EV Station, transit shuttle services, storage lockers,
well posted signage family friendly facilities _____/2

Total Point Score _____/15

D. ENERGY MANAGEMENT / CONSERVATION

Provide a description of the programs and measures taken to conserve energy at the building.

Building Staff/Tenant Education

Describe any programs in place to educate building operations staff, property managers, engineers, leasing agents, and other personnel such as tenants about the importance of and methods for energy conservation. This may include encouraging or requiring participation in BOMA Energy Efficiency Program (BEEP), ENERGY STAR® training sessions, BOMA BEST® Webinars, pursuing industry certification and professional development programs.

Building Operations and Maintenance

Describe your building maintenance procedures and how they contribute to energy conservation. This should include consideration of the following: preventative maintenance programs, system documentation, equipment and system performance monitoring, sensor and control calibration. Provide a description of the steps taken to improve the energy performance of your building over the last three years.

Building Energy Management System Monitoring (EMS)

Energy Management systems are often underutilized in commercial buildings. When fully engaged, they are powerful tools for improving the performance of HVAC and lighting systems and conserving energy. Describe the EMS in place in your building and the degree to which you use it to reduce the buildings energy consumption. Provide measureable results demonstrating reduction in energy and improved performance.

Include a description of energy conserving projects completed or planned to be completed in next 12 months. Describe and quantify the savings to the owner and to the tenants when projects and programs have been implemented to reduce energy. Include graphs demonstrating reduction and savings where possible. All graphs should be combined into a single PDF.

Describe certifications and awards you have received that relate to energy conservation. Attach a copy of the certification/award.

Submission Requirement: Maximum 8,000 Characters. (Approximately 1,575 words) 10pt. Arial Font Maximum of 3 PDF attachments, 1 of which should include the BOMA BEST® certificate in this section.

Judges Scoring Guide – Site Visit

D. Energy Management / Conservation

- Energy Management Plan
(Comprehensive plan available on-site supporting energy management policies and procedures) _____/3
- Company goals/targets in place for reducing energy consumption _____/1
- Enrollment in incentive/rebate programs (e.g. local, Provincial/Federal) _____/1
- Energy efficient projects in place or intent to commit within 12 months
(e.g. BAS, solar panels, plug and lighting audits, lighting retrofits, power factor correction, thermal storage, deep lake cooling, VFD, energy efficient roofing, chiller refrigerant change-out and heat reclaim, high efficiency equipment, re-commissioning) _____/3
- Energy efficient programs at site (e.g. race to reduce, green team, green roof, tenant engagement activities, tenant seminars) _____/1
- Tenant Awareness, Incentive, Education and Participation Programs _____/3
- Building Staff Education / Participation (e.g. site energy team meetings)
(e.g. participation on Green Council Committee) _____/3
- Building Operations and Maintenance Procedures, practices contributing to site energy efficiency _____/3
- Energy Management Systems – Building Automation, metering
- Tracking/Benchmarking of utility consumption and comparison year over year, showing results /savings in a spreadsheet or graph format _____/2

Total Point Score _____/20

Bonus: BOMA BEST® Level 3 – 1 pt. / Level 4 or LEED EB (certified) – 2 pt. _____ 0 – 2

E. ENVIRONMENTAL / REGULATORY / SUSTAINABILITY

Describe a minimum of 6 programs of which at least 3 should be related to Environmental and Regulatory and at least 3 related to Sustainability.

Environmental & Regulatory:

Describe the policies and procedures in place at the building. This may include accessibility for disabled tenants and visitors, indoor air quality management and testing, storage tank management, generator testing and management, hazardous waste management, asbestos management, emergency clean up, blood borne pathogen program, tenant environmental management and compliance. Include any additional environmental and regulatory policies and procedures not mentioned above that are being followed.

Sustainability:

Describe the policies and procedures in place at the building. This may include storm water management, green friendly landscape management, integrated pest control management, green cleaning, green purchasing policy, exterior building maintenance management plan, waste maintenance and recycling, lamp disposal, water reduction and management and traffic reduction initiatives. Please include any additional sustainable policies and procedures not mentioned above that are being followed.

When describing these policies and procedures explain if you have municipal, provincial or federal compliance that you are following. If these programs are not mandated, then explain their purpose for implementing. Provide a summary of how building management monitors tenant operations for environmental compliance.

Submission Requirement: Maximum 8,500 Characters. (Approximately 1,625 words) 10pt. Arial Font No PDF attachments for this section are required.

