



# Re-Certification (Version2)

**A guide to follow-up certifications under the  
Green Star SA – Existing Building Performance Tool**

*March 2017*

## THE BASICS

### IF IT DOESN'T PERFORM, IT CAN'T BE GREEN

The Green Star SA – Existing Building Performance Tool as the name suggests is a rating tool which assesses the actual operational performance of a building. Due to the fact that performance can change over time, each certification is valid for a 3 year period, after which re-certification is required.

### THE PERFORMANCE JOURNEY

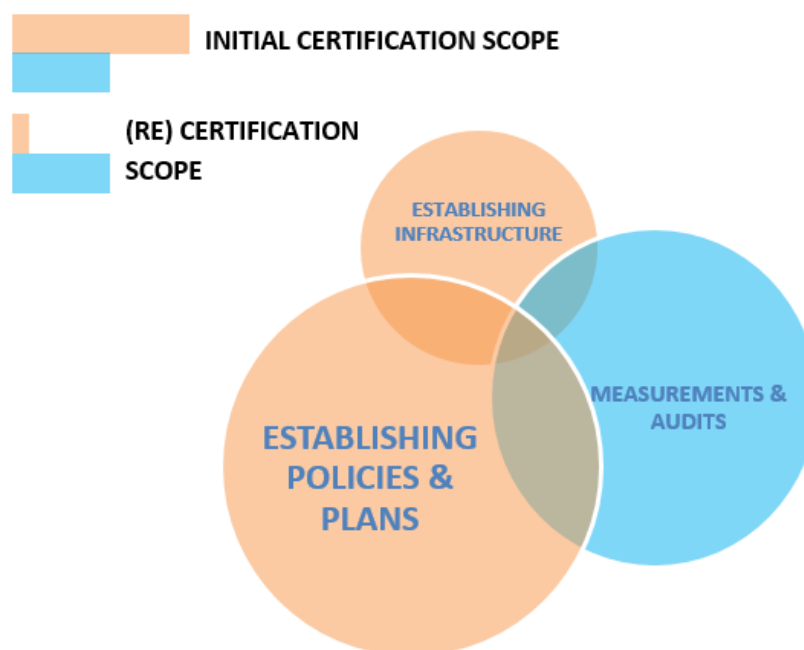
Greening an existing building and its operations is not a 'once-off' project, it is a continuous journey and different buildings will be starting at a different point on the road. This is why the Existing Building Performance Tool recognises ratings from 1-6 Stars.

For example, a building may achieve a 3 Star rating in its initial certification, and then with every re-certification improve its score, ultimately aiming for a 5 or 6 Star rating. It may also however choose to remain at a 3 Star when re-certifying.

You do not need to wait 3 years from your first certification before re-certifying. Projects can re-certify at any stage to improve their rating and move further along the journey.

### RE-CERTIFICATION IS SIMPLE!

The diagram below illustrates the different aspects involved in a Green Star SA – Existing Building Performance Rating and highlights the reduced scope which can be expected when re-certifying compared to the initial certification.



Essentially, the scope of activities involved in achieving a Green Star SA – Existing Building Performance rating can broadly be split into three groups namely:

**a) Establishing Infrastructure**

E.g. Sub-metering, lighting upgrades, energy & water efficiency measures, etc. These types of activities are generally not required for entry-level ratings but would be applied over time to improve performance.

**b) Establishing Policies & Plans**

E.g. Procurement Policies, Waste Management Plans, Green Cleaning Policies, etc. A significant portion of the rating is focused on how the building is operated and managed. What is important to note here is that in many cases these policies can be created at a portfolio level, and need not be re-done for each building.

**c) Measurements & Audits**

E.g. Energy & Water Performance, IEQ audits, etc. As the rating tool name suggests, it is important that ongoing performance of the building is monitored and assessed. As such factors that can typically change over time are measured during the 12 month performance period.

*Re-certification is primarily concerned with ‘Measurements & Audits’, especially if not many new initiatives are targeted.*

## THE PROCESS:

Project Teams choose at which point in the 3 year validity of their rating they would like to re-certify. Thereafter the following process is followed:

### STEP-1 – CONFIRM ELIGIBILITY FOR RE-CERTIFICATION VIA ZENDESK

As a starting point it would be required to confirm if your Project is eligible for Re-certification.

Items to be taken into account:

- Timeframe: submit R1 of Re-certification with 3 years of first certification results
- Confirm that no material changes, or less than 5% of building scope/fabric, have taken place since the last certification, so that it can be verified that the building doesn't require a new EBP certification.
- Within same Tool version
- If Project is a CUSTOM Project how this impacts on the Re-certification process and documentation

### STEP-2 – REGISTER FOR RE-CERTIFICATION ON THE CERTIFICATION ENGINE

<https://www.gbcsa.org.za/projects/project-certification/>

### STEP-3 – AQUAINT YOURSELF ON TCE'S ISSUED

- TCE's issued before a Project has been activated are valid
- Documents and Policies and Plans will need to be updated to be relevant

## STEP-4 – ENE & WAT COMPLIANCE PATH

The same path whether Path 2, 3 or 4 can be targeted ONLY if going for a Re-certification so that a Building has a Baseline.

