

What It Takes to Be A TOBY Winner Build Your Story & COMPETE!

May 12, 2021

Panel of Winners & Judges

2020 Int'l Winners 401 N. Michigan 1 North Dearborn 1515 W. Webster 110 N. Carpenter







TOBY Panel Moderator



SUSAN HAMMER

RPA, BOMI-HP, LEED AP O+M **General Manager at JLL BOMA International Executive Committee Liaison to the International Awards Committee BOMA/Chicago** TOBY Co-Chair

Local, Regional & International Judge

2016 International TOBY Winner for Over 1 Million Square Feet **AMA Plaza**











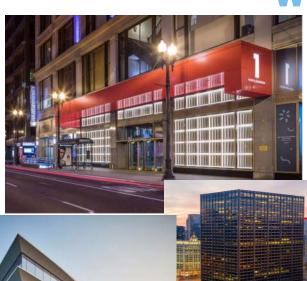
THE OUTSTANDING BUILDING OF THE YEAR AWARDS







Panelist Introduction – 2020 International Winners



Michael Graham, MB Real Estate

2020 International Winner: Renovated 1 North Dearborn

Lori Olson, Zeller

2020 International Winner: 500,000-1 Million sf 401 North Michigan

Karen Pahl, Sterling Bay

2020 International Winner: 100,000 – 299,000 sf 1515 W. Webster



Panelist Introduction – 2021 Regional Winners







Joe Collins, CBRE
Over 1 Million SF
150 North Riverside

Karen Gana, CBRE Earth Category 353 N. Clark

Mary Cherny, JLL
Historical Building
Central Standard Building/231 S. LaSalle





Richard Similio, CBRE

2021 Regional Winner: 500,000 - 1 Million SF 150 North Michigan

Katie Colgan, CBRE

2021 Regional Winner – Public Assembly Harold Washington Library Center



Panelist Introduction - Judges



Teresa Amaro, CBRE

Co-Chair BOMA/Chicago TOBY Committee
International TOBY Winner: 100,000 – 249,999 SF

Bradley Borowiec, Zeller

International TOBY Winner: Historical Building Wrigley Building

Angel Brown, TAWANI Property Management 2020 Judge



BOMA/Chicago



Jaclynne Madden

MBA/CAE
Director of Education
Building Owners and Managers Association of Chicago







Polling Question

I am a:

Potential TOBY Applicant

Potential TOBY Judge

Previous Finalist

Previous Winner

Vendor/Supplier Partner

Today's Agenda

- Section 1: TOBY Basics & Overview
- Section 2: Panel Discussion
 - COVID-19 Guidelines
 - Best Practices
- Section 3: Question & Answer Session

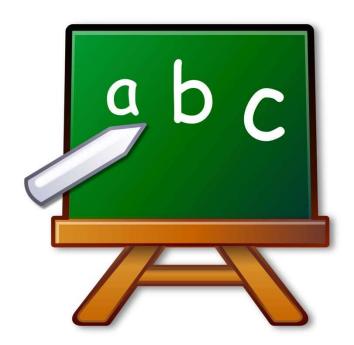








Section 1: TOBY BASICS





WHY TOBY

- Recognize excellence in building management & Operations
- Ultimate goal for building operators
- Most prestigious award in the industry
- Market Differentiator TOBY buildings outperform other similar buildings.

Brand Recognition
Team Building
Owner Recognition





What do I need to consider if I apply?



Owner Buy-In
Preparation
Team Participation
Timeline
Cost/Budgeting



Three Levels of Competition

1. Local

2. Regional

 Mid-Atlantic, Southern, Southwest, North Central, Midwest Northern, Pacific Southwest, Pacific Northwest, Canadian and International

3. International

- July 2021 BOMA International Conference in Boston MA
- 2022 TBD



TOBY Categories

17 Categories – can only choose ONE!

5 Categories Based on Square Feet 12 Other Property Types

Under 100,000 SF 100,000-299,999 SF 250,000-499,999 SF 500,000-999,999 SF Over 1 Million SF Suburban Low-Rise
Suburban Mid-Rise
Corporate Facility
Earth
Historical
Renovated

Industrial

Medical

Mixed Use

Public Use

Retail

Open Strip Enclosed Mall

Medical Office



Which Category is Best for Us?

