

Guidance for BOMA BEST – Impact of COVID-19



Purpose

To provide guidance for answering questions in the BOMA BEST Sustainable Buildings program due to the disruption of building operations related to the COVID-19 pandemic.

To ensure that BOMA BEST certifications can continue and that verification will provide a reasonable score of a building's performance against the intent and criteria of BOMA BEST.

Applicable to

Enclosed Shopping Centres, Light Industrial, Office, Open Air Retail, and Universal asset classes.

Background

The COVID-19 pandemic has had an impact on the operations and occupancy of many buildings and as such there may be an impact on BOMA BEST requirements.

BOMA Canada has reviewed the BEST Practices and assessment questionnaires and has identified those BEST Practices and questions that may be impacted. We are providing this guidance to ensure that certifications and verifications can continue as much as possible.

Users of the BOMA BEST Sustainable Buildings Program should continue completing and updating their submissions.

The question numbering in the following tables may be different due to the variability across questionnaires.

This guidance, while comprehensive, may not be applicable for individual building situations.

IF A VARIANCE IS BEING CLAIMED

The [BOMA BEST Variance Checklist & Future Commitment](#) document must be completed prior to the verification and returned by email to the verifier and to verification@bomacanada.ca

Download an **editable version** of the BOMA BEST Variance Checklist & Future Commitment [here](#).

For further clarification or guidance on these or other questions or issues, please contact BOMA Canada at verification@bomacanada.ca

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Eligibility

Eligibility Criteria	Variance
70% occupancy required for 12 consecutive months	<p>If the building had 70% occupancy for the 12-month period ending <u>prior</u> to March 2020, the building is still considered eligible for <i>BOMA BEST Bronze, Silver, Gold or Platinum</i>.</p> <p>If the building had less than 70% occupancy for the 12-month period ending <u>prior</u> to March 2020, the building is eligible for the <i>BOMA BEST Certified</i> level only. Contact info@bomabest.org for more information.</p>

BEST Practices

All BEST Practices except those specifically listed below should continue as-per-usual:

BEST Practice	Variance
BEST Practice 2: Has an ASHRAE Level 1 Energy Assessment been conducted in the last five (5) years?	<p>If allowed, proceed as usual with on-site walkthrough and analysis. Usage analysis shall be based on <u>pre-March 2020</u> data.</p> <p>If an on-site walkthrough by a competent person is not allowed (for COVID-19 related issues):</p> <p>Pathway 1 – Virtual walkthrough: The competent person may instruct an on-site representative to gather the required information via a “virtual walkthrough”. It is up to the parties involved to identify the strategy that will produce the best and most meaningful results. Usage analysis shall be based on <u>pre-March 2020</u> data.</p> <ol style="list-style-type: none"> Upload the completed energy assessment with a description of how the virtual walkthrough was completed <p>Pathway 2 – Past compliance & future commitment: If energy assessment has been performed in the past during normal building operations:</p> <ol style="list-style-type: none"> Upload the previously completed energy assessment Upload commitment to completing and uploading the BEST Practice by June 30, 2021. Must be signed and dated by building manager.
BEST Practice 5: Has a Water Assessment been conducted in the last five (5) years?	<p>If allowed, proceed as usual with on-site walkthrough and analysis. Usage analysis shall be based on <u>pre-March 2020</u> data.</p> <p>If an on-site walkthrough by a competent person is not allowed (for COVID-19 related issues):</p> <p>Pathway 1 – Virtual walkthrough: The competent person may instruct an on-site representative to gather the required information via a “virtual walkthrough”. It is up to the parties involved to identify the strategy that will produce the best and most meaningful results. Usage analysis shall be based on <u>pre-March 2020</u> data.</p> <ol style="list-style-type: none"> Upload the completed water assessment with a description of how the virtual walkthrough was completed <p>Pathway 2 – Past compliance & future commitment: If water assessment has been performed in the past during normal building operations:</p> <ol style="list-style-type: none"> Upload the previously completed water assessment Upload commitment to completing and uploading the BEST Practice by June 30, 2021. Must be signed and dated by building manager.

