Green Star Performance v2

Public Consultation - Batch 1 credits

18 November 2021

greenstar

Green Building Council Australia
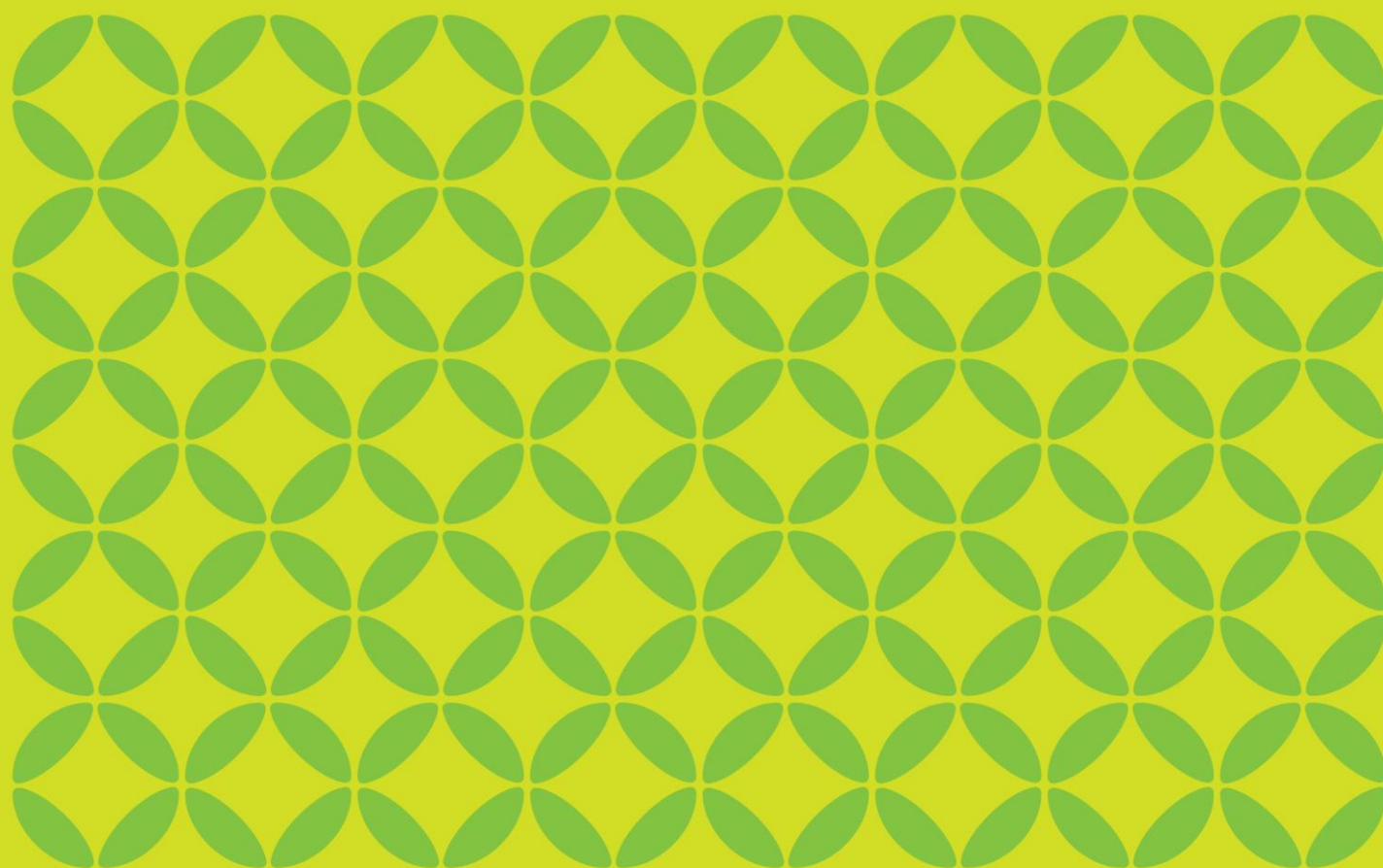
Introduction

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What you should know about Green Star Performance

Since 2013, Green Star – Performance has become an agent of change in the property sector. From industrial, retail, and commercial office portfolios to the Sydney Opera House, the rating tool has been widely adopted. Supported by GRESB, and in partnership with NABERS, it has become a cornerstone of industry, and has delivered improvements in how buildings are managed. Since 2014,
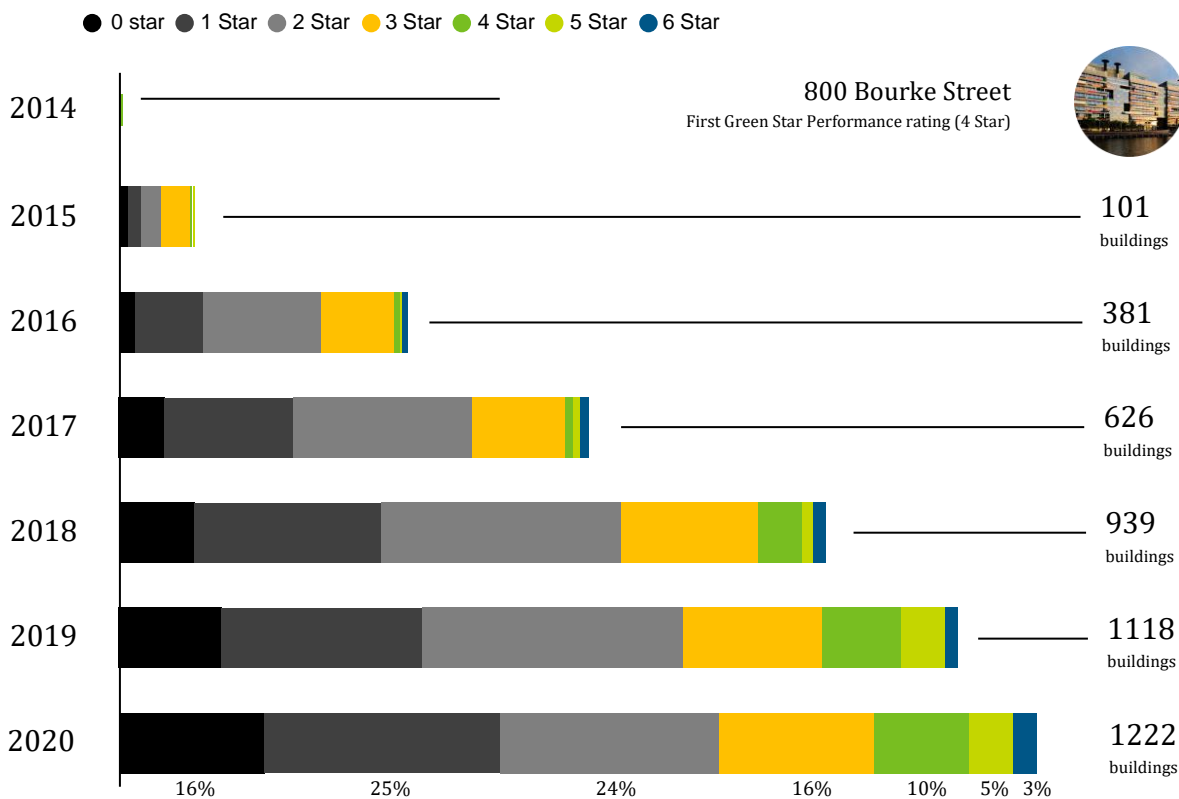
- More than 1,200 individual buildings have achieved at least one certification. Of the 1,200 buildings, 514 buildings have recertified at least once.

- Out of the 514 buildings that have recertified, 61% have improved their rating by at least one star, with over half of those improving two stars or more.

Like our other new rating tools, Green Star Performance will evolve to address issues such as health and wellbeing, resilience, and to align with the UN Sustainable Development Goals. There are other planned changes to Green Star Performance, including an annual certification process, alignment with Green Star Buildings, and a portfolio first approach.

More importantly, the revision aims to help drive forward the decarbonisation of existing buildings. The rating tool will now award points for the energy used in the building and all three separate scopes of carbon emissions from the operations of the building. It will use the recertification process to also drive deep decarbonisation of existing buildings in line with our Climate Positive Pathway.

Green Star Performance over time

Number of individual buildings with at least one Green Star Performance rating

Legend: ● 0 star ● 1 Star ● 2 Star ● 3 Star ● 4 Star ● 5 Star ● 6 Star

2014 — 800 Bourke Street — First Green Star Performance rating (4 Star)

2015 — 101 buildings

2016 — 381 buildings

2017 — 626 buildings

2018 — 939 buildings

2019 — 1118 buildings

2020 — 1222 buildings

16%   25%   24%   16%   10%   5%   3%

About Future Focus – Green Star Performance

Green Star Future Focus represents our broad vision for the future.

We're focused on providing a rating system that will enable you to deliver better outcomes for your buildings, fitouts and precincts, and accelerate our industry's trajectory towards a positive built environment.

GBCA is currently working on the next generation of Green Star Performance, due for release in mid-2022. It will be the biggest overhaul of the operational rating system since its introduction in 2013.

