

## **BREEAM-NL IN-USE (English)**

**2014 v1.0**

Label for sustainable real estate for three components:

- Asset
- Building Management
- Occupier management

**Assessment manual Existing Buildings**

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Issue:

**Foundation Dutch Green Building Council**

**PO Box 1819**

**3000 BV Rotterdam**

## Foundation Dutch Green Building Council

The Dutch Green Building Council (DGBC) is an independent foundation organisation that has developed a sustainability label for the Dutch build environment. It provides certificates to projects of which the measure of sustainability has been assessed according to pre-set criteria that have been documented in an Assessment manual (BRL). The BREEAM family of labels is based entirely on, and follows to a very large extent the international BREEAM, developed by the BRE in England (see under BREEAM).

This assessment manual, called BREEAM-NL In-Use, is the Dutch version of the label for existing buildings, its management, and its use. The manual for new developments is called BREEAM-NL New Build, for demolition and deconstruction is called BREEAM-NL Demolition and Dismantling and for areas it is called BREEAM Area Development. This document deals exclusively BREEAM IN-USE. It is important to choose the manual that suits your project, if in doubt, please contact DGBC.

This document specifically discusses BREEAM-NL In Use.

You can find more information about DGBC and the partnership on our website [www.dgbc.nl](http://www.dgbc.nl).

## BREEAM

The label BREEAM stands for "Building Research Establishment Environmental Assessment Method" and is a measuring instrument for the assessment of the sustainability of buildings. The assessment of buildings includes, in addition to the building itself, also the management and the use. BREEAM has been developed by the Centre for Sustainable Construction, a component of the English Building Research Establishment Global (BRE Global).

## Scheme Operator

BREEAM-NL is developed and managed by DGBC, under license of BRE Global Ltd. The Netherlands has been formally recognized by the BRE as National Scheme Operator (Scheme Manager) and is therefore the only party in the Netherlands is entitled to operate this label.

DGBC, as Scheme Operator, is responsible for the content and functioning of the BREEAM-NL Schemes. The internal organization is therefore divided in a project team, a governance and an

independent Committee of Experts (College van Deskundigen = CvD). The CvD's primary task is the monitoring of the quality and operation of the BREEAM schemes. CvD operates independently with respect to both project team and board. Both board and CvD positions are unpaid jobs, and are compiled on the basis of the 'all parties concerned' principle and therefore represent all the relevant stakeholders.

In order to guarantee the independence of assessments with the BREEAM-NL label a three-party certification system used. 1) The project (building, area, infrastructure work) builds the assessment and provides the evidence to prove compliance for the intended score, 2) an independent assessor assesses the completeness of the assessment and determines the qualification/rating of the project; 3) DGBC sample checks the work of the Assessor.

DGBC is supported by a large number of organizations who all recognise the importance of sustainability and who support the objectives DGBC. These participants are active in the development and continuous process of improvement. More information about DGBC and the participants can be found on our website [www.dgbc.nl](http://www.dgbc.nl).

## Imprint

A large number of people were involved in the translation and adaptation of BREEAM to BREEAM-NL to better reflect the Dutch building practice in the scheme.

In the development of the BRL, the following persons were involved:

### Adviesgroep BREEAM In-Use

- Hans. Copier, SNS Property Finance (chairman)
- Robert Bakker, Redevco Nederland B.V.
- Joost Bennekens, adviseur duurzaamheid
- M. van Bree, AOS Studley

- Herman Eijdens, P2P-consult (tevens Themagroep Energie)
  - Michael van Hulst, Eneco
  - Jaap de Jonge, Rijksgebouwendienst
  - Rob Kuipers, ABN-AMRO Facility Management/ Real Estate
  - Victor Pastoor, Grontmij Nederland B.V.
  - Jan Roersen, W4Y Adviseurs BV
  - Hans Scherpenzeel, Agentschap NL
  - Rogier Verbeek, Facilicom
  - Henk Vlug, Fortrus
  - Klaas Voet, Corio Nederland B.V. (vice-voorzitter)
- Maarten Dansen (manager projects DGBC), secretary.

**Assessoren, experts en overig:**

- Sannie Verweij, adviesbureau
- Stef Bots, Innax
- Leon Burdorf, Grontmij Nederland B.V.
- Rudy van der Helm, Corio Nederland B.V.
- Bram Duivenvoorde, TRAJECT Vastgoed Advies Groep
- Judith Doorn, Buro Pronk
- Alex Vermeulen, Rijksgebouwendienst
- Lodewieke Michielsen, Deloitte Real Estate Advisory
- Lizette van Zuilen - van der Feer, C2N B.V.
- Edith Maingay-Frijters, C2N B.V.
- Isolda Strom, DHV B.V.
- Rob Basjes, BLOE
- Tienke Springer, De Groene Ruimte BV
- Marjon van Bree, AOS Studley
- Erwin Wessels, Nieuwe Steen Investments (NSI)
- Patrick Teunissen, Gemeente Amsterdam, Dienst Milieu en Bouwtoezicht
- Agnita Korsten, AOS Studley
- Arjan Bertelink, Innax
- Bart Groot, AOS Studley
- Bas Rutgers, Smits van Burgst Raadgevend Ingenieursbureau
- Berine van Brakel, C2N B.V.
- Dominique Masen, Stevens van Dijck
- Edwin van Eekhoven, C2N B.V.
- Erik van Garsel, Intron
- Esther Gerritsen, Techniplan
- Esther Ruijgvoorn, MAT25

- Frank Kroese, Stevens van Dijck
- Hans van Brakel, C2N B.V.
- Henny van Woerkom, CBRE Global Investors
- Jan Pieter Klep, DTZ Zadelhoff
- Johan Buijs, Nieuwe Steen Investments (NSI)
- Lennard de Wit, AOS Studley
- Marian Rodenburg, Techniplan
- Martijn Versteegh, Ahold
- Michel Baars, Search B.V.
- Michel Mooij, Workspace
- Petra Rovers, Wereldhave
- Rene Hersbach, HDP Real Estate B.V.
- Rinke Feenstra, Local
- Robert-Jan Pullen, RPS
- Sanne Uiterwaal, De Alliantie Concern
- Steven Mast, Smits van Burgst Raadgevend Ingenieursbureau
- Sven van Bekkum, BPR-Groep

#### **Dutch Green Building Council**

- Stefan van Uffelen, Directeur
- Mark Spetter, Manager Beheer
- Maarten Dansen, Manager Projecten
- Dong Cao, Project Manager (benchmark)
- Robert Jan Granneman, Project Manager (ICT)
- Edwin van Noort, Projectmanager (nieuwbouw, helpdesk)
- Rianne de Jong, ondersteuning en testprotocol

In addition, the DGBC indebted to BRE Global to the translation made possible and to all persons and participants through the focus groups, pilots and otherwise feedback and recommendations made. Much of it is in the questions of this version processed.

If you yourself wish to provide further input is possible, since the assessment largely through an open source approach is established with assistance, knowledge and expertise from the market is very valuable. Input you provide through [www.wiki.dgbc.nl](http://www.wiki.dgbc.nl).

## General Information

There are increasing demands on the sustainability of buildings. In the Netherlands, the requirements for sustainable buildings were not harmonized until recently. By implementing the BREEAM system a certification framework has come available to determine the sustainability performance of existing buildings in an independent and unambiguous way. BREEAM In-Use is consistent with the internationally developed Code for a Sustainable Built Environment (CSBE) by BRE Global. CSBE is the basis for the other BREEAM schemes worldwide, such as BREEAM-NOR, BREEAM-DE, BREEAM-ES, BREEAM-SE and of course the Dutch equivalent schemes BREEAM-NL.

The International Code for a Sustainable Built Environment (CSBE) is a framework for assessing the sustainability performance of projects in the built environment. The CSBE consists of strategic principles and requirements that define an integrated approach for the design, management, evaluation and certification of the environmental, social and economic impacts of the built environment. At the highest level of this code a vision is formed for a sustainable built environment. CSBE is then interpreted in a Core Technical Standard and Core Process Standard, both supported by the Science Core base.

The BREEAM Core Standard consists of two separate but related documents. On the one hand there are the technical requirements in the Core Technical Standard (CTS), and on the other the process requirements in the Core Process Standards (CPS). These documents contain lists of requirements to which a Scheme Operator (as the DGBC that for the Netherlands) must conform to be allowed to operate the brand BREEAM.

BREEAM IN-USE 2013 version 1.0 was developed in consultation with interested parties, including several working groups and advisory groups. The BRL was finally adopted in June 2013 by the Board of Experts of the DGBC.

### BREEAM-NL Experts and Assessors

Where BREEAM In-Use International has “auditors”, in The Netherlands a distinction is made between “experts” and “assessors”.

- The BREEAM-NL Expert is a qualified process manager and content expert of BREEAM-NL In Use and has followed a training to become this. The expert supports the client in relation to the requirements for the BREEAM-NL certificate. This way the expert builds a file with justifications supported by evidence. The expert doesn't have to meet any requirements for the certification process regarding the independence of the project, as is the case with the assessor. The expert has no formal role in the certification process.
- The BREEAM-NL Auditor is an independent, qualified and DGBC registered assessor in relation to BREEAM-NL In Use, working for a Licensed Organisation. The auditor can be supported by an expert in collecting evidence, but is at all times ultimately responsible for the assessment report on the basis of which the DGBC establishes whether a certificate can be provided.

The user of this Assessment Manual is considered to be aware of the content of the BREEAM-NL Operations Manual, in which the procedures are stated in detail: the responsibilities and powers, the method of submission of assessment reports, version numbering, registration etc. The Operations Manual takes precedence, in case of discrepancies in procedures, over the Assessment Manual. The Operations Manual can be consulted and downloaded on the DGBC website.

### Intellectual Property

This Assessment Manual, the Operations Manual and related material that is published on the DGBC websites and is made available for downloads, may be freely used, but remains the Intellectual property of BRE Global. This material may not be used in a misleading context or for commercial aims. If the material is made available to others, a reference is required.

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## 1. Introduction

### 1.1. What is BREEAM and what is BREEAM-NL?

BREEAM (Building Research Establishment's Environmental Assessment Method) is the leading and worldwide most commonly used method for the measurement of the environmental performances of buildings. It sets the standard for best practice in sustainable design and has become the de-facto benchmark to describe the environmental performance of an asset.

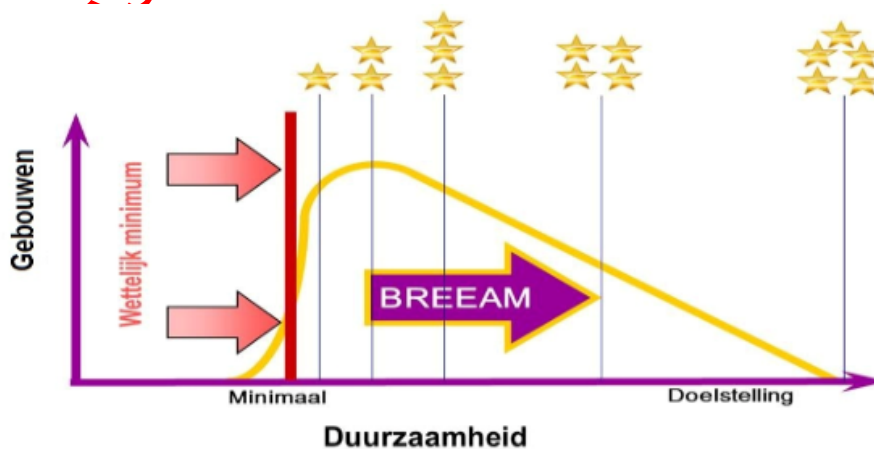
The goals and objectives of BREEAM are:

#### Goals of BREEAM

- The realisation of sustainable buildings with minimum impact on the environment
- To be able to distinguish buildings according to their sustainability
- To provide a credible label for sustainable buildings
- Encouraging the demand for sustainable buildings

#### Objectives of BREEAM

- Market recognition of buildings with low environmental impact
- Ensure that best practices are incorporated in buildings
- Setting standards and setting criteria that exceed the legal requirements.
- Challenging the market to supply innovative solutions that minimise the environmental impact of buildings
- Increasing the awareness of owners, users, developers and managers with regard to the benefits of buildings with a limited environmental impact



## 1.2 BREEAM-NL New Build and BREEAM-NL In-Use

BREEAM-NL New Build is the first label that has been brought onto the Dutch market by DGBC. The BREEAM-NL New Build label focuses on New Buildings and their lots with a review moment after the design phase and at final delivery. Large-scale renovations can be also reviewed with BREEAM-NL New Build. "Large scale" here means drastic measures, not (necessarily) volume or costs. See for the definition of "large scale" the Assessment Manual of BREEAM-NL New Build.

BREEAM-NL In Use has been brought onto the Dutch market by DGBC, with the aim to go further where the New Build label stops. The aim is to follow the building in its use phase and to be able to assess and improve the sustainability performances. It is a method to annually assess the performances of the building, its management and its use.

## 1.3 Credibility BREEAM

### Technical credibility

The introduction of BREEAM in Use in 2009 in the UK and in 2010 as BREEAM International builds on the experiences with BREEAM New Build. For the introduction in The Netherlands an extensive consultation round has been held with more than 80 involved persons from the market. During this consultation round, that has taken place during the entire year of 2010, feedback has been collected and processed in pilots, feedback groups and other meetings.