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BEST Practice	Variance
<p>BEST Practice 9: Is a Hazardous Building Materials Management Program in place at the building?</p>	<p>If allowed, proceed as usual with steps required to complete the BEST Practice. If the on-site inventory/inspection portion cannot be completed by a competent person (for COVID-19 related issues)</p> <p>Pathway 1 – Past compliance & future commitment: If previously completed:</p> <ul style="list-style-type: none"> a) Upload the previously completed BEST Practice b) Upload commitment to completing and uploading the BEST Practice by June 30, 2021. Must be signed and dated by building manager. <p>Pathway 2 – Plan of Intent & future commitment: If never completed:</p> <ul style="list-style-type: none"> a) Upload the Plan of Intent (complete template available here) <p>Upload commitment to completing and uploading the BEST Practice by June 30, 2021. Must be signed and dated by building manager.</p>
<p>BEST Practice 13: Has a Waste Audit been completed for the building in the past three (3) years?</p>	<p>If occupancy is below 50% (for COVID-19 related issues) the waste audit should be deferred.</p> <p>Pathway 1 – Audit Update: If waste audit has been previously completed <u>AND</u> the contracted waste hauler can provide building-specific pickup weights from the last twelve-month period of normal operations (e.g. March 2019 – March 2020).</p> <ul style="list-style-type: none"> a) Upload the updated audit based on weights & composition details. <p>Pathway 2 – Past compliance & future commitment: If a waste audit has been previously completed but there are no building-specific waste hauler weights:</p> <ul style="list-style-type: none"> a) Upload previously completed audit b) Upload commitment to completing and uploading the BEST Practice by June 30, 2021 or when occupancy is 50%. Must be signed and dated by building manager. <p>Pathway 3 – Plan of Intent & future commitment: If waste audit has never been completed:</p> <ul style="list-style-type: none"> a) Upload the Plan of Intent (complete template available here) b) Upload commitment to completing and uploading the BEST Practice by June 30, 2021 or when occupancy is 50%. Must be signed and dated by building manager. <p>See BEST Practice 13 Interpretation for more details.</p>
<p>BEST Practice 14: Is a Waste Reduction Work Plan in place at the building?</p>	<p>Pathway 1 – Waste Reduction Work Plan Update: If Waste Audit was updated in BEST Practice 13 (only available to those who have previously completed a waste audit and have building-specific waste hauler pickup weights)</p> <ul style="list-style-type: none"> a) Upload the updated waste reduction work plan with insights from updated audit. <p>Pathway 2 – Waste Reduction Management Gap Analysis: Conduct self-assessment of internal waste management processes and optimize where possible to target waste reduction.</p> <ul style="list-style-type: none"> a) Upload the Waste Reduction Management Gap Analysis <p>See BEST Practice 14 Interpretation for more details.</p>

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Questions in assessment

All questions in the assessment can be completed as-per-usual except potentially the following ones which *may* need special considerations:

Question	Variance
01.02.02: What is the calculated weather-normalized site Energy Use Intensity (EUI) for this building?	Collection period for the data set used to calculate the EUI must have completed <u>before</u> March 1, 2020.
01.02.03: What is the ENERGY STAR Score achieved by this building?	Collection period for the data set used to calculate the ENERGY STAR Score must have completed <u>before</u> March 1, 2020.
01.02.04: Has a thermal imaging scan of the roof or walls been performed within the last five (5) years?	<p>Proceed as usual with on-site imaging.</p> <p>If on-site assessment cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload the previously completed work. Points are awarded. b) Upload commitment to completing and uploading the work by June 30, 2021. Must be signed and dated by building manager. <p>If on-site imaging cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>
01.02.05: Has an ASHRAE Level 2 Energy Assessment been performed on the building in the last five (5) years?	<p>Proceed as usual with on-site walkthrough & analysis. Collection period for the data set used to calculate the ENERGY STAR Score must have completed <u>before</u> March 1, 2020.</p> <p>If on-site assessment cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload the previously completed work. Points are awarded. b) Upload commitment to completing and uploading the work by June 30, 2021. Must be signed and dated by building manager. <p>If on-site assessment cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>
02.02.02: What is the calculated Water Use Intensity (WUI) for the building?	Collection period for the data set used to calculate the WUI must have completed <u>before</u> March 1, 2020.
02.02.03: What is the Water Use Intensity (WUI) range achieved by this building?	Collection period for the data set used to calculate the WUI must have completed <u>before</u> March 1, 2020.