Development process

Initial public consultation for the next iteration of Green Star Performance was held in the middle of 2020, where the GBCA sought industry feedback on key changes proposed. The five key changes proposed were:

- Meeting the Paris Agreement
- A new definition of responsible operations
- A powerful reporting tool
- A rating for every building and fitout
- Portfolio first

Engagement for final credits will be done with all current Green Star Performance stakeholders, the Building Performance Expert Reference Panel, Early Access program, or Stakeholder Briefings. The GBCA will be seeking feedback on the following items:

- Content of the credits in line with strategic objectives (Expert Reference Panel, Early Adopters, Stakeholder Briefings)
- Relevance and achievability of benchmarks set within the rating tool (Expert Reference Panel, Stakeholder Briefings)
- Ease of document collation and submission via the online platform (Early Adopters)

The general process for each iteration will follow these steps:

- Workshopping and development of credits with relevant consultants including technical partner WSP, the Expert Reference Panels and Early Adopters
- Feedback from workshopping incorporated into credits
- Release draft credits to registered Performance Portfolios and other key stakeholders
- Webinar briefings for all current registered Performance Portfolios and other key stakeholders
- Any major feedback from briefings incorporated into credits
- Credits submitted to the Technical Advisory Group for endorsement

Rating tool structure and points evaluation will also be part of the above process.

A new definition

Green Star Performance addresses the social, environmental, and market forces that are changing your business and the built environment today. This means rethinking what existing building operations will look like now and in the future. It also means a refreshed language to communicate your success to your stakeholders.

Green Star Performance is more relevant and ambitious. Like all Future Focus rating tools, it extends beyond the environmental roots of its predecessor. It is also easier to understand, has a positive outlook, and will help a broader cross-section of the community to connect with Green Star's objectives and achieve our vision of healthy, resilient, and positive places.

Green Star Performance features eight categories, which will be aligned across the other new rating tools. The eight categories are outlined below.

Responsible

Recognises activities that ensure the building is operated and managed in a responsible manner.

Places

Supports the creation of safe, enjoyable, inclusive and comfortable places that are integrated into the broader urban fabric.

Healthy

Promotes actions and solutions that improve the physical and mental health of occupants.

People

Encourages solutions that address the social health of the community.

Resilient

Encourages solutions that address the capacity of the building to bounce back from short-term shocks and long-term stresses.

Nature

Encourages active connections between people and nature and creates opportunities to deliver new natural corridors and green spaces in cities.

Positive

Makes a positive contribution towards better buildings by focusing on key environmental issues of carbon, water consumption and the impact of materials.

Leadership

Recognises projects that set a strategic direction, build a vision for industry, or enhance the industry's capacity to innovate.

A powerful reporting tool

Over the past four years, we have seen many organisations use their Green Star ratings as both a mark of excellence and a mark of compliance.

We believe Green Star Performance can do more for the built environment. It's new ambitions and clear goals, combined with an expanded remit and clearer language is primed to help deliver outstanding benefits for building portfolios. When combined with our new digital platform, Green Star Performance will enable you to collect and receive valuable information that will help you comply with the requirements of the many reporting schemes that exist.

The changes to Green Star Performance are also geared to ensure Green Star as a system is as aligned as possible. The alignment has many benefits, but chief amongst them is being able to provide clarity for everyone on how everything fits together.

Changes to Green Star Performance to enable powerful reporting outcomes will be delivered by:

- Aligning with other Future Focus Green Star rating tools
- Connecting with our partners, such as NABERS, GRESB, Climate Active, Climate Bonds and IWBI, allowing seamless transfer of information
- Green Star Online, the digital interface for submissions, which will include customisable reporting dashboards

Bringing tenants on board

With the release of Green Star Performance we are positioned to help existing building owners work with their tenants to improve their performance.

Green Star Performance will include dedicated credits to encourage tenant engagement, rewarding building owners who engage with tenants to disclose and improve energy performance across the whole building.

The rating tool also applies to many different building types, divided into three key typologies. The scope of some credits will change based on how the building is operated and occupied.

- **Owner occupied**, where the building is occupied by the entity that owns it, and has control over the building operations either through direct management, or via a building management contract. Examples of these are hospitals, university buildings, or other social infrastructure projects. If tenants exist, they are a small part of the overall footprint e.g. a café or small retail store.
- **Tenant occupied**, where the building owner manages (by themselves or via a building management contract) the common areas of a building, with other spaces leased to a tenant (or tenants). Commonly referred to as a base-building / tenant situation.

The building owner manages the common areas and shared services, which account for a significant portion of building impacts. The owner can exert influence over tenant decisions, but cannot directly control their decisions. Examples of these are most commercial office buildings, built to rent apartments, or a retail centre.

- **Tenant operated**, where the building is owned by one entity, but managed by the entity occupying it. In this situation, the tenant takes control over the operations of the building, including the vast majority of energy emissions, water use, and waste generation. The building owner is responsible for the upkeep of the building and other minor issues, but not responsible for any fitout works.

GBCA is working with industrial asset owners to develop pathways for industrial and other tenant-operated assets within the rating tool.

Portfolio first

When the first version of Green Star – Performance was released in 2013, the rating tool was designed as a solution to enable the rating of existing individual buildings in operation.

It quickly became apparent that the industry would benefit from a tool which would enable owners to assess the management of assets from a portfolio perspective (management practices and policies) all the way through to individual asset Performance Level. While the current rating tool performs well to this task, we believe there are additional opportunities that could be pursued if the rating tool considered a 'portfolio-first' approach.

The 'portfolio-first' approach will simplify the application and submission process for property managers, and give stronger guidance targeted at the portfolios. It will also mean that the rating tool will reward planning and procuring for future capital expenditures at a portfolio level. This will result in promoting and rewarding portfolios that are on their way to great performance.

The rating tool will still be just as effective at rating single buildings. But it will also recognize impacts and opportunities to encourage more portfolios to use the rating tool and incorporate effective measures to streamline portfolio submissions.

This change is reflected in the credit structure, with lower Performance Levels typically aimed at being targetable across a whole portfolio, rather than for individual buildings within the portfolio. Higher Performance Levels will require more detail and depth of information at a building-specific level. Refer 'Credits' section below for further information.

Annual Certification Cycle

One of the key proposed changes to Green Star Performance is a move away from a mixed three year / annual certification process to an annual certification process.

To address timing issues related to performance period, rating validity and recertification, GBCA is proposing:

- The validity of a Green Star Performance rating shifts from a three year cycle to an annual cycle; and

- The terminology for 'performance period' and 'data period' are reframed and streamlined

This change aims to create better alignment with industry practices, reflecting the reality of asset investment and divestment, reporting cycles and the reality of current processes and resourcing. Underpinned by Green Star Online, the rating tool will streamline the system, enabling more flexibility and a greater understanding of annual performance. It will be supported by the rating tool credit structure, assessment and certification processes, and simplified terminology.

We also seek to add value to your rating by building additional outputs into your Green Star portfolio certificate, to facilitate in depth reporting of performance to stakeholders.

Credits

Credits in the following pages outline in detail the criteria, what their structure might be, and how compliance with the credits might be demonstrated

The credits take a very similar structure. Each credit:

- Contains a description of the credit *Outcome*

- Summarises the *Criteria* into distinct *Performance Levels*

- Provides *Additional Information* regarding the scope of the credit, what measures will be implemented, synergies with other credits, and relevant Sustainable Development Goals and reporting initiatives

- Details the Requirements for each Performance Level

- Provides some indicative information on how compliance can be demonstrated for portfolios, including whether credits will be awarded to all buildings in a portfolio or only to individual buildings and whether sampling might take place.

- The credits, once completed and released, will also include *Submission Content*, *Guidance* and *Definitions*.

Each credit has up to three *Performance Levels*. Higher *Performance Levels* build on the lower *Performance Levels* and can only be targeted once the lower *Performance Level* requirements have been met. The credits have generally been structured around the following hierarchy, aimed at taking a portfolio first approach. Each credit will have one or a number of the following but will always be in this order.

- Policy or process: A high-level approach to how the project or portfolio will implement actions and plans, driven by the building owner (or asset manager)

- Action or plan: A detailed approach to collecting data or making an on-site outcome possible, facilitated by the building owner (or asset manager)

- Data or on-site outcome: Building or site specific interventions or data

The intent of this hierarchy is based on the existing *Green Star – Performance* approach of classifying credits into the following types: Action, Building, Data and Policy. The intent was for ease of reference, allowing a basis for how the credits were to be assessed. The new approach builds on this concept to create a process of improvement over time. The terms *Level 1, Level 2, and Level 3* are indicative only and will be replaced in the final rating tool.

No points have been assigned Performance Levels at this stage – this will happen later in the process. As such some credits may seem like they require less effort to achieve, this will be addressed once points have been determined.

Providing Feedback

Feedback will be captured in Microsoft Forms through the links below. There is one form with opportunities to navigate to specific credits.

Please provide your feedback by filling in the text box that is provided after each question. Some additional text boxes will be provided where you can make general comments or suggestions about the issues covered in that section. We'd encourage you to tell us what you like, and what you don't like.

GBCA seeks feedback on the following:
- In principle, do you support the proposed credit?
- Are these the right outcomes to drive?
- Are there alternative approaches or compliance pathways that should be considered?
- Is there anything that would be useful for Green Star Online to provide, e.g. from a reporting perspective?
- Any other feedback?