## STEP-5 – USE THE RE-CERTIFICATION SUBMISSION TEMPLATES (UNCOMPLETE CURRENTLY)

Special submission templates will become available for re-certification. These will be provided after you have registered for re-certification.

## STEP-6 – SUBMIT USING THE CERTIFICATION ENGINE

Submissions are done using the Certification Engine where your submission templates and accompanying documents are uploaded. Note that as with initial certification, 2 Rounds of assessment are available to you.

When submitting and uploading your R1 submissions the following must be added to the General Folder on the Certification Engine:

- Eligibility Ruling has been granted for the Re-certification
- Credits targeted in previous certification
- Credits targeted in this certification
- First certifications Project #
- This and the previous certifications performance periods
- Relevant TCE's to Projects
- If Project is a CUSTOM Project, ensure GBCSA approved spreadsheet is uploaded with documentation requirements and different credits/requirements.

## RE-CERTIFICATION DOCUMENTATION GUIDANCE

Below is a detailed description for each credit in the rating tool of how the documentation requirements differ between initial certification and re-certification.

***Tip – If criteria are shaded in green, they do not require full re-submission when targeting re-certification. See below.***

### EB-MAN-1: Accredited Professional

#### Aim

To encourage and recognise the involvement of qualified individuals who can assist the owner/ facilities management team with the integration of Green Star SA aims and processes throughout the assessment of baselines, targeted improvements and interventions before and during the performance period to application, submission and certification.

Criteria	Documentation Requirements
<p>It is required that a principal participant in the existing building team is a Green Star SA Existing Buildings Accredited Professional</p> <p>AND</p> <p>Has been employed or engaged by the building owner to provide support and encourage the operations, maintenance, and upgrade team integration required for Performance Rating implementation. Also, to streamline the application and certification process.</p>	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>

## EB-MAN-2: Certified Buildings

### Aim

To reward buildings that have shown previous environmental achievement through As Built Green Star SA ratings and have maintained this performance in operation.

Criteria	Documentation Requirements
1 point is awarded if the building has a Green Star SA - Design, As-Built or Interiors certification.	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>Complete submission template</li> </ul> <p><b>If not previously achieved in EBP Certification:</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><i>* Show that this point was awarded in previous EBP certification (previous project number, AP, client, etc.) and submit on Certification Engine in place of GSSA Certificate.</i></p>	

## EB-MAN-3: Building Management

### Aim

To recognise management and operating processes and procedures used to optimise building environmental performance.

Criteria	Documentation Requirements
<p><b>Building Operations Manual</b></p> <p>2 points are awarded where a Building Operations Manual has been implemented and is actively used as a guide for operating building systems efficiently and managing resources effectively.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that document is still in place and has been implemented throughout the performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification:</b></p>

	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><b>* Confirm that:</b> <b>SHOW MANNER THAT IT HAS BEEN ISSUED</b></p> <ul style="list-style-type: none"> <li>- no additional assets have been acquired since previous certification</li> <li>- services/systems remained that same, therefore no new As-Built drawings required</li> <li>- no new building materials &amp; finishes have been added to building that require maintenance</li> <li>- the operating times and any operating procedures have not changed</li> </ul>	
<p><b>Building Users' Guide</b></p> <p>1 point is awarded where a simple and easy-to-use Building Users' Guide is available and is used as part of building management, for the purpose of providing relevant building information to users, occupants and tenants.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that document is still in place and has been implemented throughout the performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification:</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><b>* Confirm that:</b></p> <ul style="list-style-type: none"> <li>- Issued during performance period to user, occupants and tenants <b>SHOW MANNER THAT IT HAS BEEN ISSUED</b></li> <li>- any services/strategies have been added that should be required to be added to the BUG</li> </ul>	
<p><b>Maintenance Management</b></p> <p>1 point is awarded where there is evidence of an Operational Maintenance Planning Schedule for Building assets and equipment during the performance period. The scope of this document must at least cover the following system types:</p> <ol style="list-style-type: none"> <li>(1) electrical MV switchgear</li> <li>(2) mechanical water pumping system</li> <li>(3) HVAC system</li> <li>(4) Vertical Transportation systems.</li> </ol>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that schedules and procedures are still in place and confirm that scheduled maintenance has been implemented per the schedules for the performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification:</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><b>* Confirm that:</b> <b>SHOW PLANNED SCHEDULE FOR PERFORMANCE PERIOD SCHEDULE</b></p> <ul style="list-style-type: none"> <li>- no additional assets/equipment have been acquired since previous certification</li> </ul>	
<p><b>Tuning Process</b></p> <p>1 point is awarded where a tuning process addressing nominated systems are in place during the performance period.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that process and procedures are still in place and confirm that tuning has been implemented per the process for the performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification:</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><b>* Confirm that:</b> <b>UPDATED REPORT WITH CORRECTIVE ACTIONS</b></p> <ul style="list-style-type: none"> <li>- no additional nominated services should be added since previous certification</li> <li>- corrective action has been taken since previous certification</li> </ul>	

## EB-MAN-4: Green Cleaning Performance

### Aim

To encourage high performance cleaning practices, which reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants that compromise indoor environmental quality, human health, building fabric and the natural environment.