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Question	Variance
<p>03.02.01: Does the air quality meet the goals set out in the IAQ Monitoring Plan?</p>	<p>Proceed with testing as usual (recommended if HVAC systems are operational, regardless of occupancy). BOMA Canada recommends building managers follow ASHRAE guidance on managing infectious aerosols in buildings.</p> <p>If on-site assessment cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021. Must be signed and dated by building manager. <p>If an assessment cannot proceed (for COVID-19 related issues) and it has NOT been completed previously as part of normal building operations, then no points can be awarded.</p>
<p>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?</p>	<p>Proceed with testing as usual (recommended if HVAC systems are operational, regardless of occupancy). BOMA Canada recommends building managers follow ASHRAE guidance on managing infectious aerosols in buildings.</p> <p>If on-site assessment cannot proceed (for COVID -19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021. Must be signed and dated by building manager. <p>If an assessment cannot proceed (for COVID-19 related issues) and it has NOT been completed previously as part of normal building operations, then no points can be awarded.</p>
<p>04.02.01: Has an assessment been performed of background sound levels generated from exterior and base-building sources?</p>	<p>If variable occupancy levels (for COVID-19 related issues) will likely have impact on results, it is recommended to NOT complete at this time until occupancy has reached 50%.</p> <p>If on-site assessment cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021 or when occupancy has reached 50%. Must be signed and dated by building manager. <p>If on-site assessment cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>
<p>05.01.01: Is a Legionella Bacteria Control Management Program in place at the building?</p>	<p>Proceed as usual with on-site work & program development.</p> <p>If on-site work cannot proceed (for COVID -19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> c) Upload previous report & answer “Yes”. Points will be awarded. d) Upload commitment to completing and uploading the report by June 30, 2021. Must be signed and dated by building manager. <p>If on-site work cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>

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Question	Variance
<p>05.02.01: Has a radon risk assessment been completed for the building?</p>	<p>Proceed as usual with on-site work & program development.</p> <p>If on-site assessment cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021. Must be signed and dated by building manager. <p>If on-site assessment cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>
<p>05.03.01: Are mitigation strategies in place to bring radon concentrations to within acceptable limits?</p>	<p>Proceed as usual with on-site work & analysis.</p> <p>If on-site work cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021. Must be signed and dated by building manager. <p>If on-site work cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>
<p>07.02.01: Is a green cleaning audit been conducted annually at the building?</p>	<p>If variable occupancy levels (for COVID-19 related issues) will likely have impact on results, it is recommended to NOT complete at this time until occupancy has reached 50%.</p> <p>If on-site assessment cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021 or when occupancy has reached 50%. Must be signed and dated by building manager. <p>If on-site assessment cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>
<p>09.02.01: Has a property condition assessment (PCA) report been completed for this building within the past five (5) years</p>	<p>Proceed as usual with on-site work & analysis.</p> <p>If on-site work cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021. Must be signed and dated by building manager. <p>If on-site work cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>

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Question	Variance
<p>10.02.01 – 10.02.08: Does building management regularly conduct an occupant satisfaction survey that includes the following components?</p>	<p>If variable occupancy levels (for COVID-19 related issues) will likely have impact on results, it is recommended to NOT complete at this time until occupancy has reached 50%.</p> <p>If survey cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021 or when occupancy has reached 50%. Must be signed and dated by building manager. <p>If survey cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>
<p>10.02.09: Is a transportation survey conducted in the building?</p>	<p>If variable occupancy levels (for COVID-19 related issues) will likely have impact on results, it is recommended to NOT complete at this time until occupancy has reached 50%.</p> <p>If survey cannot proceed (for COVID-19 related issues) but it HAS been completed previously during normal building operations:</p> <ul style="list-style-type: none"> a) Upload previous report & answer “Yes”. Points will be awarded. b) Upload commitment to completing and uploading the report by June 30, 2021 or when occupancy has reached 50%. Must be signed and dated by building manager. <p>If survey cannot proceed and it has NOT been completed previously as part of normal building operations. No points are awarded.</p>