NOTE: Answers can be provided for all or individual credits. Please do not close the browser until you have hit save and exit at the bottom of each form or completed all questions in the survey.

Please note that for the GBCA to capture your feedback formally, comments must be provided through this official channel or by writing to us at futurefocus@gbca.org.au

Overall feedback Form

By credit:

Responsible	**Places**
Industry Development	Movement and Place
Responsible Operations	Enjoyable Places
Ongoing Verification	Culture, Heritage, and Identity
Responsible Resource Management	
Responsible Procurement	

Consultation for these credits will close on Friday 3rd December

Responsible

The *Responsible* category recognises activities that ensure the building is managed and operating in a responsible manner.

The category aims to help building owners, facility managers and the supply chain on the sustainability journey.

Credits in this category:

- Industry transformation is facilitated through partnership, collaboration, and data sharing.

- Reduce impacts and promote opportunities for improved environmental and social outcomes

- Ensure processes are in place to maintain the optimum performance of all building systems.

- Ensure operational practices are in place that address waste through reusable materials and materials recovery in a circular manner

- All products, materials, and services purchased for building operations, maintenance and upgrades follow best practice environmental and social impacts.

Credit	Performance Level 1	Performance Level 2	Performance Level 3
Industry Development	Yes		
Responsible Operations	Yes	Yes	
Ongoing Verification	Yes	Yes	
Responsible Resource Management	Yes	Yes	Yes
Responsible Procurement	Yes	Yes	

Industry Development

Responsible

Credit: 1

Points: [#]

Outcome

Industry transformation is facilitated through partnership, collaboration, and data sharing.

Criteria

Performance Level 1	• A Green Star Accredited Professional has been appointed and contributed to the submission
	• The cost of implementing sustainable building operational practices has been disclosed to the GBCA
	• The building's sustainability achievements have been marketed to relevant stakeholders

Additional information

Scope of credit

Owner occupied	**Base build with tenants**	**Fully tenant operated**
Whole of building	Whole of building	Whole of building

Implementation

Policy	Process	**Plan**	Action	Data	**Outcome**	**Attribute**

Synergies with other credits

• All credits (Green Star Accredited Professional involvement)

Sustainable Development Goals

• Goal 11 (Sustainable Cities and Communities)

Relevant reporting initiatives

• None

Requirements

Performance Level 1

The building or portfolio must comply with **all three** of the following criteria:

- Green Star Accredited Professional
- Financial Transparency
- Marketing Sustainability Achievements

Green Star Accredited Professional

At least one Green Star Accredited Professional (Green Star AP) must be involved. A Green Star AP must be part of the core submission team throughout the submission collation process. The role of the Green Star AP can be fulfilled by one, or multiple individuals.

The Green Star AP must:

- Be nominated as the 'Project Contact' for the purposes of communicating with the GBCA
- Provide advice, guidance, and support through to certification to the rest of the team
- Ensure the team has access to the information covering Green Star principles, structure, timing, and process, and demonstrate they have been involved in delivering the submission, including:
- Eligibility and registration
- Green Star strategy
- Technical Questions
- The submission
- Certification process
- Green Star branding and marketing rules.

Financial Transparency

The *Green Star Financial Transparency disclosure template* must be included in the submission. The template requires and enables the team to submit the cost of sustainable building practices of the building or portfolio including operational practices, upgrades, retrofits and documentation to the GBCA.

The *disclosure template* must be provided in Excel format with the Green Star submission, not as a PDF.

Marketing Sustainability Achievements

The asset manager must:

- Provide information from the marketing team and answer the questions in the submission form for a Green Star Case Study. The case study seeks information on the sustainability initiatives that the building targeted to enable it being featured on the GBCA's website
- Detail how sustainability achievements are communicated to the end user of the building and additional key stakeholders as identified by the team e.g. investors and internal management. This can be achieved through annual reporting and/or stakeholder briefings
- Demonstrate the Green Star Certification achieved for the building is or will be prominently displayed in a location that is visible to occupants, the public and/or visitors.

Demonstrating compliance

Performance Level 1

For portfolios – If awarded, points for this credit will apply to all buildings in the portfolio.

Green Star Accredited Professional

Buildings in a portfolio may target this criterion by demonstrating that the Green Star Accredit Professional has been involved across the portfolio submission. It does not need to be demonstrated that the Green Star AP has been directly involved with each individual building in a portfolio.

Financial Transparency

Costs may be submitted for the whole portfolio in one spreadsheet.

Marketing Sustainability Achievements

For buildings in a portfolio where certification is yet to be displayed, a plan or process must be in place for rolling out this information. Examples of where certification is displayed must be provided.

Submission content

Submissions for this credit must contain:

- **Submission form** through Green Star Online
- Green Star Financial Transparency disclosure template submitted in excel format
- **Evidence** to support claims made in the submission

Recommended evidence:

Green Star Accredited Professional

- Letter from the asset owner confirming the involvement of a Green Star AP in the project, including their roles and responsibilities.
- Evidence demonstrating engagement between the GSAP and facilities managers responsible for managing the assets.
- Letter from the Client confirming that the Green Star AP satisfactorily fulfilled their responsibilities as per the scope of works and requirements of this credit

Financial Transparency

- Completed Green Star Financial Transparency disclosure template
- Statement or report from facility manager, project manager or Green Star AP, supporting the costs outlined in the disclosure template

Marketing sustainability achievements

- Publicly available corporate reporting highlighting the Green Star Portfolio's ambitions.
- Evidence that achievements of the building will be displayed in a prominent and public location.
- Professional photos of the rated building and information for a Case Study
- Developed samples of the marketing material
- Samples of information on the benefits of sustainability provided in a public and prominent way
- Plans or photographs showing the location where the Green Star certification will be prominently displayed

Alternate documentation can also be used by teams to demonstrate compliance.

The key requirement is that evidence is provided to support each claim made within the Submission form.

Guidance

Green Star Accredited Professional

The Green Star AP must be enrolled in the Green Building Council of Australia's Continuous Professional Development (CPD) program and must have valid credentials for the duration of their involvement.

Multiple Green Star APs

In some cases, the role of the Green Star AP can be fulfilled by different individuals throughout the submission process. This is acceptable provided each Green Star AP individually meets the requirements of this credit (apart from the workshop requirement).

Multiple project roles

In some cases, the Green Star AP's employer may also be engaged in other roles. This does not constitute a conflict of interest where individuals are able to perform each role independently to meet the requirements of each credit.

Green Star Financial Transparency disclosure template

The *disclosure template* is available via the resources portal on the GBCA website. The latest available version must be used.

All information will be anonymised by the GBCA and included as an aggregate as part of a regular report to inform industry on the cost of Green Star. No building, owner or consultant will be identifiable.

Supporting information

The following resources support this credit:

- Green Star Financial Transparency Disclosure Template (available from Green Star resources)

Responsible Operations

Responsible

Credit: [##]

Points: [#]

Outcome

Operational practices that reduce impacts and promote opportunities for improved environmental and social outcomes.

Criteria

Performance Level 1	• Environmental performance targets are set and there is a plan for implementation • A comprehensive Environmental Management Plan (EMP) that addresses the operational impacts of the building has been developed and is in use by facilities management or • An Environmental Management System (EMS) is in place to manage the building's environmental impacts
Performance Level 2	In conjunction with the *Performance Level 1*: • Additional environmental performance targets are set and there is a plan for implementation • A comprehensive Environmental Management Plan (EMP) that addresses the operational impacts of the building has been developed and is in use by facilities management • An Environmental Management System (EMS) is in place to manage the building's environmental impacts

Additional information

Scope of credit

Owner occupied	Base build with tenants	Fully tenant operated
Whole of building	Whole of building	Whole of building

Implementation

Policy	Process	Plan	Action	Data	Outcome	Attribute

Synergies with other credits

• Responsible Procurement

- Responsible Resource Management

- Healthy Category (Clean Air, Light Quality, Acoustic Comfort, Exposure to Toxins)

- Energy Use

- Water Use

- Waste Emissions

Sustainable Development Goals

- Goal 11 (Sustainable Cities and Communities)

Relevant reporting initiatives

- None

Requirements

Performance Level 1

The building or portfolio must comply with **both** of the following criteria:

- Environmental Performance Targets
- With **one** of the following criteria:
  - Environmental Management Plan
  - Environmental Management System

Environmental Performance Targets

Performance targets

The building owner has set environmental performance targets in place for the building.

Environmental performance targets must be set for **at least two** of the below metrics for building systems under their operational control:

- Energy Use

- Potable Water Use

- Waste Reduction

- Indoor Environment

Targets apply to the on-going operations of the building, and construction and demolition waste at the end of life of an interior fitout and any other building works, where relevant.

Implementation

Environmental performance targets set must be communicated to all tenants occupying the building by engaging with the tenants, outlining the tenant's roles and responsibilities in contributing to the targets set.

The results of the performance monitoring shall be reported to relevant stakeholders, at least on a quarterly basis. The asset owner shall define all relevant stakeholders and the most appropriate reporting methods for each stakeholder group.

A schedule of existing contracts and leases and how they align with the performance targets must be provided. It must also include when the review period is due for each contact or lease and what the review process is to ensure they align with the policy. The project team must nominate how frequently the targets will be reviewed, up to a maximum of a 5-year interval.

