



TCR 39 – Operation Manuals & Standard Operating Procedures

Effective date:

March 1, 2021

Applicable to the following property types:

Office (01.03.01)

Universal (01.03.01)

Enclosed Shopping Centre (01.03.01)

Light Industrial & Open Air Retail (01.03.01)

Resolution Summary:

Clarity has been provided to define what BOMA BEST expects building managers and third-party contractors to provide to demonstrate compliance:

1. Building managers must demonstrate that complete Operation Manuals and Standard Operating Procedures for all major mechanical equipment are available in hard copy format AND are easily accessible on site.
2. Third-party contractors responsible for equipment maintenance must also provide building managers with hard copies of Operation Manuals and Standard Operating Procedures. These documents must also be easily accessible to the on-site operations team for day-to-day activities or in off-hours instances where a third party may not be readily available.

New question wording (changes are marked in red):



01.03.01	Are Operation Manuals and Standard Operating Procedures for the major mechanical equipment easily accessible?	
Explanation & Evaluation	<p>Description: Operation Manuals and Standard Operating Procedures for major equipment are needed to ensure proper system maintenance and operation.</p> <p>Requirements: Operation Manuals and Standard Operating Procedures (SOP) for all major mechanical equipment must always be available to building operators in hard copy format AND be easily accessible on-site.</p> <ol style="list-style-type: none"> The Operation Manuals enable a better understanding of the mechanical equipment or system and how they should be used. The Operation Manuals must contain the following information for each system or piece of (major) mechanical equipment: <ul style="list-style-type: none"> Identify the system/equipment (e.g. its purpose, how it integrates with other systems) Describe the operations of the system/equipment (e.g. what steps are required to operate it and in what sequence) Easy-to-understand troubleshooting instructions on the system/equipment in case of emergency The Standard Operating Procedures (SOP) outline how the mechanical equipment or system should operate according to its design as per manufacturer requirements. The SOPs must contain the following information for each system or piece of (major) mechanical equipment: <ul style="list-style-type: none"> Identify the roles and responsibilities for each individual (e.g. building operator, building manager) working with the system/equipment. Step-by-step instructions describing how to carry out essential tasks on the mechanical system/equipment. <p>Where ongoing maintenance and repair of major mechanical equipment is contracted to a third-party, Operation Manuals and SOPs containing the required elements must be provided to the building manager and operator, and these must be easily accessible in hard copy format to the on-site operations team for day-to-day activities or in off-hours instances where a third party may not be readily available.</p> <p>Additional Information: These documents list and describe the operation of the systems and equipment in a building. The Operation Manuals contain such information as modes of operation, diagrams, system interaction, etc. The SOPs provide details on proper recommissioning practices, ongoing building optimization and maintenance as well as troubleshooting and calibration. Copies of Operation Manuals and SOPs should be kept in a secure, dry, location to ensure there is always a clean copy available. A digital copy may also exist (optional).</p> <p>Major mechanical items include air handlers, central plant equipment, motor controllers, and custom equipment.</p> <p>Select Not Applicable if there is no major mechanical equipment or if said equipment is owned, managed and maintained solely by tenants.</p>	
Scoring	Yes	14/14
	No	0/14
	N/A	0/0