Criteria	Documentation Requirements
<b>Green Cleaning Policy</b> 1 point is awarded where: The applicant develops and implements a compliant Green Cleaning Policy during the performance period. This Green Cleaning Policy must be in line with the Green Star SA Policy Model.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that document is still in place and has been implemented throughout the performance period)</li> </ul> <b>If not previously achieved in EBP Certification:</b> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and submit on Certification Engine in place of Policy.</i>	
<b>Purchase of Green Cleaning Consumables</b> 1 point is awarded where the top three (3) cleaning consumables (by cost) purchased by the project during the performance period each have: <ul style="list-style-type: none"> <li>had 'Declaration Questionnaires'* completed by their suppliers, and</li> <li>based on this information, achieved a score of at least 30 in the MAT-4 'Cleaning Consumables Scorecard'</li> </ul> OR 2 points are awarded where the top three (3) cleaning consumables (by cost) purchased by the project during the performance period each comply with at least one of the Sustainability Standards listed for the particular product category.	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<b>Cleaning Audit</b> 0.5 points are awarded where a cleaning audit is carried out in accordance with the stipulated guidelines and a score of 3 or less is obtained.	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>

## EB-MAN-5: Green Lease

### Aim

To recognise and encourage collaboration between the building owner and tenants in order to manage and operate the building along environmentally sustainable principles whilst realising mutual benefit.

Criteria	Documentation Requirements
<b>Cost sharing mechanism</b> 1 Point is awarded where the Green Lease addresses the cost sharing and benefit sharing of all capital or operational expenses incurred due to initiatives or interventions.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>LANDLORD to complete submission template (confirm that document is still in place and has been implemented throughout the performance period on new leases and renewals)</li> </ul> <b>If not previously achieved in EBP Certification:</b> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>THAT IT WAS EXTENDED ACROSS THE NEXT SUBMISSION PERIOD</b> &amp; submit on Certification Engine in place of Signed Agreement.</i>	
<b>Inclusion of Green Lease criteria to new leases</b> 1 Point is awarded where the building owner includes the Green Lease criteria as required by this credit in the standard draft lease agreement of the building owner.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>LANDLORD to complete submission template (confirm that document is still in place and has been implemented throughout the performance period on new leases and renewals)</li> </ul> <b>If not previously achieved in EBP Certification:</b> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>THAT IT WAS EXTENDED ACROSS THE NEXT SUBMISSION PERIOD</b>, then submit on Certification Engine in place of Extract and Signed Confirmation.</i>	
<b>Building owner / tenancy fit-out and alterations</b> A maximum of 1 point can be awarded where a signed agreement is in place between building owner and tenant during the performance period (min 50% of tenanted GLA), in order to ensure that fit-out design and construction for the occupied rentable space meets the intended sustainability objectives. Points are adjusted depending on the type of agreement signed (Memorandum of Agreement, Mutual Disclosure or Performance agreement). See table in Technical Manual for further guidance.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>LANDLORD to complete submission template (confirm that compliant leases are still in place for the required % of tenants, including new and renewal leases)</li> </ul> <b>If not previously achieved in EBP Certification (or further points are targeted):</b> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>



*\* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and **SIGNED CONFIRMATION AND % REQUIRED**, then submit on Certification Engine in place of Extract and Signed Confirmation.*

#### **Management and operations**

A maximum of 3 points can be awarded where the building owner has a signed agreement with the tenant during the performance period (min 50% of tenanted GLA), in order to ensure that occupied rentable space is operated and managed in compliance with the intended sustainability objectives.

#### **If achieved in previous EBP Certification:**

- LANDLORD to complete submission template (confirm that compliant leases are still in place for the required % of tenants, including new and renewal leases)

#### **If not previously achieved in EBP Certification (or further points are targeted):**

- As per Technical Manual

*\* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and **SIGNED SCHEDULES AND % REQUIRED**, then submit on Certification Engine in place of Extract and Signed Confirmation.*

## **EB-MAN-6: Ongoing Monitoring & Metering**

### **Aim**

To recognize operational practices which facilitate effective ongoing monitoring and metering of water and energy consumption.