BOMA/Chicago Follows International Guidelines

Read Entry Requirement Descriptions Carefully

Historically the Square Footage Candidates have the Most Entries

Make it a Team Decision



Important Dates

Application Portal Open: Mid-July 2021

Application Deadline: Mid-September

Onsite Judging: October & November 2021

Local Winners Announced: January 2022

North Central Region Applications Due: March 2022

North Central Regional Winners Announced: April 2022

International TOBY Gala: TBD



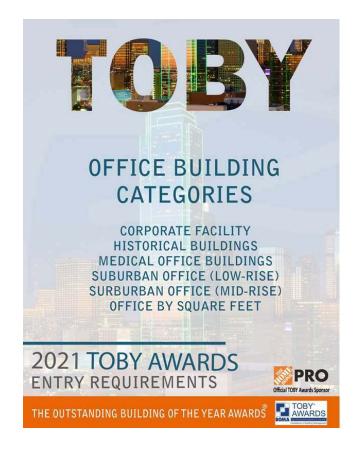


Entry Requirements

At least one year from date of occupancy of the first tenant by June 15, 2022 with a minimum of 12 months of building operations.

All categories must be at least 50% occupied.

Review Individual Categories for Separate Requirements.





Local Toby - Step 1

Prepare and Write the Application Use International Guidelines and Submit on TOBY Portal





TOBY Application Sections

Online TOBY Portal Application for Regional & International

- Application worth 100+ points
- Building Description/Building Standards/
- Photos: 5 points
- Community Service: 15 points
- Tenant Relations: 15 points
- Energy Conservation: 20 points
- Environmental, Regulatory, Sustainability:
- 15 points
- Emergency Preparedness/Life Safety:
 15 points
- Training for Building Personnel: 15 points

EARTH

- Application worth 110+ points
- Building Description/Executive Summary/Photos: 5 points
- Reduction of Environmental Risk: 15 points
- Indoor Air Quality/Green Cleaning: 15 points
- Recycling: 10 points
- Community Service: 10 points
- Energy Conservation: 20 points
- Water Conservation: 10 points
- Interior Finish: 10 points
- Indoor Air Quality/Green Cleaning: 5 points
- Occupant Communication/Education: 5 points
- Case Study: 5 points



8 Week Timelines

- Week 1: Stakeholder buy-in, confirm category, read guidelines, benchmark for Energy Star and Share with BOMA International, begin gathering supplemental information; schedule inspection prep; delegate tasks.
- Week 2: Write Building Description & Building Standards sections; make a list of required photos; arrange for photo shoot.
- **Week 3: Write Community Impact and Tenant Relations Sections**
- Week 4: Write Energy Conservation, begin Environmental/Regulatory/Sustainability, Waste (ERSW)
- Week 5: Complete ERSW, Write Emergency Preparedness/Life Safety
- Week 6: Complete Training for Building Personnel, begin review of all sections, confirm all documents.
- Week 7: Final edits and upload into the TOBY online portal.
- Week 8: Final proof in portal, check attachments, and **SUBMIT**.



TOBY & BOMA 360 Comparison

If your building has achieved the BOMA 360 or LEED designation, then you are strategically placed to enter for TOBY based on the work you have already done!

Refer to the BOMA360 and TOBY Comparison document.

Keep in mind that these are separate programs/awards.

RENOVATED BUILDING

North Central Region

1 North Dearborn Chicago, Illinois

Managed by MB Real Estate Services Inc. Owned by OND Property LLC

Year Built: 1929

Canada Region

101 McNabb Street Markham, Ontario, Canada

Managed by Crown Property Management Inc. Owned by OP Trust Office Inc.

