

# PROGRESS

THE NEWSLETTER OF THE BUILDING OWNERS & MANAGERS ASSOCIATION OF NEW JERSEY

## BOMA NEW JERSEY'S 25th Annual TOBY AWARDS

Held on October 23, 2013 at the Brooklake Country Club, BOMA NJ celebrated the 25th year of honoring excellence in building management. The room was filled with members who have made their buildings the envy of all, and leaders in their own right ... excellent examples of:

- How buildings should be operated;
- How tenants should be treated;
- How staffs should be trained;
- How we should conserve energy and care for mother earth and our natural resources, and;
- How management operations should be demonstrated and showcased.

Co-Chairs Karen Martinez, Jose Hernandez, Board Liaison Robin Juron, the committee members, the tour guides and judges, together, made the BOMA NJ 25th Annual TOBY Awards a spectacular event. The judges, along with the tour guides, a group of dedicated professionals, volunteered many hours and days and had to attend a training seminar to understand what BOMA expected of them. They had to spend another day reviewing budgets and paperwork; listening to the manager's pitch; followed by an inspection tour of each and every building, top to bottom. Another integral component to the TOBY Awards is the generosity of our sponsors: Federal Business Centers, Belfor Restoration, and, The Brickman

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BOMA NJ CHAPTER MISSION STATEMENT  
The Building Owners & Managers Association of New Jersey shall promote the interests of those engaged in ownership and/or operation of real property through leadership, advocacy, research, education, information and professional development.

# FROM THE PRESIDENT

*I hope you enjoyed a few days with family and friends over the holidays because BOMA New Jersey, with its new Board of Directors and revamped committees, will be off and running in 2014. The tentative calendar is as follows:*

- January:** The Winter Business Meeting and National Issues Conference in Washington DC;  
**April:** We will celebrate BOMA NJ's 30th Anniversary;  
**April:** The MAC Conference and Regional TOBY Awards in Boston;  
**June:** The BOMA International Annual Convention;  
**August:** The Golf Outing

...and of course, don't forget the regular monthly meetings and individual committee meetings that allow all of the above to happen.

I believe 2014 will be one of our best years ever, but as I'm writing this, my final President's Message, I would like to reflect a bit on the past two years. I can't begin to tell you what an enlightening and rewarding experience being your President has been. BOMA New Jersey's dynamic leadership is made up not only of the elected officers, but it also includes you, all local BOMA members. As the economy is rebounding, our Officers and Directors have accomplished a great deal:

- We have run BOMA International's "Foundations of Property Management" twice involving not only 25 students, but utilized our former Presidents as instructors, as well as our vendor members as industry expert guest lecturers;
- We have successfully run four "State of New Jersey Real Estate License" Continuing Education Classes;
- We have continued to hold our BOMI Courses, but changed the location of the classes to the Oracle Facility and adapted locations and schedules to accommodate our students and instructors;
- We increased the number of submissions to the TOBY Awards Program locally;
- We have increased the number of TOBY submissions to the Regional Competition;



**Ron DeBiasse, President**

- We continue to stay involved on both the Regional and International levels;
- We have added a new venue for our monthly meetings, as well as the type of topics and speakers;
- Last, but not least, during these trying economic times, we have maintained our membership base and our attendance at meetings, in addition to other events.

Every organization can trace its success to the fundamental concept of teamwork, yet not everyone knows how to be a team player. Boy, have we got it together and are we a tough team to beat! I would like to thank those who have assisted in making my Presidency so successful and enjoyable, however if I tried to name each individual and their accomplishments on behalf of BOMA, I would fill the entire newsletter myself and I'm still afraid I might miss someone. So to Dolores, our tireless, efficient, BAE; my fellow Board Members; to all my Committee Chairs and members; to my wife Jo and son, Ron, Jr.; the BOMA staff; and to you the membership, I thank you for all your patience, support, time, effort, and hard work.

You have heard the phrase "IT IS WHAT IT IS," well that may be true but this is BOMA New Jersey and we like our tag lines, so if "IT IS WHAT IT IS" – then – IT WILL BE WHAT WE MAKE IT! I am leaving you in good hands with Robin, Harold, and your newly elected Board, and I hope you continue to give them the same support you gave me and continue to actively participate in BOMA New Jersey.

From the bottom of my heart – Thank you..

A handwritten signature in black ink that reads "Ronald D. DeBiasse". The signature is written in a cursive, flowing style.

# TOBY 2013

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# BOMA NEW JERSEY

Group. Without their support, we would not be able to continue to hold events such as this.

Thank you to Trish Faidiga who was the 2013 emcee for the evening. Trish is President and Owner of Advantage Building & Facility Services. She is a member of BOMA Philadelphia, the TOBY Chair for the Mid-Atlantic Region, and a member of the BOMA International TOBY Committee.

This year, 19 buildings were submitted and judged. Of the 19, there were only eight TOBY Award winners out of the nine categories that are defined under the BOMA TOBY International Program. We are happy to announce that next year's competition will also include a new category for Retail Buildings.

The TOBY and Earth awards are recognized throughout the world and are the most prestigious awards of their kind. The Earth Award recognizes supreme sustainability efforts as defined by BOMA International. The Medical Office Building category recognizes buildings that are dedicated to 50% medical use for either a private

physician or hospital employed physician offices and patient stays must be less than 24-hours. The Industrial Office Building(s) Park category includes all buildings, comprising a total project to include single building industrial properties, 1 to 2 stories in height with more than 5% and less than 50% office area, have a loading dock, roll-up doors and no common corridors. In addition to the BOMA International Awards, there are two BOMA NJ Local Awards that are also recognized — the BOMA NJ Heart Award and the Grand TOBY. The Heart Award is in recognition of community involvement of the building staff without a direct impact to the management budget. This category received numerous applications in which the winner was based on exemplary community service and involvement that helped improve the quality of life of others whether by volunteering and or fund raising, or heightening awareness of a crisis that needed superior intervention. This was BOMA NJ's 5th year in presenting the Grand TOBY, the epitome of perfection of managing buildings in NJ for achieving the highest score throughout all categories.