BREEAM is based on assetive criteria that value good sustainable performances:

- There is a consensus on the importance of subjects to be assessed and their significant contribution to sustainability
- Subjects must be capable of being assessed in the relevant stages of the life cycle of the building
- Performances are based on scientific proof where possible
- Sustainability performances must exceed the legal requirements and promote innovation
- Improvements that are encouraged by BREEAM-NL must be feasible and cost-effective
- A database has been made that enables benchmarking of buildings and that in the future might be able to attach indicators to these.

Where specific aims cannot be described on the basis of scientific data, logical and practical measures are recommended that increase the sustainability performances of the building and its users.

### Commercial credibility

Assessments are carried out by organisations and persons that have been trained by DGBC under licence of BRE Global. This ensures:

- Market supply and demand
- Involvement from the whole sector
- Auditors work according to the same quality standard
- Certification is carried out by the DGBC under licence of BRE Global

DGBC works under licence of BRE Global, which in turn has the UKAS accreditation to guarantee a high quality standard.

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## 2. Scope BREEAM-NL IN-USE

This chapter provides a more detailed examination of the scope of the Assessment Manual and the building typologies.

### 2.1. Subject of assessment

This Manual (BRL) is intended for the assessment of buildings or parts of buildings under BREEAM In-Use. If the assessment is positive, a BREEAM In-Use Certificate can be issued, showing the asset at the relevant qualifications in three parts: Asset, Building Management and Occupier Management.

It is possible to do a self-assessment for free in the assessment tool. You can create a free account at [www.assessmenttool.nl](http://www.assessmenttool.nl). The scores from these self-assessment may not be published or used for external purposes because they are not assessed and determined by an independent third party, a BREEAM IN-USE assessor.

All BREEAM-NL assessments have to be performed in the Netherlands. This was agreed between the DGBC and BRE Global.

### 2.2 Building Definition

A building is fully reviewed on the following elements:

- Architectural elements (including supporting structure, walls, roof, between floors, windows)
- Installations (lighting, heating, cooling, ventilation)
- Finish (interior walls, flooring, etc.)
- The land belonging to the building (plot)

### 2.3 Project Types that can be assessed with BREEAM-NL IN-USE

With BREEAM IN-USE project reviews can be conducted for all existing buildings that are in use. They are designed for the continuous monitoring of the asset and the use of the asset. Also, BREEAM IN-USE can also be used as guideline for the preparation of:

- Major maintenance
- Daily maintenance / small scale renovations

'Small-scale renovations' are renovations that do not lead to change in the thermal envelope and building services or a change in the functional use of the building.

Excluded are:

- Large-scale renovation of existing buildings.
- Renovation with modification of the building envelope including walls, floors, roof, windows, doors and installations including lighting, heating, cooling, ventilation, with the aim of extending the lifespan of the building.
- New build extensions to an existing building.
- Assessment of a new extension to an existing building, possibly in conjunction with the renovation of the existing building.

These are covered by BREEAM-NL New Construction.

## 2.4 Building Types that can be assessed with BREEAM-NL IN-USE

### Building Types

The following building types can now be assessed:

- Offices
- Retail / retail

Sometimes in BREEAM-NL IN USE, there are specific requirements for the functions belonging to a building type. According to the Buildings Decree, a building function of a building or space within a building, is the function granted to a building. Literally: "The parts of one or more buildings on a plot, that have the same intended use and which together constitute a unit"

### Other buildings

Any other building types than mentioned above cannot be rated / certified with the current 2013 v1.0. However there are development in the area of BREEAM IN-USE Bespoke certification. For more information, please contact DGBC. It is also possible to use BREEAM IN-USE as a means for self-assessment, but this does not lead to a certificate.

### Combined use (mixed use)

Buildings in which several functions are combined, can also BREEAM IN-USE assessed. The questionnaire applies to both current building types: offices and retail. If other functions are included, such as residential or labs, it is recommended to contact DGBC and also, to work with an experienced BREEAM IN-USE expert for these complex building types.

### 3. How to use the BREEAM-NL In-Use manual

#### 3.1 Question characteristics in the BREEAM-NL IN-USE Manual

The assessment is based on questions. These questions focus on Dutch law and regulations, practice guidelines and building practice. For each question, points can be achieved.

The questions in BREEAM-NL InUse have three main characteristics:

- Type of question: Asset (building related), Building Management or Occupier Management
- Category: the 9 environmental aspects
- Responsibility: Owner or user

##### 3.1.1 Question types

BREEAM IN-USE is divided into 3 main parts, namely:

1. Asset: the inherent properties of the building based on its built form, construction and installations. An 'asset' can be defined as 'the subject of assessment' and can be performed at different levels: a whole building, a floor of a building or a smaller portion of a building, such as a unit or a passage. The assessment always involves a clearly defined part. One should always indicate whether a part or a whole certified, with a clear demarcation of the part. This is considered the 'owner part' because the owner has the strongest influence on this part. (This is Part 1 in the English method)
2. Building Management: management, policies, procedures and practices relating to the operation of the building, the consumption of key resources such as water and other materials, and the environmental impact, such as CO<sub>2</sub> and waste production. Both the owner and the user have influence on this part. (This is Part 2 in the English method)
3. Occupier Management: understanding and implementation of policies, procedures and practices, staffing, and delivering the main output data. This is seen as the "user part" which concerns the use of the building goes. (This is Part 3 in the English method)

These three components can be evaluated as a whole or separately. Within each part, the nine categories of BREEAM discussed. On a certificate, all three scores separately stated. It is also possible to only ask for a certificate for Asset, Building Management or Occupier

Management, but then the other two parts are shown on the certificate as not completed or not assessed.

### 3.1.2 Categories

Buildings or a part of buildings are reviewed on the bases of subjects, grouped in the following nine categories:

- 1 Management
- 2 Materials
- 3 Transport
- 4 Waste
- 5 Water
- 6 Health and wellbeing
- 7 Pollution
- 8 Energy
- 9 Land Use and Ecology

Each category has been elaborated in this Assessment Manual in detail. For each question, sustainability assetives have been defined and criteria of which compliance is mandatory. If the criteria are met points can be awarded.

### 3.1.3 Responsibility

For each question, it is possible to indicate where the responsibility lies for that question. This does not affect the final score and is intended solely for the communication between owner and user/tenant. The reports and the certificate display to what extend the owner or the user was responsible for the rating, separately from the finals scores and ratings. This can vary per project: an owner can be solely responsible for the shell and the user for the building services, or the owner can also be responsible for the building services. The most common situation is already ticked in the questions by default. If there is a shared responsibility, one needs to tick both responsibilities. If no responsibilities are checked, this is also a shared responsibility.

### 3.2 Demarcation assessment

The questionnaire in combination with the results can be used to make strategic choices, with the primary goal to improve the environmental efficiency. The performances and improvements can be reported in order to finally acquire a complete certification of the building.

If all questions have been assessed within a category, a category score can be established, after which an environmental weighting is applied. The weighted category scores are added up and lead to a total score. This total score leads finally to a qualification. The assessment of buildings result in a final report and a BREEAM-NL certificate, of which the environmental performances of the assessed building are stated against the subjects from the standards framework.

Before one starts a number of important considerations have to be made:

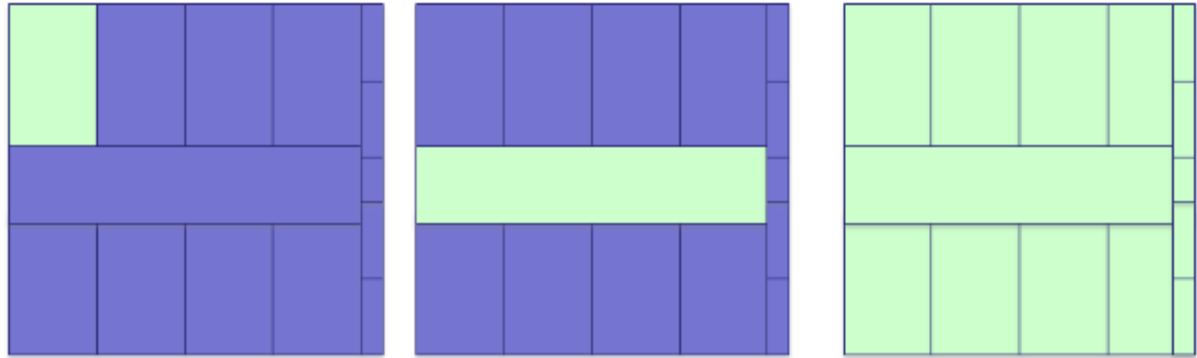
- Building or building part: What are you going to assess?
- Benchmark KPIs or the entire In Use questionnaire?
- Self-assessment or certification?

#### 3.2.1 Building or part of building, the physical demarcation

One can choose to not certify the entire building at once, but only a part of the building. This could be a floor of an office, or e.g. one shop in a shopping mall. The demarcation of the building part should be clearly defined by a physical separation, such as walls or floors. All questions are only applicable to that part is physically demarcated, the asset. If a question is about use, then the question focuses on the use of that physical part. If for example, the management of the building services is a question, then the question focuses on the building services needed to provide that demarcated area with fresh air or heat and cold.

Schematically it can be represented as follows:





Asset = Office / retail unit

Asset = Passage

Asset = Building

If the to be certified part only consists of common functions, for example the common area of a business complex or the passage of a shopping arcade, there are minimum requirements. This is to prevent absurd situations as the certification of just an administrator office or a stairway. To assess the common part the following requirements must be met:

- Minimum 500m<sup>2</sup> usable area for common use
- Being part of the building with the office or retail function

The part must have the characteristics of a building, think of at least 5 of the following characteristics:

- The room is heated
- The space is cooled
- The room is ventilated
- The room is illuminated
- The space offers protection against wind and weather
- There is central waste collection
- Elevators

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- Escalators present
- Public toilets
- Central fire alarm
- Indoor parking facility
- Indoor space expedition
- Central sprinkler system
- Central security

The above list is not exhaustive, but serves as a scope.

If the certification covers the entire building, the questions apply for at least 80% of its users (tenants), measured by gross floor area (GFA). This demarcation is to be determined in advance. Users within the demarcation are included in the assessment in full. It is not possible that a user is in the demarcation for the lighting and is excluded for waste collection. For a large shopping center it may therefore be interesting to first certify a part or several parts before certifying the entire building.

### 3.2.2 Benchmark KPI or BREEAM IN-USE, substantive delineation

In addition to the physical definition, it is possible to make a substantive demarcation for the project by answering only a part of the question set. One can choose to only answer the Key Performance Indicators (KPIs) questions, for benchmarking, instead of the full question set. Benchmarking of KPIs is possible within its own portfolio or at local, national and international level. It is not possible to achieve a certificate based on the KPI question set alone.

### 3.2.3 Self-assessment or certification, quality delineation

In BREEAM-NL In Use one can opt for a non-independently tested scores (self-assessment) and assessor tested scores (certify). The self-assessment results are for internal use only

and can be done free-of-charge. The results should be clearly communicated that a self-assessment is performed and no license is obtained. The current communication guidelines can be found here: <http://www.dgbc.nl/images/logobeleid.pdf>

Only certified results can lead to a certificate, which can be communicated externally. Certification is not free of charge, since independent quality assurance is required.

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## 4. Certification

This chapter clarifies the process of registration and certification, de validity period and gives and an addition explanation on the assessment of evidence.

### 4.1 The certification process

If certification is chosen (after the self-assessment), the necessary project evidence for each question needs to be uploaded in the assessment tool of DGBC ([www.assessmenttool.nl](http://www.assessmenttool.nl)) and assessed by an external assessor. The assessor is contracted by the requesting party. The assessor assesses the building during an inspection and assesses and validates whether the evidence provided meets the requirements. The DGBC then quality assures at random and give approval for to the certificate. For this quality assurance by DGBC, DGBC charges costs. The costs are listed on the BREEAM.NL website.

To certify with BREEAM In-Use, the building has to be in use for at least 2 year. An exception is made BREEAM-NL certified projects. These projects can take a large portion of their evidence to BREEAM In-Use after completion. BREEAM-NL projects can immediately start collecting the remaining data and may certify BREEAM In-Use after 1 year. A self-assessment is always possible, only then no certificate be provided. This can be done via [assessmenttool.nl](http://assessmenttool.nl).

### 4.2 Registration

A new BREEAM In-Use project registers required by the current version. A registration is valid for one year, if not certified within 1 year after registration, it must be at the then current version re-registered

Once a certified project must certify three years at the same version, so it can be active policy on a version. After three years it is necessary to register at the then current version again. A project is always free to upgrade to a more recent version, but not against an older version.

With the release of a new version of the assessment, a new In-Use Project to register three months after release date from the previous version. This period of overlap gives space projects to oversee. Consequences of a version update For example: if on the 7.1.13 version 2012 and version 2013 is launched, it may be registered until 10/01/13 at V2012, then only against v2013.

### 4.3 Validity certificates

The client, or an expert on behalf of the client, complete the assessment tool with data to determine a score. An assessor validates the reporting and associated with proof. DGBC does a quality control (QA) and provides certificate assessor.

