

Overview of COVID-19 considerations in BOMA BEST



BOMA BEST certifications can continue throughout this time though some modifications may be needed.

1. BEST Practices

5 BEST Practices may require a variance in the approach.

In general, the guidance is:

- If the requirement can be done onsite or virtually, then proceed.
- If the requirement has been part of regular operations in the past and the only factor inhibiting completion at this time is COVID-19 related, then BOMA Canada will accept a copy of a previous assessment and a signed commitment to complete the requirement by June 30, 2021.

2. Questionnaire

Applicants can continue to answer all questions and obtain meaningful results; however, a few questions may require a modification in the approach.

1. Where third-party work is required (e.g. radon assessment or thermal imaging), the work may proceed. We recommend that those involved discuss which precautions should be taken to ensure everyone's safety.
2. It is recommended that the requirements for certain questions should not be completed now because occupancy variability will have an impact on results (e.g. tenant satisfaction survey).
3. In general, the guidance is:
 - If the requirement has been part of regular operations in the past and the only factor inhibiting completion at this time is COVID-19 related, then BOMA Canada will accept a copy of a previous assessment and a signed commitment to complete the requirement by June 30, 2021. Points will be awarded.
 - If the work cannot be completed and the requirement has not been previously completed, points cannot be awarded at this time.

Questions requiring future reviews will be verified starting July 2, 2021. If the update has not been completed by then, the points will be removed, and certification levels may change.

BOMA Canada reserves the right to change the June 30, 2021 deadline should it no longer be considered appropriate.

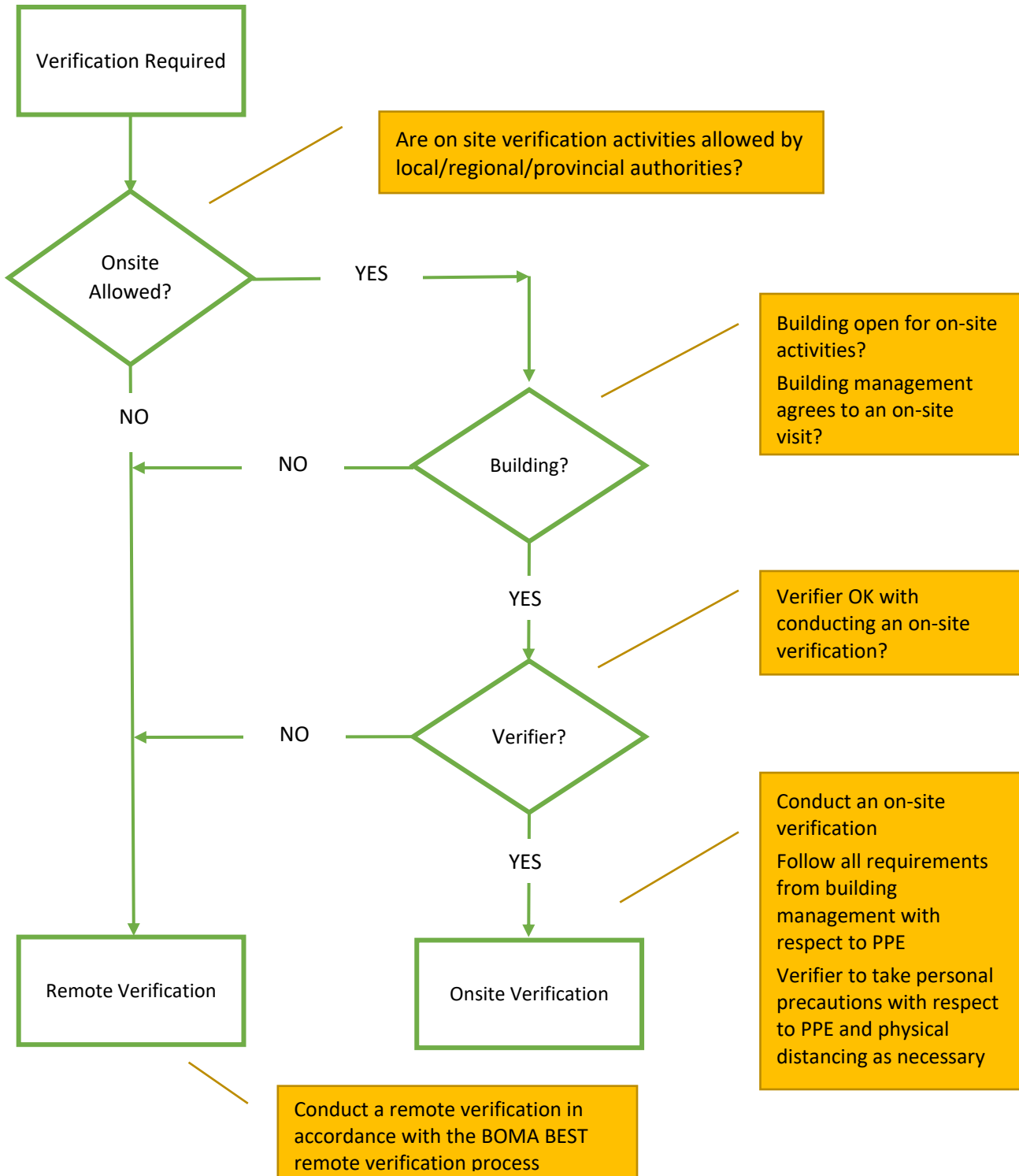
The list of applicable questions and specific guidance for meeting the expectations is provided in [Guidance for BOMA BEST - Impact of COVID-19](#)

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3. Verification

Follow this decision process flow to determine if a verification can be conducted on-site. BOMA Canada fully supports the decision by any party to conduct verifications remotely.



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On-site verification

The on-site verification will include all typical components of the verification, such as documentation review and visiting all areas of the building pertinent to the BOMA BEST assessment.

We encourage all parties to take the necessary precautions to ensure they feel comfortable and safe moving forward, as well as follow all required guidelines associated with safe distancing and the use of personal protective equipment as mandated by the region.

Verifiers are allowed to determine and require any additional safety precautions they feel are necessary to conduct an on-site verification. BOMA Canada supports our verifiers regardless of their decision to return to work or not, their safety and comfort is our utmost concern.

Suggestions to further reduce COVID-19 risk include:

- Conduct documentation review & discussion virtually, through a screen sharing app to ensure all parties are looking at the same documentation
- Conduct the on-site visit after hours
- Reduce the number of people on tour to only those required to answer questions (e.g. building manager or building operator)

Remote verification

When a remote verification is required, the verifier will follow the [BOMA BEST Remote Verification Procedure](#).

If the verifier has not yet contacted the building, please contact verification@bomacanada.ca to discuss this option.

4. Certificate Expiry

Single Stream

- If the previous certificate expired after October 1, 2019, and BOMA BEST renewal fees have been paid, BOMA Canada will extend the current certificate's validity to December 31, 2020 to ensure continuity of certification. Notify us at info@bomabest.org for the change to be made. A new certificate will be issued after the verification is completed.
- If the previous certificate expired before October 1, 2019, the certification can be renewed after BOMA BEST fees are paid and the verification is completed.

Portfolio Stream

- Individual certification within the BOMA BEST portal will be updated to ensure continuity of certification. Updated certificates will be issued to those buildings undergoing a verification in 2020 or as needed to demonstrate certification.