## Under 100,000 Square Foot Office Building

999 Riverview Drive

Managed by Mack-Cali Realty Corp.



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## 100,000-249,999 Square Foot Office Building

17-17 Route 208 North, Fairlawn, NJ

Managed by Mack-Cali Realty Corp.



## 250,000-499,999 Square Foot Office Building

One Tower Center, East Brunswick, NJ

Managed by Boston Properties



## Suburban Office Park (Low Rise Division)

Morris County Financial Center  
Managed by Mack-Cali Realty Corp.



## Suburban Office Park (Mid Rise Division)

Carnegie Center, Princeton, NJ  
Managed by Boston Properties



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# TOBY 2013

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# BOMA NEW JERSEY

## Industrial Park

Raritan Business Center, Edison, NJ  
Managed by Federal Business Centers



## Corporate Facility

22 Sylvan Way, Parsippany, NJ  
Managed by Wyndham Worldwide and Premier Facility Services



## The Earth Award

101 Eisenhower Parkway, Roseland, NJ  
Managed by Mack-Cali Realty Corporation.



## Medical Office Building

Jersey City Medical Complex  
Managed by Landmark Healthcare Facilities, LLC.



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# TOBY 2013

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# BOMA NEW JERSEY

## “Building” Heart Award

Winner, Boston Properties understands their responsibility as a corporate citizen. Carnegie Center property management team participated directly in numerous initiatives during the course of the year. Boston Properties also invites its tenant and their employees to join them in their activities which ultimately contribute not only to the success experienced by the charitable organizations, but also to the goodwill between Landlord, Owner and Occupant.



## Grand TOBY Winner

Wyndham Worldwide Corporation 22, Sylvan Way, Parsippany, NJ  
Managed by Wyndham Worldwide Corporation and Premier Facility Services



*Congratulations to all of the winners of this year's 2013 BOMA NJ TOBY Awards competition. Next stop is the Regional Awards scheduled for March 30th through April 1st at the MAC Conference which will be held this year in Boston, Massachusetts (see next page for detailed conference and registration information).*

# The British are Coming, no...MAC IS COMING.

SUNDAY, MARCH 30TH-TUESDAY, APRIL 1ST

BOSTON MARRIOTT LONG WHARF



G R E A T E R B O S T O N R E A L E S T A T E B O A R D



BOMA Boston is pleased to be hosting the 2014 Middle Atlantic Conference (MAC). This annual two-day conference brings together real estate professionals from 16 different BOMA Locals that have a combined membership of over 3,500. The 2014 Conference will include an opening night reception, keynote presentations, industry updates and will conclude with the highly anticipated Regional TOBY Awards on Tuesday, April 1st.

## Conference Schedule

### Sunday, March 30, 2014

3:00 p.m. Registration Opens  
4:00 p.m. MAC Board Meeting for Leadership  
Leadership Welcome Reception at Boston Marriott Long Wharf  
7:30 p.m. Open Dinner

### Monday, March 31, 2014

8:30 a.m. Opening Keynote & Breakfast  
10:00 a.m. Networking Break  
10:30 a.m. Commercial Real Estate Panel  
12:30 p.m. Conference Lunch  
2:00 p.m. Networking break  
2:30 p.m. Panel Discussion: TBD  
4:00 p.m. Free Time  
5:30 p.m. Opening Night Reception | Location: TBD

### Tuesday, April 1

10:00 a.m. Discover Boston Tour and Lunch  
2:00 p.m. Free Time  
5:30 p.m. TOBY Awards Reception  
6:30 p.m. TOBY Awards Dinner and Banquet

*\*This agenda is subject to change.*

## Sponsorships and Registration

To register or sponsor the BOMA MAC Conference

**PATRIOT SPONSOR | \$5,000**

- Visibility on conference marketing items, website, and on site
- Visibility in special programs through presentations & signage

- One full delegate registration including TOBY Awards Dinner
- Two Tickets to TOBY Awards Dinner

**MINUTE MAN SPONSOR | \$2,500**

- Visibility on conference marketing items, website, and on site
- Two tickets to TOBY Awards Dinner

**FULL CONFERENCE TICKET | \$300**

- Includes full conference, opening night reception and one ticket to the TOBY Awards Dinner

**RECEPTION AND DINNER TICKET | \$175**

- TOBY Awards Dinner is on Tuesday, April 1st at the Boston Marriott Long Wharf

**OPENING NIGHT RECEPTION TICKET | \$75**

- Opening Night Reception will be held on Monday, March 31st location TBD

## Hotel Information & Accommodations

Boston Marriott Long Wharf  
296 State Street, Boston, MA  
800-228-9290

The Boston Marriott Long Wharf is one of Boston's Premier hotels located on the Boston Harbor and just steps away from Boston's famous attractions including the North End, Aquarium & Faneuil Hall!

Rooms are available for conference attendees at \$239 per night. A limited amount of rooms are available at the conference rate if you would like to come a day early and enjoy a Saturday night in Boston. To book your hotel room call 877-901-2078. When making your reservations, reference The Building Owners and Managers Association Conference. Book your group rate: Building Owners and Managers Association Conference.

To register, please contact Maggie Collins at [mcollins@gbreb.com](mailto:mcollins@gbreb.com) or call (617) 399-7856.