Year Built: 1984

Southern Region

Doctor's Center at Emory St. Joseph's Hospital Atlanta, Georgia

Managed by Lillibridge Healthcare Services Inc. Owned by LHT North Atlanta, LLC

Year Built: 1980









Step 2: Onsite Inspection



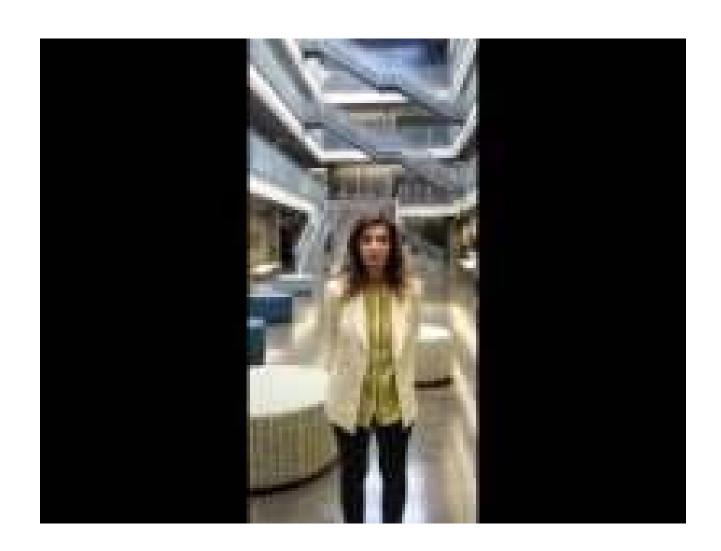


TOBY INSPECTION VERIFICATION

Local/City:		
Category:		
Areas Inspected (All items are required for eligibility to compete)	Yes	No
Entrance /Mail Lobby		
Security/Life Safety		ĵ
Management Office		
Elevators		
Multi-Tenant Corridors		
Restrooms		
Stairwells		
Typical Tenant Suite		
Central Plant/Engineering Office		
Equipment Rooms/Service Areas		
Evidence of Evacuation Drills conducted within past 12 months 🥏		
Roof		
Parking facilities (grade only if Owner/Agent Operated)		
Landscaping/Grounds		
Refuse Removal and Loading Dock Areas		
Tenant Amenities		
Preventive Maintenance Manual Soperating Procedures (online or printed) Or printed)		
Regular Financial Reports/Accounting Software		
Purchase Policies 🧼		
COI for Comprehensive, and/or Liability Insurance OFTIC COMPRESS CONTRACT OF COMPRISS COMPRISE COMPRIS		
Judge's Affidavit As one of the judges for the local BOMA TOBY Awards Program, I have inspecte areas at the building site using BOMA International's "The Outstanding Building		
Judge's Name (please print):		

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Judge's Name (please print):	
Judge's Signature:	
Date:	







Section 2 TOBY Panel for Applicants & Judges

Let the panel discussion begin!





TOBY Panel



Why participate in the TOBY competition?

Participate as an applicant? Participate as a judge?



Which category should your building enter?



Square Footage?
Earth Category?
Renovated Category?
Historical Category?
Retail?

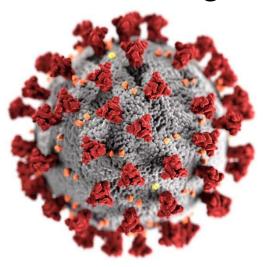


How Did COVID Change the Competition?

It is not what has changed...



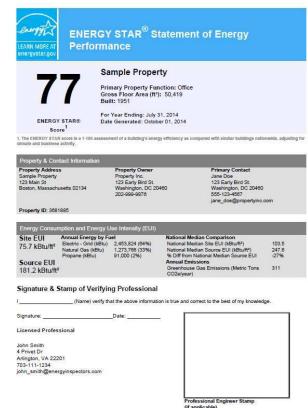
But what has changed us!





Continuing COVID Related TOBY Application Changes

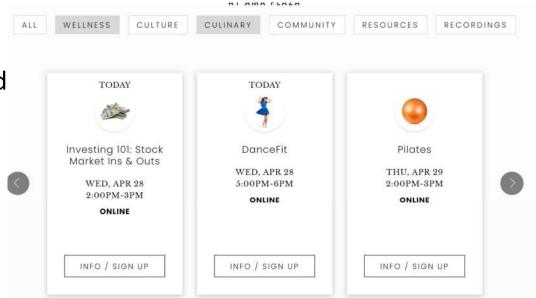
- ENERGY STAR REINSTATED.
- SEP Mandatory