Criteria	Documentation Requirements
<b>Basic Monitoring Strategy</b> 0.5 points are awarded where metering is provided for major energy consumption of the building for the performance period AND There is an effective mechanism for monitoring the consumption data.  0.5 points are awarded where metering is provided for major water consumption of the building for the performance period AND There is an effective mechanism for monitoring the consumption data.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>• FM to complete submission template (confirm that meters and monitoring strategy is still in place and has been implemented)</li> </ul> <b>If not previously achieved in EBP Certification (or if further points are targeted):</b> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
<b>OR</b>	
<b>Advanced Monitoring Strategy</b> <b>1 points for energy and/or 1 point for water are awarded where:</b> <ul style="list-style-type: none"> <li>• Metering is provided for major energy consumption and/or water consumption uses of the building for the performance period, AND</li> </ul>	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>• FM to complete submission template (confirm that monitoring system is still in place)</li> </ul> <b>If not previously achieved in EBP Certification (or if further points are targeted):</b> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>

<ul style="list-style-type: none"> <li>There is an actively implemented automated mechanism for monitoring the consumption data (trending, logging, etc.)</li> </ul>	
<p><i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client) and <b>PROVIDE REPORT OF SAMPLE METERING DATA SUMMARY</b> (consumption &amp; trend indicators), then submit on Certification Engine in place of either Basic OR Advanced Monitoring Strategy.</i></p>	
<p><b>* Confirm that:</b></p> <ul style="list-style-type: none"> <li>- no additional energy or water items are metered. Or that items have been removed from the metering schedule since the previous certification</li> <li>- meter monitoring strategy has remained comparable since previous certification</li> <li>- meters have been audited to calibrated at least every 5 years</li> </ul>	

## EB-MAN-7: Learning Resources

### Aim

To encourage and recognise initiatives undertaken to facilitate sustainability awareness and education amongst building occupants and visitors.

Criteria	Documentation Requirements
<p><b>Physical Displays</b></p> <p>1 Point is awarded where within the building or the broader site, physical displays are provided for building occupants and visitors such that:</p> <ul style="list-style-type: none"> <li>A minimum of one sustainability initiative implemented in the building related to Energy is described and displayed, and the resulting energy use and greenhouse gas emissions are continuously presented;</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>A minimum of one sustainability initiative implemented in the building related to Water is described and displayed, and the resulting potable water savings are continuously presented;</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>A minimum of one sustainability initiative implemented in the building not related to energy or water is described and displayed, and the resulting benefit(s) are presented.</li> </ul>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that physical displays are still in place and savings continuously presented)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and submit on Certification Engine in place of Confirmation Letter and Photo Evidence.</i></p>	
<p><b>Awareness Programmes</b></p> <p>1 Point is awarded where there has been a structured sustainability awareness or education programme in place for building occupants during the performance period.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>LANDLORD to complete submission template (confirm that awareness programme is still in place and has been</li> </ul>

	<p>implemented during the performance period)</p> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and submit on Certification Engine in place of Signed Statement.</i></p>	

## EB-IEQ-1: Indoor Air Quality

### Aim

To recognize the monitoring and control of indoor pollutants and thus help sustain the comfort and wellbeing of building occupants.

Criteria	Documentation Requirements
<p><b>IAQ Manager</b></p> <p>1 point is awarded where an IAQ manager is appointed who supervises and manages the optimization of practices that prevent and minimize the build-up of indoor pollutants in buildings.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>IAQ MANAGER to complete submission template (confirm that role is still active, that IAQ management plan is still in place and has been implemented during the performance period.)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><b>System Performance</b></p> <p>1 point is awarded where it is demonstrated, through a high level inspection by a suitably experienced person that</p> <ul style="list-style-type: none"> <li>Appropriate filters are installed and maintained in all duct systems to avoid any dust infiltration through the air inlets.</li> <li>A positive pressure is maintained in the occupied spaces to ensure no dust infiltration takes place through the building envelope</li> <li>Fresh air intakes are positioned in locations in order to avoid the intake of outdoor pollutants.</li> <li>The air distribution system is sufficiently circulating outdoor air to all occupied spaces.</li> </ul> <p>Where any of the above items are not suitable, a corrective action programme must be documented, to achieve the point.</p>	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>

<p><b>IAQ Testing</b></p> <p>Up to 3 points are awarded where annual testing of indoor air quality is carried out in regularly occupied spaces and parking areas for the following:</p> <ul style="list-style-type: none"> <li>• carbon monoxide (CO) levels in covered parking areas must not exceed 26ppm for at least 70% of the measured spaces for 1 point</li> <li>• carbon dioxide (CO2) levels in regularly occupied areas must not exceed: 1 point – 1000ppm for min. 70% of the measurements taken 2 points – 800ppm for min. 70% of the measurements taken</li> </ul> <p>Where the specified limits are exceeded (26ppm and 1000ppm respectively for &gt;70% of measurements), a corrective action plan must be documented and ½ point can be achieved. This is applicable to both CO and CO2 separately.</p>	<ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
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## EB-IEQ-2: Lighting Comfort

### Aim

To recognize operational practices that provide occupants with a high degree of lighting comfort by addressing discomfort caused by lighting flicker as well as excessive lighting levels

