



TOBY Building Inspections and COVID-19

Due to the impact of the COVID-19 pandemic in 2020, BOMA acknowledges that on-site building inspections may be impacted. The following guidelines for on-site and remote inspections are recommended.

The decision to conduct on-site or remote inspections is at the discretion of the BOMA local association and supported by BOMA International, as judges' and entrants' health and safety are of utmost concern.

Notes:

- Guidelines are for a typical office building inspection and should be modified for other building types (i.e. retail, industrial, earth, etc.)
- A hybrid model (on-site and remote) is acceptable
- Ideally, the same judging process should be used for all buildings in the same category. (This decision will be made by the local chapter)

1. On-site Inspection

BOMA supports on-site judging inspections provided the following conditions have been met:

- The municipality or state/province has deemed that it is safe for judges to access a building, meet with the on-site building representative, and perform an on-site inspection
- The judges agree that they are willing to do so
- The on-site building representative agrees that they are willing to do so
- Follow all required guidelines associated with safe distancing and the use of personal protective equipment if mandated by the region.

The on-site inspection will include all typical components such as documentation review and visiting all areas of the building pertinent to the TOBY awards.

Judges are responsible for determining their own requirements for ensuring personal safety and are invited to communicate this to the building representative as needed.

Suggestions to further reduce infection risk include:

- Conduct documentation review and discussion remotely, through a screen sharing app to ensure all parties are looking at the same documentation
- Conduct site visit after hours (mutually agreeable by applicant and judges)
- Reduce the number of people on tour to only those required to answer questions (e.g. property manager and/or operations manager)

TOBY Building Inspections and COVID-19 (cont.)

2. Remote Inspection

BOMA has developed a remote inspection procedure. This procedure can be used in place of an on-site building inspection. It focuses on a remote meeting between judges, property manager and/or operations manager during which the following will be reviewed:

- All mandatory documentation
- Photos to show features of the building (as identified)
- Screen share to show areas of the building (as identified)

Remote Inspection Procedure

For additional information on Principles of Remote Assessment and Use of Information and Communication Technology for Auditing/Assessment Purposes, please see information links at the end of the document.

The TOBY remote inspection will strive to collect and verify that eligibility requirements (including correct category) have been met and that policies, procedures, activities, equipment and initiatives have been inspected at a building that are in alignment with the TOBY entry requirements.

The information provided to the judges must accurately represent the practices and operations of the entire building. BOMA requires complete adherence to the entry requirements in order to assess the building. Judges should be familiar with the online/book entry prior to performing a remote inspection.

As part of performing a remote inspection, a call(s) with the property manager and/or operations manager should be organized to review inspection procedures and the appropriate use of technology to conduct the inspection.

This meeting will help to verify all areas of the building/site necessary for inspection. It would be best to review entry requirements at this time. Depending on the requirements – documentation, photos and areas of the building will be accessed/shared and discussed via shared communication technology as outlined in the review process below.

Remote Inspection Overview

- Review of online TOBY entry
- Initial meeting(s) to determine dates/times, confirm IT requirements and discuss requirements
- Review of mandatory documentation
- Remote inspection
- Final scoring (Building Inspection Scoring Form)
- Completion of Building Inspection Verification Form

TOBY Building Inspections and COVID-19 (cont.)

Review Process

In lieu of an on-site tour with the building management/or operations team, the judges will review other material elements including submitted documentation/photos and key areas of the building via screen.

1. Establish a dedicated team (Property Manager and/or Operations Manager and judges)
2. Download Building Inspection Form, TOBY Inspection Verification Form and Judging Guidelines (for use in reviewing actual entry submission) for markups during your review
3. Test IT with the team
4. Initiate remote inspection (Review mandatory documentation, discuss photos and tour key areas of the site via screen share)
5. Refer to Google Maps and Streetview to look at the streetscape, building design, etc.
6. Complete all mandatory scoring and inspection forms
7. Confirm with entrant that inspection process is complete

Mandatory Documentation

The following documentation is mandatory and shall be part of the TOBY remote inspection:

NOTE: Entrants should ensure all documentation is easily available and viewable via communication technology for judges' review. **(If documents are not available for viewing during the tour, judges will not continue the inspection.)**

- Evidence of Evacuation Drills conducted within past 12 months. NOTE: Drills can be silent if applicable
- Regular Financial Reports/Accounting Software Used
- SOP Manual/Documentation of Standard Operating Procedures
- Purchase Policies
- Preventative Maintenance Manual

Inspection Areas

The following areas must be inspected and it is recommended that the judge and applicant agree on the format of viewing during the pre-meeting. These reflect standard TOBY building inspection requirements. Suggested remote viewing options below are indicated by P (photo provided in advance), S (tour by screen share) and D (document shared via screen). It is acknowledged that some of the features may not be applicable to the building and n/a is acceptable. (Mandatory documentation is highlighted below)

	Remote Viewing Option
<input type="checkbox"/> Entrance/Main Lobby	
Greeting/Helpfulness of Lobby Attendants	P,S
Housekeeping/Maintenance	P,S
Aesthetic Appeal	P,S
Directory/Signage	P,S
Lighting	P,S
Lobby Desk/Equipment	P,S
Accessibility (ADA) Provisions	P,D