For tenant operated buildings, there must be a process in place to engage tenants over time to include environmental performance targets in lease clauses.

Environmental Management Plan

A comprehensive Environmental Management Plan (EMP) that addresses the operational impacts of the building has been developed and is in use by facilities management.

The plan must cover environmental impacts arising from building operations for the building site.

As a minimum, the EMP must:

- Cover building operations, including the management of subcontractors
- Identify the range of environmental aspects and impacts that relate to the operation of the building, and identify measures to effectively manage those environmental impacts, achieve identified opportunities and meet the environmental management objectives for:
  - Energy use
  - Potable water use
  - Generation and management of operational waste, including waste reduction initiatives
  - Vegetation, endangered species, or any open space with measurable ecological value, (including any vegetated roofs or facades where applicable)
  - Sewerage and stormwater issues, including any trade waste licence impacts
  - Any other issues relevant to the operation of the building, such as microbial control, refrigerant impacts or light pollution
- Identify opportunities for ongoing improvement
- Set a review period and have a review process in place

Environmental Management System

Application

The building owner or the managing entity has a formalised systematic approach to planning, implementing and auditing building operations. The EMS must include building operations within its scope.

The management system must:

- Set out procedures designed to meet the environmental performance requirements relevant to the organisation and its building asset(s).
- Report on performance against at least annually.
- Follow the 'Plan-Do-Check-Act' (or similar feedback loop) model.
- Nominate person(s) responsible for overseeing EMS
- Log any changes or improvements to and incorporate changes into other relevant documents or systems e.g. operation & maintenance manuals or equivalent guides.
- Set a review period and have a review process in place.

Third Party Verification

The formalised management system (EMS) has been certified by a recognised independent third-party organisation (such as organisations that provide independent verification of ISO standards or equivalent Australian standards) that is a member of the *International Accreditation Forum*.

The certificate of conformity, with the formalised management system of choice, must be specifically linked to the building owner's or asset manager's operational practices and be valid at the time of certification or annual audit

Performance Level 2

In conjunction with the Performance Level 1, the building or portfolio must comply with **all three** of the following criteria:

- Environmental Performance Targets
- Environmental Management Plan
- Environmental Management System

Environmental Performance Targets

Performance targets

The building owner has set environmental performance targets in place for the building.

Environmental performance targets must be set for **all** the below metrics:

- Energy Use
- Potable Water Use
- Waste Reduction
- Indoor Environment

Targets apply to the on-going operations of the building, and construction and demolition waste at the end of life of an interior fitout and any building works, where relevant.

Implementation

Requirements as per the *Performance Level 1*.

Environmental Management Plan

Requirements as per the *Performance Level 1*.

Environmental Management System

Requirements as per the *Performance Level 1*.

Demonstrating compliance

[TBC]

Submission content

Submission for this credit must contain:

- **Submission form** through Green Star Online
- **Evidence** to support claims made in the submission

Recommended evidence:

- [TBC]

Alternate documentation can also be used by project teams to demonstrate compliance.

The key requirement is that evidence is provided to support each claim made within the Submission form.

Guidance

Environmental management plan

The NSW Environmental Management Systems Guidelines contains requirements of EMPs which is considered best practice.

Organization wide EMPs

The EMP (or equivalent documents) may be an organisation-wide plan, as long as it is demonstrated that the EMP is also implemented and delivered at site-level and cover all the operations of the building.

An example of this situation would be where a portfolio manager sets out the environmental management approach for all assets within the portfolio at an organisational level, and then the practical application of the approach is delivered on-site by facilities management personnel. Sampling may be undertaken for assets claiming this credit.

Multiple documents or systems

The EMP (or equivalent documents) may or may not be documented as one single document and different organisations may have different internal titles for these documents. For example, an organisation may have established environmental plans detailing the sustainability attributes and strategic directions of an asset and the initiatives that are applied to continuously improve its operational performance.

Stakeholder reporting

Where annual certifications such as NABERS Star ratings are set as performance targets, it is expected that the on-going performance of the asset against the targets set is being reported to the relevant stakeholders.

Tenant Operated Buildings

Where tenants have environmental performance targets in place, these can be set by the tenant occupying the building.

Definitions

[TBC]

Supporting information

The following resources support this credit:

- [TBC]

Ongoing Verification

Responsible

Credit: ##

Points: [#]

Outcome

The building has processes in place to maintain the optimum performance of all building systems.

Criteria

Performance Level 1	• Appropriate and accessible building metering and monitoring has been or will be provided
Performance Level 2	In addition to the *Performance Level 1*: • Operations and maintenance information is available and in use by the facilities management team. Information is available to building users on how to best use the building. • A process is in place to comprehensively tune the building and a plan to undertake appropriate actions is in place • A process and plan are in place for building commissioning

Additional information

Scope of credit

Owner occupied	Base build with tenants	Fully tenant operated
Whole of building	Base building control + submetering of all tenants	Whole of building

Implementation

Policy	Process	Plan	Action	Data	Outcome	Attribute

Synergies with other credits

• Responsible Operations

• Energy Use

• Water Use

Sustainable Development Goals

• Goal 11 (Sustainable Cities and Communities)

Relevant reporting initiatives

- None

Requirements

Performance Level 1

The building or the portfolio must comply with **both** of the following criteria:

- Metering and Monitoring
- Project Operating Requirements

Metering and Monitoring

Metering and monitoring strategy

A process is in place to enable installation and inspection of metering and monitoring systems in line with the metering and monitoring requirements below.

For buildings in portfolios where meters and monitoring systems don't yet exist or are not accessible, a plan or process has been developed for addressing how and when metering can be installed or made accessible.

Metering and monitoring – owner occupied and tenant occupied buildings

The building must have accessible energy and water metering for all common uses, major uses, and major sources.

The meters must be connected to a monitoring system capable of capturing and processing the data produced by the meters.

The meters and automatic monitoring systems must:

- Provide continual information (up to 1-hour interval readings)

- Be commissioned and validated per the most current 'Validating Non-Utility Meters for NABERS Ratings' protocol to support future achievement of a NABERS rating, irrespective of the current viability of a NABERS rating for the building or building type

- Ensure all meters including utility meters and sub-meters to have accuracy declarations and/or certificates (for example Utility Meters will have certificates issued by the National Measurement Institute)

- Sub-meters that are not to be used as utility (billing) meters should either have Certificates for accuracy issued by NMI or a test certificate from the European Measuring Instruments Directive - 2004/22/CE

- Where the building's Gross Floor Area (excluding car parking areas) is smaller than 1000m^2, unless specialist equipment with an annual power consumption of 100kwh/annum, is present in the building, a single meter for energy and a single meter for water will comply with this minimum requirement. If accessible to the building manager, the utility meter is acceptable provided it meets accuracy and data collection requirements above.

The monitoring system must accurately and clearly present the metered data and include reports on consumption trends for the automatic monitoring system. The monitoring strategy must be developed in accordance with a recognised Standard, such as CIBSE TM39 Building Energy Metering. The monitoring strategy must include a metering schedule and identify the location and types of meters.

The monitoring system must raise an alarm when the energy or water use increases beyond certain parameters and automatically issue an instant alert to the facilities manager. The process to assess, correct and validate alerts or faults must be detailed and contained in an accessible location.

Metering – tenant operated buildings

Utility meters are provided for energy and water uses.

All meters including utility meters must have accuracy declarations and/or certificates (for example Utility Meters will have certificates issued by the National Measurement Institute).

Project Operating Requirements

A document must be developed that clearly outlines the operational and performance requirements for nominated building systems present in the building.

Performance Level 2

The building must comply with **both** of the following criteria

- Building Information
- Building Optimisation

Building Information

Operations and maintenance information

The operations and maintenance information for all nominated building systems is available and in use by the facility management team. It must contain:

- Roles and responsibilities of different parties involved in the upkeep of the nominated building systems.
- Cover all nominated building systems
- Appropriate content for all nominated building systems.
- Access to the information required to deliver best practice environmental outcomes.
- Guidance on keeping information up to date. This could include real time analytics.

Building logbook

A building logbook is available and in use by the facilities management team. The building logbook must:

- Be developed in line with CIBSE TM31: Building Logbook Toolkit
- Cover all nominated building systems
- Include links or references to all relevant operations and maintenance information

Building user information

Building user information is a source of up-to-date, relevant information for the building user.

Building user information must be able to be updated and edited by the facilities management team, or other appropriate stakeholder groups, to ensure it remains current and relevant to users throughout the life of the building.

All building user information must be available to the building owner and facilities management team.

Building Optimisation

A comprehensive tuning and commissioning process must be developed an in use by the facilities management team.

Tuning

All existing systems must be tuned periodically and include techniques used to evaluate and identify performance of monitored points and associated systems, including:

- Conflicts between systems.
- Out of sequence operation of system components.
- Energy and water usage profiles.

- Obsolete functional control.

- Errant time scheduling; and

- Opportunity for adaptive control.

Contracts and specifications are in place to review continuous monitoring, system testing, corrective action response, ongoing measurement. It includes:

- Identifying timelines for correction of operational issues and deficiencies identified, including:

  - Identification of operational errors and recommended training to help ensure errors are not duplicated.

  - Repairs and maintenance needed to retain performance.

- Frequency of and triggers for tuning, commissioning, review, and analysis.

