



BOMA BEST Guidance for Impact of COVID-19

Overview

As we move into the second year of the pandemic, certain practices have returned, such as inviting third-party contractors to perform assessments in buildings. As such, this document has been revised to recognize which practices no longer require a variance – except in extreme cases – and where variances remain.

The process for claiming and tracking variances has been significantly simplified. All applicable questions may now be deferred using the same online form. Follow the instruction in the following pages to ensure the appropriate information is provided to the verifier.

Applicable to

All asset classes. The question numbering in the following tables may be different due to the variability across questionnaires. Contact us at info@bomabest.org with questions pertaining to specific building situations.

Requirements Summary

For new certifications:

- BEST Practices:
 - Some BEST Practices may still be deferred due to COVID-19 concerns or if occupant density is below 50%. In all cases, applicants must submit a “[Deferral Request](#)” which BOMA Canada will review. If accepted, applicants can defer the work until **September 30, 2022**.
- Remainder of questionnaire:
 - Some questions may still be deferred due to COVID-19 concerns or if occupant density is below 50%. In all cases, applicants must submit a “[Deferral Request](#)” which BOMA Canada will review. If accepted, applicants can defer the work until **September 30, 2022**. Points may only be earned if demonstration of previous implementation can be provided.

For previously certified buildings with deferrals:

- All previously deferred assessments must be completed and uploaded to the applicant’s survey by **December 31, 2021**. BOMA Canada has begun spot checks on previously deferred work. If this work is not completed, the final score and level may be changed.
- Questions that depend on reaching 50% occupant density in the building can continue to be deferred until **September 30, 2022**. This includes the following questions:
 - BEST Practice 13: Has a Waste Audit been completed for the building in the past three (3) years?
 - 07.02.01: Is a green cleaning audit been conducted annually at the building?
 - 10.02.01 – 10.02.08: Does building management regularly conduct an occupant satisfaction survey that includes the following components?
 - 10.02.09: Is a transportation survey conducted in the building?

IF A VARIANCE IS BEING CLAIMED

1. Apply for a [Deferral Request](#)
2. Upload BOMA Canada’s approval to the Online Portal
3. Upload demonstration of previously completed assessment/audit to the Online Portal



Certification Eligibility Criteria

Eligibility	Description
50% occupancy required for 12 consecutive months	<p>In November 2022, BOMA Canada modified the minimum occupancy rate required to apply for a BOMA BEST Certification, from 70% to 50%.</p> <ul style="list-style-type: none"> If the building's occupancy rate (not occupant density) has been 50% or higher for the past 12 months, the building is eligible for <i>BOMA BEST Bronze, Silver, Gold or Platinum</i> certification levels. If the building's occupancy rate (not occupant density) has been below 50% for the past 12 months, the building is eligible for the <i>BOMA BEST Certified</i> level only. Contact info@bomabest.org for more information. <p>Occupancy rate is based on the percentage of the gross leasable area that is actively leased. This is different than the <i>occupant density</i> which is based on the percentage of occupants actually inside the building on a given day.</p>

BEST Practices

BEST Practice	Variance
BEST Practice 2: Has an ASHRAE Level 1 Energy Assessment been conducted in the last five (5) years?	<p>If a competent person is not allowed to perform an on-site walkthrough (exclusively due to COVID-19 lockdown restrictions):</p> <ol style="list-style-type: none"> Complete the Deferral Request Upload BOMA Canada's Deferral approval in the Online Portal
BEST Practice 5: Has a Water Assessment been conducted in the last five (5) years	<p>If a competent person is not allowed to perform an on-site walkthrough (exclusively due to COVID-19 lockdown restrictions):</p> <ol style="list-style-type: none"> Complete the Deferral Request Upload BOMA Canada's Deferral approval in the Online Portal
BEST Practice 9: Is a Hazardous Building Materials Management Program in place at the building?	<p>If a competent person is not allowed to perform the on-site inventory/inspection (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> Complete the Deferral Request Upload BOMA Canada's Deferral approval in the Online Portal
BEST Practice 13: Has a Waste Audit been completed for the building in the past three (3) years?	<p>If occupant density is above 50% but a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions) OR If occupant density is below 50% (due to COVID-19 related issues) the waste audit should be deferred:</p> <ol style="list-style-type: none"> Complete the Deferral Request Upload BOMA Canada's Deferral approval in the Online Portal
BEST Practice 14: Is a Waste Reduction Work Plan in place at the building?	<p>If BEST Practice 13: Waste Audit could not be completed:</p> <ol style="list-style-type: none"> Complete a Waste Reduction Management Gap Analysis. See BEST Practice 14 Interpretation for more details.



Questions in assessment

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

Question	Variance
01.02.04: Has a thermal imaging scan of the roof or walls been performed within the last five (5) years?	<p>If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</p>
01.02.05: Has an ASHRAE Level 2 Energy Assessment been performed on the building in the last five (5) years?	<p>If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</p>
03.02.01: Does the air quality meet the goals set out in the IAQ Monitoring Plan?	<p>BOMA Canada recommends building managers follow ASHRAE guidance on managing infectious aerosols in buildings.</p> <p>If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</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>BOMA Canada recommends building managers follow ASHRAE guidance on managing infectious aerosols in buildings.</p> <p>If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</p>



Question	Variance
04.02.01: Has an assessment been performed of background sound levels generated from exterior and base-building sources?	<p>If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</p>
05.01.01: Is a Legionella Bacteria Control Management Program in place at the building?	<p>If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</p>
05.02.01: Has a radon risk assessment been completed for the building?	<p>If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</p>
05.03.01: Are mitigation strategies in place to bring radon concentrations to within acceptable limits?	<p>If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions):</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</p>
07.02.01: Is a green cleaning audit been conducted annually at the building?	<p>If occupant density is above 50% but a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions)</p> <p>OR</p> <p>If occupant density is below 50% (due to COVID-19 related issues) the waste audit should be deferred:</p> <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". <p>If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.</p>



Question	Variance
08.02.01: What is the building's Reduce, Reuse, Recycle (3Rs) diversion rate?	If the BEST Practice 13: Waste Audit could not be completed <ol style="list-style-type: none"> 1. Upload BOMA Canada's Deferral approval in the Online Portal 2. Select Not Applicable
08.02.02: What is the building's capture rate?	If the BEST Practice 13: Waste Audit could not be completed <ol style="list-style-type: none"> 1. Upload BOMA Canada's Deferral approval in the Online Portal 2. Select Not Applicable
09.02.01: Has a property condition assessment (PCA) report been completed for this building within the past five (5) years	If a competent person is not allowed to perform the on-site work (exclusively due to COVID-19 restrictions): <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.
10.02.01 – 10.02.08: Does building management regularly conduct an occupant satisfaction survey that includes the following components?	If occupant density is below 50% (for COVID-19 related issues) the work should be deferred. <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.
10.02.09: Is a transportation survey conducted in the building?	If occupant density is below 50% (for COVID-19 related issues) the work should be deferred. <ol style="list-style-type: none"> 1. Complete the Deferral Request 2. Upload BOMA Canada's Deferral approval in the Online Portal 3. Upload the previously completed work to the question + answer "Yes". If on-site work cannot proceed and it hasn't been performed previously, no points can be awarded.