



Building Case Study

Building Sustainable Performance in Corporate Facilities with the BOMA 360 Program

The BOMA 360 Performance Program is helping corporate facilities across the U.S. elevate operational excellence, sustainability, and community impact. With participating properties in the BOMA 360 Program, on average, exceeding 379,000 square feet, these facilities benefit from the program's framework to meet industry best practices.*

**Figures reflect active buildings in December 2025*





Corporate facility teams are tasked with a tricky balancing act of managing assets that are often viewed as both a cost center and a strategic asset.

Corporate real estate assets serve a variety of purposes ranging from global headquarters and R&D functions to manufacturing and distribution. The common theme is that these facilities are often mission critical. Increasingly, real estate operations also need to align with an organization's broader mission, strategy, and objectives related to performance, sustainability, employee experience, and company culture.

One of the major trends at the forefront in facilities management is aligning operating performance and human experience to achieve value creation. Occupiers are prioritizing improvements that combine energy efficiency, smart technology, and design to enhance both building performance and employee wellbeing. The dual goal is to reduce costs and add value, while also creating workplaces that attract and retain top talent.



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 three corporate facilities used the BOMA 360 program as a framework for achieving energy efficiency, invaluable upgrades, and tenant satisfaction.

Sustainability Performance Results

At **950 Nicollet** in Minneapolis, the JLL team followed several key pillars to achieve the BOMA 360 designation. One of those pillars was using data and automation to drive efficiency. A formal recommissioning study provided a clear roadmap for improvement. The property team also was able to identify low-cost energy conservation opportunities by analyzing a study from a sister property. Some of the critical programming



improvements that were made to the Building Automation System (BAS) included:

- Optimum start/stop on office HVAC systems, which cut unnecessary runtime.
- Refined return fan control using new sensors to constantly maintain a slight positive building pressure, enhancing occupant comfort and preventing energy waste.

1703 Broadway in San Antonio has implemented a number of energy efficiency improvements that have raised its ENERGY STAR score from 87 in 2024 to 92 in 2025. That improvement is largely due to a comprehensive recommissioning project initiated in late 2024. Key components of the project included:

- Recommissioning daylighting sensors to optimize natural light usage.
- Reducing lighting levels by 45–50% on floors 6 through 12 to align with updated footcandle targets.
- Adjusting lighting schedules to better match occupancy patterns.
- Modifying HVAC occupancy set points for both heating and cooling to reduce energy use during unoccupied periods.

These initiatives have effectively restored the building's performance to the high-efficiency standards seen at its initial opening in 2021, when it operated at half-staff, demonstrating a return to best-in-class energy management. Additionally, the rainwater harvesting system designed and utilized in this building is part of an integrated reclaimed water system used to reduce the demand on the conventional potable water system by almost 97% compared to a typical commercial building.

4250 Canada Way (Pacific Blue Cross) in Burnaby, B.C. GWL Realty Advisors is committed to bringing all of its buildings to net zero carbon by 2050, and saving energy and finding ways to decrease the carbon footprint is at the forefront for **4250 Canada Way**. Guiding those efforts is a Net Zero Transition Plan that was completed in 2024. The property is now incorporating suggestions from that plan, such as replacing both of its Make Up Air Units (MAU) and installing new MAUs with internal heat pump coils providing heating and cooling.

Other improvements that have been made or are planned include:

- In 2023 and 2024, all interior stairwell lighting and parkade lighting was replaced by LEDs with sensors.
- The property boiler will be replaced in 2026 with a more energy efficient option.
- For future capital planning to reduce carbon usage, gas-fired DHW heaters will be replaced with hybrid ASHPs in 2028; and the MAU-3 will be replaced with a new fan equipped with integrated heat pump in 2029.

ROI from Upgrades or Improvements

950 Nicollet achieved significant improvements through its modernization efforts and integration of building systems with the district energy utility. Highlights of notable results include:

- **Strategic Pump Shutdown:** By installing a new differential pressure sensor on the top floor, the district energy supply had enough pressure to serve the building for much of the year. This allowed the facility team to program the main chilled water pumps to shut off entirely during these periods, creating massive energy savings.
- **Fan Array Modernization:** Legacy fans were replaced with 104 modern DC EC motor fans. The project was so effective it secured a \$300,000 city grant and a \$105,000 utility rebate. The upgrade provides immense redundancy and allows for 20-minute in-house fan motor repairs—a task that previously took up to seven days.
- **Smart Valve Technology:** Smart energy valves were installed on the main air handling units. With a total installed cost of \$70,000, this project achieved a remarkable Return on Investment (ROI) of just 5-6 months by optimizing chilled water flow.

At **4250 Canada Way**, Prism Engineering began work on a BC Hydro-funded Continuous Optimization project in 2025. Prism identified four measures that would assist in energy output that included:

- Reinstate and revise the MAU DDC (Direct Digital Control) schedule
- Implement night setback and revise hot water supply temperature reset
- Vary heating water pump speed
- Revise chilled water system schedule and control strategy

Trane has been working to adjust and implement all of the above items with savings that are expected to be extremely beneficial to the building. The below summary of savings was provided by Prism Engineering.

3.0 Savings Summary

Savings Summary	Previous, still working	New + Previous, rectify + Previous, documented						
		Identified		Selected		Implemented		
	# of measures	0	4	4	4	4	4	
	Re-claim Savings		Total Savings	% Savings	Total Savings	% Savings	Total Savings	% Savings
Electrical savings (kWh/yr)	-	485,645	22.4%	485,645	22.4%	485,645	22.4%	
Fuel savings (GJ/yr)	-	4,162	59.7%	4,162	59.7%	4,162	59.7%	
Cost savings (\$)	\$ -	\$ 98,229	34.4%	\$ 98,229	34.4%	\$ 98,229	34.4%	
Estimated GHG reduction (tCO2e/yr)	-	213.1	61.2%	213.1	61.2%	213.1	61.2%	
# of Abandoned measures	0							



When Credit Human moved its operations to **1703 Broadway**, it consolidated a workforce spread over two other facilities. Even though its square footage increased by 62%, the new building achieved a 73% decrease in water usage and a 90% decrease in energy usage. Credit Human calculates an Internal Rate of Return of 11.5% on the sustainability features in the building and expects to begin seeing a return on its investment within 13 years.

Community Involvement & Occupant Satisfaction

During the recent lighting adjustments at **1703 Broadway**, verbal feedback was received from multiple occupants. The overwhelming majority expressed appreciation. Out of nearly 600 employees, only three individuals requested an increase in lighting footcandles. After the recommissioning project addressed the new occupancy set points, complaints about comfort level also declined by 13%.

950 Nicollet champions investment in its staff as a key component in risk mitigation, performance enhancement, and occupant satisfaction. In addition to supporting professional development to build a knowledgeable team, staff are cross-trained on all critical systems to ensure operational continuity. The team also holds regular safety meetings to take a proactive approach to maintaining a safe environment for staff and tenants.

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.