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□	Security/Life Safety	
	Access Control/Lobby	P,S
	Professionalism of Staff	P,S
	Cameras	D
	After Hours Access	D
	Security Manual/Emergency Procedures	D
	Staff Training and Development	D
	Access Control/Loading Dock	P,S
	Fire and Life Safety Equipment	D,S
	Fire Safety Plan	D
	Emergency Generator (cleanliness, testing procedures, safety)	P,D
	Evidence of Evacuation Drills conducted within past 12 months	D
□	Management Office	
	Housekeeping	P,S
	Aesthetic Appeal	P,S
	Responsiveness to Tenant Issues	D
	Policies and Procedures Manual (risk management, contract administration, performance appraisals, insurance certificate administration, tenant manuals)	D
	Annual Budget/Reporting Procedures	D
	Regular Financial Reports/Accounting Software	D
	Operating Expenses (consider what is being done for the amount being spent)	D
	Appropriateness of Staffing/Level of Professionalism	S
	Technology (are computers on a network; does the office use e-mail; interactive Web site; desktop publishing, etc.)	S
	Staff Training and Development	D
	SOP Manual/Standard Operating Procedures (online or printed)	D
	Service Call Procedures	D,S
	Construction/Floor Plans (current plans should be on site in Property Management Office or in Chief Engineer's Office)	S
	Construction Administration	D
	Key and Inventory Control	D
	COI for Comprehensive and/or Liability Insurance	D
	Purchase Policies	D
□	Elevators	
	Housekeeping/Maintenance	P,S
	Aesthetic Appeal	P,S
	Operation (consider proper leveling, door timing, response time, etc.)	S
	Lighting Accessibility (ADA) Provisions	S
□	Multi-Tenant Corridors	
	Housekeeping/Maintenance	S
	Aesthetic Appeal	S
	Signage	S
	Lighting Accessibility (ADA) Provisions	S
□	Restrooms	
	Housekeeping (consider air quality, adequate paper and soap supplies and refuse handling)	S
	Attractiveness	S
	Accessibility (ADA) provisions	S

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|---|---|-------|
| □ | Stairwells | |
| | Clear with No Obstructions (boxes or other objects in way) | P |
| | Lighting Level Adequate | P |
| | Signage (Floor and Evacuation Signs) | P |
| □ | Typical Tenant Suite (if applicable to building category) | |
| | Housekeeping/Maintenance | P,S |
| | Aesthetic Appeal (consider quality of standard tenant build-out) | P,S |
| | Comfort (consider lighting, room temperature, etc.) | P,S,D |
| □ | Central Plant/Engineering Office | |
| | Housekeeping/Maintenance | S |
| | Lighting | P |
| | Safety/Security (consider first aid supplies, signage, HazCom program, product labeling, storage methods, fire extinguishers, etc.) | P,S |
| | OSHA Compliance/Lockout/Tagout | D,P |
| | Energy Management System (optimal start, chiller/boiler sequencing, condenser/chilled water reset) | S |
| | Equipment Maintenance Logs (should be current and in an organized, ready-to-use format) | S |
| | Preventive Maintenance Schedule | D |
| | Preventive Maintenance Manual | D |
| | Tenant Request Program/Procedures | S,D |
| | Level of Physical Organization | S |
| | Inspection Procedures | D |
| | Use of Current Technology | S |
| □ | Equipment Rooms/Service Areas | |
| | Electrical (cleanliness, labeled panels, safety) | P |
| | Air Handler (cleanliness, filter condition, safety) | P |
| | Telephone (cleanliness) | P |
| | Shop (cleanliness, organization, safety) | P |
| | Janitorial closet (cleanliness, organization, safety) | P |
| □ | Roof | |
| | Cleanliness | P,S |
| | Repair and Maintenance (consider water ponding areas, blisters, bubbles, exposed roof felts, etc.) | P |
| □ | Parking facilities (only if Owner/Agent Operated) | |
| | Cleanliness/Maintenance/Striping | P |
| | Attractiveness (consider whether or not covered, user-friendliness, signage, etc.) | P |
| | Proximity to Building Security/Safety/Lighting | P |
| | Accessibility (ADA) Provisions | P |
| □ | Landscaping/Grounds | |
| | Cleanliness/Maintenance Attractiveness | S |
| □ | Refuse Removal and Loading Docks | |
| | Cleanliness/Air Quality/Free from insects | |
| | overall Appearance/Maintenance | P |
| | Recycling Compliance | D |
| □ | Tenant Amenities | |
| | Outside Plaza Seating Area | P,S |

TOBY Building Inspections and COVID-19 (cont.)

Inside/Atrium Seating Area	P,S
Cafeteria (open to all tenants)	P,S
Health Club Facilities and Conveniences (Sundry, dry clean, car wash, etc.)	P,S
Management Office Implemented Amenities	D

Upon completion of an inspection, judges will complete a Building Inspection Scoring Sheet and TOBY Inspection Verification Form as per usual.

Information Links -

PRINCIPLES OF REMOTE ASSESSMENT <https://www.iaf.nu/upFiles/IAFID12PrinciplesRemoteAssessment22122015.pdf>

THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) FOR AUDITING/ASSESSMENT PURPOSES

<https://www.iaf.nu/upFiles/IAF%20MD4%20Issue%202%2003072018.pdf>