Criteria	Documentation Requirements
<p><b>Luminaire Ballasts</b></p> <p>1 point is awarded where high frequency electronic ballasts are employed in 95% of all fluorescent luminaires in regular occupied spaces.</p> <p>OR</p> <p>A Magnetic Ballast Replacement Program is in place and being implemented.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>• FOR RE-CERTIFICATION THIS CREDIT IS N/A IF TARGETED IN FIRST SUBMISSION (EITHER WAYS OF TARGETING CREDIT) <del>Complete submission template (no confirmation required)</del></li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
<p><b>Lighting Comfort</b></p> <p>0.5 points are awarded where a process has been undertaken during the performance period to monitor and measure lighting lux levels.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>• FM to complete submission template (confirm that no lighting changes, FIT-OUT OR REFURBISHMENT CHANGES ETC.)</li> </ul>

<p>An additional 0.5 points are awarded if the maximum maintained illuminance level of no more than 80% of the levels prescribed in SANS 10114-1:2005 is achieved for regularly occupied spaces during the performance period in accordance with this credit.</p> <p>At least 60% of the readings taken must comply with the criteria above to achieve the additional 0.5 points.</p>	<p>have taken place THAT COULD AMEND THE LIGHTING LEVELS).</p> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
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### EB-IEQ-3: Thermal Comfort

#### Aim

To recognize operational practices that monitor and maintain a high level of thermal comfort for building occupants.

Criteria	Documentation Requirements
<p>1 point is awarded where there is a process implemented to</p> <ul style="list-style-type: none"> <li>Measure temperature in occupied spaces at least once in the summer and once in the winter.</li> </ul> <p>1 point is awarded where there is a process implemented to</p> <ul style="list-style-type: none"> <li>Assess via a high-level walk-through audit, any concerns related to radiant heat or draft* (air speed) in occupied spaces.</li> <li>Gather occupant feedback through a thermal comfort survey feedback form.</li> </ul> <p>*Mechanically ventilated spaces only.</p>	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>

### EB-IEQ-4: Occupant Comfort Survey

#### Aim

To encourage the assessment of building occupants' satisfaction as it relates to comfort

Criteria	Documentation Requirements
<p><b>Occupant Survey</b></p> <p>1 point is awarded where at least one occupant comfort survey is conducted during the performance period.</p>	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>

<b>Occupant Satisfaction Levels</b> Points will be awarded for a survey outcome during the performance period	
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## EB-IEQ-5: Acoustic Quality

### Aim

To encourage operational practices that monitor acoustic comfort factors and strive to improve performance to ensure acoustic comfort for building occupants and minimize impact on surrounding buildings.

Criteria	Documentation Requirements
<p><b>High-Level Acoustic Audit</b> 1 point is awarded where the Facilities Management team conducts a high-level audit of the building to identify areas of concern. Based on this audit, a corrective action plan must be produced.</p> <p>The Audit must at a minimum consider:</p> <ol style="list-style-type: none"> <li>1. Occupant Feedback (conduct survey)</li> <li>2. Impact of Plant / Equipment Noise on Occupants</li> <li>3. Impact of Plant / Equipment Noise on Surrounding Properties</li> <li>4. Impact of External Noise Sources on Occupants</li> <li>5. Noise Transference Between Tenancies (or functional areas in single-tenanted buildings)</li> </ol> <p>Corrective Action Plan: Based on a review of the items above, areas of concern are to be highlighted and a corrective action plan produced detailing timelines and milestones.</p>	<ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
<p><b>Operational Guidelines</b> 1 point is awarded if the Owner/ Landlord issues a guideline with recommendations for tenants / departments within the building with regards to:</p> <ul style="list-style-type: none"> <li>• Fit-out Considerations for Acoustic Comfort</li> <li>• Space Utilization for Acoustic Comfort</li> </ul>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>• LANDLORD to complete submission template (confirm that guidelines are still in place and issued to all new tenants/<b>DEPARTMENTS</b>).</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>

\* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and **SIGNED CONFIRMATION THAT RECEIVED BY TENANTS**, then submit on Certification Engine in place of Extract and Signed Confirmation.

**Quantitative Acoustic Testing**

- As per Technical Manual

## EB-IEQ-6: Daylight & Views

### Aim

To recognize the introduction of naturally lit spaces which provide occupants in regular occupied spaces with access to appropriate daylight and quality views for the activities being performed during the performance period.

Criteria	Documentation Requirements
<p><b>Daylight &amp; Glare Control</b></p> <p>Up to 1 point is awarded where occupants in regularly occupied spaces have access to appropriate amounts of daylight, either by measurements or by deemed to satisfy calculations for the regularly occupied space during the performance period:</p> <p>1 point for 30% of regularly occupied space</p> <p>0.5 points are awarded where occupants in regularly occupied spaces have installed operational features on glazed elements of the W, E &amp; N facades that reduce the discomfort of glare from direct sunlight</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>• FM to complete submission template (confirm that no material changes have taken place through <b>LAYOUT</b>, fit-out or refurbishment which may affect daylight levels. Confirm that all blinds and/or shading devices are still in place)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
<p><b>Views</b></p> <p>0.5 points are awarded where occupants in 30% of regularly occupied spaces have a clear line of sight to high quality internal (day-lit atrium) or external views, providing a connection between indoor space and the outdoors, as measured on plan.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>• FM to complete submission template (confirm that no material changes have taken place through <b>LAYOUT</b>, fit-out or refurbishment which may affect external views)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>

## EB-ENE-1: Energy Consumption (GHGE)

### Aim

To encourage the reduction of greenhouse gas emissions associated with the use of energy in building operations.