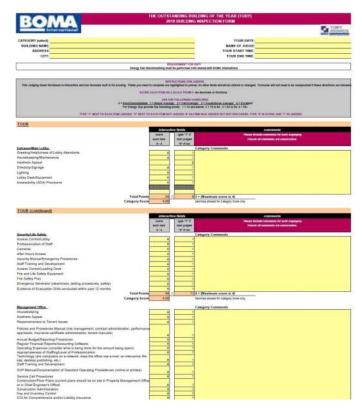


Continuing COVID Related TOBY Application Changes

- Fire Drills Required follow City of Chicago Guidelines
- Virtual Events Descriptions and photos of events within the last 24 months is acceptable.
 - Community Service
 - Tenant Engagement
 - Virtual Training







In October/November, 2 judges Will safely inspect your building.

Your building is evaluated based on the inspection sheets that BOMA/Chicago will send to you.

Review these forms before the inspection.

Prepare your onsite inspection to touch on each aspect. Practice with your team.



- Prescribed inspection areas minimum 70% score required.
- Evidence of Evacuation Drills
- Preventive Maintenance Manual
- Standard Operating Procedures Manual
- Financial Reporting
- Purchasing Policies
- COI Comprehensive & Liability Insurance
- Certificate of Occupancy or Business
- License

Prepare your onsite inspection to touch on each aspect. Practice with your team.



TOBY INSPECTION VERIFICATION Entrance /Mail Lobby Security/Life Safety Management Office Elevators Multi-Tenant Corridors Restrooms Central Plant/Engineering Office Evidence of Evacuation Drills conducted within past 12 months Parking facilities (grade only if Owner/Agent Operated) Refuse Removal and Loading Dock Areas Preventive Maintenance Manual SOP Manual/Documentation of Standard Operating Procedures (online Regular Financial Reports/Accounting Software COI for Comprehensive, and/or Liability Insurance Certificate of occupancy or business license for code compliance

Judge's Affidavit	ı
As one of the judges for the local BOMA TOBY Awards Program, I have inspected the above indicated	
areas at the building site using BOMA International's "The Outstanding Building of the Year" program	
Judge's Name (please print):	
Judge's Signature:	
Date:	

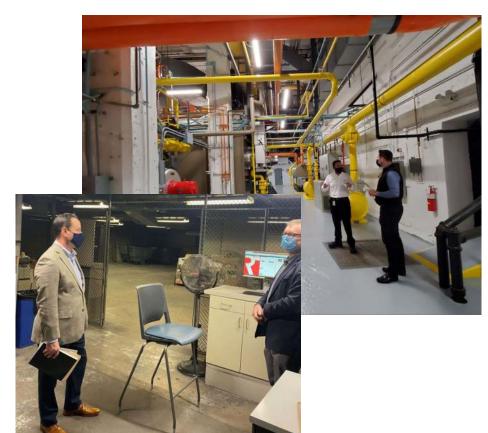


- Municipality/state/province says it is safe to enter buildings, meet with staff, and perform inspections.
- Judges and building staff agree they are willing to do so.
- Judges establish guidelines and communicate to building teams.
- Follow all required guidelines for social distancing and PPE mandates.



Further suggestions to reduce risk:

- Conduct documentation review remotely through a screen sharing application.
- Conduct site visits after hours
- Reduce the number of the building side team to the lowest number needed to answer questions. Team members should be consistent throughout competition – such as Manager, Engineer, Security, etc.





TOBY Panel

How did you prepare for the on-site inspection? Any adjustments for COVID protocols?

How do judges prepare for the inspection?





How did your team impress the judges during the on-site inspection?











How can vendors, service providers and other stakeholders (including tenants and owners) get involved in building participation and success?





We won locally! Now what?

How do we prepare for regional and international?



Using the International Portal







How do you use attachments to supplement your application?

How do judges use your attachments and how important are they?



Types of Attachments
Site Plan
Building & Team Photos
Statement of Energy Performance
Tenant Event Examples
Organizational Chart
& More



Which Sections Present the Greatest Challenges?