**The cutoff date for guests to reserve rooms at the discounted rate is Friday, February 28, 2014.**

Today a property manager is an industry professional whose most valuable resources are time and money. Their position requires a diversified knowledge of accounting, marketing, leasing, engineering, customer service, personnel and leadership expertise. Organizations such as BOMA NJ are focused on providing the tools necessary to deal with the tighter budgets, limited capital and heavier workload that are indicative of the day to day operations of building management. Your BOMA NJ membership entitles you to certain advantages including legislative developments, cost savings, access to information, education opportunities and partnership in influential peer networks. Here is a sampling of those benefits:

# BOMA NJ yields SUCCESS

## 1. Legislative Developments

BOMA International is the premier real estate advocacy group and serves as the national government's watchdog for real estate industry issues. Members receive advance notice and information on legislation, regulation and codes through *Currents* (bi-weekly newsletter) and *Up-To-Code*, (quarterly codes update). Local membership includes legislative, code and regulatory monitoring representation and lobbying efforts on state and local levels to help prevent costly initiatives from adversely affecting your bottom line.

## 2. Cost Savings

Your investment in BOMA dues actually saves you and your company money every year. Some examples of cost savings to the industry are below as stated on the BOMA.ORG website:

- \$3.8 billion saved annually by BOMA's successful defeat of

- a proposed 30% increase in stringency to the International Energy Conservation Code;
- \$2 billion in savings is realized annually through BOMA's work on key tax provision extensions for leasehold depreciation, brownfields remediation and energy efficiency deductions;
- \$990 million saved annually with the disapproval of changes to the structural, fire and egress codes proposed by NIST/World Trade Center;
- \$630 million annually in lost lease income avoided by approval of BOMA's alternatives to NIST/World Trade Center proposals for additional elevators and exclusive fire service use;
- \$70,000 per building in annual construction costs avoided with BOMA's proposal passed by International Code Council for more cost-effective design options eliminating onerous requirements for existing buildings and defeating retroactive code inspections;
- Up to \$1 per foot in building operating expense savings through local advocacy wins.

## 3. Access to Information

BOMA New Jersey and BOMA International understand how valuable our role is in keeping our members informed. Our research publications, such as the *BOMA Experience Exchange Report* (annual benchmarking report of building income and expense) provide data and analysis necessary to evaluate operations and manage assets. Networking opportunities such as *The Every Building Conference & Expo* (BOMA's annual national conference) recognized by some as the three most significant industry days of the year.

## 4. Educational Opportunities

Education opportunities are available through our affiliation with the BOMI Institute. BOMI offers specialized courses, as well as the RPA, FMA and SMA designations. Classes are offered in various formats with different class requirements for each designation. BOMA International's courses and seminars have trained and educated nearly 75,000 students since 1992. These courses are designed to give you the newest tools and

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## WHY BOMA NJ

information to attract and keep customers while maximizing your operational efficiencies. BOMA New Jersey offers classroom instructions in both Morristown and Edison locations. The following illustrate the benefits in participating in the BOMI courses:

- 98% of graduates say that our courses have enabled themselves or their employees to be more efficient;
- 94% of graduates agree that our programs helped better position their corporation or organization for success;
- 68% of graduates experienced a decrease in monthly operating expenses, energy consumption being the number one cost savings;
- 97% of graduates would recommend BOMI International to one of their employees or colleagues.

### 5. Partnership in One of the Most Influential Peer Networks

These encompass 475 local building owners, managers and the professionals which support building management, as well as 93 other local associations throughout the United States and thirteen overseas affiliates in Australia, Brazil, Canada, Finland, Indonesia, Japan, Korea, the Philippines and South Africa. BOMA's North American membership represents a combined total of more than ten billion square feet of downtown and suburban commercial properties that supports 3.7 million jobs and contributes \$205 billion to the U.S. GDP.

As a member of BOMA NJ we value your investment in our organization and endeavor to provide you with a strong local organization which provides monthly meetings and events, entertaining networking opportunities, excellent education programs, advocacy at the local and state level for the industry, industry designation programs and international support.

On behalf of the association, we thank you for your continued support of BOMA NJ and look ahead to your growth and participation in the organization in the years to come.



On December 4, 2013, BOMA NJ members and guests celebrated a fabulous Holiday Party at the picturesque Madison Hotel.

# Holiday



# Party

# 2013

Generous members donated an assortment of toys for Toys For Tots who distributed them to local families in need.



# A Company Cannot Succeed Without **CUSTOMER SERVICE**

BY ROBERT FRANCIS, PLANNED COMPANIES

**C**ustomer service is a necessity, a corporate and cultural philosophy to help grow and sustain your business. Robert Francis, CEO of Planned Companies, is fond of saying, “you cannot grow if you don’t RETAIN your customers and employees.”

First and foremost, companies should recognize that every interaction is an opportunity to make a lasting and positive impression for your brand. In a service world, your “product” is likely your people, the very front lines who will interact with the general public on a daily basis. Without question, exceptional customer service will enable you – your brand – to stand out and differentiate itself from the competition. This is why it is crucial that your employees understand and embrace the concept that when they are performing their roles and responsibilities, they must be “ON.” Being “ON” is the Disney-like concept that they need to have the power to give the ultimate experience to their clients, guests, visitors, etc. It leads to the positive, word-of-mouth that can fuel the growth of your business and it also empowers your team. When your team is “ON,” make sure to recognize and reward them for demonstrating the actions and behaviors that is needed for a company’s success.

From my experience, this philosophy of customer service needs to be instilled internally first in your employees and corporate culture and then, you will have the ability to better serve your clients. Exceptional customer service should be one of your core values and your associates should know that right from the start. At Planned for instance, we hire following our “I-PLAN Hiring Methodology.” We then have each and every employee go through an orientation, learning about our core values and culture, meeting everyone from reception to HR, to Payroll, to the CEO.