Criteria	Documentation Requirements
<p>A total of 25 points may be awarded where percentage reductions in energy consumption are achieved during the performance period. Points are awarded based on the level of the building's actual energy efficiency performance against benchmarks or historical performance.</p> <p>In addition to points achieved above, where the full 25 points are not achieved:</p> <p>1 point is awarded where there is a proven energy saving for the performance period compared to the previous 12 months.</p> <p>1 additional point is awarded where there is a proven energy saving of 10% or more for the performance period compared to a 12 month period within the last 3 years.</p>	<ul style="list-style-type: none"><li>As per Technical Manual</li></ul>

## EB-ENE-2: Peak Electricity Demand

### Aim

To recognize operational practices that reduces peak demand on electricity supply infrastructure.

Criteria	Documentation Requirements
<p>A total of 2 points may be awarded where it is demonstrated that the building's Peak Demand Performance meets the required benchmarks set out in the credit (improvement on SANS 10400-XA where applicable, or improvement on a historical baseline where not).</p>	<ul style="list-style-type: none"><li>As per Technical Manual</li></ul>



## EB-TRA-1: Alternative Transportation

### Aim

To measure and assess transportation modes of regular building occupants and promote/encourage green travel plans for commuting and as a result reduce pollution and land development impacts from automobile use.

Criteria	Documentation Requirements
<b>Survey</b> 1 point is awarded where a Transportation Modes Survey, aimed at the regular occupants of the building(s), is delivered during the performance period. Transient occupants/visitors must be surveyed if either the typical visitor peak or daily average is greater than the number of regular building occupants.	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<b>Green Travel Plan</b> 2 points are awarded where a Green Travel Plan (GTP) that addresses regular occupants of the project building(s), is in place and operational during the performance period. Transient occupants/visitors must be included in the plan if either the typical visitor peak or daily average is greater than the number of regular building occupants.	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that GTP is still in place and has been actively implemented during the performance period.)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>SHOW MANNER THAT IT HAS BEEN ISSUED</b>, then submit on Certification Engine in place of Signed Statement.</i>	
<b>Improvements on Baseline</b> 1 additional point is awarded where there has been a follow-up Transportation Modes Survey Conducted which shows at least 10% reduction in single occupant car drivers (against the first survey taken).	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>

## EB-WAT-1: Potable Water

### Aim

To recognise efficient potable water use associated with building operations thus reducing the burden on potable water supply and wastewater systems.

Criteria	Documentation Requirements
<p>A total of 12 points may be awarded for percentage improvements in water efficiency compared to benchmarks or historical performance.</p> <p>In addition to points achieved above, where the full 12 points are not achieved:</p> <p>A further 1 point is awarded where there is proven water saving during 6 consecutive months of the performance period compared to same period in the previous year.</p> <p>A further 1 point is awarded where this water saving exceeds 10%.</p>	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>

## EB-MAT-1: Procurement & Purchasing

### Aim

To recognize procurement and purchasing practices which encourage use of products that are environmentally preferable.

Criteria	Documentation Requirements
<p><b>Green Procurement Policy</b></p> <p>4 points will be awarded where there is evidence of a green procurement policy that has been put in place during the performance period.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>OWNER to complete submission template (confirm that policy has not been altered and has been implemented throughout the performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>UPDATE GOALS FOR EACH PRODUCT CATEGORY &amp; PROCUREMENT WITH ACTIONS TO REACH THESE TARGETS</b>, then submit on Certification Engine in place of Signed Statement.</i></p>	

## EB-MAT-2: Solid Waste Management

### Aim

To reward operational practices which reduce the amount of solid waste going to landfill. Such waste may be from typical building operations, including on-going and durable goods, and from refurbishments, construction or demolition works.

Criteria	Documentation Requirements
<b>Solid Waste Management Policy</b> 1 point is awarded where a compliant Solid Waste and Materials Management Policy is in place during the performance period that covers a building's entire waste stream, including, at a minimum the following: <ul style="list-style-type: none"> <li>• Ongoing Consumables,</li> <li>• Hazardous Materials,</li> <li>• Movable and Electronic Goods and</li> <li>• Construction Waste from Churn and Alterations</li> </ul>	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>• FM to complete submission template (confirm that policy has not been altered and has been implemented throughout the performance period)</li> </ul> <b>If not previously achieved in EBP Certification (or if further points are targeted):</b> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
<i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>UPDATE GOALS FOR WASTE MINIMISATION CATEGORIES &amp; TARGETED DIVERSION RATE FOR EACH STREAM</b>, then submit on Certification Engine in place of Signed Statement.</i>	
<b>Waste Stream Audit &amp; Waste Management Plan</b> 1 point is awarded where a building carries out a waste stream audit of the building's entire ongoing consumable waste stream to establish a baseline that identifies the types and amounts of waste making up the waste stream, thereby identifying opportunities for increased waste minimisation, recycling and waste diversion. An operational waste and materials management plan (OWMMP) must be developed on the basis of this audit and to outline clearly opportunities for waste minimisation.	<ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
<b>Waste to Landfill Diversion</b>	<ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>

## EB-ECO-1: Grounds-keeping Practices

### Aim

To encourage environmentally sensitive maintenance and landscaping management practices for landscapes, hard surfaces and building exterior that reduce the environmental impact and improve ecological value and services.