This is the initial audit: a full assessment, where the assessor parts 1 (Asset), 2 (Management) and / or 3 (Use) validates.

The certificate is valid for one year and is published on DGBC website. If no major changes occur in the negative certificate can be extended for up to three years. The client, or an expert on behalf of the client shall be deemed to update.'s Annual assessment tool

After 1 year, asks DGBC confirmation to the client or the current score 5% or more down different, so the project or at least one of the parts (asset, management, use) scores worse than the most recent certificate.

- If no: The certificate is extended, no need Assessor
- If yes: An assessor must determine the new score, the certificate may lose a star.

The deviation is the difference in score per share, regardless of the version used (ie if year 1 and year 2 against against V2012 v2013, v2013 score is then compared with score V2012) If the score 5% or more up deviates choice to client: old score as leave or leave again determined by assessor

After 2 years, the same applies as the first year, at 5% deviation should be there. Recertified negative

After 3 years the certificate is no longer valid, regardless of the deviation from the score and the initial assessment should be carried out at the then current version. Again in its entirety The new certificate is valid, also one year with the possibility to extend twice to 3 years.

When a certificate expires (eg withdrawal by the client, or a confirmation of new score, or no initial audit after 3 years) then the certificate expire published as such.

It is not required to certify multiple parts parts (Asset, Management and Use) can therefore be certified separately, however, all three parts are listed on the certificate. As multiple parts to be certified, they must be certified jointly.

If a part is added.

- Initial audit on the added part by assessor + QA
- Either a statement by the assessor that other parts have not changed either an audit + QA

If the demarcation of the project changes: there is an initial audit is necessary.

#### 4.4 Evidence

The expert is responsible for collecting the evidence and for entering the data in the assessment tool. The assessor should be based on the proof and the directive to validate the credits and whether or not to adopt. More information about the roles and process, see user

manual on [breeam.nl](http://breeam.nl). The following additional requirements for proof specific to BREEAM In Use.

#### 4.4.1 Evidence when multiple building users participate

The BREEAM-NL Expert is responsible for the collection of evidence and for determining the correct response option. The correct answer option is based on a rounded weighted average (by gross floor area) if multiple users are part of the asset.

Examples:

- Yes / No questions: Here, a point can be awarded if 100% of the users within the demarcation meet the requirements for this question.
- Multiple choice questions: The answer must be chosen based on the rounded weighted average. For example: 50% of the tenants has 0 points, 1 point 25% and 25% with 2 points then one arrives at  $\frac{3}{4}$  point, rounded to integers makes 1 point.
- Open questions: The sum of all consumption within the asset should be taken.

#### 4.4.2 Evidence by means of visual inspection

For existing buildings it is often not possible to submit the specifications or drawings as evidence, because they are simply not available anymore. In these cases, a visual inspection by the assessor can be sufficient. The basic principle is that the expert does the visual inspection and provides the required photographs or statements. In principle, this should occur prior to the tour with the assessor. The assessor confirms during the tour if the selected answer option is correctly checked and the provided evidence is suffice.

It is up to the assessor to determine whether he agrees with the evidence supplied. The assessor may ask for additional evidence during the tour, or take additional for photos himself.

#### 4.4.3 Multiple buildings (n = 1, n = 500)

For certification of multiple buildings it is possible to copy questions BREEAM-NL Inuse assessment tool, for example to portfolio level. This prevents a large administrative burden for completing the questionnaire and providing the required proof. It is recommended that the portfolio can be divided into several logical groups whose brief or policy matches. If the question list for a representative building within the group is completed, one can question apply the question to the entire group. The entire portfolio or individual buildings can be selected for the copy. Note that the copied questions overwrite existing questions! For certification, the expert will notify the assessor to identify the copied questions within the portfolio, so the assessor can assess with a representative sample check.

#### 4.4.4 Representative sample check

An assessor may check the questions which are common to several buildings within a portfolio using a representative sample. To do this, the square root method can be applied.  
 $n_{\text{check}} = \sqrt{n}$ , rounded to integers.

If there are 10 buildings certified with the same question, at least 3 should be checked by the assessor. With a 100 buildings, at least 10 should be checked.

If the assessor detects inaccuracies, it is required to double the sample:  
 $n_{\text{check}} = 2 \sqrt{n}$ , rounded to integers.

Should any inaccuracies occur again, then the assessor is required to check all buildings.

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## 5. Score and Qualification

This chapter is how far a BREEAM-NL IN USE qualification is calculated and how the weighting is determined.

### 5.1. Thresholds by qualification

With BREEAM IN-USE, three scores are calculated for the components Asset, Building Management and Organisational. These scores are separate from each other, they can not be summed or compared with each other. For all three components are up to 5 stars to achieve.

The final score is obtained according to the following table converted into a BREEAM-NL qualification:

Qualification	Score	Certificate	Stars
Unclassified	< 10%	No	
Audited	>= 10%	No	
Pass	>= 25%	Yes	★
Good	>= 40%	Yes	★★
Very Good	>= 55%	Yes	★★★
Excellent	>= 70%	Yes	★★★★
Outstanding	>= 85%	Yes	★★★★★

\* For qualifying Outstanding additional requirements are mandatory, which is explained below.



\*\* Please note, England is another qualification to 6 stars, starting from acceptable.

## 5.2 Weighting

The following tables can be read in the weighting of all nine components within the asset category, building management and organizational.

	Management	GezondhEnergie-index	Energie	Transport	Water	Materialen	Afval	Landgebruik&Ecologie	Vervuiling
<b>Asset</b>	0,0%	21,0%	25,0%	9,0%	8,0%	12,0%	3,0%	8,0%	14,0%
<b>Beheer</b>	15,0%	15,0%	31,5%	0,0%	5,5%	7,5%	0,0%	12,5%	13,0%
<b>Gebruik</b>	12,0%	15,0%	19,5%	18,5%	3,5%	4,5%	11,5%	5,0%	10,5%

How many points can be awarded per category and part is listen below.

	Management	Gezondheid	Energie	Transport	Water	Materialen	Afval	Landgebruik&Ecologie	Vervuiling
<b>Asset</b>	0	58	203	28	64	46	4	12	57
<b>Beheer</b>	30	35	45	10	0	28	0	18	39
<b>Gebruik</b>	32	73	77	90	69	79	108	4	70

## 6. Glossary

### **Asset (the assessment section)**

The building or part of building can be defined as 'the subject of assessment' and can consist of a whole building, a floor of a building, or a smaller part of a building. The client defines the asset by a description at registration. In the communication it should be clearly stated which part of the building is certified.

In order to be certified, the answers cover 80% of the users (tenants) of the building to be answered in terms of gross floor area (GFA). Beforehand, this demarcation to be determined.

### **Assessment**

An assessment consists of 3 parts: An Asset part, Management Part plus a Use part. A client is at liberty to do only 1, 2 or 3 assessments, but they are always jointly shown to emphasise the mutual cohesion.

### **Asset**

The inherent properties of the building based on its built form, construction and installations. (Part 1)

### **Building Management**

management policies, procedures and practices relating to the operation of the building, the consumption of key resources such as water and other materials, and the environmental impact, such as CO<sub>2</sub> and waste production. (Part 2)

### **Occupier Management**

The understanding and implementation of policies, procedures and practices, personnel deployment, and delivering the main output data. (Part 3)

### **Evidence**

The evidence is the actual submitted information or documentation. This information relates to the certifying component.

### **Expert**

The expert is a qualified process manager and content expert on BREEAM IN-USE and has presented a training course.

## Assessor

The assessor is an independent, qualified and registered with the DGBC assessor regarding BREEAM-NL, working for a licensee organization ('Licensed Organisation').

## Self Assessment

If yourself or have entered the building data in the assessment tool which does not lead to a certificate. The scores from this self-assessment should, not published or used for external purposes in conjunction with the brand names BREEAM, BREEAM In-Use or DGBC. This, because it is a score which can not by an independent third party, BREEAM IN-USE assessor reviewed and adopted. Only after assessment by a BREEAM IN-USE assessor can be certified.

## Certificate

A certificate can be issued as an independent third party (by DGBC recognized as BREEAM assessor IN-USE) the data entered is checked and the asset has been inspected in accordance with the requirements specified in this assessment and DGBC Operations Manual. The assessor makes an assessment and it comes to a qualification. After verification by DGBC a certificate can be issued.

## User

The employee (s) or tenant (s) of building or part of building. If demand is also on the visitors focus is this demand specified.

## Owner

The party that the building or part of building (asset) owns.

## Common areas

Space for the stay of people for at least an average of 30 minutes per day, or for which the corresponding functional characteristic activities. A lounge meets the minimum criteria regarding size and height of the Building.

## Workplace relevant common areas

A workplace in an occupied space is relevant if a workplace where people are more than 2 hours stay (in accordance with health and safety legislation).

**PART 1: ASSET**

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

## Health and wellbeing

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

## HEA001

Part: asset

### Topic

Percentage of glass in the façade

### Responsibility

Owner  User

### Question

Is the percentage of glass in the outer wall above the minimum value of 20%?

### Point

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- The percentage of glass in the wall is less than 20% [0 points]
- The percentage of glass in the wall is equal to or greater than 20% [2 points]

### Criteria

The percentage of glass in the façade gives an indication of the amount of daylight in the room. The 20% limit is determined from BRE for the scoring.

The percentage can be obtained from the calculation of the energy.

### Evidence

The energy which the percentage is mentioned, or another document confirming this.

### Explanation

-

**HEA002**

Part: asset

**Topic**

Preventing light pollution

**Responsibility**

Owner  User

**Question**

Which provisions are on or in the asset to prevent light pollution?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- All south-facing windows have anti-glare layers or fixed awnings [1 point]
- All windows on the south and east **or** west have anti-glare layers or external hard shading [2 points]
- All windows on the south, east **and** west have anti-glare layers or external hard blinds [3 points]
- All windows have solar layers or external hard blinds [3 points]
- All windows have blinds that can be operated by the user [4 points]

**Evidence**

Blinds can be by visual inspection with pictures shown, strokes or blindness solar layers serve through documentation (specification) to be demonstrated.

**Criteria**

The systems used for light-security meeting regarding light pollution (glare control) to class 3 or 4 of EN 14501:2005 (where the transmission measurement complies with EN 14500:2008).

In retail, this credit applies to the office spaces within retail. If this office is on the north side, the answer option for 3 points as equivalent are included. This should be. Of course be recognized by the expert

**Explanation**

-

### References

- BS EN 14500:2008: Blinds and shutters - Thermal and visual comfort - Test and calculation methods
- BS EN 14501:2005: Blinds and shutters - Thermal and visual comfort - Performance characteristics and classification
- SBR Official Practice Book healthy buildings, Cahier 2 indoor environment performance requirements office

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**HEA003**

Part: asset

**Topic**

Type of building ventilation

**Responsibility**

Owner  User

**Question**

What is the ventilation strategy for the asset?

**Point**

Can be up to 4 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Natural supply [4 points]
- Natural inlet and mechanical extraction [3 points]
- Mechanical supply and exhaust [0 points]

**Criteria**

There may be chosen if there are facilities available with sufficient capacity. Supply for natural

**Evidence**

Visual inspection by inspector supplemented with photographs of the equipment / facilities. An energy research serves as evidence, here is the ventilation facility listed.

**Explanation**

-

**References**

-

**HEA004**

Part: asset

**Topic**

Measuring fresh air

**Responsibility**

Owner  User

**Question**

Is measured how 'fresh' air in a mechanically ventilated asset is sanctioned?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [1 point]
- Yes, fresh-air flow in accordance with the new requirements of the relevant current Building Regulations (NEN1087) [2 points]
- Yes, fresh-air flow according to EN13779 [2 points]

**Criteria**

**Evidence**

A report with the results and the conclusion that compliance with the completed answer option.

If 'yes' is completed should be what is up with the commissioning of the installation. Measurement report submitted If this is not available meets a screenshot of the GBS showing that the air quantities are measured (without reference to a standard).

**Explanation**

In a ventilation system with good arrangements in the cabinets themselves (variable and responsive to the question) it is sufficient to show once by measuring the outlet boxes and the adjustment of the cabinets to arrival. That way in 5 years This may be continuous or discontinuous.

When the owner of the asset also central mechanical ventilation facilities than it should be. The owner checked for this credit

## HEA005

Part: asset

### Topic

Temperature

### Responsibility

Owner  User

### Question

Is it possible that the users of the defined asset affect the temperature (comfort, cosiness) for their work?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, users can open windows [2 points]
- Yes, users can adjust the thermostat [2 points]
- Yes, users can adjust the mechanical ventilation [2 points]
- Yes, users can adjust thermostatic valves on the radiators [2 points]
- Yes, users can more than one of the above items change [4 points]

### Criteria

This is the ability to influence the comfort, comfort and temperature of the workplace. This question may be 'yes' if the control units (radiator button / thermostat) within 7 meters of work is linear. For offices, the control unit are located further away and points may be awarded if the temperature for clustered workstations (eg, 4 or 6) to adjust.

### Evidence

Location verwarmings-/koelingsregelaars for visual inspection by the assessor, supplemented with pictures.