Commissioning, recommissioning or retro-commissioning

A review against the project operating requirements (POR) must be carried out in accordance with AIRAH DA27 and DA28 to identify if any of the nominated building systems need to be commissioned.

As per the review of the building's nominated systems, where it is identified that the nominated systems need to be commissioning, recommissioning, or retro-commissioning, different commissioning requirements apply depending on how long the building has been occupied.

- For buildings occupied less than 5 years, if the building was initially commissioned, but a recommissioning plan was not developed as part of that process, a recommissioning plan may be developed in accordance with AIRAH DA27 and DA28.

- For buildings occupied less than 5 years, if the nominated building systems were not commissioned at original building completion, the systems must have gone through a recommissioning or retro commissioning process in accordance with AIRAH DA27 and DA28 to bring these systems in alignment with the project operating requirements (POR) for the building.

- For buildings occupied for longer than 5 years where the nominated building systems were found to not be performing in line with the POR for the building, the systems must have gone through a recommissioning or retro commissioning process in accordance with AIRAH DA27 and DA28 to bring these systems in alignment with the current operating requirements for the building.

Demonstrating compliance

Performance Level 1

For portfolios – If awarded, points for this credit will apply to all projects in the portfolio.

Metering & Monitoring

Buildings in a portfolio may target this requirement by demonstrating that the owner or managing entity has a plan for buildings in portfolios where meters and monitoring systems don't yet exist or are not accessible. Project teams must demonstrate all buildings in the portfolio are covered by this plan, system or schedule.

Performance Level 2

For portfolios - if awarded, points for this credit will apply only to the buildings nominated as targeting the credit.

Building Information

Buildings may target this requirement by demonstrating that the owner or managing entity has a system in place and there is a mechanism or portal for facilities management teams to access.

The 'Building Information' requirement may be targeted by nominating buildings that have complied with this credit within a portfolio. Each year nominated buildings will be subject to an audit of a sample of buildings (refer 'Sampling Methodology' in the Introduction). Compliance will need to be demonstrated for the buildings selected for that year's audit.

Building Optimisation

Buildings may target this requirement by demonstrating that the owner or managing entity has a system in place and there is a mechanism or portal for facilities management teams to access.

The 'Building Information' requirement may be targeted by nominating buildings that have complied with this credit within a portfolio. Each year nominated buildings will be subject to an audit of a sample of buildings (refer 'Sampling Methodology' in the Introduction). Compliance will need to be demonstrated for the buildings selected for that year's audit.

Submission content

Submission for this credit must contain:

- **Submission form** through Green Star Online
- **Evidence** to support claims made in the submission

Recommended evidence:

- TBC

Alternate documentation can also be used by project teams to demonstrate compliance.

The key requirement is that evidence is provided to support each claim made within the Submission form.

Guidance

Comprehensive Tunning Process

A comprehensive tuning process includes a tuning plan that addresses (but is not limited to) the following:

- Roles and responsibilities clearly outlined for each of the service providers involved in delivering tuning and maintenance.
- Measurement requirements (i.e., meters, BMS points, metering system, data access) for all systems.
- Review techniques used to evaluate and identify performance of monitored points and associated systems, including:
  - Conflicts between systems
  - Out of sequence operation of system components
  - Energy and water usage profiles
  - Obsolete functional control
  - Errant time scheduling
  - Opportunity for adaptive control
- An action plan for correction of operational issues and deficiencies identified, including:
  - Identification of operational errors and recommended training to help ensure errors are not duplicated.
  - Repairs and maintenance needed to retain performance.
- Frequency of tuning, review, and analysis.
- Update of procedures within 'Operations Manuals' or 'Logbook' to indicate the modifications performed, the revised settings as appropriate, and the reasoning for the modifications from the original system.
- Production of periodical reports on the performance of nominated building systems.
- Commissioning procedures.

Project Operating Requirements (POR)

It is a document that clearly outlines the operational and performance requirements for nominated building systems. A POR is developed by the asset owner or their representative to allow service providers to deliver a level of performance that meets the desired requirements detailed by the asset owner.

Definitions

Commissioning

Commissioning Is a process applied to newly constructed or renovated buildings. It is intended to optimise outcomes and minimise risks through early implementation practices. This key step in the life of the building enables the building to operate as it was designed to do. Coupled with good maintenance practice, it helps to provide building occupants with a safe, good quality, and comfortable internal environment delivered energy-efficiently.

Recommissioning

It is a process where an existing building that had previously been commissioned, undergoes a process of significant re-testing and adjustment to optimise outcomes.

Retro-commissioning

It is a *commissioning* process for a building that has not undergone c*ommissioning*, or for a poorly performing building, or for a building that has been significantly upgraded or changed. The process is undertaken to survey, identify, and optimise the building's systems, with the aim to establish and achieve the current building performance requirements.

Nominated building systems

Refers to all services that are the responsibility of the building owner and operator, including but not limited to the following systems:

- Mechanical systems, such as HVAC and refrigeration systems, mechanically operable systems such as windows, blinds and actuated shading devices
- Building Management and Control System (BMCS)
- Lighting controls
- Electrical systems, such as electrical generation, electrical supply, distribution systems, security and alarm systems
- Hydraulic systems, such as gas and water supply distribution systems, drainage systems, sewage collection and distribution systems, stormwater collection and distribution systems and pumps
- Fire protection systems, including pumps and other equipment
- Lifts and any other vertical transport devices
- Any other building system that has an impact on the energy consumption, water consumption or indoor environment performance (such as temperature, relative humidity and provision of indoor air) of the building

In some cases the scope of the nominated building systems may include services installed by a tenant or occupant, but maintained and serviced by the base building owner. Examples where this may be the case include supplementary air conditioning systems, supplementary cooling towers, or additional greywater systems.

Project Operating Requirements (POR)

It is a document that clearly outlines the operational and performance requirements for nominated building systems. The owner is responsible for defining the overall functional requirements of their building, alongside their operations and facilities management team.

The POR is developed by the building owner or their representative to allow service providers to deliver a level of performance that meets the desired requirements detailed by the building owner. It is helpful for the owner to seek advice from their facility management team, to help incorporate building critical requirements that will assist the building in meeting any performance targets.

Supporting information

The following resources support this credit:

- AIRAH DA27 Building Commissioning

- AIRAH DA28 Building Management and Control Systems

Responsible Resource Management

Responsible

Credit: [##]

Points: [#]

Outcome

The building owner has implemented operational practices that address waste through reusable materials and materials recovery in a circular manner.

Criteria

Performance Level 1	• An operational resource management policy for materials and products is in place.
Performance Level 2	In addition to the *Performance Level 1*: • An operational resource management plan has been developed and is in use by the facilities management team. • The building has dedicated and adequately sized areas for resources and waste in line with the plan.
Performance Level 3	In addition to the *Performance Level 2*: • The building owner has implemented a circular economy framework addressing products and materials.

Additional information

Scope of credit

Owner occupied	Base build with tenants	Tenant operated
Whole of building	Whole of building	Building fabric and upgrades

Note: Specialty tenant waste streams such as confidential document disposal or manufacturing waste are not included in the scope of this credit.

Stage implementation

Policy	Process	Plan	Action	Data	Outcome	Attribute

Synergies with other credits

• Waste Emissions

Sustainable Development Goals

- Goal 11 (Sustainable Cities and Communities)
- Goal 13 (Climate Action)

Relevant reporting initiatives

- None

Requirements

Performance Level 1

The building or the portfolio must comply with the following criteria:

- Operational Resource Management Policy

Operational Resource Management Policy

Policy

The building or the portfolio owner has implemented a resource management policy that addresses managing end of life practices for materials, products and consumables from building operations. The policy as a minimum must consider:

- Targets for waste reduction
- Downstream supply or resource management partnerships
- Strategies related to recycling streams to be collected (where relevant) including:
  - Paper and cardboard
  - Glass
  - Plastic
  - Food or garden organics
  - Additional streams as relevant to building operations. For example, coat hangers, e-waste, batteries etc.
- Construction, demolition and fitout stripout guidelines for any refurbishment or maintenance works on-site
- Where tenants exist, mechanisms that allow the asset manager to revise lease clauses to enable data access
- Data collection and transparency

Implementation

Asset managers need to demonstrate that the policy is accessible by all relevant stakeholders, e.g. service providers, tenants, supply chain partners etc.

A schedule of existing contracts and specifications and how they align with the policy must be provided. When the review period is due for each contact and what the review process is to ensure they align with the policy.

Performance Level 2

The building must comply with **all three** of the following criteria:

- Operational Resource Management
- Data Integrity

- On-site Facilities

Operational Resource Management

An operational resource management plan has been developed and is in use by the building facilities management team. The scope of the

The operational resource management plan developed must be in accordance with **one** of the below options:

- Operational resource management plan
- BBP waste from operations guidelines

Operational resource management plan

- The Operational resource management plan developed and implemented must clearly identify at least the following:
- The objectives of the plan — By setting 'diversion from landfill' targets and targets for reducing total materials generation (i.e. general waste materials plus recyclable and reusable materials)
- Waste/material/resource streams relevant to the building, as a minimum it must cover general waste, paper and cardboard, glass, plastic, food & organics and one additional stream as relevant to the building operations.
- At least one other material or resource stream that can be recycled, and for which recycling facilities are provided. Examples of other streams that can be recycled include metal, food organics, cooking oil, batteries, and electronics
- The individual roles responsible for delivering and reviewing the ORMP, including tenant engagement
- Monitoring and measurement-by-weight procedures for waste and recycling streams
- A review process to assess the success of the ORMP and make improvements, based on lessons learned

BBP waste from operations guidelines

The Operational Resource Management Plan has been developed in line with Part C of the Better Buildings Partnership (BBP) Operational Waste guidelines.