You can’t expect to develop a genuine customer service culture overnight. It’s a marathon and a journey and must be built within the foundation and fabric of your organization. It is recommended that you look at companies that have had service disruptions/failures in delivering to its clientele. This will enable you to learn from those experiences. The three major mistakes companies make are the following:



# PROPERTY MANAGEMENT

WRITTEN BY CONTRIBUTING ALLIED SERVICE PARTNERS

1. Hiring fast to fill positions instead of hiring right;
2. Overlooking the importance of communicating with and respecting the internal client (the employee) who in a service business, is your product!
3. Growing too fast without taking the necessary steps to ensure that the culture is living and working within the client sites.

After reviewing the mistakes others have made, learn to avoid them. You need to focus on what you should be doing right. Here are six steps that should enable you to develop a strong customer service core:

1. Genuinely have a customer service CULTURE – one that is not written on a wall, but rather lived and practiced by your staff;
2. Know that your front lines – your employees – can make or break the customer experience. Screen right, train right, and recognize and empower your workforce. Respect your team and communicate with them frequently;



3. You cannot grow if you do not RETAIN and that means both your employees and your clientele;
4. *Live Your Core Values and Recognize and Reward* the very habits and behaviors that will allow for exceptional customer service. At Planned, we call this "Living Our Core;"
5. Inspect what you Expect. See and feel if the service you are delivering is meeting and exceeding your own expectations. Set the bar and then raise it!
6. Recognize and reward your team for exhibiting those behaviors that enhance the customer experience!

## About Planned Companies

Planned Companies is a fourth generation real estate provider, with over 2,300 employees in the Northeast and Mid-Atlantic. Planned Companies provides janitorial, maintenance, concierge/front desk and security services for commercial, corporate and residential clientele. Planned uses exceptional customer service to stand apart from competitors and their work hasn't gone unnoticed. They were recognized as a winner of Ernst & Young's "Entrepreneur of the Year 2013 Award" for their business services.



# *120 Seats in the State Went Up for Re-election*

## IT WAS A VERY BUSY ELECTION SEASON

BY SCOTT WASSERMAN, THE MARCUS GROUP, INC.

On Tuesday, November 5, New Jersey voters went to the polls with all 120 seats in the state legislature up for re-election, as well as the Governor.

To make for an even busier election season, New Jersey held a special election less than three weeks prior to Election Day to fill the state's vacant United States Senate seat. That vacancy was created when Senator Frank Lautenberg passed away. In the special election, Former Newark Mayor Cory Booker (D) defeated Republican Steve Lonegan to fill the remaining fifteen months of the late Senator Frank Lautenberg's unexpired term. Senator Booker will run for re-election in 2014.

In the gubernatorial race, Governor Chris Christie easily defeated State Senator Barbara Buono (D-18). With all eyes on whether Governor Christie will make a presidential run in 2016, the eagerly anticipated margin of victory was 60%-38%, the largest margin since 1989 when Congressman Jim Florio (D) defeated Rep. Jim Courter (R) by 24 points.

NJ Republicans had hoped that Governor Christie's popularity would help the party gain control over the state legislature. With the results in, the Democrats have retained their 24-16 advantage in the State Senate, and the Democrats appear poised to maintain their 48-32 advantage in General Assembly. Following the election, Vincent Prieto (D-32) was unanimously selected as Assembly Speaker, replacing Sheila Oliver (D-34) who did not seek another term for the position. Assemblyman Lou Greenwald (D-6) was reelected as Assembly Majority Leader, with Jon Bramnick retaining his position as minority leader. In the Senate, Stephen Sweeny will remain President. Tom Kean Jr. (R-21) survived an unexpected challenge from State Sen. Kevin O'Toole (R 40) and will retain his position as Senate Minority Leader.

Two months after a revamp of the state's economic development incentives became law, the Senate is considering the New Jersey Economic Opportunity Act II (S3030). A companion bill has also been introduced in the General Assembly (A4501). The follow up legislation proposes:

- \$200 million for the creation of affordable housing;
- \$40 million to promote activity in the movie and television sector;
- Incentives to help the repurposing of hospital buildings for other uses.

The bill would also relax a provision in the current program that requires residential developers to set aside 20 percent of new units created with tax breaks issued under the Economic Redevelopment Growth Grant (ERGG) program. Senator Lesniak (D-20), the prime sponsor of the bill, says that the legislation will boost jobs over the next few years. At press time, the bill has been released from the Senate Economic Growth Committee and will head to the Senate Budget Committee.

The BOMA NJ legislative committee continues to monitor these issues and other legislative matters that would affect the interests of commercial property owners in NJ. If you have a specific concern that you would like to make sure is being monitored, please let us know. You can send an email with the information to Scott Wasserman at [scott.wasserman@marcusgroup.com](mailto:scott.wasserman@marcusgroup.com).

Despite opponents' concerns about the costs for homeowners, a Senate panel approved legislation recently that requires new single-family houses to have fire sprinklers. "The measure would save lives, and that outweighs the extra expenses," supporters said. New homes already must have hard-wired smoke detectors in every bedroom and various other areas, and existing homes that are re-sold have to have battery-operated detectors on each floor.

2 – said sprinklers are a key safety measure that would keep New Jersey residents safe. "The cost of a life is far more important than the cost of putting in a sprinkler," said State Senator Sandra Cunningham, D-Hudson, "So we want to be smart about money, but we have more, I think, of an investment in human life."

Candura said changes in the construction and contents of houses have decreased the time occupants have to escape

# Now This One Really HIT'S HOME

BY MICHAEL LINHORST, STATE HOUSE BUREAU, THE RECORD

## Sprinkler Systems Will Be Required for New Homes Under Bill Passed by New Jersey Senate Panel

The new bill, which still must pass the full Senate before it heads to Governor Christie's desk, would apply to newly constructed single- and two-family homes. Mobile homes and houses not attached to a public water system would be exempt.