Community Service



Tenant Relations



Energy Conservation



Environmental, Regulatory & Sustainability



Emergency Preparedness & Life Safety



Building Personnel Training





EARTH AWARD - ADDITIONAL CATEGORIES

Reduction of Environmental Risk



Water Conservation



Energy Conservation



Interior Finish



Recycling



Indoor Air Quality/ Green Cleaning



Occupant
Communication/
Education



Case Study





Best Practices for Online Portal

- Create as a Word document and copy/paste into the portal
- Be aware of the specific word counts; these word counts are different for each category
- Upload attachments as directed
- Chronicle outcomes
- Write in the active voice





Summary Thoughts

TOBY is not a "beauty" contest, but....

Goal is to win locally but keep your sights on the Regional & International Competitions

Images are critical for Regional & International

Customize the application to your building

Make it a Management Team Decision and Effort



TOBY Publicity & Media







Two BOMA/Chicago TOBY Gold Circle Award winners are bringing home some more hardware for the mantle. AMA Plaza and 564 West Randolph were named TOBY International Award winners at the BOMA International conference in Washington, DC.

AMA Plaza, managed by Riverview Realty, won a TOBY for a building over 1M SF. The 1.5M SF, Mies van der Rohe-designed building is LEED Goldcertified, underwent a \$70M rehab and is home to the American Medical Association and the Langham Hotel.

#journals

oloretearre

SECTOR~ MARKET~ EVENTS~

Two BOMA/Chicago building members honored with International TOPV Awards

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BOMA/CHICAGO ANNOUNCED THAT TWO LOCAL BUILDING MEMBERS – 564 WEST RANDOLPH AND AMA PLAZA – WERE HONORED WITH 2016 INTERNATIONAL TOBY AWARDS AT THE BOMA INTERNATIONAL CONFERENCE, JUNE 28 IN WASHINGTON, DC.

BOMA/Chicago announced that two local building members – 564 West Randolph and AMA Plaza – were honored with 2016 International TOBY Awards at the BOM International Conference, June 28 in Washington, DIC.



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ast Night's TOBY Awards! - Property Managemen

Last Night's TOBY Awards!

June 29, 2016 | Amanda Marsh, Bisnow New Jersey

Perhaps the only place with **stiffer competition** than the upcoming presidential election was the **30th annual International TOBY Awards** last night at the Gaylord National Resort in Washington, DC, which closed the BOMA International Conference & Expo. (And it included fewer political barbs, as well.) Out of **84 buildings**, only **15** took home the coveted honor bestowed upon a building's operational team.



One of the most anticipated awards was in the 1M+ SF category, which this year went to Chicago's AMA Plaza, managed by Riverview Realty Property Management. The LEED-Gold, 1.5M SF multi-tenant tower is a Windy City landmark and on the National Register of Historic Places. Designed by renowned architect Mies van der Rohe, it

houses tech tenants and a 318-room hotel.



Volunteer to be a TOBY Judge



- Important to help fellow property management teams to achieve this prestigious award.
- Enhances the property management field and advances the promotion of best practices.
- Provides valuable service, support and advice to fellow property managers.
- Provides celebration opportunities with peers.
- Encourages those who need to keep trying.
- Supports and promotes excellence in building management.



Applicant Best Practices

Refer to the "TOBY Applicant Best Practices" Handout





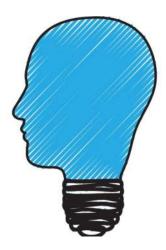
2022 Information – Coming in July

Find all TOBY information at www.bomachicago.org



Final Thoughts

Final Words of Wisdom from the Experts





2021 NORTH CENTRAL REGION WINNERS

150 North Riverside – Over 1 Million SF CBRE



150 North Michigan – 500,000 to 1 Million SF CBRE





2021 NORTH CENTRAL REGION WINNERS

353 North Clark - Earth CBRE









2021 NORTH CENTRAL REGION WINNERS

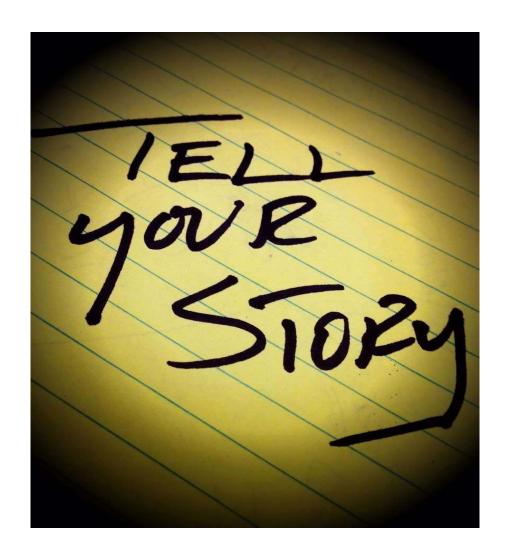
Harold Washington Library Center - Public Assembly CBRE