Criteria	Documentation Requirements
<b>Landscape Management Plan</b> 2 points are awarded where a plan is in place that details the site management of landscaped areas according to leading practice methods during the performance period.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>• FM <b>AND RESPONSIBLE CONTRACTOR</b> to complete submission template (confirm that plan is still in place, has not been altered and has been implemented throughout the performance period)</li> </ul>

	<p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>UPDATE GOALS &amp; PERFORMANCE METRICS</b>, then submit on Certification Engine in place of Signed Statement.</i></p>	
<p><b>Hard Surfaces &amp; Building Exterior Management Plan</b></p> <p>1 point is awarded where a plan is in place that details the management of hard surfaces and the building exterior according to leading practice methods during the performance period</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM <b>AND RESPONSIBLE CONTRACTOR</b> to complete submission template (confirm that plan is still in place, has not been altered and has been implemented throughout the performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>UPDATE GOALS &amp; PERFORMANCE METRICS</b>, then submit on Certification Engine in place of Signed Statement.</i></p>	
<p><b>Integrated Pest Management Plan</b></p> <p>1 point is awarded where an Integrated Pest Management Plan for indoor and outdoor pest management is in place during the performance period.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM <b>AND RESPONSIBLE CONTRACTOR</b> to complete submission template (confirm that plan is still in place, has not been altered and has been implemented throughout the performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>EVIDENCE OF COMMS WITH OCCUPANT, EVIDENCE OF EVALUATION OF EFFECTIVENESS OF IPM PLAN &amp; RECORD OF PESTICIDE APPLICATIONS</b>, then submit on Certification Engine in place of Signed Statement.-</i></p>	

## EB-ECO-2: Community Facilities

### Aim

To encourage and recognise integrated and shared land use and community development through the provision of on-site facilities for use by the local community.

Criteria	Documentation Requirements
<b>Dedicated Facilities</b> 1 point is awarded where the project building / site provides at least one 'Community Facility' for access and benefit to the local community or public.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>• LANDLORD to complete submission template (confirm that facility is still in place and still accessible to community)</li> </ul> <b>If not previously achieved in EBP Certification (or if further points are targeted):</b> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
<b>Shared Facilities</b> 1 point is awarded where a facility within the building is actively utilised to allow part-time use for community or public benefit activities.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>• LANDLORD to complete submission template (confirm that facility is still in place, still accessible to community and that agreement is still in place)</li> </ul> <b>If not previously achieved in EBP Certification (or if further points are targeted):</b> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>

## EB-EMI-1: Refrigerants

### Aim

To encourage operational practices that minimise the environmental impacts of refrigeration equipment.

Criteria	Documentation Requirements
<b>Gradual Replacement Policy</b> 0.5 points are awarded if a gradual replacement policy and plan is in place to replace all non-zero ODP refrigerants (or equipment).	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>• FM to complete submission template</li> <li>• N/A IF PLANNED DATE OF REPLACEMENT IS PAST OR (confirm that policy is still in place and has been implemented during performance period)</li> </ul> <b>If not previously achieved in EBP Certification (or if further points are targeted):</b> <ul style="list-style-type: none"> <li>• As per Technical Manual</li> </ul>
<b>Refrigerant Impacts</b> 0.5 points are awarded where at least 80% of total refrigerant mass serving the building is	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>• FM to complete submission template (confirm that no new plant or refrigerants were purchased during the</li> </ul>

<p>made up of zero ozone depletion potential (ODP) refrigerants.</p> <p>An additional 0.5 points are awarded if the remaining or all of the refrigerant mass is subject to leak auditing or leak testing OR 100% of total refrigerant mass serving the building is made up of zero ozone depletion potential (ODP) refrigerants.</p> <p>An additional 0.5 points are awarded where at least 50% of the total refrigerant mass serving the building is made up of low (&lt;10) global warming potential (GWP) refrigerants.</p>	<p>performance period, and if so prove these to be compliant)</p> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>CALCULATE % OF ZERO ODP &amp; (if applicable) % GWP, ,</b> then submit on Certification Engine in place of Signed Statement.-</i></p>	

## EB-EMI-2: Legionella

### Aim

To recognise and encourage implementation and utilisation of a water management process with intention to minimize risks associated with Legionnaires' disease.