People who testified at a Senate Budget Committee hearing today disagreed on how much the sprinkler systems would cost homeowners. Lewis Candura, of the Sprinkler Fitters and Apprentices Local 696 union, said sprinklers would add only "a couple thousand dollars" to the cost of a new house. But Jeff Kolakowski, an executive at New Jersey Builders Association, said the cost is more like \$6,000, plus maintenance. The requirement would "make it more difficult for residents to realize the dream of home ownership," he said.

Supporters of the bill – which passed the committee 10 to

a fire. "People used to have an average of 13 minutes to get out, but now they have 3," he said.

"The furniture that you buy, the TVs ... most of them all have petroleum-based products. So what you're doing is you're loading your house with flammable material," he said. "All we're asking for is to add less than 1 percent the cost of the house ... and using that to protect the lives and safety of the residents and first responders who risk their lives responding to a fire, not knowing if the roof or the floor below them are going to collapse." In

2010, according to Senate Democrats, New Jersey had more than 16,000 structure fires — most of them in residential buildings — that caused 75 deaths.

Another version of the bill passed the full Assembly last January in a vote of 44 to 30, with Democrats supporting it and Republicans opposing it. To have a chance at landing on Christie's desk and possibly becoming law, the measure still must pass the full Senate before the current legislative session ends.

## December 1st, 2013 Training Requirements for the Revised Hazard Communication Standard

OSHA revised its Hazard Communication Standard (HCS) to align with the United Nations' Globally Harmonized System of Classification and Labeling of Chemicals (GHS) and published it in the Federal Register in March 2012 (77 FR 17574). Two significant changes contained in the revised standard require the use of new labeling elements and a standardized format for Safety Data Sheets (SDSs), formerly known as Material Safety Data Sheets (MSDSs). The new label elements and SDS requirements will improve worker understanding of the hazards associated with the chemicals in their workplace. To help companies comply with the revised standard, OSHA is phasing in the specific requirements over several years (December 1, 2013 to June 1, 2016).

The first compliance date of the revised HCS was December 1, 2013. By that time employers had to have trained their workers on the new label elements and the SDS format. This training is needed early in the transition process since workers are already beginning to see the new labels and SDSs on the chemicals in their workplace. To ensure employees have information they need to better protect themselves from chemical hazards in the workplace during the transition period, it is

critical that employees understand the new label and SDS formats.

The list below contains the minimum required topics for the training that was to be completed by December 1, 2013:

### TRAINING ON LABEL ELEMENTS MUST INCLUDE INFORMATION ON:

*Type of information the employee would expect to see on the new labels including:*

**Product Identifier:** How the hazardous chemical is identified. This can be (but is not limited to) the chemical name, code number or batch number. The manufacturer, importer or distributor can decide the appropriate product identifier. The same product identifier must be both on the label and in Section 1 of the SDS (Identification).

**Signal Word:** Used to indicate the relative level of severity of hazard and alert the reader to a potential hazard on the label. There are only two signal words, "Danger" and "Warning." Within a specific hazard class, "Danger" is used for the more severe hazards and "Warning" is used for the less severe hazards. There will only be one signal word on the label no matter how many hazards a chemical may have. If one of the hazards warrants a "Danger" signal word and another warrants the signal word "Warning," then only "Danger" should appear on the label.

**Pictogram:** OSHA's required pictograms must be in the shape of a square set at a point and include a black hazard symbol on a white background with a red frame sufficiently wide enough to be clearly visible. A square red frame set at a point without a hazard symbol is not a pictogram and is not permitted on the label. OSHA has designated eight pictograms under this standard for application to a hazard category.

**Hazard Statement(s):** Describes the nature of the hazard(s) of a chemical, including, where appropriate, the degree of hazard. For example: "Causes damage to kidneys through prolonged or repeated exposure when absorbed through the skin." All of the applicable hazard statements must appear on the label. Hazard statements may be combined where appropriate, to reduce redundancies and improve readability. The hazard statements are specific to the hazard classification categories, and chemical users should always see the same statement for the same hazards, no matter what the chemical is or who produces it.

**Precautionary Statement(s):** Means a phrase that describes recommended measures that should be taken to minimize or prevent adverse effects resulting from exposure to a hazardous chemical or improper storage or handling.

**Name, address and phone number of the chemical manufacturer, distributor, or importer.**

**How an employee might use the labels in the workplace. For example:**

Explain how information on the label can be used to ensure proper storage of hazardous chemicals.

Explain how the information on the label might be used to quickly locate information on first aid when needed by employees or emergency personnel.

**General understanding of how the elements work together on a label. For example:**

Explain that where a chemical has multiple hazards, different pictograms are used to identify the various hazards. The employee should expect to see the appropriate pictogram for the corresponding hazard class.

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Explain that when there are similar precautionary statements, the one providing the most protective information will be included on the label.

#### **TRAINING ON THE FORMAT OF THE SDS MUST INCLUDE INFORMATION ON:**

*Standardized 16-section format, including the type of information found in the various sections.*

For example, the employee should be instructed that with the new format, Section 8 (Exposure Controls/Personal Protection) will always contain information about exposure limits, engineering controls and ways to protect yourself, including personal protective equipment.

#### **How the information on the label is related to the SDS**

For example, explain that the precautionary statements would be the same on the label and on the SDS.