231 South LaSalle – Historical JLL











BUILDING STORIES A PET STORY - AMA PLAZA/330 North Wabash

This is Armadillo?

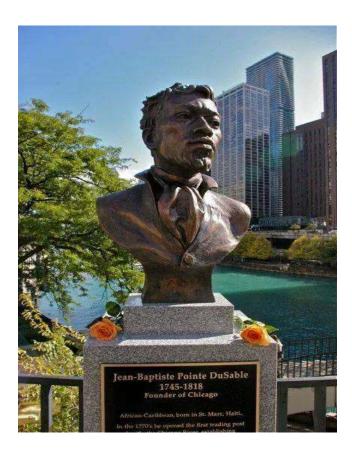
He Has a Story. 6.15.1971 to 7.27.1987







A Landmark Story - 401 N. Michigan

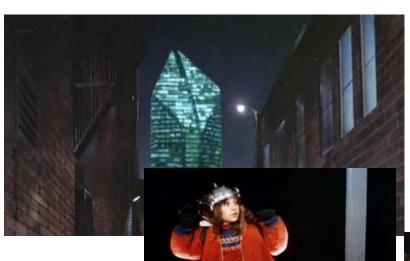


Jean-Baptiste Pointe DuSable

- Settled on the Chicago River in 1790
- Site is a National Historic Landmark



Iconic Story- 150 North Michigan



Transformers



Adventures in Babysitting





The Dark Knight

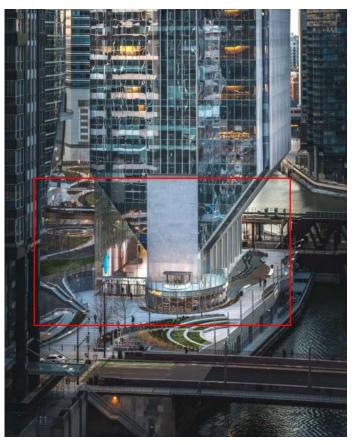
Elvis's Story- 400 S. Jefferson





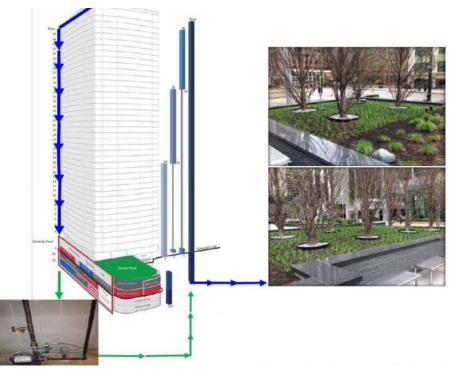


A Physics Story – 150 N. Riverside





A Green Story – 353 N. Clark



Water Conservation

353 North Clark's 16,000 square feet of green roofs collect and absorb rainwater

- Rainwater is pumped down to a 15,000 gallon cistern located in the parking garage
- Over 55,000 gallons of rainwater is used annually to water the property's plaza landscaping
 - Equivalent to over 1,300 bathtubs
 - An even greater quantity is diverted from municipal sewers



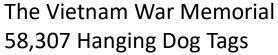
A Timely Story – Central Standard Building/231 N. LaSalle





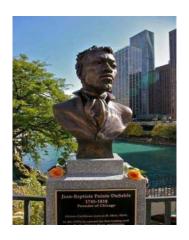
A Story of Service Harold Washington Library – "Above & Beyond"







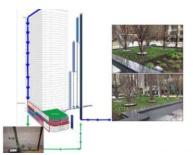
BUILD YOUR STORY











Water Conservation

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 - An even greater quantity diverted from municipal









Questions?





