

# Commitment to Performance

## Aim of the Credit

To recognise practices that encourage building owners, building occupants and facilities management teams to set targets and monitor environmental performance in a collaborative way.

## Credit Criteria

1	<b>Environmental Building Performance</b>	Up to <b>2 points</b> are awarded where there is a commitment to set targets and measure results for environmental performance.
2	<b>End of Life Waste Performance</b>	<b>1 point</b> is awarded where there is a commitment to set targets and measure results that minimise construction waste from end of life of interior fitouts or other building attributes.
3	<b>Sustainable Procurement Performance</b>	<b>1 point</b> is awarded where a Sustainable Procurement Framework is used to set commitment targets and measure results for consumables.

## Compliance Requirements

Points for this credit (for criteria 1, 2 & 3) are awarded based on which targets and measurement procedures have committed to. These targets and measurement procedures must be mutually agreed on by the building owner and occupants (or tenants).

Different relationships between building owner and building occupants or tenants are taken into account, and outlined in more detail in the **Building owner and building occupants joint commitments** and **Building owner commitment** sections below.

### 1 - Environmental Building Performance

Two points are awarded if at least 80% of the total nominated area is covered by at least one formal commitment to environmental building performance.

A commitment to performance may be set for greenhouse gas emissions, potable water usage, operational waste and aspects of indoor environment quality.

Points may be awarded when from 20% to 80% of the nominated area is covered by at least one formal commitment as outlined in the Table 1.

Percentage of nominated areas covered by a joint commitment	Point(s) awarded
20% to 40%	0.5
40% to 60%	1
60% to 80%	1.5
More than 80%	2

Table 1 – Nominated Area Coverage and Points awarded

### 1a. Building Owner and Building Occupants Joint Commitment

In a situation where the building owner (landlord) and the building occupant (tenant) are separate entities, a landlord and tenant must jointly agree and commit to targets through formal commitments to each other, for these compliance requirements to be met. This may be done through a 'Green Lease' Agreement or similar formal agreement, or a memorandum of understanding.

These agreements must address the targets through:

- An obligation that the landlord separately monitor the agreed targets of each tenant
- A mechanism for setting and monitoring targets
- A collaborative and non-punitive approach to prevention and rectification, where obligations are not met. This should also detail a flexible, fair and open mechanism to resolve any relevant issues.

Where lease conditions are already in place, a separate and additional formal agreement between the tenant and the landlord may be used, to satisfy the requirements of this criterion.

### 1b. Building Owner Commitment

In a situation where there is no formal distinction between building owner and building occupants, the setting and monitoring of targets can be addressed through a number of alternatives.

For instance, building owners can commit to any of the targets outlined above, through an internal requirement that targets are set and measured. This formal commitment must address:

- The 'building owner' targets outlined below; AND
- Performance measurement procedures, including minimum quarterly reports made available to all building occupants and other stakeholders.

An example of this is an internal commitment to monitor energy use, and report this on a website to all building occupants and other stakeholders. Another example would be any other external reporting publicly available, such as a quarterly report outlining targets and measuring performance.

#### 1.1 Greenhouse Gas Emissions

A greenhouse gas commitment to performance must state (as a minimum):

- Energy or greenhouse gas performance targets for building owner and building occupant (or tenant), stated in kWh/m<sup>2</sup> or kg/CO<sub>2</sub>/m<sup>2</sup> (or other appropriate unit)

- Energy or greenhouse gas performance measurement procedures for building owner and building occupant (or tenant), including minimum quarterly reports.

Some credits in *Green Star – Performance* may be used to integrate target measurement and reporting with the commitment set by this criterion. For instance, the '*Energy – Greenhouse Gas Emissions*' credit could be used to report on the measured results of the commitments set in this criterion.

## 1.2 Potable Water

A potable water commitment to performance must state (as a minimum):

- Potable water performance targets for building owner and building occupant (or tenant), stated in kL/m<sup>2</sup> or kL/person
- Potable water performance measurement procedures for building owner and building occupant (or tenant), including minimum quarterly reports.