### Explanation

-

## HEA006

Part: asset

### Topic

Microbiological contamination, Legionella prevention system

### Responsibility

Owner  User

### Question

What controls are in place to control the risk of legionella contamination by water and air in the asset?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Rinse [2 points]
- Thermal [2 points]
- Physical (eg UV, pasteurization or filters) [2 points]
- Chemical (eg ionization or ozone) [2 points]
- Control / organization [2 points]
- Combination of management and technical measures [4 points]
- No action required [4 points]

### Criteria

The subject legionella is obviated in Dutch legislation. The score is thus prescribed.

In general, cooling towers, fire hoses and showers under the owner responsibility and will occur as potential sources of infection among users fountains, aquariums, fire hoses and showers. Depending on the situation encountered in the asset can therefore be chosen. Owners and / or users responsibility

At the time that there was no aerosol-shaped outlet points, and also, for example, cooling towers, and no wetting (except for steam) do not have to be. There are basically no measures have been taken There should be at least the identification of the process of ISSO 55.2 to be included.

### Evidence

Operating and maintenance instructions which the relevant section is highlighted. Or a statement of the manager, checked by the assessor.

The answer option 'no action necessary' should be formulated which is why there is no risk of legionella. Issued a statement There must specify at least the identification of the process of ISSO 55.2 to be included.

#### Explanation

-

#### References

ISSO publications:

55.1 Official Practice Manual Legionella in water,  
Publication Manual 55.2 Duty of care Legionella Tap Collective installations,  
Publication 55.3 Legionella in HVAC systems, Publication 55.4 Alternative techniques for Legionella in water systems and collective Publication 55.5 Management and maintenance of collective tap water installations.

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## HEA008

Part: asset

### Topic

Availability relaxation area inside or outside

### Responsibility

Owner  User

### Question

Do the users of the asset on relaxation areas (inside or outside)?

### Point

Can be up to 4 points earned. For this question

Please select from the following options, multiple answers are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, there are lounge and dining areas [1 point]
- Yes, there is a designated outside area with seating areas, which is at least 10 m from roads, parking lots or other pollution sources are [1 point]
- Yes, there are tea and coffee points with seating areas [1 point]
- Oh Yes, there are canteen facilities, whether collectively [1 point]

### Criteria

An outdoor area which is shared with neighboring buildings on the same premises (without a road having stabbing) may also be approved.

If the interior is assigned as relaxation area and available points can be awarded.

### Guidelines Evidence

Visual inspection by the assessor, supplemented with photographs of amenities.

### Explanation

-

**HEA009**

Part: asset

**Topic**

Location in particulate matter PM2.5 area

**Responsibility**

Owner  User

**Question**

What is the concentration of particulate matter PM 2.5 of the location?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- The particulate matter PM 2.5 concentration is less than  $10 \text{ g / m}^3$  [4 points]
- The particulate matter PM 2.5 concentration is less than  $14 \text{ g / m}^3$  [3 points]
- The particulate matter PM 2.5 concentration is lower than  $18 \text{ g / m}^3$  [2 points]
- The concentration of particulate matter PM 2.5 is equal to or higher than  $18 \text{ g / m}^3$  [0 points]

**Criteria**

This question is chosen to look at the concentration of particulate matter PM 2.5 expressed in  $\text{g / m}^3$ . Particulate matter PM 2.5 are particles (Particulate Matter) in the atmosphere with a (aerodynamic) diameter  $\leq 2.5$  microns. The distribution of air pollutants per square kilometer in the Netherlands are displayed in the so-called scale Concentration Cards (GCN cards); <http://geodata.rivm.nl/gcn/>

The question can be answered as follows:

- Go to the concentration maps: <http://geodata.rivm.nl/gcn/>
- Select a card: particulate matter (PM 2.5)
- Select a year, the most recent year
- Zoom in gridcelwaarde the location (place it in the center of the screen) of the asset and determine the concentration (left of the screen) at.
- If evidence can be supplied with a screen location and location recognizable visible and gridcelwaarde stated.
- 

**Evidence**

The concentration map with the location and the surrounding area are recognizable and the gridcelwaarde of location is mentioned. This may be a screenshot. The Assessor determines if

the map contains sufficient detail.

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE



## HEA025

Part: asset

### Topic

View

### Responsibility

Owner  User

### Question

Do the workstations in all the relevant lounges have sufficient "free view outside?"

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- This applies to 75% of the workplaces [2 points]
- This applies to 95% of the workplaces [4 points]

### Criteria

Relevant lounges are all occupied areas with workplaces / offices building users.

There is "free view outside" as a free and direct view to the outside, which is bored:

- Landscape (not only the sky dome), OR
- Objects including buildings near and far OR
- Atrium

For Offices is a criterion that all workplaces are within 7 meters of a facade with windows or permanent openings where the bottom of the window or door opening is located at a height of 0.9 meters from the floor, with a 'free view outside.

If the window or wall opening look at an atrium, courtyard, garden or courtyard, or in other buildings, the distance, angles measured from the window or door opening to the rear wall of the atrium, courtyard, courtyard or courtyard, respectively. to the facing facade of the building to other amounts. least 10 meters In view of an atrium, courtyard, garden or courtyard, these should include dressing, such as landscaping, planters, furniture, artifacts and the like;

In retail, the store the relevant common room. A minimum percentage of 50% of the facade should be to ensure. Outside view or if relevant on a passage open In this way one can be experienced daylight in the store, by view of a room where daylight.

Related the following can be read to the answer options:

- 75% of workplaces in retail view of an area where there is daylight [2 points]
- 95% of workplaces in retail > 50% open facade or passage with daylight [4 points]

**Evidence**

Photographic evidence and visual inspection by the assessor.

**Explanation**

If it is not possible to make any demonstrable lounges include workstations, all residential areas within the asset to meet the criteria.

**References**

BREEAM-NL New - credit HEA 2

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**HEA028**

Part: asset

**Topic**

Ventilation, influence by users

**Responsibility**

Owner  User

**Question**

Can the users regulate individually the ventilation by opening windows or to arrange the air flow?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]

**Criteria**

If an MEASURES is available, two points are awarded. A window to open within 7 meters of workspace is sufficient, provided that the window is at least 10 meters from the road (or other source of pollution) is.

For retail, this credit applies to the office space within the store.

**Evidence**

Visual inspection by the assessor, supplemented with photographs of an open window and the operation of the ventilation controller.

**Explanation**

-

**HEA101**

Part: asset

**Topic**

Light control

**Responsibility**

Owner  User

**Question**

Are the controls (buttons or sensors) of the lighting within six feet of workplace lighting?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no offices in the asset [0 points]
- No [0 points]
- Yes, for over 50% of the workplaces [2 points]
- Yes, for all workplaces [4 points]

**Criteria**

In BREEAM NL states that a distance of 6 meters to the light control can be called. As 'easy access'

In retail, this credit applies to the office spaces within retail.

**Evidence**

Location of lighting controls and distance for visual inspection by Assessor supplemented with photos of some workplaces.

**Explanation**

**HEA102**

Part: asset

**Topic**

Location intakes relative air outlets

**Responsibility**

Owner  User

**Question**

Are the air inlets of the asset sufficiently removed from roads, parking lots and other possible sources of pollution and are the outlets located sufficiently far from the inlets to prevent recirculation?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]

**Criteria**

Where natural ventilation must be of roads, parking lots and other potential pollution sources. Asset or the inlet of the system) at least 10 meters In addition, should stand to avoid. Recirculating the exhaust is at least 10 meters from the inlets

When mechanical ventilation should be of roads, parking lots and other potential pollution sources. Asset or the inlet of the system) at least 20 meters In addition, should stand to avoid. Recirculating the exhaust is at least 10 meters from the inlets

When can a retail mall where every retailer must realize his own mechanical ventilation or caused a problem because it is often physically impossible to get air intakes. 10m from an outlet Certainly where several shops situated next to each other. If proven that there is a provision to prevent the short circuit between systems users themselves may then be selected. Well as the response option Yes The delineation of the asset does not mean that the influence of pollution sources outside the defined asset have to be included.

**Evidence**

Distance Determination to pollution potential and distance between inlet and outlet means of visual inspection by Assessor supplemented with pictures.

### Explanation

The distances are to be. Measured in the horizontal plane (the outer wall) If the distances in the vertical plane (the roof) is concerned, it must be shown that no pollution is sucked (including taking into account wind direction) in more detail. The positioning of luchtaanzuigvoorzieningen must meet the standards NEN 2757 and NEN 1087. Beside the requirements of the Building

The text states that the inlet and outlet at a minimum distance from each other should be. If one is on another side of the asset, this may may be interpreted on the long road back and the asset will usually meet the requirements. Please note that the outlet of the smaller bathroom and / or kitchen, are also not allowed. Within 10 meters of the inlet zone

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## HEA104

Part: asset

### Topic

Indoor, local extraction systems

### Responsibility

Owner  User

### Question

Are there local exhaust ventilation facilities present in areas where processes occur or equipment and devices are used which may affect air quality?

### Point

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- There is no need for local extraction systems because there are no devices available that adversely affect air quality [2 points]
- There is no need for local exhaust ventilation because the use of existing equipment does not adversely affect the air quality (for example, a good placement) [2 points]
- Yes, there are plenty of local evacuation site [2 points]

### Criteria

There is no need to supply local exhaust ventilation if they satisfy the following criteria are present:

- No devices are present which affect the indoor air.
- Copiers and printers with production between 5,000 and 50,000 sheets of A4 paper per month are not near workplaces, they are placed in a hallway or in an open space.
- The printers are proven emission-free

There should be local extraction facility to be present at the following criteria:

- Printers in a department and in the vicinity of workstations
- Printers and copiers with a production of more than 50,000 sheets of A4 paper per month

### Evidence

Document or statement indicating that there is no evacuation or needed (print volumes per

printer, specification of emission-free printers) or sufficient measures have been taken by local extraction facility. Provisions may be adopted by photographs. Assessor by means of a visual inspection

**Explanation**

Reduce health risks that are related to poor indoor. by the presence of aspiration in space where it is needed for example, tools, equipment, or other activities.

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE



**HEA105**

Part: asset

**Topic**

Daylighting, visual comfort

**Responsibility**

Owner  User

**Question**

Does the daylight in indoor living areas and residential areas meet to the best practice standards of visual comfort?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- From any place in all living areas and residential areas can experience direct or indirect daylight [2 points]
- Yes, to offices, 80% of all workplaces in the living areas and residential areas have a minimum average daylight factor of 2.0% [4 points]
- Yes, in retail, 35% of the floor space a minimum average daylight factor of 2.0% [4 points]

**Criteria**

New construction health and safety standards are accepted as best practice Daylight Calculations confirm that.:

- The daylighting of all applicable occupied areas is reviewed
- The necessary daylight parameters investigated
- The average daylight factor applicable for any applicable lounge
- Compliance with the requirements for starting depth criterion, uniformity ratio, view of the sky dome (if applicable)
- The percentage of the total floor area assessed complying with an average daylight factor requirements as described below.

The question may be "yes" answer as offices in more than 80% of workplaces and 35% at retail in the living areas and residential areas meet the following daylighting requirements.

minimum limits average daylight factor per distinguished building function:	<i>Minimum average daylight factor (%) per stay room</i>	<i>Assess a minimum percentage of the total floor area</i>
Office Function	2,0%	80%
Shop Function	2,0%	35%

#### Evidence

If this credit is achieved without calculation by very large glass surfaces, a visual inspection is sufficient. This is for the assessor to judge. The assessor may additionally a daylight calculation (NEN 2057) calls.

#### Explanation

-

#### References

BREEAM-NL - 1 credit HEA  
NEN 2057 Daylight Calculation

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**HEA106**

Part: asset

**Topic**

Indoor air quality, excess hours

**Responsibility**

Owner  User

**Question**

Which thermal comfort level meets the interior?

**Point**

Can be up to 8 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- The comfort level is not determined [0 points]
- Class B climate in conformity with NEN 7730 [6 points]
- Class A environment in accordance with NEN 7730 [8 points]

**Criteria**

It is necessary to be in accordance with NEN7730 in order to determine the comfort. Made a calculation Below are the various options.

Offices

Class A climate according to DIN 7730, with up to 125 hours of exceedance (GTO <125) or:  
Adaptive Class A climate according to ISSO 74 \* - ATG method (category I claim Annex A2  
NEN-EN 15251).

Class B climate in conformity with NEN 7730 with up to 150 hours of exceedance (GTO  
<150) or: Adaptive Class B climate according to ISSO 74 \* - ATG method (category II  
requirement Annex A2 to EN 15251)

Retail

Class A climate in accordance with NEN 7730 with up to 250 hours of exceedance (GTO  
<250) or: Adaptive Class B climate according to ISSO 74 \* - ATG method (category II  
requirement Annex A2 NEN-EN 15251).

Class B climate in conformity with NEN 7730 with up to 300 hours of exceedance (GTO  
<300) or: Adaptive Class C climate according to ISSO 74 \* - ATG method (category III

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

requirement Annex A2 NEN-EN 15251)

(\*) Only allowed if the relevant residence rooms feature windows to open freely and there is not a strict protocol clothing (jacket permitted in summer)

**Evidence**

Document which is NEN7730 calculation is included and the class is calculated.

