

## **EER, BOMA 360 and TOBY**

BOMA International operates three distinct but related programs that help buildings to improve performance and get recognized in the process. The Experience Exchange Report (EER), BOMA 360 and TOBY are signature programs administered by BOMA that buildings should participate in. EER serves as a prerequisite to BOMA 360, which in turn, does the same for TOBY. The information required for these programs is readily available from your building operations and is likely being tracked right now. So put this information to good use through these BOMA International programs.

To better understand these three programs and how they are connected, here are descriptions from BOMA International.

### **1. Experience Exchange Report (EER)**

BOMA's *EER* has been the industry's most trusted benchmarking resource for office buildings for nearly a century thanks to the thousands of property professionals who share their data each year. Participants share year-end building income and expense data. This report creates a great benchmarking resource of the industry. Data is available by individual markets. By participating, buildings receive a free Expense Performance Comparison report, which assesses how your building compares to its market peers. Completing this report fulfills a prerequisite for applying, maintaining or renewing your building in the BOMA 360 Performance Program.

### **2. BOMA 360**

The BOMA 360 Performance Program evaluates buildings against industry best practices in 6 major areas: building operations and management; life safety, security and risk management; training and education; energy; environmental/sustainability; and tenant relations/community involvement. Individual buildings that satisfy the requirements in all 6 areas are awarded the BOMA 360 designation. According to new analysis by Kingsley Associates, buildings that have earned the BOMA 360 Performance Program® designation have higher tenant satisfaction scores in all rating areas as compared to commercial office buildings without the BOMA 360 designation. Most notably, 94 percent of tenants in BOMA 360 buildings report high overall satisfaction. Also, completing the BOMA 360 Program allows a building to compete for the TOBY Awards.

### **3. TOBY**

The Outstanding Building of the Year (TOBY) Awards are the most prestigious and comprehensive program of their kind in the commercial real estate industry, recognizing quality in buildings and rewarding excellence in building management. During the competitions, all facets of a building's operations are thoroughly evaluated. Buildings are judged on everything from community involvement and site management to environmental and "green" policies and procedures. The competition consists of three levels. The competition begins at the BOMA local association level, winning entries advance from there to the regional level and, finally, regional winners advance to the international level.

Combined together, these are great programs that can help your building better position itself against competitors in the marketplace. Also, the EER research is very valuable to help you understand how your building operations compare to your peers.