Some credits in *Green Star – Performance* may be used to integrate target measurement and reporting with the commitment set by this criterion. For instance, the '*Water – Water Performance*' credit could be used to report on the measured results of the commitments set in this criterion.

## 1.3 Operational Waste

An operational waste commitment to performance must state (as a minimum):

- Material generation minimisation targets for building occupant (or tenant), stated in mass (kg or g) per m<sup>2</sup> or per person
- Landfill diversion minimisation targets for building owner, stated in percentage of total materials generated
- Performance measurement procedures for building owner and building occupant (or tenant), including minimum quarterly reports.

Some credits in *Green Star – Performance* may be used to integrate the measurement and reporting of these targets with the commitment set by this criterion. For instance, the '*Materials – Waste from Operations*' credit could be used to report on the measured results of the commitments set in this criterion.

## 1.4 Issues affecting Indoor Environment Quality

An indoor environment commitment to performance must state (as a minimum):

- Occupant comfort survey targets for building occupant (or tenant), stated in number of times a year a questionnaire is completed
- HVAC systems maintenance targets for building owner, stated in accordance to recognised standards
- Performance measurement procedures for building owner and building occupant (or tenant), including minimum quarterly reports.

Some credits in *Green Star – Performance* may be used to integrate the measurement and reporting of these targets with the commitment set by this criterion. For instance, the '*IEQ - Occupant Comfort*' credit or the '*IEQ – Quality of Internal Air*' credit could be used to report on the measured results of the commitments set in this criterion

## 2 - End of Life Waste Performance

For this criterion to be met, a formal commitment must exist to reduce demolition waste at the end of life of an interior fitout or base building component.

Some credits in *Green Star – Performance* may be used to integrate the measurement and reporting of these targets with the joint commitment set by this criterion. For instance, the *'Materials – Waste from Alterations'* credit could be used to report on the measured results of the commitments set in this criterion.

### 2a. Building Owner and Occupants Joint Commitment

For these compliance requirements to be met, building owners and tenants must demonstrate a commitment to best practice 'make good' clauses in the lease, in accordance with a recognised standard or guide. The 'make good' clause must follow industry recognised guidelines (such as Greening Make Good, RICS Oceania).

The joint commitment to reducing construction waste at the end of life of a fitout must outline:

- A mutually agreed methodology for building owner AND tenants to follow at the end of life of their fit-out, including clear metrics
- Performance measurement procedures for building owner and building tenants, including clear reporting procedures.

For existing lease agreements that do not have best practice 'make good' clauses in place, a separate legal agreement or memorandum of understanding may be used, as long as it addresses the requirements above.

### 2b. Building Owner Commitment

The building owner must commit to extending the life of the interior fitout or finishes to at least 10 years (barring minor wear and tear or minor repairs) for these compliance requirements to be met. At the end of the life of the fitout, it must be demonstrated that the requirements of the commitment were achieved.

Alternatives to demonstrate compliance with this criterion may include the following:

- Furniture, Fittings and Equipment (FFE) Quality standards policy (by either building owner or operator) covers targeting the optimum useful life of the asset or material
- Requirements for reuse of materials/furniture and setting targets for recycling
- Provisions for FFE to be donated to charity or sold on for reuse
- The provision of a building / equipment lifecycle and condition report (by the building owner or manager) that demonstrates a forecast of 10 years (or greater) on capital improvement costs towards new fit-out or refurbishment projects
- Strategic asset management plan, incorporating whole-of-life management (disposal, reuse, condition standard, green procurement policy, material cost analysis etc).

## 3 - Sustainable Procurement Framework

A Sustainable Procurement Framework or Guide must be in place during the performance period. The framework must have been developed in accordance with a recognised standard or framework. The framework must be in place during the performance period, and follow industry-recognised guidelines (such as Australia New Zealand Government Framework for Sustainable Procurement or British Standard 8903:2010).