Criteria	Documentation Requirements
<p><b>Risk Management</b></p> <p>0.5 points are awarded where there is a process to manage overall risk presented by Legionnaires' disease during the performance period.</p> <p>Furthermore, it should be demonstrated that such a risk management process is monitored and reviewed regularly as per SANS 893 Part 1.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that process is still in place and has been implemented during performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<p><b>Control of Legionella</b></p> <p>0.5 points are awarded where there is an effective programme for treatment and control of Legionnaires' disease in water systems during the performance period as per SANS 893 Part 2.</p>	<p><b>If achieved in previous EBP Certification:</b></p> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that programme is still in place and has been implemented during performance period)</li> </ul> <p><b>If not previously achieved in EBP Certification (or if further points are targeted):</b></p> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>

## EB-EMI-3: Stormwater

### Aim

To recognize site-related practices which limit the disruption of natural hydrology, minimize pollution and site deterioration.

Criteria	Documentation Requirements
<b>SW Management Plan</b> 0.5 points are awarded if a Storm Water Run-Off Management plan is compiled which ensures that the site and hard surfaces are managed to control storm water runoff and filter litter or pollutants to reduce peak flows, erosion and contamination of ground water, streams and rivers.	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that management plan is still in place and <b>THERE HAVE BEEN NO SITE-SPECIFIC CHANGES THAT WOULD IMPACT &amp; THEREFORE THAT IT</b> has been implemented during performance period)</li> </ul> <b>If not previously achieved in EBP Certification (or if further points are targeted):</b> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<b>Annual Inpection Programme</b> 0.5 points are awarded If the above Management Plan is implemented during the performance period and an annual inspection program of all storm water facilities to confirm continued performance, was undertaken. Peak storm water flows must be calculated and disclosed for the performance period and required maintenance that was assessed must be implemented.	<ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
0.5 additional points are awarded when the following strategies for reducing storm water run-off are applied: <ul style="list-style-type: none"> <li>Introduction of landscaping and pervious hard surfaces reducing hardscaping by 15%, or</li> <li>Retrofitting permeable features at appropriate points along the storm water flow path to allow groundwater recharge or harvesting of precipitation for re-use.</li> </ul>	<b>If achieved in previous EBP Certification:</b> <ul style="list-style-type: none"> <li>FM to complete submission template (confirm that impervious area / <b>IMPROVEMENTS MADE IN FIRST SUBMISSION ARE STILL IN PLACE</b> has not increased) = <b>CAN GET 0.5 POINTS (same baseline)</b></li> </ul> <b>If not previously achieved in EBP Certification (or if further points are targeted):</b> <ul style="list-style-type: none"> <li>As per Technical Manual</li> </ul>
<i>* Show that this point was awarded in previous EBP certification (with previous project number, AP, client, etc.) and <b>CONFIRM THROUGH PHOTOGRAPHIC EVIDENCE THAT IMPROVEMATS ARE STILL IN PLACE</b>, then submit on Certification Engine in place of Signed Statement.-</i>	

## EB-INN-1: Innovative Strategies & Technologies

### Aim

This credit is to encourage and recognise pioneering initiatives, processes or strategies in sustainable building management and operations.

Criteria	Documentation Requirements
<p>Up to two points are awarded for an innovation initiative where:</p> <ul style="list-style-type: none"><li>• The initiative improving environmental performance is a technology or process that is considered a 'first' or 'early adopter' in South Africa or in the World;</li></ul> <p>OR</p> <ul style="list-style-type: none"><li>• The initiative substantially contributes to the broader market transformation towards sustainable development in South Africa or in the World.</li></ul>	<ul style="list-style-type: none"><li>• As per Technical Manual</li></ul> <p>Note – some Innovation initiatives previously achieved may still be deemed Innovative. The initiative should again be fully documented however and approval is at the discretion of the GBCSA.</p>

## EB-INN-2: Exceeding Green Star SA Benchmarks

### Aim

To encourage and recognise projects which achieve environmental benefits in excess of the current Green Star SA benchmarks.

Criteria	Documentation Requirements
<p>Up to two points are awarded where there has been a substantial improvement on an existing Green Star SA credit, as follows:</p> <ul style="list-style-type: none"><li>• One point for a solution that results in the elimination of the specific negative environmental impact of the project targeted by an existing credit; and</li><li>• Two points for a solution that results in a substantial (e.g. 5% or greater above 'neutral') restorative environmental impact targeted by an existing credit.</li></ul>	<ul style="list-style-type: none"><li>• As per Technical Manual</li></ul> <p>Note – some Innovation initiatives previously achieved may still be deemed Innovative. The initiative should again be fully documented however and approval is at the discretion of the GBCSA.</p>



## EB-INN-3: Environmental Initiatives

### Aim

To encourage and recognise sustainable initiatives, processes or strategies that are currently outside of the scope of this Green Star SA rating tool but which have a substantial or significant environmental benefit.

Criteria	Documentation Requirements
<p>One point is awarded where:</p> <ul style="list-style-type: none"><li>• An initiative implemented in the building viably addresses a valid environmental concern outside of the current scope of this Green Star SA tool.</li></ul>	<ul style="list-style-type: none"><li>• As per Technical Manual</li></ul> <p>Note – some Innovation initiatives previously achieved may still be deemed Innovative. The initiative should again be fully documented however and approval is at the discretion of the GBCSA.</p>