**Explanation**

The calculations should be to include humidity, air flow, CO2 and temperature. Focused

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**HEA107**

Part: asset

**Topic**

High frequency lighting

**Responsibility**

Owner  User

**Question**

What part of the fluorescent lighting in the living quarters of the asset has high frequency ballasts?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- None of the fluorescent lighting is equipped with HF ballasts. [0 points]
- At least 25% of the fluorescent lighting is equipped with HF ballasts. [1 point]
- At least 50% of the fluorescent lighting is equipped with HF ballasts. [2 points]
- At least 75% of the fluorescent lighting is equipped with HF ballasts. [3 points]
- All fluorescent lighting is equipped with HF ballasts. [4 points]

**Criteria**

-

**Evidence**

A report from an on-site inspection that high-frequency lighting is installed, which can be a representative sample of the lighting provided. Sufficient by the assessor and photographic evidence in accordance with the requirements in the living quarters

OR

Technical specifications of all fixtures, demonstrating compliance with the credit requirements.

**References**

NEN-EN 12464 Light and lighting Workplace lighting - Part 1: Workplaces within  
NEN- EN 12665 Light and lighting - Basic terms and - criteria for capturing lighting requirements

## Energy

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**ENE001**

Part : asset

**topic**

Energy performance of the building ( EPC / EPA )

**responsibility**

Owner  User

**question**

What is the energy index ( EI ) of the asset , according to a current ( up to 10 years old ) energy performance certificate ?

**points**

Up to 140 points can be earned . For this question Points are awarded based on the Energy index set .

If you please choose one of the following options .

Question not answered [ 0 points]

Do not know or else [ 0 points]

Buildings (  $X = E_p, to / E_p, admin = Q_{pres, to} / Q_{pres, perm}$  )

$0.00 \leq X < 0.36$  [ 140 points ]

$0.36 \leq X < 0.49$  [ 139 points ]

$0.49 \leq X < 0.62$  [ 136 points ]

$0.62 \leq X < 0.75$  [ 131 points ]

$0.75 \leq X < 0.81$  [ 128 points ]

$0.81 \leq X < 0.86$  [ 125 points ]

$0.86 \leq X < 0.96$  [ 118 points ]

$0.96 \leq X < 1.00$  [ 109 points ]

$1.00 \leq X < 1.04$  [ 102 points ]

$1.04 \leq X < 1.09$  [ 95 points ]

$1.09 \leq X < 1.15$  [ 88 points ]

$1.15 \leq X < 1.30$  [ 60 points ]

$1.30 \leq X < 1.45$  [ 35 points ]

$1.45 \leq X < 1.60$  [ 15 points ]

$1.60 \leq X < 1.75$  [ 5 points ]

$X \geq 1.75$  [ 0 points ]

**criteria**

The score is determined on the basis of the energy index (EI) . This can be found on the energy label and in energy efficiency research .

The energy performance of a building is occupied by a building tailored to the certificate not older than ten years , in which :

- 1 ) the result of the calculation of the amount of energy estimated to meet the different needs associated with a standardized use of the building , including heating, hot water, cooling, ventilation and lighting ,
- 2 ) reference values are specified that the energy performance of the building can be compared and assessed and
- 3 ) accompanied by recommendations for cost-effective improvement of the energy

### **shopping centers**

For shopping , one can use the energy label for the entire mall. If a separate store is to be certified, the energy label of the respective shop should be used.

### **Mixed -Use**

For a building that parts for different uses includes:

An energy performance certificate issued for the entire building would suffice, if the building has a common heating system. Also an energy performance certificate for a separate part of the building can be used on the basis of the energy performance certificate for another representative part of the building.

### **New construction and renovation**

The building and the situation must comply with the principles of the energy calculation. When fundamental changes , which relate to the energy system , a new / modified EI needs to be delivered.

With a relatively new building, the value can be entered from the licensed EPC / EPC permissible for the relevant building function .

### **Evidence**

The energy label including afmeldnummer .

Buildings for which a valid energy is supplied can be found on the website <http://www.ep-online.nl/EnergieLabel.aspx> . On this site are all in GB for the energy -registered buildings including the EI value . Each building with an energy state included here , by postcode / house number to search .

For logistic buildings is the calculation tool and justification of imports used as evidence

### **Explanation**

An indicative EI calculation can be used for self-assessment. For certification an EnergyLabel is mandatory.



The following calculation methods give a good estimate for self-assessment:

" Calculator sustainable offices " ( <http://www.agentschapnl.nl/content/duurzame-gebouwen-rekentool-verduurzaming-kantoren> )

" Exploring Sustainability in Buildings " ( <http://www.agentschapnl.nl/content/duurzame-gebouwen-rekentool-verduurzaming-onderwijsgebouwen> )

" BREEAM International Ene001 calculation" ( [www.breeam.nl/downloads/inuse\\_ene1\\_rekentool.xls](http://www.breeam.nl/downloads/inuse_ene1_rekentool.xls) )

The outcome here is only indicative and is not valid for a certification.

To illustrate the responsibilities (owner / user) the so-called DUO label was developed, this can be used as an addition to the energy label. The experiences with this label are still low. If more user experiences are available to BREEAM IN-USE will implement this in more detail.

During construction , rental or sale of a building the owner has the obligation to have ( since January 1, 2008 ) in accordance with the Decree Energy Performance of Buildings ( <http://wetten.overheid.nl/BWBR0023734/> ) An Energy Performance Certificate in his possession

For a detailed explanation of the energy in the BREEAM methodology , please visit : [http://www.breeam.nl/hulp/credit/ene\\_001](http://www.breeam.nl/hulp/credit/ene_001)

## References

Decision Energy Performance of Buildings ( <http://wetten.overheid.nl/BWBR0023734/> )

Energy Performance of Buildings Regulations ( <http://wetten.overheid.nl/BWBR0020921/> )

[www.agentschapnl.nl](http://www.agentschapnl.nl)

[www.isso.nl](http://www.isso.nl)

DUO Label: ( [www.platformduurzamehuisvesting.nl](http://www.platformduurzamehuisvesting.nl) )

**ENE012**

Part: asset

**Topic**

Airtightness asset

**Responsibility**

Owner  User

**Question**

What is the outcome of the airtightness measurement of the asset?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- The air density is in the last 5 years not measured [0 points]
- $< 2.5 \text{ m}^3 / \text{h} / \text{m}^2$  [4 points]
- $2.5\text{-}5 \text{ m}^3 / \text{h} / \text{m}^2$  [3 points]
- $5\text{-}10 \text{ m}^3 / \text{h} / \text{m}^2$  [2 points]
- $10\text{-}15 \text{ m}^3 / \text{h} / \text{m}^2$  [1 point]
- $> 15 \text{ m}^3 / \text{h} / \text{m}^2$  [0 points]

**Criteria**

Measurements must comply with BS EN 2686 at a pressure difference of 50 Pa at.

**Evidence**

Measurement report with measurement results of the airtightness. Measurements must not be older than 5 years.

**Explanation**

-

**References**

**ENE013**

Part: asset

**Topic**

Outdoor - type accent / facade lighting

**Responsibility**

Owner  User

**Question**

What is the type of exterior / accent lighting?

**Point**

Up to 2 points earned. For this question

Please select one of the following options:

- Question not answered
- Do not know or else [0 points]
- Lighting is conventional and non-energy [0 points]
- accent / facade lighting in energy efficient performance (saving > 50%) [1 point]
- outdoor lighting in energy efficient performance (saving > 50%) [1 point]
- Oh no outdoor or all outdoor lighting energy efficient (saving > 50%) [2 points]

**Criteria**

This question also includes the advertising lighting.

**Evidence**

Specifying the number of fixtures, power, lighting times and the control regime by the building manager on the basis of long-term maintenance, the operating and maintenance manual or instructions for use of the asset. The type of lamp (s) may be randomly checked during visual inspection by inspector. The relevant characteristics are captured by photos.

**Explanation**

Energy savings in outdoor lighting is mainly realized by tuning in to the daylight. Switching patterns. The on and off of lights through a switch prevents light remains on unintentionally. Depending on the accuracy with which different with the exterior is handled, the savings add up. Installing a dimmer switch delivers an average of 180 hours of savings compared to a timer.

Consumption can even further by also placing a movement. Sensor. By applying a twilight switch with motion sensor lighting during the night hours and shut times about 90% of the time off. The average payback is 0 to 2 years.

Outdoor lighting that meets the criteria of the EIA energy list is considered energy efficient ..

### References

1. [www.energiezuinigebedrijventerreinen.nl](http://www.energiezuinigebedrijventerreinen.nl)
2. BS EN 12464-2 (outdoor)
3. Directive 2011 Public Lighting
- 4.
5. series
6. NSVV [www.nsvv.nl/publicaties/\\_t0\\_p0\\_m7\\_i309.htm](http://www.nsvv.nl/publicaties/_t0_p0_m7_i309.htm)

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**ENE014**

Part: asset

**Topic**

Outdoor lighting - lighting type parking

**Responsibility**

Owner  User

**Question**

What is the type of lighting in the parking garage?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered
- Do not know or else [0 points]
- Lighting is conventional and non-energy [0 points]
- Garage lighting in energy efficient performance (saving > 50%) [1 point]
- Garage Lighting in highly energy-efficient performance by E-efficient lamps and advanced control and / or use of daylight (saving > 80%) [2 points]
- There is no garage lighting (necessary for a safe situation) [2 points]

**Criteria**

Under parking garage lighting is not park on open ground. For energy-efficient alternatives (eg dynamic lighting) should be based on  $W / m^2$ . Equivalence is demonstrated

**Evidence**

Specifying the number of fixtures, power, lighting times and the control regime by the building manager on the basis of long-term maintenance, the operating and maintenance manual or instructions for use of the asset. The type of lamp (s) and control strategy can be checked during visual inspection by inspector. Random The relevant characteristics are captured by photos

**Explanation**

An energy-inefficient garage lighting consumes approximately  $3 W / m^2$  and lit throughout the year (8760 hours). This concerns conventional fluorescent lighting without reflectors in a garage with no light control and / or daylighting. Savings can be achieved by:

- application of energy-saving lamps (HF-5 fluorescent, LED, LED tubes);
- application of rules (timers, presence detection);
- use of daylighting in combination with a dimschakeling.

#### References

- NEN 2443 (lighting for parking lots, parking garages and garage for cars)
- Standard PvE lighting,
- Slim light in the utility, [www.slimlichtscan.admea.nl](http://www.slimlichtscan.admea.nl)
- EU Green Light, [www.agentschapnl.nl / programs schemes / eu greenlight](http://www.agentschapnl.nl / programs schemes / eu greenlight)

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**ENE042**

Part: asset

**Topic**

Share locally generated renewable energy

**Responsibility**

Owner  User

**Question**

What percentage of the total energy consumption comes from renewable sources?

**Point**

Up to 20 points can be earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no local production of renewable energy [0 points]
- 0 to 5% [4 points]
- 0 from 5% to 10% [8 points]
- 0 from 10% to 15% [12 points]
- 0 from 15% to 20% [16 points]
- E of 20% or more [20 points]

**Criteria**

It comes to the share on the plot generated renewable (sustainable) energy in the total energy consumption of the current period, as in ENE30B included. They should all energy flows to be traced to primary energy.

Purchasing green power is this question not rated as energy from renewable sources. The use of green electricity will be valued at ENE101.

For the definition of renewable energy should be based on the "Renewable Energy Monitoring Protocol - update 2010" by NL Agency (Publication number 2DENB1013).

**Evidence**

Data Source, invoices (if not based on estimates, but on measurements), copy of the annual report.

**Explanation**

Renewable energy is also appreciated in the energy, but is valued in dze extra credit

because it contributes to the goal of infinite use. Non-polluting energy sources In the energy can still be chosen which part gets the most attention in the Trias Energetica. This credit is the second step additional appreciated

**References**

- <http://www.agentschapnl.nl/content/protocol-monitoring-hernieuwbare-energie-update-2010-den>

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE



**ENE061**

Part: asset

**Topic**

Energy consumption, distribution in Sub measurement to use function

**Responsibility**

Owner  User

**Question**

Which of the following energy users are covered with private submeasurement?

**Point**

Can be up to 5 points earned. For this question

Please select from the following options, several options are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- Outdoor [1 points]
- Emergency [1 points]
- All means of vertical transport in the asset, eg lifts, escalators, etc. [1 points]
- Atmosphere and effect lighting [1 points]
- Ventilation and air conditioning in traffic areas such as air curtains, locks and walkways / bridges [1 points]

**Criteria**

-

**Evidence**

- Documentation showing the completed answer appears, for example, an inspection report or results of the meters.

**Explanation**

-

**References**

## ENE062

Part: asset

### Topic

Energy consumption, distribution in Sub measurement to use function

### Responsibility

Owner  User

### Question

Are the principal measurements of energy consumption being divided into Sub measurement?

### Point

Can be up to 6 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no submetering energy [0 points]
- Heating [1 point]
- Heating and cooling [2 points]
- Heating, cooling and ventilation [4 points]
- Heating, cooling, ventilation and lighting [6 points]

### Criteria

This involves measuring the consumption for purpose. The main goals are met. For measurement of heating, cooling, ventilation and lighting is the residual and small business customers (power-related equipment), elevators, outdoor lighting, etc. (see next question ENE063 on the use of sub-meters).