The framework must consider the following three key items (as a minimum):

### 1. Policy

This should include what sustainability means to the organisation. To ensure commitment at all levels, the organisation's policy should be supported by a sustainable procurement policy and a strategy statement.

### 2. Process

The procurement process is made up of several processes in order to ensure that environmental impacts of goods are minimised, determine materiality, consider environmental and social practices from suppliers, monitor ongoing performance, and review and update when and where needed.

### 3. Enablers

These include ways of working, competencies, practices and techniques that support the activities within the sustainable procurement process.

Where an existing guide that covers the same requirements is already in place, a Sustainable Procurement Framework does not have to be created specifically for this criterion. Therefore, an organisation-wide sustainable procurement framework (or a sustainable procurement framework that applies to multiple buildings) is acceptable for the purposes of this credit, provided that this guide is implemented at a building level. This framework must be shown to be compliant with a recognised standard.

Some credits in *Green Star – Performance* may be used to integrate the measurement and reporting of these targets with the joint commitment set by this criterion. For instance, the '*Materials – Sustainable Procurement*' credit could be used to report on the measured results of the commitments set in this criterion.

### 3a. Building Owner and Building Occupants Joint Commitment

There is 1 point available where the building owner has implemented the Sustainable Procurement Framework that covers all activities related to operating the building, including occupant activities. It must outline:

- Clear metrics for the measurement and monitoring of purchasing in accordance to the framework
- Performance measurement procedures, including reporting periods.

The building owner must report to occupants and other stakeholders on the performance of sustainable procurement.

### 3b. Building Owner Commitment

There is 1 point available where the building owner has implemented the Sustainable Procurement Framework at a base building level only. It must outline:

- Clear metrics for the measurement and monitoring of purchasing in accordance to the framework
- Performance measurement procedures, including reporting periods.

The building owner must report to the occupants on the performance of sustainable procurement.

## Guidance

### Alternative Compliance Methods

A Credit Interpretation Request may be submitted to the Green Building Council of Australia (GBCA) when an applicant wishes to advocate for an alternative yet equivalent method of meeting Compliance Requirements. It is a formal process, reviewed either by the GBCA, or by independent external assessors, depending on the complexity of the issue.

### Standards or guidelines relevant to this credit

Australian and New Zealand Government Framework for Sustainable Procurement - Australian Procurement Council's (2007a)

British Standard (BS) 8903:2010 – Principles and framework for procuring sustainably

AIRAH DA19 HVAC&R Maintenance Guideline – Addresses a maintenance process and maintenance strategies for heating, ventilation, air condition and refrigeration equipment.

Greening Make Good Australia, RICS Oceania – Make Good (or Dilapidations as it is also known) refers to the process at the end of a commercial property lease where the tenant is required to hand back the premises they are vacating in a particular condition (established by the terms of the lease).

## Definitions

### Nominated Area

'Nominated Area' may refer to Gross Floor Area (GFA) or Net Lettable Area (NLA) depending on building type.

### Sustainable Procurement

Sustainable procurement means only purchasing goods that are really needed, and buying items or services whose production, use and disposal minimises negative impacts and encourages positive outcomes for the environment, economy and society.

Sustainable procurement is basically good procurement that achieves the optimum balance of economic, social and environmental impacts, ensuring an organisation can operate both efficiently and responsibly.

## Documentation Requirements

### **'Design Review' Submission (Optional)**

Project teams are to submit information/documentation marked with an asterisk\* for 'Design Review'.

### **As Built Submission**

All project teams are to submit the following documentation:

#### **Submission Template**

- Summary of how the project meets the credit criteria\*
- Percentage of the nominated area that meets the requirements of the credit\*

Project teams are required to provide documentation supporting credit compliance. The following documents may be used to demonstrate compliance, depending on the approach taken by project teams:

- **Area Schedule**  
Area schedule listing the areas of each of the relevant formal commitments entered into.
- **Copy of Formal Agreements**  
Copies of formal agreements that describe the stakeholders, targets and duration of agreements OR copies of other formal commitment device.

**Please provide feedback on the technical content of this credit:**