Data Integrity

Waste and resources generated in the building has been measured in accordance with the one of the following options:

- BBP waste from operations guidelines
- NABERS Waste

BBP waste from operations guidelines

The Operational Waste management plan has been developed in line with Part E of the Better Buildings Partnership (BBP) Operational Waste guidelines.

NABERS waste

The building has undertaken a NABERS Waste audit and can provide a valid NABERS Waste report or NABERS Waste Verification Report.

On-site Facilities

A dedicated area, or areas, for the storage and collection of the applicable waste streams has been provided. The storage area must be sized to accommodate all bins or containers, for all applicable waste streams generated by the building operations, for at least one collection cycle.

The calculations used to demonstrate that the area provided is adequately sized to handle the recyclable waste streams specified must be based on:

- Actual waste generated by occupants

- Collection frequency for each waste stream

The storage area(s) must have efficient and safe access by collection vehicles. This includes driveway access to the building, appropriate height clearances, any onsite roads and loading docks, and the storage areas themselves providing safe and easy access for bins to be emptied into collection vehicles

Buildings which have achieved the *Green Star – Design & As Built* – 8B Prescriptive Pathway or Green Star Buildings – Operational Waste credit can demonstrate compliance with the requirements of this credit.

This requirement does not apply to tenant operated buildings.

Performance Level 3

The projects must comply with the following criteria:

- Circular Economy Framework

Circular Economy Framework

The building or the portfolio owner must develop a Circular Economy Framework outlining how circular principles will be applied to materials/products and consumables. The framework must address at least the following:

- Circular economy principles

- Partnerships

- Responsible procurement policy

- Implementation

Circular economy principles

The asset manager must identify principles for addressing:

- Reduction of overall material, product, and consumable use

- Material source

- Supply chain distance

- Complexity of product/material

- Design for disassembly to facilitate repair, refurbishment and material recovery

- Product lifespan and maintenance

- Recovery potential

- Using the Material Circularity Indicator (MCI) in decision-making

The principles must consider upstream, on-site and downstream material and product outcomes.

Partnerships

The asset manager must identify partnerships required to implement circular interventions and implement a plan for identifying opportunities and delivering with partners. As a minimum, the plan must outline how the building operation is partnering with supply chain partners (e.g. NGOs, recovery contractors, product as a service providers, upstream suppliers) and tenants and/or occupants.

Responsible Procurement Policy

The Circular Economy Framework must build on a Responsible Procurement Policy. Refer Responsible Procurement *Performance Level 1* for requirements.

Implementation

Asset managers need to demonstrate that the policy is accessible by all relevant stakeholders, e.g. service providers, tenants, supply chain partners etc.

The framework must outline a review timeframe and process.

Demonstrating compliance

Performance Level 1

For portfolios – If awarded, points for this credit will apply to all projects in the portfolio.

Operational Resource Policy

Buildings may target this criterion by demonstrating that the building owner or managing entity has developed a policy at a portfolio level as per the requirements of the credit and that there is a way for relevant stakeholders to access the policy. It does not need to be demonstrated for individual buildings in a portfolio.

This criterion can remain current for assessment purposes for multiple validity periods in line with the review period nominated.

Performance Level 2

For portfolios - if awarded, points for this credit will apply only to the buildings nominated as targeting the credit.

Operational Resource Management

Compliance must be demonstrated for individual buildings targeting this credit. The 'Operational Resource Management' requirement may be targeted by nominating buildings that have complied with this credit within a portfolio. Each year nominated buildings will be subject to an audit of a sample of buildings (refer 'Sampling Methodology' in the Introduction). Compliance will need to be demonstrated for the buildings selected for that year's audit.

On-site facilities: Compliance must be demonstrated for individual buildings targeting this credit. The requirement can be submitted the first year the asset is targeting the credit requirement and will be considered met year on year unless changes are made to the building.

Performance Level 3

For portfolios - if awarded, points for this credit will apply only to the buildings nominated as targeting the credit.

Circular Economy Framework

Buildings may target this criterion by demonstrating that the building owner or managing entity has developed the framework at a portfolio level as per the requirements of the credit and that there is a way for relevant stakeholders to access the framework.

The requirement may be targeted by nominating buildings that are participating in the framework. Each year nominated buildings will be subject to an audit of a sample of buildings (refer 'Sampling Methodology' in the Introduction). Compliance will need to be demonstrated for the buildings selected for that year's audit.

Submission content

Submission for this credit must contain:

- **Submission form** through Green Star Online
- **Evidence** to support claims made in the submission

Recommended evidence:

- [TBC]

Guidance

Measurement of Waste

Measurement of waste and specific performance benchmarks are not covered in this credit. The Waste emissions credit in the positive category will address this.

Definitions

[TBC]

Supporting information

[TBC]

Responsible Procurement

Responsible

Credit: [##]

Points: [#]

Outcome

The procurement process for all products, materials, and services purchased for building operations, maintenance and upgrades follows best practice environmental and social impacts.

Criteria

Performance Level 1	• A procurement policy is in use, addressing responsibly sourced products, materials and services • An assessment of the supply chain has been undertaken to identify environmental, social, and human health risks and opportunities in accordance with ISO 20400 Sustainable Procurement – Guidance.
Performance Level 2	In addition to the Performance Level 1: • A high number of key items or risks by area that have been identified through the risk and opportunity assessment have been addressed.

Additional information

Scope of credit

Owner occupied	Base build with tenants	Fully tenant operated
Whole of building	Base building control	Asset owner control

Stage implementation

Policy	Process	Plan	Action	Data	Outcome	Attribute

Synergies with other credits

- Exposure to Toxins
- Responsible Resource Management
- Procurement and workforce inclusion

Sustainable Development Goals

- Goal 8 (Decent Work and Economic Growth)
- Goal 10 (Reduced Inequalities)

- Goal 12 (Sustainable Consumption and Production)

Relevant reporting initiatives

- GRESB

Requirements

Performance Level 1

The asset manager must comply with **both** of the following criteria:

- Responsible Procurement Policy
- Risk and Opportunity Assessment

Responsible Procurement Policy

The scope of the policy (or policies) must cover services, products/materials (associated with replacement and upgrades), and consumables with in the asset owner's control. Services, products/materials and consumables are under the tenant's control are excluded.

Policy

As a minimum the policy (or policies) must include:

- Minimising product, material and consumable use
- Procuring products and materials that:
- Have recycled or bio content
- Are readily recycled, reused or composted
- Are low in toxicity
- Are durable, maintainable and designed for disassembly to facilitate repair and material recovery
- Supporting supply chain partners, tenants and/or occupants to improve the material and products selection and waste recovery in operations
- Human rights and safe labour practices
- Best practice standards and risk mitigation principles

Implementation

Asset managers need to demonstrate that the policy is accessible by all relevant stakeholders, e.g. service providers, tenants, supply chain partners etc.

A schedule of existing contracts and specifications and how they align with the policy must be provided. It must also include when the review period is due for each contact and what the review process is to ensure they align with the policy. The project team must nominate how frequently the policy will be reviewed, up to a maximum of a 5-year interval.

Risk and Opportunity Assessment

The asset manager must undertake a materiality assessment in the building or portfolio's supply chain to identify high and extreme risks and opportunities, following ISO 20400 Sustainable Procurement – Guidance.

The scope of assessment must include (where relevant to the asset owner's operational control):

- Materials (fitout, refurbishment, upgrades etc)

- Services (cleaning, security services, etc)

- Consumables (paper goods, mechanical system filters, etc)

The assessment must identify risks and opportunities further up the supply chain, such as in the extraction, manufacture, transport or supply of key materials or services. The assessment must consider at least the following issues:

- Human rights

- Labour practices

- The environment

- Fair operating practices

- Consumer issues

- Community involvement and development

The project team must nominate how frequently the risk and opportunity assessment will be updated, up to a maximum of a 5-year interval.

Performance Level 2

The building owner must comply with the following criteria:

- Responsible Procurement Plan

Responsible Procurement Plan

Following the risk and opportunity assessment, the asset manager must develop and implement a plan for how the building will mitigate risks and implement opportunities in procurement.

The plan must:

- Outline high and extreme risks to be mitigated following the Risk and Opportunity assessment

- Identify environmental, social, economic objectives reflecting the Risks and Opportunity assessment

- Establish a governance process with roles and responsibilities for overseeing implementation of the procurement plan objectives across policies and management plans in collaboration with facilities teams and relevant building management professionals.

- Outline requirements for data collection and impact measurement monitoring and reporting

- Provide a framework for incentivising the achievement of the plan with relevant suppliers, services contractors, and trades

- Be updated annually to reflect actions undertaken

Demonstrating compliance

For portfolios - if awarded, points for this credit will apply only to the buildings nominated as targeting the credit. (refer 'Sampling Methodology' in the Introduction).