### Evidence

Location and function of the sub-meters for visual inspection by inspector.

### Explanation

A consumption group is relevant to measure if there is substantial contribution to energy consumption. By this group

### References

-

## ENE063

Part: asset

### Topic

Own meter per user

### Responsibility

Owner  User

### Question

Do users have an own meter?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no sub-meters [0 points]
- Only one tenant building (total building use equals use tenant) [2 points]
- Yes, per user or per floor (or logical unit) [4 points]

### Criteria

-

### Evidence

Location of submeters of users for visual inspection by inspector.

### Explanation

If only one tenant has its own meter automatically. Or if the building has only one tenant submetering does not take place. The valuation is less, because the lack of sub-meters building is less flexible in the future as one tenant leaves and - especially in the current market - multitenant let go / be. A building where each floor of the building is metered separately has flexibility for future changes in rental property. The assessment of 'logical unit' may vary widely and is the assessor for review. For very small buildings (<250 m<sup>2</sup>, even with multiple users) may be awarded 2 points.

### References

-

**ENE104**

Part: asset

**Topic**

Energy efficient lifts

**Responsibility**

Owner  User

**Question**

The elevators are energy efficient and tailored to use?

**Point**

Can be up to 5 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no energy efficient elevator (s) applied [0 points]
- All lifts are energy efficient [5 points]
- There are no lifts [5 points]

**Criteria**

Energy efficient lift is a lift that meets energy C by VDI 4707-1, is less than 1.26 MWh / (kg \* m). For definitions ENE 8 BREEAM-NL V 2011 1.0

**Evidence**

Specifications / used to apply elevator.  
Visual inspection

**Explanation**

-

**References**

-

**ENE105**

Part: asset

**Topic**

Energy-efficient escalators and moving walkways

**Responsibility**

Owner  User

**Question**

Are there energy efficient escalators and moving walkways used?

**Point**

Can be up to 5 points earned. For this question

Please select one of the following options:

- Question not answered
- Do not know or else [0 points]
- There are no energy moving walkways used. [0 points]
- There are no escalators or moving walkways energy used, they are however included in replacement within 5 years. [1 point]
- There are no escalators or moving walkways energy used, this will however be made within one year. [3 points]
- There are energy efficient escalators and moving walkways present. [5 points]
- There are no moving walkways and escalators present. [5 points]

**Criteria**

-

**Evidence**

Inspection are provided by the assessor or energy rolpadden and escalators or documentation of the supplier on the energy of the moving walkways.

**Explanation**

-

**References**

## Transport

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**TRA001**

Part: asset

**Topic**

Facilities for cyclists

**Responsibility**

Owner  User

**Question**

What facilities are available for cyclists?

**Point**

Can be up to 4 points earned. For this question  
Please choose from one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are plenty of well-lit bike racks [1 point]
- There are plenty of well-lit bike racks coupled with adequate changing rooms (man and woman made including tables) [2 points]
- There are plenty of well-lit bike racks coupled with adequate bike racks, changing rooms (husband and wife separated including tables) and sufficient (husband and wife separated) shower facilities [3 points]
- There are plenty of well-lit bike racks coupled with adequate bike racks, changing rooms (husband and wife separated including tables) and sufficient (husband and wife separated) shower facilities and a location where wet clothes can be hung [4 points]

**Criteria**

The number of bike racks is sufficient if at least as many bike racks are placed as cycling.  
(Under normal circumstances)

For retail has to question relates to the employees, not the visitors.

**Evidence**

Visual inspection supplemented with pictures.

**Explanation**

At retail are showers and changing rooms particularly relevant for employees of larger department stores. In the smaller stores, these utilities are usually not a common provision for multiple users may suffice here.

**References**

-

**TRA002**

Part: asset

**Topic**

Proximity to public transport (OV)

**Responsibility**

Owner  User

**Question**

Is the building is located near public transportation connection with a regular schedule, and is it easily accessible?

**Point**

Can be up to 8 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- OV connection within 500 m of the asset, with services every fifteen minutes during peak hours [8 points]
- OV connection within 1 km of the asset, with services every fifteen minutes during peak hours [6 points]
- OV connection to more than 1 km, but up to 3 km from the asset, with services every fifteen minutes during peak hours [2 points]
- OV connection within 500 m of the asset, with services every half hour during peak hours [5 points]
- OV connection within 1 km of the asset, with services every half hour during peak hours [4 points]
- OV connection to more than 1 km, but up to 3 km from the asset, with services every half hour during peak hours [1 point]
- At the beginning and the end of the day there is a shuttle bus [4 points]
- No OV connection exists that any of the above criteria [0 points]

**Criteria**

All information (timetable trains, current travel information, services) on railway stations can be found on the following link with the station name can be entered:

<http://www.ns.nl/reizigers/reisinformatie/stationsvoorzieningen/stations/de/>

For depar of other public transport modes (bus, tram, metro) is best Google search with the following terms: bus tram departures 'town' and 'drive name'.



**Evidence**

The following information should be made available:

Relevant information on depart and times of public transport facilities, such as train, bus or subway.

Screenshots or PDF files from web information is allowed here.

Visual inspection supplemented with photographs of amenities is also allowed.

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**TRA003**

Part: asset

**Topic**

Proximity basic

**Responsibility**

Owner  User

**Question**

Is the asset within walking distance of a local supermarket, lunchroom, ATM and / or postal facilities / mailbox?

**Point**

Can be up to 4 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no facilities within walking distance [0 points]
- There is a lunchroom / local supermarket within 500 meters of a safe route [2 points]
- There is a lunchroom / local grocery store / kiosk and a pin / chip machine or mailbox / post office within 500 meters of a safe route [4 points]
- There is a lunchroom / local grocery store / kiosk within 1 kilometer with a safe route [1 point]
- There is a lunchroom / local grocery store / kiosk and a pin / chip machine or mailbox / post office within 1 kilometer with a safe route [2 points]

**Criteria**

If instead of a post office / mailbox (one of) the following facilities are available can be also completed; sports facility (s), child care or day care center, bookstore, newsagent, pharmacy, drugstore, hairdresser, bicycle repair, dry cleaning, weekly market, flower shop .

All information about the station facilities (map, shops, services) is listed on the following link with the station name can be entered:

<http://www.ns.nl/reizigers/reisinformatie/stationsvoorzieningen/stations/de/>

For assets that are not near a station can be made from a screenshot from Google maps used.

<http://maps.google.nl/>

**Evidence**

A card or a document on which the facilities are displayed. Preferably a screenshot of the map obtained. Using the link provided

Screenshots or PDF files from web information is allowed here.  
Visual inspection supplemented with photographs of amenities is also allowed.

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**TRA004**

Part: asset

**Topic**

Cyclists and pedestrians safety related supplies

**Responsibility**

Owner  User

**Question**

Are the supplier inputs and routes on the parking area separated from the parking lots and routes for pedestrians and cyclists?

**Point**

Can be up to 4 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [4 points]

**Criteria**

A location should be considered when exposed footpaths and cycle paths are provided from the entrance of the premises to the main entrance of the asset to be safe.

**Evidence**

A map of the location complemented by visual inspection on site.  
Only a visual inspection supplemented with photographs is also allowed.

**Definitions**

-

**Explanation**

-

**References**

-

**TRA008**

Part: asset

**Topic**

Current Transport Information

**Responsibility**

Owner  User

**Question**

Is current transport information made available to the users?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Users are no transport information available [0 points]
- A Dynamic Passenger Information System is present [4 points]
- A transport information point is for staff and visitors [2 points] present
- A transport information point for own staff present [1 point]

**Criteria**

The information may be made available for offices made available over the internet via active links. Simply access is not enough. The availability of smartphones by promoting use of app's (or QR-tag) with transport information (NS, traffic information, OV9292) is also sufficient for 2 points

In principle, any organization with internet access to the Internet available in all workplaces and at the inputs and outputs meet. The difference between response option for 2 points and 4 points lies in the asset available to include in-and outputs accessible through a screen for various modes of transport (roads and public transport) with current information.

For retail is a special device to include in input and output available. This of course can be a screen.

**Evidence**

Visual inspection of the facilities with photo / screenshot for documentation.  
For retail should be a picture of the information. Visual inspection supplemented

**Explanation**

-

## References

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**TRA101**

Part: asset

**Topic**

Shared facilities

**Responsibility**

Owner  User

**Question**

Are there shared facilities?

**Point**

Up to 2 points earned. For this question

Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

No, facilities are only for users of the asset. [0 points]

Yes, facilities are publicly available, but is mainly used by the users of the asset [1 point]

Yes, public facilities are available, use by others is actively stimulated [2 points]

**Criteria**

With facilities refers to parking spaces (eg on weekends) gym / fitness center, supermarket or lunchroom, car / bike rental and repair etc.

**Evidence**

Show that the facilities are used by parties other than the user of the asset, for example agreements with third parties, clubs and associations, for example, or by customer bases of the facilities if facilities are outsourced to another organization.

**Explanation**

-

**References**

-

**TRA102**

Part: asset

**Topic**

Restrict parking

**Responsibility**

Owner  User

**Question**

Is the parking at the location aimed at reducing car use and / or there is paid parking introduced?

**Point**

Up to 2 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no measures [0 points]
- The number of parking spaces on site does not exceed 20% above the municipal parking ratio for the location. [2 points]
- There is paid parking provided on site. [2 points]
- None of the above is applicable [0 points]

**Criteria**

The question is not only the on-site parking, but also on the hired nearby

**Evidence**

A document containing the recorded number parkeerplaatsetn, including leased parking nearby and the applicable municipal parking ratio. \

OR Official documents indicate that the current municipal parking for the location aims to reduce car use and / or that paid on site parking is provided.

Can be visually demonstrated. Paid parking

**Explanation**

**References**

-



## Water

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**WAT001**

Part: asset

**Topic**

Water measurement

**Responsibility**

Owner  User

**Question**

Which is the water consumption measured?  
To what level the water measured?

**Point**

Can be up to 8 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- From the whole plot / location [2 points]
- From the entire building / asset [4 points]
- per floor or the floor doing is certified [8 points]
- each department or division that is certified [8 points]
- Per user / tenant, but only if there are multiple users [8 points]
- Per significant user (devices) [8 points]

**Criteria**

Most items can be obtained for the sub measurement of the smallest possible unit. In a single tenant asset, should not the largest amount of points will be awarded in advance.

**Evidence**

Annual consumption-based billing or incorrect measurement values with demonstrable sub measurement

**Explanation**

**References**

## WAT002

Part: asset

### Topic

Water saving plumbing

### Responsibility

Owner  User

### Question

What percentage of water-saving toilets have an (average) flush volume of up to 4 liters?

### Point

Can be up to 4 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- 50 to 75% of the toilets have a flush  $\leq 6$  liters / rinse [1 point]
- More than 75% of the toilets have a flush  $\leq 6$  liters / rinse [2 points]
- 50 to 75% of the toilets have a flush  $\leq 4$  liters / rinse [3 points]
- More than 75% of the toilets have a flush  $\leq 4$  liters / rinse [4 points]

### Criteria

If there is a large and small purge button (dual flush button) is present in which can be seen that the large flush has been adopted up to 6 liters can be filled in that 50 to 75% volume, a coil has less than 4 liters.

For larger volumes coil (7 to 9 liters) for double or single rinses can be up to 2 points. There are two points obtained if urinals present.

At average fuel consumption, the presence of a coil or coil selector switch shall be taken into account in the calculation. If it is shown that by using custom floats volume of the flushing toilet has been adjusted, then this can be sufficient.

### Evidence

Flush volume toilets, locations of restrooms for visual inspection by assessor.

For cisterns with adjustable volume should be noted that these are set by a volume test example or a purchase order. Way shown on the completed

### Explanation

-

### References

-

**WAT004**

Part: asset

**Topic**

Urinals

**Responsibility**

Owner  User

**Question**

Are the washrooms for men included with urinals?

**Point**

Can be up to 6 points earned. For this question

Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

No, there are no urinals [0 points]

Yes, there are urinals / sinks with less than 6 liters per hour continuous coils or less than 4 liters per flush [2 points]

Yes, there are at > 75% of men's restrooms have urinals with flush volume less than 3 liters (or waterless urinals) [4 points]

Yes, there are at > 75% of men's restrooms have urinals with flush volume less than 1 liter or waterless urinals [6 points]

**Criteria**

-

**Evidence**

Visual inspection supplemented by photographs and a reasoning if this applies to 75% of the toilets in the men.

**Explanation**

Practice shows that waterless toilets an undesirable odor and do not look fresh. Frequent cleaning is this a costly and not expected to be environmentally-friendly solution. The use of urinals with a very low flush volume is hereby previously stimulated.

**References**

-

**WAT005**

Part: asset

**Topic**

Sinks with water-saving faucet

**Responsibility**

Owner  User

**Question**

What percentage of the basin has a water-saving faucet?

**Point**

Can be up to 4 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- 0% [0 points]
- 10-25% [1 point]
- 25-50% [2 points]
- 50-75% [3 points]
- > 75% [4 points]

**Criteria**

These are sink faucets that are equipped with a volume or flow restrictor, a stop button or equipped with an infrared sensor.

