



# Building Case Study

## How the BOMA 360 Program Positively Impacts Multi-Tenant Office Buildings

With 750 active buildings spanning five countries including the United States, Canada, Mexico, China, and Japan, the BOMA 360 Performance Program sets a global benchmark for operational excellence.

On average, participating properties exceed 500,000 square feet, demonstrating the program's wide-reaching impact across large, complex assets and diverse markets.\*

*\*Figures reflect active buildings in June 2025*





According to [Statista](#), 70% of the global population are projected to live in cities by 2050. As urban density increases, multitenant office buildings offer a practical solution for meeting the growing demand for flexible, space-efficient work environments. Given this forward-looking trend—and with [16% of people having relocated to cities in 2024](#), the highest level in a decade—it's more important than ever for multi-tenant office properties to elevate their operations and deliver management excellence. The reality is: today's tenants want more from their office spaces. A [CBRE analysis](#) found that the demand for green office buildings is growing, with tenants benefiting from energy savings and increased productivity, and owners seeing stronger returns through increased property value.

With these goals in mind, multi-tenant office buildings need to step up—and the BOMA 360 Performance Program is here to help. This globally recognized standard is designed to help buildings reach their goals, highlighting operational distinction across six critical areas: building operations and management, life safety and security, training and education, energy, environmental/sustainability and tenant relations/community involvement. Achieving this designation not only demonstrates high performance—it enhances your property's value and reputation within the industry. The buildings below demonstrate how they utilized BOMA 360's program as a valuable framework for achieving energy efficiency, cost savings and tenant satisfaction.



*Achieving this designation not only demonstrates high performance—it enhances your property's value and reputation within the industry.*

## Energy Management

Energy use is a significant component of elevating a building's performance and its efficiency. **Centennial Lakes Office Park I-V** in Edina, Minnesota (managed by Cushman & Wakefield), for example, demonstrated a strong focus on energy and environmental sustainability—core tenets of the 360-designation program. Notable projects included replacing approximately 250 interior lights with LEDs in tenant spaces and common areas in 2023, as well as installing of variable frequency drives (VFDs) and DP stations on heating plant pumps across all five buildings. **720 King Street West** in Toronto, Ontario (managed by Triovest) prioritized ongoing utility monitoring to reduce





energy consumption and greenhouse gas emissions and also installed new EV chargers—an effort that both conserved energy and engaged tenants.

**777 Third Avenue** in Manhattan, New York (managed by Sage Realty) implemented a series of energy efficiency upgrades, including replacing a 950-ton steam turbine chiller with two 500-ton York YMC2 magnetic bearing electric chillers, significantly reducing reliance on steam. *Savings highlighted below in Figure 1.0.* **818 Stewart Street** in Seattle, Washington (managed by CBRE) shared that participating in the designation program helped improve their energy efficiency by encouraging more strategic tracking and sourcing of energy use. Materials developed for the application were later used to inform tenants and clients. They also supported compliance with Washington's energy benchmarking standards, streamlining reporting and reinforcing the building's commitment to sustainable operations.

**TDC Complex** in Toronto, Ontario (managed by Cadillac Fairview) improved its efficiency by transitioning from traditional continuous monitoring to real-time HVAC controls and responsive ventilation systems.

## Building Operations

Maintaining effective building operations and management is key to long-term success and the BOMA 360 Program provides valuable guidance in this area. **Centennial Lakes Office Park I-V** embraced intelligent building operations through automation—an essential strategy for staying relevant in today's tech-advanced world. Similarly, **720 King Street West** redefined its Building Automation System (BAS) schedules and system logic, while also monitoring tenant operations to adjust HVAC demand.

As mentioned in the energy management section, **777 Third Avenue** implemented steam reduction efforts that not only improved energy efficiency and reduced emissions, but also resulted in operational cost savings and a strong return on investment from the upgrades.

The BOMA 360 designation program helped **818 Stewart Street** by providing tools to analyze their resource library, helping the team identify what could be fine-tuned versus what needs to be created from scratch. Their management team enhanced access control and surveillance systems to strengthen building security. They also developed a comprehensive emergency, disaster and pandemic preparedness plan, and conducted regular inspections with on-site fire inspectors across tenant spaces.

**TDC Complex** focused on another essential aspect of building operations: life safety and risk management. Their management team enhanced access control and surveillance systems, developed a comprehensive emergency, disaster, and pandemic preparedness plan, and conducted continuous inspections with on-site fire inspectors across tenant spaces. Life safety and security remain core distinctions of the 360-program.

Figure 1.0 - As reported by Sage Realty for 777 Third Avenue

| Year                                                 | 2024-2029    | 2030-2034    | 2035-2039 | 2040-2045    |
|------------------------------------------------------|--------------|--------------|-----------|--------------|
| Annual LL97 Fines Savings w/ Chiller Upgrade (\$/yr) | \$0          | \$170,898.54 | \$170,963 | \$170,964.10 |
| Annual Fuel Savings w/ Chiller Upgrade (\$/yr)       | \$483,780    | \$507,969    | \$533,367 | \$560,036    |
| Annual Maintenance Savings (\$/yr)                   | \$25,000     | \$19,009     | \$22,024  | \$27,253     |
| Total Annual Savings (\$/yr)                         | \$508,780    | \$356,015    | \$384,428 | \$416,326    |
| Estimated 20-Year Savings (\$)                       | \$10,409,374 |              |           |              |

## Tenant Engagement

When discussing the importance of tenant engagement, several factors can influence why certain buildings stand out more than others. Our 360-designated buildings view tenant relations and community involvement as a core pillar of their management strategies. Below are just a few examples of engagement tools being used to spark excitement, build trust and foster involvement among tenants:

- **777 Third Avenue:** App raffles and giveaways, massages and happy hours
- **TDC Complex:** Fitness classes, pop-up events (like their puppy park) and a summer concert series
- **720 King Street:** Pet friendly policies, laneway amenities and ongoing communication through newsletters and memos



- **Centennial Lakes Office Park I-V:** Bi-annual electronics recycling, monthly lunch and learns, massages, ice cream socials, holiday driven events, Centennial Lakes Park amenities (walking trails, mini golf, farmer's market), Fall arts festival, quarterly newsletter and bi-annual AED/CPR training.

Through the globally recognized BOMA 360 Performance Program, these multi-tenant office building managers have retained tenants with engaging amenities like those above, while also streamlining operations in life safety, training and education, and environmental sustainability.

By serving as a strategic partner, the BOMA 360 program empowers property managers to elevate building performance through comprehensive insights for continuous improvement.

These examples only scratch the surface of the impactful work being done with the support of the BOMA 360 Program—work that is essential to delivering management excellence.

*Coming up, we'll continue exploring how the BOMA 360 program is positively impacting other building types in our article series. Keep an eye out – and [click here](#) to learn more about starting your application today.*

***Interested in more content like this? Read our recent articles, [CRE Meets Gen-Z: Designing for the Next Generation of Work](#) or [Expert Perspectives on the Office Market Recovery](#). You can view all this content and more when you [click here](#) to sign up for our General newsletter!***