Judges Scoring Guide – Site Visit

E. Environmental / Regulatory / Sustainability

Environmental & Regulatory

- Environmental Management Plan/Manual in place and available
- Asbestos Management Plan (if applicable), Elevator/Escalator/Moving Walks, Freight, Lift Maintenance Log, Waste Audit Reports (month/annual), Waste Reduction Work Plan Posted, Roof Anchor Plan & Inspection, CFC Reporting, Air Emissions, TSSA Compliance

Compliance / work plans in place to meet New Regulations

- I.e. Elevator Guarding and car top rails. Bill 168, Customer Service Standard of the Accessibility for Ontarians with Disabilities Act (AODA) etc.

Health & Safety

- Procedures (Staff & Contractor)
(hot work permits, spill control procedures, lockout/tagout, roof waivers, contractor management program, safe work permit program in place, etc.)
- Committee (Record Keeping, H&S Board)
- Equipment (chemical storage, protective gear, safety shower, eyewash station)
- WHMIS compliance
- MSDS (housekeeping & maintenance)
- Evidence of Bill 168 work plan (Employment & Human Rights Law)

Accessibility Action Work Plan

- **Wheelchair**
- Entryways, washrooms, elevators, lights switches (maximum height 42")
- **Visually Impaired**
- Braille elevator buttons; Braille main directory; Braille suite # and names; floor indication by voice or tone in elevator; concierge service available for assistance in building _____/8

Sustainability

- Efforts made to reduce of environmental footprint
- Sustainability included in owners documentation, leases, constructions manuals, construction services
- Building recycling plan list of recycling services made available. I.e. Recycling toners, cartridges, cell phones, batteries, e-waste, organic waste
- Cradle to grave programs
- Tenant engagement initiative on sustainability
- Green cleaning, green purchasing, green landscaping
I.e. Reuse of building materials & sustainability policies/programs _____/7

Total Point Score

_____/15

F. EMERGENCY PREPAREDNESS / SECURITY STANDARDS

Provide a summary of procedures and programs for life safety, fire, disaster, and security standards. You can include a table of contents of your emergency management and security standards manual(s).

Include how fire and evacuation drills are conducted, how often and when.

Describe training for property management and tenants as well as recovery procedures.

If you work with local first responders and conduct live training, explain how this is accomplished.

Provide a summary about your Business Continuity Plan and if drills are conducted how they are documented and communicated.

Submission Requirement: Maximum 8,500 Characters. (Approximately 1,625 words) 10pt. Arial Font Maximum on one (1) PDF attachment for this section.

Judges Scoring Guide – Site Visit

F. Emergency Preparedness / Security Standards (Building Specific)

Emergency Preparedness

- Emergency Preparedness Plan (Fire, Disaster, Pandemic, etc.) _____/3
- Evacuation Procedures, Customer/Employee and Staff Training, Drills _____/2
- Emergency Systems, Maintenance, Procedures, Training, Testing, Recording/log Books, Fire/Emergency procedures _____/2
- Annual Fire & Safety Systems Certificate, monthly Fire Safety inspection sign off _____/1
- Emergency After Hour Tenant Contact Procedures _____/1
- Business Continuity Plan _____/2
- Emergency Equipment (AED, Oxygen, SCBA, first aid/trauma kits) _____/1
- Communications Equipment (2 way radios, PA systems, paging, emergency notification system) _____/1

Security Standards _____/2

- Key, Access Card Control, Audits performed at minimal annually
- Security Policies/Procedures in place and reviewed within past 24 months
- Security Systems (CCTV/Access Control/Duress)
- Security staff (proof of training and licenses)

Total Point Score _____/15

G. TRAINING OF BUILDING PERSONNEL

Provide a list of qualifications/professional designations for building staff and a building specific organization chart of the building management staff.

Describe the following: on-going training programs for building personnel including seminars, in-house training and continuing education completed as well as designations, participation in professional organizations and team building and how this is managed for all personnel. Detail prior year and current year training plus future plans.

Include in the written submission a summary of information requested in the below judges scoring guide if in place at your site.

Submission Requirement: Maximum 8,500 Characters. (Approximately 1,625 words) 10pt. Arial Font Maximum of one (1) PDF attachment allowed for this section.