For sink faucets is a 6 liter / minute flow through MilieuCentraal considered a water-saving flush. A flow class Z has the lowest flow in liters per minute.

**Evidence**

Visual inspection supplemented with photos or documentation that demonstrates the water-saving facilities are provided.

**Explanation**

-

**References**

**WAT006**

Part: asset

**Topic**

Showers with low water

**Responsibility**

Owner  User

**Question**

What percentage of the showers has a low water consumption (<9 liters / minute)?

**Point**

Can be up to 4 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no showers [4 points]
- 0 to 50% [0 points]
- 50-75% [1 points]
- > 75% [4 points]

**Criteria**

Is a water-saving shower as it passes through steam volume equal to or less than 9 liters per minute. Or when the shower has a time setting and automatically stops.

**Evidence**

Declaration on the flush volume or product specification, or a measurement of this done by the expert.

**Explanation**

-

**References**

-

## WAT007

Part: asset

### Topic

Percentage whiteware low water

### Responsibility

Owner  User

### Question

What percentage of the water-using household appliances (dishwashers, washing machines) has a low use of water?

### Point

Can be up to 4 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no whiteware water [4 points]
- 0-50% [0 points]
- 50-75% [2 points]
- > 75% [4 points]

### Criteria

Low water is assumed at a consumption: up to 45 L per wash for a household washing machine and 12 L (about 8 liters for the eco-program) per wash for a domestic dishwasher (source: kieskeurig.nl and consumentenbond.nl). For professional equipment is no indication available. Note that machinery at a low temperature work, often use more water.

### Evidence

White goods with low water consumption should be an energy or product specification with water consumption is stated. Demonstrated

### Explanation

Through the model number on the internet to find. Much product

### References

**WAT008**

Part: asset

**Topic**

Use collected rainwater

**Responsibility**

Owner  User

**Question**

Where is optionally collected rainwater primarily used for?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
  
- There is no rainwater or greywater collected and used [0 points]
- rainwater for irrigation green [4 points]
- rainwater for toilet flushing [4 points]
- Rainwater for car wash [4 points]
- rainwater for washing clothes [4 points]
- Rainwater for business / production [4 points]

**Criteria**

It is the primary use, ie for which the largest volume is used.

**Evidence**

Visual inspection supplemented with photographs of rainwater collection facility / rainwater and any documents describing the system.

**Explanation**

-

**References**



**WAT009**

Part: asset

**Topic**

Use collected greywater

**Responsibility**

Owner  User

**Question**

Where is optionally collected greywater primarily used for?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
  
- There is no gray water collected and used [0 points]
- Greywater irrigation green [2 points]
- Greywater for toilet flushing [2 points]
- Greywater for car wash [2 points]
- Grey water for washing clothes [2 points]
- Greywater for business / production [2 points]

**Criteria**

It is the primary use, ie for which the largest volume is used.

**Evidence**

Visual inspection supplemented with photographs of the greywater system and any documents describing the system.

**Explanation**

-

**References**

**WAT010**

Part: asset

**topic**

Toilets with motion sensors

**responsibility**

Owner  User

**Question**

Are the toilet facilities (restrooms from 3 toilets) with motion sensors that shut off the water supply if the premises are not occupied?

**points**

Can be up to 4 points earned. For this question If you please choose one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No, there is no motion sensor on the water [0 points]
- There is no motion sensor on the water necessary because the toilets up to 3 toilets include [4 points]
- Yes, there are motion sensors on the water in the toilets in the building [4 points]

**criteria**

-

**evidence**

Technical specifications of the plant closure of the water from motion sensors. Or visual inspection supplemented by a photo or documentation.

Motion sensors usually combined with light switches. It is assumed that there are light sensors are present per approachable space.

**explanation**

-

**References**

-

**WAT011**

Part: asset

**topic**

Central water pipe leak detection

**responsibility**

Owner  User

**Question**

Is the central conduit of the building with an automatic lekopspringssysteem?

**Points**

For this question, up to 4 points. If you please choose one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No, there is no leak in the mains supply [0 points]
- Yes, there is leak on the mains supply [4 points]

**criteria**

-

**evidence**

Visual inspection supplemented by a photo or documentation. If there are multiple buildings or water connections should they all be aware of the leak. Demonstrably provide

**explanation**

-

**References**

-

**WAT012**

Part: asset

**Topic**

Percentage equipment with valves

**Responsibility**

Owner  User

**Question**

What percentage of the common water-using equipment includes valves or traps?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no valves or traps [0 points]
- > 0-25% [1 point]
- 25-50% [2 points]
- 50-75% [3 points]
- + 75% [4 points]

**Criteria**

Stop valves or water locks are actually used in the Netherlands in standard coffee machines, dishwashers, washing machines and water heaters.

**Evidence**

Visual inspection of several devices by photographs.

**Explanation**

Because the standard is applied in the Netherlands, the maximum number of points for many buildings are achieved.

**References**

**WAT013**

Part: asset

**Topic**

Use of gray water

**Responsibility**

Owner  User

**Question**

Which gray water be reused?

**Point**

Up to 2 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No reuse of domestic wastewater [0 points]
- Showers  [2 points]
- Sinks [2 points]
- Washers [2 points]
- Rainwater as a source for gray [2 points]
- Water Company [2 points]

**Criteria**

Displays the sources of greywater meant, so where the gray water is coming from. Rainwater (rainwater) is also considered here as a source of greywater.

**Evidence**

Visual inspection of the storage medium supplemented with photos and demonstrating origin.

**Explanation**

-

**References**

-

**WAT016**

Part: asset

**Topic**

Storage tank for gray water and rainwater

**Responsibility**

Owner  User

**Question**

What is the storage capacity of the reservoir for greywater and / or rainwater?

**Point**

Can be up to 4 points earned. For this question By type of storage are available, total 2 points 4. Enter your answer in:

- Question not answered [0 points]
- Do not know or else [0 points]
- No storage [0 points]
- Gray water tank capacity: .... M<sup>3</sup> [2 points]
- Storage tank heaven: .... M<sup>3</sup> [2 points]

**Criteria**

-

**Evidence**

Specification storage medium

Visual inspection supplemented with photographs of available reservoirs.

**Explanation**

-

**References**

-

**WAT020**

Part: asset

**Topic**

Use of information on water

**Responsibility**

Owner  User

**Question**

What is done with information about water?

**Point**

Can be up to 6 points earned. For this question Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

Archived  and / or no further action [0 points]

Compared with objectives and targets [2 points]

Compared with objectives and targets and internally reported [3 points]

Compared with objectives and targets, reported internally, and published in an annual report [6 points]

**Criteria**

-

**Evidence**

Files of water and, if applicable, targets and reporting methods, the section of the annual report that water consumption is stated.

**Explanation**

-

**References**

-

**WAT023**

Part: asset

**Topic**

Percentage re-used water

**Responsibility**

Owner  User

**Question**

What percentage of the water is reused from a gray water or rainwater system?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- 0% [0 points]
- 10-25% [1 point]
- 25-50% [2 points]
- 50-75% [3 points]
- > 75% [4 points]

**Criteria**

-

**Evidence**

Readings on the amount of domestic waste water, location of reservoirs tank, calculate percentage method.

**Explanation**

-

**References**

-

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**WAT101**

Part: asset

**Topic**

Separated sewer system for rainwater

**Responsibility**

Owner  User

**Question**

Is there a separate sewer system present for rainwater?

**Point**

Can be up to 4 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No greywater and rainwater are collectively disposed [0 points]
- Rainwater is stored and gradually / slowly drained [2 points]
- Yes, there is a separate sewer connection for rainwater [4 points]

**Criteria**

These are separate discharge of greywater and rainwater.

Question may be answered with 'yes' if the rainwater is collected separately and delayed by example a green roof and / or ponds.

**Evidence**

Visual inspection and observation of buffering by storage pond or green roof / garden supplemented with pictures.

Demonstrate that there is no connection of rainwater on roof and land on public sewer.

If there is a connection, it must be assumed that this connection is only used in exceptional rainfall.

**Explanation**

Not all counties have calculated this, but it is more and more places a double sewer system applied. If the church is not separate stormwater drains can be chosen in practice only for temporary buffering.

**References**

-

## Materials

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**Mat001**

Part: asset

**Topic**

Restore points / failures

**Responsibility**

Owner  User

**Question**

Have there been proceeding for solving the problems / interferences that have emerged in the condition assessment.

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- There is an action plan that defines whether problems / failures to be addressed [1 point]
- The main problems / failures are resolved [2 points]
- The main problems / failures are resolved and there is an action plan that defines whether the other problems are addressed [3 points]
- All problems / faults in the action plan have been resolved [4 points]

**Criteria**

If the condition assessment showed that all components have the desired condition, the lower response option are incorrect.

**Evidence**

A copy of the action plan, in which the relevant clauses are marked and documentation demonstrating that the work was performed.

In the event that the delivery of an asset, or a renovation is seen as an alternative to the condition assessment, you may as proof also of deliveries still to solve problems and failures and a final acceptance showing that the latter problems and faults may be used. Handled

**Explanation**

-

**References**

7. NEN 2767 Condition Measurement, architectural, mechanical and electrical

8. ISSO publications Sustainable Management & Maintenance 104 and 106

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**MAT002**

Part: asset

**Topic**

Maintenance Policy, age and subjects

**Responsibility**

Owner  User

**Question**

Since how long has the organization a maintenance policy and which parts does it contain?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is no maintenance policy [0 points]
- Yes, these are 6 or more of the items listed in criteria [1 point]
- Yes, and the policy is at least five years in use [2 points]
- Yes, and the policy is less than five year which use [1 point]
- Yes, and policies since the existence in use [4 points]

**Criteria**

Maintenance policy should pay attention to the following topics: energy, water, waste, pollutant emissions, impact on land use, sustainable resource use, health and safety.

The maintenance strategy should be to identify the design and the auxiliary systems should be included in the specification of the design for enabling efficient and cost effective operation and maintenance. What extent maintenance aspects included

The policy should provide an indication of the removal and replacement of major plant components during the design life of asset / plant / site, including the required access, vertical transport required and the main routes between the plant areas and the areas where the system components are delivered.

**Evidence**

A copy of the policy document, including the relevant clauses are highlighted.

**Explanation**

-

**References**

ISO 15686 (Buildings & Structures, Maintenance, Part 1)

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**MAT003**

Part: asset

**Topic**

Security Advisories, implementation

**Responsibility**

Owner  User

**Question**

Are the opinions of the qualified safety prevention consultant followed?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no security advisory prepared [0 points]
- Oh No, the recommendations are not followed [0 points]
- A little advice is followed and implemented [2 points]
- The major recommendations are followed up and implemented [2 points]
- All opinions (large and small) are followed and implemented [4 points]
- Changes are not carried out in an action plan to be implemented [1 point] within one year
- There are no changes required in the opinion [4 points]

**Criteria**

-

**Evidence**

The advisory containing the measures to be taken and that steps have been followed and implemented.

Or an action plan containing the work still to be implemented within a year.

**Explanation**

Opinions may be reviewed as a proposed solution has been rejected by another authoritative body. Followed or implemented as

**References**

-

**MAT004**

Part: asset

**Topic**

Burglar alarm system, presence

**Responsibility**

Owner  User

**Question**

Is the asset provided with an approved burglar alarm?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

No [0 points]

Yes [4 points]

**C RITERIA**

The burglar alarm system must be in accordance BORG 2005 version 2. Approved

**Evidence**

Documentation demonstrating that the alarm system has been approved in accordance with the National

Assessment BORG 2005 version 2. This may be supplemented by a photo. Visually demonstrated

**Explanation**

Other licenses may be possibly approved provided they are at least equivalent. Is also considered as equivalent: 24-hour security with cameras that follow-up is assured.

In shopping centers, this will usually be the responsibility of the owner.

**References**



**MAT005**

Part: asset

**Topic**

Burglar Alarm System, by notification

**Responsibility**

Owner  User

**Question**

Is the BORG certified burglary alarm system connected to a 24-hour emergency center?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no BORG certified alarm [0 points]
- No [0 points]
- Yes [4 points]

**Criteria**

As defined in the Law on private security firms and detective agencies (WPBR) are private companies emergency centers where alarm signals are electronic alarms, and must ensure that is taken. Triggering of an alarm action If a company falls under this definition, the central station under this Act to have the Minister of Justice authorization.

**Evidence**

Documentation demonstrating that the alarm system is connected to a certified central station.

**Explanation**

-

**References**

**MAT007**

Part: asset

**Topic**

Adaptability building

**Responsibility**

Owner  User

**Question**

Can the building be adapted to another use function?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Yes [4 points]
- No [0 points]

**Criteria**

These possibilities here as a movable inner walls, plants that have been extensively or can be reduced, by frangible floors, the separation of support structure and facade.

**Evidence**

Documentation confirming this, for example, shows the principles of design or documentation partition and façade.

**Explanation**

An example could be checked if an office is to be for student adjusted.

For retail may be examined or spaces can be separated or combined.

**References**

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## MAT102

Part: asset

### Topic

Environmental impact materials of the building

### Responsibility

Owner  User

### Question

What is the environmental impact of the materials used in the building process?

