



# Building Case Study

## Building Sustainable Performance in Single-Tenant Office with the BOMA 360 Program

The BOMA 360 Performance Program is helping single-tenant office buildings globally elevate operational excellence, sustainability, and community impact. With participating properties in the 360 Program, on average, exceeding 249,000 square feet, these facilities benefit from the program's framework to meet industry best practices.\*

*\*Figures reflect active buildings in June 2025*



Office properties across the board are feeling intense pressure to provide a tenant experience that draws employees back to the workplace, while also managing demands to increase efficiency and reduce operating costs. The stakes are often higher for single-tenant office buildings where the satisfaction and decision-making of one company can result in occupancy that is 100%—or zero.

Despite challenges, the office market is showing signs of stabilizing, and according to CBRE's 2025 America's Office Occupier Sentiment Survey, 67% of occupiers expect to maintain or expand their space over the next three years. Yet leasing activity also highlights a clear flight to quality and a growing gap between high-performing buildings and lower-quality commodity office space. According to research from JLL, older buildings in the U.S. have lost over 400 million square feet of occupancy since 2020, while buildings constructed in the past decade gained nearly 150 million square feet of occupancy.



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

The BOMA 360 Performance Program is a globally recognized standard that highlights 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. Attaining this designation not only demonstrates high performance but it also enhances your property's value and reputation within the industry. This case study examines how two single-tenant office buildings used the BOMA 360 program as a framework for achieving energy efficiency, invaluable upgrades, and tenant satisfaction.

## Sustainability Performance Results

**1515 W. Webster** in Chicago is a single-tenant, Class A commercial property developed by Sterling Bay and designed by Skidmore, Owings & Merrill. The 207,342-square-foot building opened in 2018, and it stands out as a model for sustainable real estate operations. The property earned a LEED Gold Core and Shell Certification and was awarded the 2020 International Outstanding Building of the Year TOBY Award.



Among its many sustainable features are:

- A highly efficient HVAC system with multiple alternating stages to optimize energy use
- 100% dedicated outside air units with filtration exceeding code requirements
- 42 Variable Air Volume (VAV) boxes per floor for individualized comfort
- Carbon dioxide sensors to enable demand-response ventilation
- Heat recovery wheels to capture energy from exhaust air
- Installed environmental monitoring sensors to track CO<sub>2</sub>, TVOC, and PM<sub>2.5</sub> levels
- A comprehensive LED lighting system with Encelium Energy Management from OSRAM, featuring occupancy and daylight sensors

Located in the Las Colinas suburb of Dallas, **6011 Connection** is part of The Connection, an 18-acre office campus comprised of three buildings, totaling 605,000 square feet, owned and managed by Piedmont Realty Trust. **6011 Connection** is a BOMA 360 and Energy Star certified building. It also was awarded the 2024 Piedmont Energy Challenge Award for the property management and tenant's dedication to sustainability, radical energy savings, and operational efficiencies.

## ROI from Upgrades or Improvements

Sustainability strategies have positioned **1515 W. Webster** as a benchmark for sustainable commercial real estate, benefiting both tenants and owners through reduced environmental impact and improved operational efficiency. Its strategies have achieved significant reductions in energy and water usage, lowered operating costs, and secured financial incentives through utility programs, including participation in Monitoring-Based Commissioning through ComEd and voluntary energy curtailment programs via Enel X. Its water conservation and stormwater management strategies also have achieved a 44% reduction in water consumption.

While the on-site population of the tenant's employee base at **6011 Connection** grew by 200% in 2024, the Piedmont Realty Trust team was able to maintain energy consumption on par with previous years. The management team also have partnered with

tenants to recalibrate airflow settings and closely monitor equipment start times to further optimize energy use. These actions have led to the achievement of mutual sustainability objectives both for ownership and tenants.

## Community Involvement and Occupant Satisfaction

At **1515 W. Webster**, the building's management team strives to deliver a superior tenant experience while minimizing environmental impact and operating costs through innovative building management strategies. Ahead of the COVID-19 pandemic, the team implemented a robust indoor air quality monitoring program, installing Kaiterra sensors on each floor and later added additional sensors within key air-handling systems to track particulate matter, CO<sub>2</sub>, TVOCs, and humidity in real time. This proactive approach has helped inform ventilation strategies, improve operational decision-making, and provide ongoing assurance around indoor environmental quality.

Building on these efforts, the property completed a retro-commissioning process in 2021, with a second phase nearing completion. These initiatives have identified additional opportunities to optimize building performance, reduce operating costs, and strengthen resilience to external air quality events, supporting long-term energy savings and occupant comfort.

The on-site management team at **6011 Connection** forged a strong partnership with the tenant to support the company's efforts to accelerate employees' return to the workplace. Initiatives included expanding café operations, curating tenant engagement events, and managing ongoing sustainability programs. Examples of other notable tenant engagement programs include an on-site partnership with Alvéole, an urban beekeeping program that provides environmental education and engagement programming. The Connection was awarded Piedmont's annual Excellence Award in 2025 in recognition of the management team's accomplishments in elevating tenant interaction and increasing amenity utilization.

*Coming up, we'll continue exploring how the BOMA 360 Performance 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.*