Performance Level 1

Responsible Procurement Policy

Buildings may target this criterion by demonstrating that the building owner or managing entity has developed a policy at a portfolio level as per the requirements of the credit and that there is a way for relevant stakeholders to access the policy. It does not need to be demonstrated for individual buildings in a portfolio.

This criterion can remain current for assessment purposes for multiple validity periods in line with the review period nominated.

Risk and Opportunity Assessment

Buildings may target this criterion by demonstrating that the building owner or managing entity has undertaken the risk and opportunity assessment at a building or portfolio level and addressed the risks identified as per the requirements of the credit. It does not need to be demonstrated for individual buildings in a portfolio.

This criterion can remain current for assessment purposes for multiple validity periods in line with the review period nominated.

Performance Level 2

Responsible Procurement Plan

It must be demonstrated that individual buildings are participating in the actions as outlined in the Responsible Procurement Plan.

For portfolios, sampling can be undertaken for buildings targeting this credit. (refer 'Sampling Methodology' in the Introduction).

Submission content

Submissions for this credit must contain:

- **Submission form** through Green Star Online
- **Evidence** to support claims made in the submission

Recommended evidence:

- [TBC]

Alternate documentation can also be used by project teams to demonstrate compliance. The key requirement is that evidence is provided to support each claim made within the Submission form.

Guidance

ISO 20400 Sustainable Procurement – Guidance

ISO 20400: Sustainable Procurement – Guidance provides guidance to organisations, independent of their activity or size, on integrating sustainability within procurement. The procurement process must include community involvement and development, consumer issues, fair operating practices, the environment, labour practices, and human rights. The standard also addresses organisational requirements at the middle management level, including the governance that should be in place, people management and training, stakeholder engagement, prioritisation, reporting and grievance processes. The last section sets out the procurement process itself, including planning, sourcing, and contract management.

It is expected that the design team, head contractor and sub-contractors follow the ISO 20400 guidelines to manage procurement risk in their supply chains to meet the requirements of this credit. It is not expected that all organisations downstream in the supply chain follow the ISO 20400 guidelines.

Definitions

[TBC]

Supporting information

The following resources support this credit:

[TBC]

Places

The *Places* category has an increased focus on putting people at the forefront of building operations. It focuses on the integration of the amenities and culture into the operations of the building and delivers places that increase social cohesion.

Buildings cannot be seen in isolation; they have an impact – positive or negative – on their wider surroundings. The *Places* category recognises this and seeks to maximise the positive impacts whilst limit any negative ones.

Importantly, the category celebrates where we come from and our Aboriginal and Torres Strait Islander communities and uses placemaking to give a sense of belonging to the spaces we spend time at.

A Green Star building should be a place where an occupant or visitors feels welcome and enjoys their stay – and the *Places* category serves this purpose.

Credits in this category:

- Encourage occupants and visitors to use active, low carbon and public transport options and participate in on-site activities
- Contribute to memorable, beautiful, vibrant communal or public places where people want to gather and participate in the community
- Promote and engage with existing local culture, heritage, and identity.

Credit	Performance Level 1	Performance Level 2	Performance Level 3
Movement and Place	Yes	Yes	Yes
Enjoyable Places	Yes	Yes	
Culture, Heritage, and Identity	Yes	Yes	

Movement and Place

Places

Credit: [#]

Points: [#]

Outcome

On-site facilities are provided to encourage occupants and visitors to use active, low carbon and public transport options and participate in on-site activities.

Criteria

Performance Level 1	• Showers and changing facilities have been provided for building occupants. • A survey is conducted to gain feedback on transport and recreational amenities provided by the building
Performance Level 2	In addition to the *Performance Level 1:* • Amenities that encourage occupant activity is provided or • EV charging capabilities is provided

Additional information

Scope of credit

Owner occupied	Base build with tenants	Fully tenant operated
Whole of building	Whole of building	Whole of building

Implementation

Policy	Process	Plan	Action	Data	Outcome	Attribute

Synergies with other credits

• Community Resilience

Sustainable Development Goals

• Goal 3 (Good Health and Wellbeing)

• Goal 11 (Sustainable Cities and Communities)

Relevant reporting initiatives

- None

Requirements

Performance Level 1

The projects must comply with **both** of the following criteria:

- Changing Facilities
- Annual Active Transport and Amenity Survey

Changing Facilities

Showers

The building must have showers based on at least the regular occupancy figures in the following table:

Building class (use)	Regular Occupants	Showers
Class 5 (Office)	1 occupant /15m2 (NLA)	
Class 6 (Retail)	1 occupant /60m2 (GLA)	1 per 50 occupants. If there are less than 50 occupants, at least one shower must be provided.
Class 9b (Education)	1 occupant /20m2 (GLA)	
Class 7b (Industrial)	1 occupant /2000m2 (GLA)	

Any new showers must be at least 900 mm x 900 mm to enhance usability. Showers and bathrooms provided to meet statutory accessibility requirements do not count towards the minimum showers required to meet this *Minimum Expectation*.

Facilities should be located within easy access of the building and close to cycle parking (where provided).

Lockers

One locker must be provided for every ten regular building occupants or staff. The lockers must be secure and located in the changing rooms.

Lockers provided within tenancies, not in changing rooms, do not count toward this credit

Note:

- Classes 2 and 4 are exempt from these requirements.

- Classes 3 and 9 are required to comply for staff only, not for short or long-term residents, visitors, or patients.

- Classes 5, 6, 7b and 8 are required to comply for regular occupants, not for visitors.

Annual Active Transport and Amenity Survey

A survey is conducted to determine the ways in which regular building occupants access the building, what facilities they would like the building to provide, and satisfaction levels with existing facilities. The survey must be either from a recognised provider or peer reviewed prior to deployment.

Following the collection of survey results, a report must be compiled summarising responses and outlining actions.

Performance Level 2

The projects must comply with **one** of the following criteria:

- Occupant Amenities
- Electric Vehicle Charging

Occupant Amenities

The building provides internal amenities that encourage occupant activity such as mindfulness or exercise for staff or occupants.

Bicycle Facilities

The building's access must prioritise walking and cycling options. This means the building's access must be well lit, weather protected, and separated from vehicles. The building must also include access to bicycle parking facilities that are separated from the primary vehicle entrance to ensure safety.

Bicycle parking facilities must have signposted access to the changing rooms amenities as per *Performance Level 1*. The bicycle parking facilities must ensure the cycling equipment is safely secured.

In a residential building, the access points must connect to the relevant bicycle storage facilities. If these are at a unit level, the project team must show how the access won't be blocked by strata at a later date.

Recreational amenities

For an amenity to qualify, it must be classified as a relaxation or exercise space. It can be internal or external to the building but must be within the site or operational control of the building.

The amenity size to be provided must be as follows:

- The size of the room or space is calculated at a ratio of 1m² per every 10 staff or occupants
- The room or space must be no smaller than 10m^2

Building occupancy is determined by the project team and must be consistent with other credits in the submission.

The amenity must be accessible to all staff and occupants and must be separate from bathrooms, showers, lockers, and active transport storage facilities. All amenities and/or infrastructure necessary to use the amenity for its intended purposes must be provided.

These amenity rooms are for staff or occupants. Examples of building occupants are:

- Facilities management staff
- Building tenants
- Residents in an apartment building
- Staff in shops in a shopping centre
- Workers in an industrial setting
- Staff in hospitality buildings, tourism centres, or conference facilities

Amenities provided for the primary purpose of visitor enjoyment, even if staff and occupants can use them, are not acceptable alternatives, unless the spaces have been designed to account for visitor numbers too.

Examples of visitors include:

- People who shop in shopping centre or shops
- Delivery drivers
- Hotel occupants
- Conference attendees

Electric Vehicle Charging

The building must provide at least the following EV charging facilities:

- Ready to charge EV charging points to at least 5% of car parking spaces.

- Electrical infrastructure and a load management plan prepared to allow for future installation of EV charging to 25% of all car parking spaces (including the minimum 5% and car share spaces already provided). The mix of EV chargers assumed (e.g., 7kW v 22 kW) must be stated.

- An identified route from the electrical supply point which allows for the future provision of all necessary electrical cabling. The project team must outline how spatial and electrical barriers to the roll out of future provisions have been considered and addressed.

- A plan for measuring use of EV charging and a plan for how EV charging can be increased as demand rises

Demonstrating compliance

Performance Level 1

For portfolios - points for this credit will apply only to the buildings nominated as targeting the credit.

Changing Facilities

Compliance must be demonstrated for individual buildings targeting this credit. The requirement can be submitted the first year the asset is targeting the credit requirement and will be considered met year on year unless changes are made to the building.

Annual Active Transport and Amenity Survey

Compliance must be demonstrated for individual buildings targeting this credit. As this is an annual requirement, it must be demonstrated that the survey has been conducted at each annual submission. Information for this survey can be collected as part of a broader occupant satisfaction survey.

Performance Level 2

For portfolios - points for this credit will apply only to the buildings nominated as targeting the credit.

Compliance must be demonstrated for individual buildings targeting this credit. The requirement can be submitted the first year the asset is targeting the credit requirement and will be considered met year on year unless changes are made to the building.