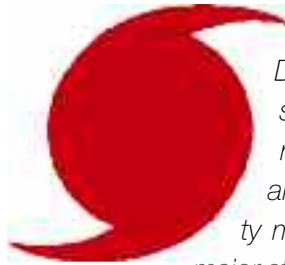
As referenced in Dr. Michaels' OSHA Training Standards Policy Statement (April 28, 2010), with all training, OSHA requires employers to present information in a manner and language that their employees can understand. If employers customarily need to communicate work instructions or other workplace information to employees in a language other than English, they will also need to provide safety and health training to employees in the same manner. Similarly, if the employee's vocabulary is limited, the training must account for that limitation. By the same token, if employees are not literate, telling them to read training materials will not satisfy the employer's training obligation.

OSHA's Hazard Communication website [www.osha.gov/dsg/hazcom/index.html](http://www.osha.gov/dsg/hazcom/index.html) has QuickCards and OSHA Briefs to assist employers with the required training.

# EMERGENCY PREPAREDNESS UPDATE

## The New Normal

By Harold Campbell, RPA, SMA, Harold Campbell, LLC



*Do you remember Sandy? It has been over a year since the super storm named Sandy became part of our permanent memory bank. Looking at other storm events nationally and worldwide, we continue to incorporate into our property management psyche that it's not a matter of "will another major storm happen," but a matter of "when" and "where?" Keeping that thought integrated into our emergency readiness plans, let's review some updates and new resources.*

#### **Updates Going Forward**

At this point although our BOMA NJ Emergency Preparedness Committee survey revealed some members have improved readiness for impact of compromise of power, personnel response (second responders, as well) and telecommunications, many have not been able to change their readiness plans since the Sandy catastrophe. Let's look at this as an opportunity to be proactive while the sky is still blue:

- Expand strategies and resources to support such proposals by taking advantage of pre-existing plan templates from your company, BOMA International, or vendors such as Continuity Dynamics;
- Be aware of infrastructure unknowns such as, know the weaknesses in the power grid in your area and other utility provider services, aging water supply piping and transportation-related issues that could interfere with your staff's ability to get to the work;
- Become a business magnet by assuring current and future clients that you can "keep ticking" in spite of adversity. The only way to do this is to have a plan; make sure you improve your plan; and most definitely, practice your plan! BOMA NJ has the resources in the making to help us adjust to the "new normal."

#### **New Resources**

Our BOMA NJ Emergency Preparedness Committee has prepared informational resources. The resources are intended to help you supplement your existing plans, regardless of what stage your plan is currently in. The purpose of the resources are to show "how to" rather than, "what to do" with respect for the decisions that you and your company deem necessary to promote your business plan. These resources were provided by Allied Members, as well as other Allied Partner experts and will be posted on the BOMA NJ website during the first quarter of 2014. The Committee has been diligent and thoughtful in seeking and preparing such key information for your use. We hope that our members will share their expertise with this committee in order to enhance our abilities to protect assets, manage risk, and improve financial performance. I hope that in 2014, your business unit will become a business magnet by being a safe harbor for commerce.

COURSE SCHEDULE

ALL Classes will be held at the Oracle Building @ 150 Smith Road, Parsippany

RPA

**Elective - Asset Management**

Tuesday Nights 6-9 pm  
Start: January, 2014  
End: March, 2014

**Elective - Managing the Organization**

Monday Nights 6-9 pm  
Start: January, 2014  
End: March, 2014

**Budgeting & Accounting**

Monday Nights 6-9 pm  
Start: April, 2014  
End: June, 2014

FMA

**Elective - Asset Management**

Tuesday Nights 6-9 pm  
Start: January, 2014  
End: March, 2014

**Elective - Managing the Organization**

Monday Nights 6-9 pm  
Start: January, 2014  
End: March, 2014

**Law & Risk Management**

Monday Nights 6-9 pm  
Start: September, 2014  
End: December, 2014

SMA

**REQUIRED - Managing the Organization**

Monday Nights 6-8:30 pm  
Start: January, 2014  
End: March, 2014

**Building Design & Maintenance**

Tuesday Nights 6-8:30 pm  
Start: April, 2014  
End: June, 2014

**Boilers, Heating & Applied Mathematics**

Tuesday Nights 6-8:30 pm  
Start: September, 2014  
End: December, 2014

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Immediate Past President  
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**BOMIs CERTIFICATES OF ACHIEVEMENT**

Back Row: Stephen Shepard BOMA Oakland East Bay; Janet Langlois, BOMA Metro Detroit; Michael Cornicelli, BOMA Chicago; Gabriel Eckert, BOMA Georgia; Jennifer Thornton, BOMA Baltimore; Tammy Betancourt, BOMA Houston; and Katie Cone, BOMA Kansas City MO.

Front Row: Dolores Bocian, BOMA NJ; and Teresa Tuma, BOMA San Antonio.



Hard work and dedication goes a long way in BOMA NJ. We would like to acknowledge and thank the following individuals:

## EDUCATION COMMITTEE

Al Todd, Amanda Zega-Greco, Bill Rafferty, Carolyn Mesce, Charles Digisco, Daniel Walsh, Harold Campbell, RPA, SMA, Lisa Kochan, Phil Desmond



## MEMBERSHIP COMMITTEE

Aaron S. Kurdyla, Teresa DeZao, Doreen Metallo, Eric Cross, Erika Toscani, George Gayet, George MacBeth, Lisa Kochan, Robin Juron, Sherry Calabro, Steve Pruzinsky, Jamie Kazazian, Amir H. Gilani, Robert Stirone.

## Philanthropy AT ITS FINEST

BOMA NJ collected 176 pounds of non-perishable food for the Community Food Bank of NJ at the November meeting. In addition, we also had \$500 in cash donations from BOMA NJ and Erika Toscani. Thank you BOMA NJ for your hearts of gold!!!