Judges Scoring Guide – Site Visit

G. Training of Building Personnel – Judges will require evidence of the following

General

- Provide for judges a site specific Building Property Management Team Organizational Chart, detailing: name, title, designation, number of years in the business.
- Does each position or role have a job description? Are these reviewed on an annual basis? Are they made available for staff review and input?
- Does the organization provide internal training, seminars, courses, webinars, internal website as a resource, skill upgrading opportunities for employees?
- Are there internal Property Management Policy & Procedures and templates available to staff as a resource. Copy to be made available for judges.
- Does the organization offer specific training/ initiatives to create a customer service culture?
- Does the organization offer any non-technical or customer service related training such as people skills, conflict resolution?

_____ /5

Site Specific Training

- Provide for judges a summary tracking sheet detailing a list of staff and the training received in the prior and current year. Tracking sheets should indicate which specific training requirements by job function or role. Note the date of when training was completed and when refresher or recertification training is required.
 - Examples; WHIMIS, Fall protection, Asbestos, Lock Out/Tag Out, Confined Spaces, Environmental Awareness, CPR, First Aid, AED, AODA, Workplace Harassment Awareness, Arc Flash, Fire Safety,
(Note: Judges will require to view proof of back up, therefore training records must be available upon verification request).

_____ /5

Employee Retention, Recognition and Development

- Are any site staff currently working towards designations, degrees, certifications, applicable to their roles i.e. RPA, FMA, IFMA, BES, CPM, LEED
- Employee Assistance Program
- Evidence of a Goals & Objective program in place, staff performance reviews completed at minimum annually to encourage employee growth, feedback and communication. Are Annual Goals and Objectives tied to building/ property performance as well as staff development / performance?
- Evidence of employee retention efforts, staff / team building events, mentoring, succession planning,
- Evidence of an employee recognition program within the organization
- Evidence of staff surveys and suggestions – encourage, recognize and reward customer service excellence
- Industry/internal Awards & Recognition received by team, site or employee

_____ /5

Total Point Score

_____ /15

H. MARKETING, BRANDING AND CUSTOMER EXPERIENCE

Successful marketing and branding of a shopping centre creates competitive advantage, and helps cement loyalty and creates synergies, within the community within which it trades. Shopping Centres, retailers and customers are now using a multichannel approach to communicate, promote and share their shopping experiences.

Describe all the proactive efforts on the part of management working with Tenants to implement an effective communication strategy for the shopping centre to both position the centre effectively as well as to improve customer service.

Each entrant may provide up to 3 examples of marketing and branding campaigns and how these were implemented, monitored and their effectiveness evaluated.

The overall shopping experience provided for consumers has become an important factor for the ongoing success of the shopping centre. There should be a continued focus on identifying the important needs and expectations of shoppers, and delivering service levels that go above and beyond what is typically offered in the marketplace, through active management of the shopping centre environment,

Submission Requirement: Maximum 8,500 Characters. (Approximately 1,625 words) 10pt. Arial Font

Judges Scoring Guide – Site Visit

H. Marketing and Branding and Customer Experience

Marketing and Branding

- Website detailing all stores, facilities and events
- Ongoing market research to provide frequent consumer feedback about brand awareness and image conveyed (last 2 years)
- Brand maintenance by adopting multi-faceted communication and customer contact methods (e-mail, Facebook, Twitter, Instagram etc)
- Analysis of footfall into the centre and into key stores

_____/5

Customer Experience

- Undertake regular research to understand the changing needs of your consumers (focus groups, mystery shopping, social media monitoring) (last 2 years)
- Do you have a system which encourages and rewards the achievement of superior customer service.
- Efficient management of foot traffic into the mall and parking facilities.
- Effective zoning of tenant mix offering multiple choices and satisfying multiple needs.
- All management staff embrace a service culture and share responsibility for customer service.
- Are the needs of families considered and appropriate facilities provided.
- Is technology available to enhance the shopping experience i.e. WIFI
- Industry/Community awards or recognition demonstrating superior customer shopping experience.

_____/5

Total Point Score

_____/10

SECTION A:

NOTE: *In order to be eligible to receive a Certificate of Excellence, entrants must score at least 3 out of 5 in the Building Inspection portion.*