Submission content

Submission for this credit must contain:

- **Submission form** through Green Star Online
- **Evidence** to support claims made in the submission

Recommended evidence:

- [TBC]

Alternate documentation can also be used by project teams to demonstrate compliance.

The key requirement is that evidence is provided to support each claim made within the Submission form.

Guidance

[TBC]

Definitions

[TBC]

Supporting information

The following resources support this credit:

- [TBC]

Enjoyable Places

Places

Credit: [##]

Points: [#]

Outcome

The building or place contributes to memorable, beautiful, vibrant communal or public places where people want to gather and participate in the community.

Criteria

Performance Level 1	• A strategy on activating areas in and around the building has been developed and implemented or • The building has publicly accessible spaces that are enjoyable and support community activity and interaction
Performance Level 2	In conjunction with the *Performance Level 1*: • A strategy on activating areas in and around the building has been developed and implemented • The building has publicly accessible spaces that are enjoyable and support community activity and interaction

Additional information

Scope of credit

Owner occupied	Base build with tenants	Fully tenant operated
Whole of building	Whole of building	Whole of building

Stage implementation

Policy	Process	Plan	Action	Data	Outcome	Attribute

Synergies with other credits

• Culture, Heritage, and Identity

Sustainable Development Goals

• Goal 11 (Sustainable Cities and Communities)

Relevant reporting initiatives

- None

Requirements

Performance Level 1

The project must comply with **one** of the following criteria:

- Active and Diverse Places
- Publicly Accessible Spaces

Active and Diverse Places

Amenity diversity

Occupants should have access to a diversity of amenities across the below ten categories. There must be at least 10 amenities across five categories within 400m of the building, as determined by the *Movement and Place calculator*.

- Grocery: e.g., Convenience stores, supermarkets
- Health and wellbeing e.g., dentist, doctor, psychologist
- Food and Beverage: e.g., cafes, restaurants, bars
- Retail: e.g., clothing, homeware, hardware, book, gift stores
- Bank Services: e.g., banks, credit unions
- Education and Childcare: e.g., Primary, secondary, tertiary, or childcare facilities
- Recreation: e.g., movie theatres, fitness centres, swimming pools
- Public facilities: e.g., Libraries, local or state government service centres, post office
- Outdoor facilities: e.g., Playgrounds, parks
- Banking Services: e.g., ATM, bank branch

Access to amenities must be reviewed each year.

Activation strategy

The asset owner has developed a strategy to activate communal or public areas in and around buildings. The strategy must demonstrate how the building occupants and the wider community can contribute to the place, addressing the following:

- The target of the activation activities
- How the activation will be funded and managed for during the ongoing operations of the building
- Estimated timing of activation
- Potential suppliers, facilitators, or initiators of placemaking activation activity commencement
- How the building occupants and the wider community will be encouraged to initiate activations e.g., communication channels and support network
- Demonstrate how the strategy can be further implemented by the tenants and occupants
- Assign roles and responsibilities for implementation of the strategy, including evaluation and monitoring

Publicly Accessible Spaces

The building provides publicly accessible spaces that are enjoyable and support community activity and interaction to the following extent:

Building type	Building size (m^2)	Communal space requirements (m^2)
All building types except Class 2 and Class 3	≥ 1,000	0.25 m^2/ occupant or 2.5% of GFA, whichever is greater
Class 2 and Class 3 with mixed use	All	1.75 m^2 / dwelling (minimum of 250 m^2)

The communal or public space must:

- Accommodate community-based activities
- Have capacity and flexibility to operate in multiple modes of usage
- Demonstrate relevance of the space for local people (demographics, social profile, current needs)
- Demonstrate the space has been designed for enjoyment
- Be available to the community to use for free. It must be clearly demonstrated that the spaces are publicly accessible

Performance Level 2

The project must comply with **both** the following criteria:

- Active and Diverse Places
- Publicly Accessible Spaces

Refer *Performance Level 1* for requirements.

Demonstrating compliance

Performance Level 1 and 2

For portfolios - if awarded, points for this credit will apply only to the buildings nominated as targeting the credit.

Activation Strategy

For portfolios – where the activation strategy has been awarded, points for this credit will apply only to the buildings nominated, where it is demonstrated that the activation strategy has been implemented. (refer 'Sampling Methodology' in the Introduction).

Publicly Accessible Spaces

Compliance must be demonstrated on a building level for the building nominated (refer 'Sampling Methodology' in the Introduction).

Submission content

Submission for this credit must contain:

- **Submission form** through Green Star Online
- **Evidence** to support claims made in the submission

Recommended evidence:

- [TBC]

Guidance

Culture, Heritage and Identity cultural strategy

Buildings may target the 'Cultural strategy' requirement in the Culture, Heritage and Identity credit and the 'Activation Strategy' requirement in this credit using the same strategy where it meets both purposes. Other requirements in the credits will also need to be demonstrated in order for points to be awarded in both credits.

Examples of activation strategies

Activation strategies may include providing a range of activities such as making available sports and recreation equipment, guided tours, art installations or outdoor dining facilities (that are not specific to a tenancy).

[TBC]

Definitions

[TBC]

Supporting information

The following resources support this credit:

- [TBC]

Culture, Heritage and Identity

Places

Credit: [##]

Points: [#]

Outcome

The building promotes and engages with existing local culture, heritage, and identity.

Criteria

Performance Level 1	• A strategy has been developed to providing opportunities for cultural engagement in public areas in and around buildings. • Opportunities are provided for building occupants to engage with local culture.

Additional information

Scope of credit

Owner occupied	Base build with tenants	Fully tenant operated
Whole of building	Whole of building	Whole of building

Stage implementation

Policy	Process	Plan	Action	Data	Outcome	Attribute

Synergies with other credits

• Enjoyable Places

Sustainable Development Goals

• Goal 10 (Reduced Inequalities)

• Goal 11 (Sustainable Cities and Communities)

• Goal 16 (Peace, Justice, Strong Institutions)

Relevant reporting initiatives

• None

Requirements

Performance Level 1

The projects must comply with **all three** of the following criteria

- Cultural Strategy
- Cultural Engagement
- Annual Report

Cultural Strategy

A strategy has been developed to embed local culture into the ongoing operations and refurbishment of the building. As a minimum the strategy must include:

- Local analysis to identify culture, heritage, and identity unique to the building site and area
- Process to review and embed local culture and heritage into any development activities undertaken in the building
- Partnerships with local cultural and heritage groups
- Roles and responsibilities for implementation of the strategy, including evaluation and monitoring
- Activities that will promote cultural engagement between the building occupants and the wider community

Cultural Engagement

Occupants of the building are provided with a formal opportunity to engage with local culture facilitated by the building owner or asset manager to support implementation of the Cultural Strategy. Engagement must follow the International Association for Public Participation Australasia (IAP2) core values for public participation.

Annual Report

An annual report must be produced on the Cultural Strategy has been implemented and how community led engagement has supported delivery of activities in the Cultural Strategy.

Demonstrating compliance

Performance Level 1

Sampling methodology and annual audits

For portfolios - if awarded, points for this credit will apply only to the buildings nominated as targeting the credit.

Compliance must be demonstrated for individual buildings targeting this credit. The requirements may be targeted by nominating buildings that have complied with this credit within a portfolio. Each year nominated buildings will be subject to an audit of a sample of buildings (refer 'Sampling Methodology' in the Introduction). Compliance will need to be demonstrated for the buildings selected for that year's audit.

Submission content

Submission for this credit must contain:

- **Submission form** through Green Star Online

- **Evidence** to support claims made in the submission

Recommended evidence:

- [TBC]

Guidance

Enjoyable places activation strategy

Buildings may target the 'Activation Strategy' requirement in the Enjoyable Places credit and the 'Cultural strategy' requirement in this credit using the same strategy where it meets both purposes. Other requirements in the credits will also need to be demonstrated in order for points to be awarded in both credits.

Community engagement

To achieve meaningful engagement, it is recommended that engagement activities commence as early as possible (i.e., before Development Application) so that the community is involved from the beginning of the project. Engaging the community after most of the decisions are made means their input is unlikely to be reflected it is more difficult to obtain the community's buy-in.

Guidance tools such as the International Association for Public Participation (IAP2), can be used to influence community engagement activities.

While it is recognised that demonstrating deep engagement is difficult and relies on qualitative rather than quantitative assessment, there are success factors that can be used to guide the project team during the engagement process. This will be helped by a focus on:

- Depth of research on community groups and members to be engaged

- Diversity of individual participants and groups who were engaged

- Rigour in the data collected from community engagement

- Extent to which community engagement influenced the project

The local community engaged pre-DA and pre-occupation can be different from the actual users or occupants. The purpose of the engagement is not to respond to self-interests of the individuals, but rather to gather data and insights on what is important to the existing community and to build on those values and aspirations. Future users, occupants and the property owner/manager may have different views and the place should be designed so that it can evolve with them.

Culture, heritage, and identity report

The Culture, heritage, and identity report should include details of the local analysis and outline how community engagement informed key design responses including:

- List the various community groups in the area, including hard-to-reach groups, and identify stakeholders by relevant categories (e.g., business, residential, interest groups, government)

- How the engagement data influenced the building activities and programming, with supporting evidence

- How decisions were fed back to the community groups that participated in the engagement activities

Definitions

[TBC]

Supporting information

The following resource supports this credit:

International Association for Public Participation