## NOVEMBER: Economic & Real Estate Outlook

Kevin Thorpe, Chief Economist, Principal of Cassidy Turley Commercial Real Estate Services addressed the membership on the current economic conditions in our State including a perspective on the market, relevant trends and the latest forecast at our November meeting. Mr. Thorpe is responsible for overseeing the Research Department in the firm's major regional offices, as well as focusing on national trends and forecasts in the commercial real estate industry. Kevin's group produces studies and statistics on topics affecting the national and local economy, capital markets, finance, leasing fundamentals, property and project management, and factors that affect supply-demand fundamentals in commercial real estate. Kevin has developed several econometric models to predict market trends, is a member of the National Association of Business Economists, and has authored numerous studies and survey reports.

"With a GDP at 2.2%, the Fed is far more optimistic for 2014-2015," said Thorpe. The recent government shutdown lasted 16 days with 450,000 federal workers furloughed, and 2 million people working, but not getting paid. The manufacturing segment is down, driven by foreign countries producing low-quality goods because it is too expensive to produce items here. The private sector is growing at a 3.2% growth rate if you put the



government aside. For the average household, the trend is generally up. People have jobs, far less debt, and retail sales are up. Home sales are also the strongest since 2000. Thorpe predicts that by 2030, America will become energy independent and we will become the world's largest producer. "Some even say, gas will go down to 50 cents a gallon," he said.

There is good news in that there is a lot of constant job growth in the labor market but, "the demand in office space has been sub par. Can't blame the economy anymore," Thorpe noted. "Tenants are simply signing for less space." The square foot per worker has dropped down by 22%, especially since employees are spending 50% less time at their desks. 7 out of 10 companies will sign for significantly less space when their leases are up. "The focus is on bottom line numbers. They will save millions with less space," he added. "The office sector is dramatically changing."



Thank you Liberty Elevator for hosting November's Networking hour.

# Maintaining Yourself

is just as, if not more important, than

**A do anywhere**  
**A do anytime**  
**Full body workout**  
**No equipment necessary**  
**NO EXCUSES**

# Maintaining Your Building

BY HELEN HENNESSY

*Everyone starts the year with a New Year's resolution and many say they want a toned, healthy and beautiful body, but not the work that's required to achieve it. This is especially true for those of us over 30. Here are the cold, hard truths ladies.*

• **Exercise every day and make it challenging!**

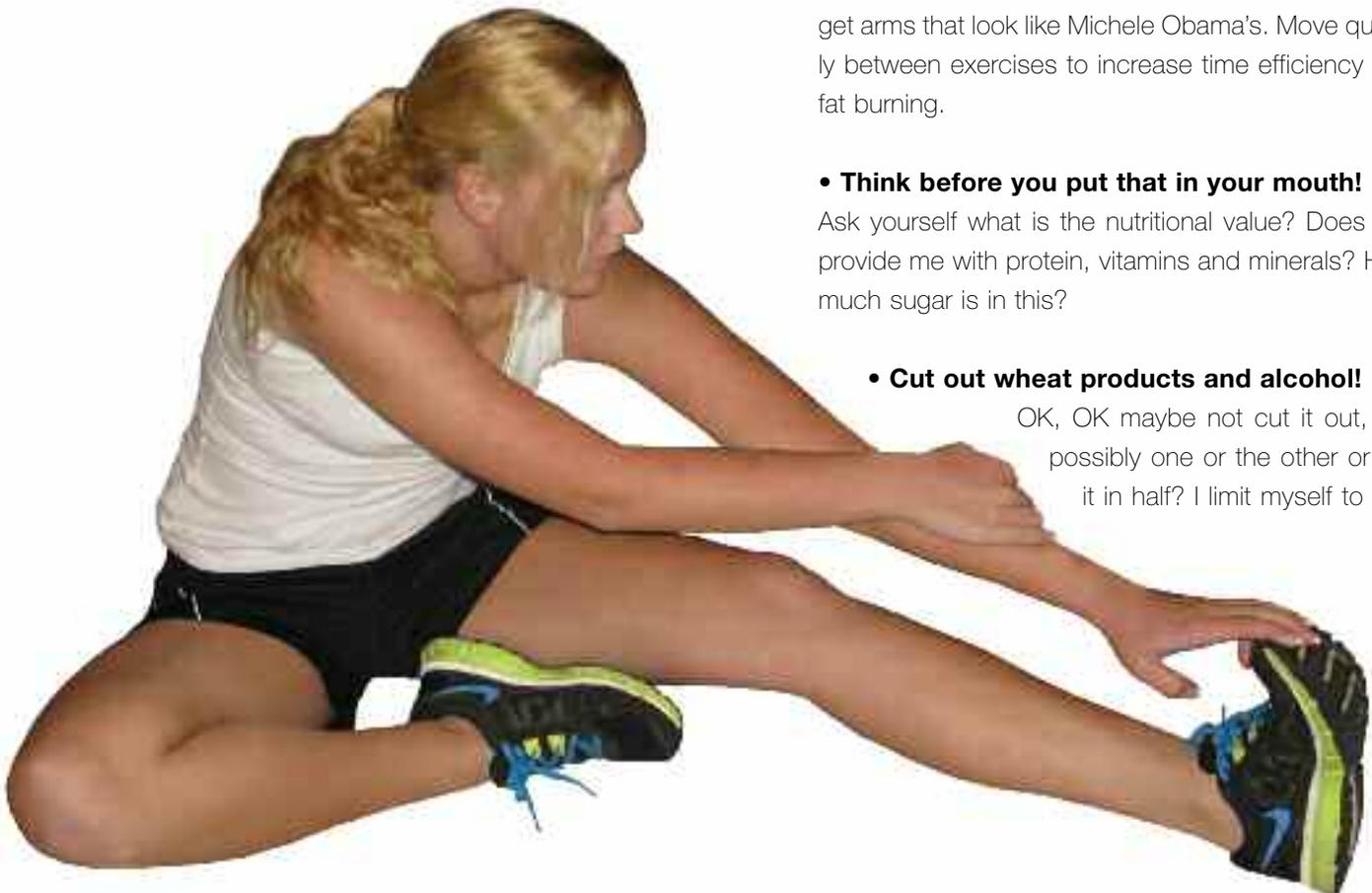
Sweat! Heavy Breathing! Discomfort! Heard these well-meaning tips? Take the stairs! Park in the far lot! Yeah, that's good, but it is not enough to clean junk out of your trunk. You need 20 minutes per day of hard work to hoist up your rear, flatten your belly and get arms that look like Michele Obama's. Move quickly between exercises to increase time efficiency and fat burning.