APPENDIX A

Retail Building Inspection Checklist

Building Name: _____

Management Company: _____

	Reviewed	Comments
Mall Entrances		
Ease of access for pedestrians	_____	_____
Greeting/Helpfulness of Lobby Attendants	_____	_____
Mall staff easily recognized and smartly attired	_____	_____
Housekeeping/Maintenance	_____	_____
Aesthetic Appeal	_____	_____
Directory/Signage	_____	_____
Lighting	_____	_____
Customer Service Desk/ Accessibility equipment	_____	_____
Accessibility	_____	_____
Close proximity to public transit	_____	_____
Security/Life Safety/Control Centre		
Access Control/Lobby	_____	_____
Professionalism of Staff	_____	_____
Security Staff properly attired and identifiable	_____	_____
Cameras	_____	_____
After Hours Access	_____	_____
Security Manual/Emergency Procedures	_____	_____
Staff Training and Development	_____	_____
Access Control (Key/Inventory Control)	_____	_____
Fire and Life Safety Equipment	_____	_____
Fire Safety Plan	_____	_____
Emergency Generator	_____	_____
Automated External Defibrillator (AED)	_____	_____
Management Office		
Proximity to mall common areas (easy to find)	_____	_____
Directional signage	_____	_____
Housekeeping	_____	_____
Aesthetic Appeal	_____	_____
Responsiveness to Tenant Issues	_____	_____
Policies and Procedures Manual (risk management, contract administration, performance appraisals, insurance certificate administration, tenant manuals)	_____	_____
Annual Budget/Reporting Procedures	_____	_____
Staffing/Professionalism	_____	_____
Technology	_____	_____
Staff Training and Development	_____	_____
Construction/Floor Plans	_____	_____
Construction Administration	_____	_____

Retail Building Inspection Checklist

(Page 2)

	Reviewed	Comments
Elevators / Escalators / Moving Walks / Freight / Lift		
Maintenance Logs current	_____	_____
TSSA License	_____	_____
Escalator Start/Stop test	_____	_____
Hydraulic Leak test	_____	_____
Fireman cab recall test	_____	_____
General Appearance	_____	_____
Accessibility (AODA)	_____	_____
Mall Common Areas		
Housekeeping/Maintenance	_____	_____
Aesthetic Appeal	_____	_____
Signage (clear concise consistent)	_____	_____
Up to date directories and mall guides	_____	_____
Lighting	_____	_____
Accessibility	_____	_____
Restrooms		
Housekeeping (consider air quality, adequate paper and soap supplies and refuse handling, both retail tenant/public)	_____	_____
Attractiveness	_____	_____
Family restroom facilities	_____	_____
Nursing station	_____	_____
Accessibility	_____	_____
Stairwells		
Housekeeping/Maintenance	_____	_____
Aesthetic Appeal	_____	_____
Lighting	_____	_____
Signage	_____	_____
Fire Extinguishers and Hoses (have extinguishers been checked as required by fire code?)	_____	_____
Back of House Services Corridor (where applicable)		
Housekeeping/Maintenance	_____	_____
Lighting	_____	_____
Signage	_____	_____
Safety/Security (free from obstruction, CCTV Monitored)	_____	_____
Safety/Security (consider first aid supplies, signage, HazCom program, product labeling, storage methods, fire extinguishers, etc.)	_____	_____
OHS Compliance/Lockout/Tagout	_____	_____
Energy Management System (optimal start, chiller/boiler sequencing, condenser/chilled water reset)	_____	_____
Equipment Maintenance Logs (should be current and in an organized, ready-to-use format)	_____	_____
Preventive Maintenance Schedule/Procedures	_____	_____
Level of Physical Organization	_____	_____
Inspection Procedures	_____	_____
Technology	_____	_____
Electrical	_____	_____
Air Handler	_____	_____
Telephone	_____	_____
Shop	_____	_____
Janitorial closet	_____	_____

Retail Building Inspection Checklist

(Page 3)

	Reviewed	Comments
Roof (optional - weather permitting)	_____	_____
Roof anchor plan posted near exit	_____	_____
Parking Facilities		
(Grade only if Owner/Agent Operated)		
Erase of access from main mall entrances	_____	_____
Adequate directional signage	_____	_____
Zoning/colour coding for ease of use	_____	_____
Cleanliness/Maintenance/Striping	_____	_____
Attractiveness	_____	_____
Proximity to Building	_____	_____
Payment machines well located (where applicable)	_____	_____
Security/Safety/Lighting	_____	_____
Parent and child parking spaces	_____	_____
Accessibility	_____	_____
Landscaping/Grounds (Exterior)		
Cleanliness/Maintenance	_____	_____
Attractiveness	_____	_____
Entrance Lighting	_____	_____
Waste Management & Loading Area		
Cleanliness/Air Quality/Pest Control	_____	_____
Overall Appearance/Maintenance	_____	_____
Recycling	_____	_____

Additional Comments Section:

Building Inspection verification:

Judge's Signature

Judge's Signature