• **Think before you put that in your mouth!**

Ask yourself what is the nutritional value? Does this provide me with protein, vitamins and minerals? How much sugar is in this?

• **Cut out wheat products and alcohol!**

OK, OK maybe not cut it out, but possibly one or the other or cut it in half? I limit myself to one



glass (4-5 oz.) of wine per day and only up to one serving of wheat per day. You will be amazed at what a difference this makes after only one week. This cuts belly bloat fast.

• **Replace those processed foods - anything from a can, bag or box with as many fruits and vegetables as you possibly can!**

Drink plenty of water, adding a lemon slice also combats belly bloat. These two things will not only help you lose weight but are also great for your skin.

• **Don't fall for those "get thin fast" gimmicks!**

At best, you get a short-term solution that will help you lose weight but one you cannot sustain. And some supplements that promise fat burning can cause serious and sometimes fatal health problems. Be aware of nonfat versions of foods. They usually replace the fat with chemicals and/or sugar.

• **Avoid Sugar!**

Sugar is the number one "no no." Everyone knows sugar is bad for you but it deserves repeating. Sweetened beverages are the worst culprit as they are not filling but are full of empty calories! Artificial sweeteners often amp up cravings for sweets. Once you wean yourself off processed food, you will lose your craving for it. When in the mood for a candy bar or pastry, substitute a handful of nuts with a tablespoon of dark chocolate pieces or have an apple with natural nut butter.

• **Be honest with yourself!**

Do you want to have a bikini-ready body or drop a dress size or two? Then you will have to work-out hard and watch what you eat and drink almost all the time. That said; if you cannot commit to that and you are not dangerously obese, cut yourself some slack. Walk as much as possible, play active games with your kids and make better food choices and this should be enough to keep your weight under control while reaping the stress busting benefits of exercise.

## in the news...

### Liberty Elevator Corporation Named Elevator World's 2014 Project of the Year

Liberty Elevator Corporation is pleased to announce that they've been named *Elevator World's*, "2014 Project of the Year," Category 1, Elevators, New Construction winner for the installation of three elevators at the Statue of Liberty. The project occurred after being awarded the installation contract for the second time in 25 years. The elevator portion of the Statue's Life and Safety Upgrades included a passenger machine room-less (MRL) elevator, an emergency rack and pinion elevator, and a hand-icap lift, completed in October 2012.

"*Elevator World*," accepted entries for its "16th Annual Project of the Year" competition from June 1 - August 31, 2013. The trade publication accepted 21 entries and awarded winners in six (6) categories including Elevators; New Construction, Escalators; New Construction, Escalators; Modernization, Moving Walks, Platform Lifts and Stairway Chairlifts, and Private Residency Elevators. The international candidates were judged on a variety of factors. The impartial panel of judges selected winners based upon unique project aspects and engineering challenges. Other criteria included a description of the transportation system, project details, and transportation-system specifications. This was the first time Liberty Elevator submitted an entry for the "Project of the Year."

### ReSource New Jersey Commercial Flooring Inc Wins the Gold in Sochi, Russia!

ReSource New Jersey Inc. recently completed a supply and install flooring project at the NBC Sports broadcast studios in Sochi, Russia, the site of the 2014 Winter Olympics. Engaged by NBC, ReSource New Jersey Commercial Flooring sent two INSTALL trained foreman mechanics from the Northeast Regional Council of Carpenters Union Local #251 to the 2014 Olympic broadcasting studios to Russia. The project, an intricate and complex pattern of vinyl tile and plank, was installed flawlessly and on time in a very sensitive and demanding construction schedule and took the two mechanics two full weeks, fourteen days straight to complete.

When returning from Russia, the mechanics praised the courteous, helpful and gracious people of Sochi, Russia for their support of all foreigners working in their country on behalf of this international event.

# 2013 OFFICERS & DIRECTORS

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*Material contained herein does not necessarily reflect the opinion of BOMA New Jersey, its members, or its staff.*

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Martin Schwan, RPA  
Max Management  
1984-1986



**john**  
John Washburne  
J. Washburne Associates  
1987

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Mack-Cali Realty Corp.  
1990-1991



**kurt**  
Kurt VanAnglen, RPA, FMA  
1992-1993



**vinnie**  
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The Olsen Group  
1994-1995



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1996-1997



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Advance Realty Group  
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## BOMA NEW JERSEY CALENDAR OF EVENTS

January 22, 2014

General Membership Meeting  
Location: The Newark Club

February 3-5, 2014

2014 Winter Business Meeting  
and National Issues Conference

February 26, 2014

General Membership Meeting  
Changing Needs in Real Estate  
Hyatt Morristown

March 26, 2014

Building Tour  
Federal Business Centers  
Edison, NJ

April 11, 2014

Allied Service Partners Host BOMA NJs  
30th Anniversary  
Birchwood Manner, Whippany, NJ

May 28, 2014

Energy Awards  
Location: TBD