### Point

Up to 20 points can be earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]

### Average age building response options

Reply Options according DGBC calculation tool and the average age of the building:

- <10 years [1 point]
- 10-19 years [2 points]
- 20-29 years [4 points]
- 30-39 years [6 points]
- 40-49 years [8 points]
- => 50 years [10 points]

### MPC calculation answer options

Reply Options environmental impact according to the MPC calculation utility:

- Where the environmental performance above the reference level is [0 points]
- Where the environmental performance up to 10% below the reference level is [6 points]
- Where the environmental performance is at least 10% lower than the reference level [8 points]
- Where the environmental performance at least 20% lower than the reference level [10 points]
- Where the environmental performance at least 30% lower than the reference level [12 points]
- What is the environmental performance at least 40% lower than the reference level [14 points]
- Where the environmental performance at least 50% lower than the reference level [16 points]
- What is the environmental performance at least 60% lower than the reference level [18 points]

points]

O What is the environmental performance at least 70% lower than the reference level [20 points]

### Criteria

To determine the environmental impact and performance of a building are two ways:

- Determination of environmental means made available by the DGBC calculation tool with which the 'average age of the building' is defined, giving up to 10 points can be earned.
- Determination of the environmental impact through a material environmental coefficient (MPC), with a permitted by the DGBC determination methodology, whereby up to 20 points can be earned.

The environmental impact of the materials in a building are calculated using an MPC calculation. A MPC calculation can be performed with approved SBK instruments listed below: <https://www.milieudatabase.nl/index.php?id=instrumenten>

The reference level is a function and a database version:

<https://www.milieudatabase.nl/index.php?id=referentie>

Therein approved methodologies used are:

- Greencalc +
- GPR
- Materials Tool DGBC [http://www.dgbc.nl/wat\\_doet\\_dgbc/materialentool](http://www.dgbc.nl/wat_doet_dgbc/materialentool)

For buildings which no MPC calculation can be performed using the (simpler) calculation tool developed for the DGBC. This is based on a number of key details of buildings in particular the major polluting factors.

The calculation of both the calculation tool as the MPC should be prepared by an expert, the originator may be internal or external. The expertise of the author is demonstrated through education, training or experience.

### Evidence

When using an MPC calculation, the calculation or be. Calculated the shadow of the building and the calculation method with version made available at least It should also be noted that the calculation has been prepared / approved by an experienced person with appropriate training. Clear

When using the provided by the DGBC calculation tool:

[http://www.breeam.nl/bestaande\\_bouw/downloads\\_bestaande\\_bouw](http://www.breeam.nl/bestaande_bouw/downloads_bestaande_bouw)

- [Calculators average age building](#)

### Explanation

The difference in points between the calculation according to the calculation tool and the MPC has chosen to appreciate. Approach the detail of the MPC calculation method. The outcome is less based on general assumptions for a certain period of construction or architectural style and is specifically designed for the building and all materials present and not only at the age of building components.

### References

- Determination Method SBK instruments:  
<https://www.milieudatabase.nl/index.php?id=instrumenten>

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**MAT103**

Part: asset

**Topic**

Protection against damage

**Responsibility**

Owner  User

**Question**

Is protection applied to portions of the asset with an increased risk of damage?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No protective provisions have been made. [0 points]
- Where evidence provided demonstrates that there are procedures to protect. Vulnerable places referred to additional criteria [2 points]

**Criteria**

Areas at risk are spot busy pedestrian traffic areas or where vehicle or (stitch) car transport takes place as expedition rooms, storerooms, supply and disposal sites, and exits of parking and bicycle storage.

Measures may include applied (robust) materials, preservative measures or protective finish.

**Evidence**

Visual inspection supplemented with pictures of sensitive areas and the measures taken.

**References**

-

## Waste

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**WST001**

Part: asset

**Topic**

Facilities for separate waste streams

**Responsibility**

Owner  User

**Question**

Is space separated on the plot to separate different waste streams?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

Oh No, there is not enough space [0 points]

Yes, there is plenty of room for separating one waste stream [0 points]

Yes, there is plenty of room for separating two waste streams [1 point]

Yes, there is plenty of room for separating three waste streams [2 points]

Yes, there is plenty of room for separating four waste streams [3 points]

Yes, there is plenty of room for separating waste streams more than 4 [4 points]

There are more than four waste streams collected, space is limited and there are sufficient organizational measures to prevent nuisance. [2 points]

**Criteria**

Whether there is sufficient space is determined by the amount of waste and how it is collected. Relatively smaller spaces can still proven to be sufficient, for example using a single container or a higher collection rate.

If the space neat and care and there is no abundance of means of collection is present, it may be assumed that there is enough space.

**Evidence**

Visual inspection supplemented with photographs of a regular situation here is sufficient for existing buildings. In additional measures should, for example a photograph of the press container to be added, and the pick-up frequency for each waste stream.

If required by the assessor may be additional pictures requested a moment just before the waste is collected.

At retail points can be obtained if all tenants have arranged for their own waste or when a central waste collection takes place. Here is that for all the common waste collection as



possible.

In doubt, the above numbers from BREEAM NL WST 3 used as a guideline. The separate collection may be spread over several rooms.

- 2 m<sup>2</sup> per 1,000 m<sup>2</sup> net floor area (NRC) for assets of 10 m<sup>2</sup> for NRC assets > 5000 sqm (total for all streams)

- Additional 2 m<sup>2</sup> per 1,000 m<sup>2</sup> NRC with additional assets or at least 10 m<sup>2</sup> in NRC assets > 5000 m<sup>2</sup> where catering is provided.

### Explanation

Waste to be as they are present (besides waste which is not seen as separate but as current collection) at least collected separately, paper and cardboard, electronics, plastic film and (stony) debris. The release of quantities per waste stream determines which flows sufficient space must be present.

-Afvalstoffen	Richtlijn afvalscheiding (maximale herbruikbare hoeveelheid per week in het restafval)
Elektrische en elektronische apparatuur	0 kg
Papier en karton	40 kg
Folie	0 kg
EPS (piepschuim)	1 rolcontainer van 240 liter (± 3 kg)
Plastic bekertjes	± 500 bekertjes
Overige kunststoffen	25 kg
Autobanden	5 banden
GFT/Swill	200 kg
Groenafval	200 kg
Houten pallets	2 pallets (± 40 kg)
Overig houtafval	40 kg
Glazen verpakkingen	$\frac{1}{12}$ rolcontainer van 240 liter = 30 kg
Metalen	40 kg
Steenachtig materiaal/puin	0 kg; bij incidentele hoeveelheden 1m <sup>3</sup>
Textiel	40 kg
Glas- en steenwol	25 kg
Overig afval: bedrijfs- of processpecifiek	afhankelijk van situatie

**References**

Activities Decision:

<http://www.rwsleefomgeving.nl/onderwerpen/afval/afvalpreventie/afvalscheiding/>

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## Landgebruik & Ecologie

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**LE001**

Part: asset

**Topic**

Kind of landscape on the plot

**Responsibility**

Owner  User

**Question**

Which (e) landscape (s) are within the limits of the present plot?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- The plot is completely built and / or hardened [0 points]
- There is easily manageable structured landscape [0 points]
- There is grassland / pasture with a floral wealth [0 points]
- There is heath land with plants that thrive in acidic soil such as heather and gorse [0 points]
- There is water in the form of a pond, lake or swamp [0 points]
- There is water in the form of a river, stream or channel [1 point]
- The layout of the plot is designed in consultation with an ecologist or landscape designer and is used native plants that do not have irrigation [2 points]
- There is forest with various kinds of trees [2 points]
- Diverse landscape with two or more of these species [4 points]

**Criteria**

-

**Evidence**

- Visual inspection supplemented with photos

**Explanation**

**References**

-

**LE002**

Part: asset

**Topic**

Green roofs, walls, planters

**Responsibility**

Owner  User

**Question**

Are the following facilities available / provided?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]  No [0 points]
- Planters [1 point]
- Green walls and vertical habitats [2 points]
- Green or brown roof [2 points]
- More than one of the above options [3 points]
- All the options mentioned in the question [4 points]

**Criteria**

In particular, planters should be whether an ecological increased value and not just a visual contribution. Looked There should be a device / design thought for the environment (and not just for humans). Question

For multiple assets in one area may be the entire area included in the assessment of one asset, provided that the green it is equally divided on this site.

**Evidence**

Visual inspection supplemented with photos, if a report or opinion on the ecological value.

**Explanation**

**References**

-

**LE101**

Part: asset

**Topic**

Facilities for animals

**Responsibility**

Owner  User

**Question**

Are there facilities for animals?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Bat tables [2 points]
- Bird Tables [2 points]
- tables for invertebrates (eg hives) [2 points]
- contains the building (architectural) Facilities for animals [2 points]
- More than one of the above options [3 points]
- All of the above options [4 points]

**Criteria**

Preferably measures applied on the basis of an ecological report or opinion of an expert.

Buildings themselves, even without the presence of 'boxes' are suitable for animals. It can for example, by the presence of cavity walls with open vertical joints. If the high open vertical joints 1.5 cm wide and insulation space behind it is at least 2 inches deep, this is a very suitable provision for bats.

Buildings may also provide openings which are suitable as a nesting place for birds.

**Evidence**

Visual inspection supplemented with pictures and if available a report or advice regarding the ecological value.

If the building itself incorporates this can be demonstrated, possibly supplemented by a document, as a PVE, design requirements or newsletter item. By visual inspection and photos

### Explanation

Placing facilities is valued points. Of course it is better if it can be, there is also an ecological value shown for existing buildings need to be because the total number of points for the facilities is relatively low. However not shown

### References

-

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## Pollution

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**POL001**

Part: asset

**Topic**

Discharges to surface water

**Responsibility**

Owner  User

**Question**

Does the company has direct or indirect discharges to surface water? And has the organization shown a discharge permit?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is no license [0 points]
- No discharge permit is required, because there is no direct or indirect discharges to be done [2 points]
- Yes, there is a discharge permit available [2 points]

**Criteria**

Under normal use as office or retail, without specific functions may be assumed that this is not required and the answer option stating that no license is required to be filled.

A discharge permit is required if the organization sewage or water plant discharges into waterways such as rivers, streams, canals, groundwater or the sea. The discharge permit falls since December 22, 2009 under the Water Act, indirectly associated with the Environmental Protection Act.

**Evidence**

Visual inspection if there are functions which require a discharge permit.  
If a permit is required, a copy of the permit.

**Explanation**

-

**References**

-

**POL002**

Part: asset

**Topic**

Liquid separators (oil and grease)

**Responsibility**

Owner  User

**Question**

Are Liquid separators present in the drainage of the parking and / or the kitchen?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Asset has no external space for parking which need a liquid [2 points]
- Yes, there are separators placed where vehicles are used and / or parked [2 points]
- Yes, there are grease traps placed in the kitchen (s) [2 points]
- Yes, there are separators placed where vehicles are used and / or parked and grease traps present in the kitchen (s) [4 points]

**Criteria**

-

**Evidence**

Visual inspection supplemented with photographs of plants, or the observation that they are not required / provided.

**Explanation**

**References**

-

**POL003**

Part: asset

**Topic**

Flood asset

**Responsibility**

Owner  User

**Question**

Is the asset in an area with a high risk of flooding?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Low risk [4 points]
- Average risk [2 points]
- High risk [0 points]

**Criteria**

The risk of flooding for your asset is determined on the basis of the so-called risk map that can be accessed online by the following steps:

9. Go to <http://nederland.risicokaart.nl/>
10. Choose on the left of the screen for entering the four-digit ZIP Code
11. Enter the six-digit postal code and confirm by clicking. On the blue text
12. Choose the right of the screen for theme flood
13. Tick off all options except the options under "flood undiked river"
14. The risk is indicated by a check mark next to the following options:
  - Low risk is 1 in 250 and the postal code is not blue on the map
  - Average risk is 1 in 250 and the plot is blue
  - High risk is 1 in 50 and the plot is blue
15. Zoom into the location recognizable by a street name or landmark near the image.
16. Take a screenshot

**Evidence**

Screenshot of the risk map showing the flood risk for the asset appears. The area should be clearly identified.

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### Explanation

In the Netherlands, the risk of flooding from the sea greater than 1 in 10,000 years. Only if the asset near a river is the risk of flooding should be determined by a river.

Large parts of the Netherlands against the water protected by flood defenses (dikes, dunes and works of art). A continuous ring of defenses more or less equal, is called a dike. Also higher areas may be part of a dike ring. The land within the ring is called dike ring area. The dike ring area and the level of protection required for each diked area are legally defined in the Law on Weir.

### References

-

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**POL004**

Part: asset

**Topic**

Location sensitive areas

**Responsibility**

Owner  User

**Question**

If the asset is in an area with a medium or high flood condition: are all sensitive areas / functions in the asset located above the flood line?

**Point**

Up to 3 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- The asset is located in an area with low risk [3 points]
- Yes [3 points]

**Criteria**

Under sensitive areas are defined as areas, where environmental pollutants are or equipment that can withstand water goes secrete harmful substances or areas which are finished with materials that are harmful to secrete. Prolonged exposure to water

In terms of equipment can include server rooms, emergency generators, fuel tanks, cooling.

**Evidence**

Confirmation that all sensitive areas are located above the flood line, and a document containing this flood line is indicated.

Screenshot showing that the asset is in a low risk is (according POL003).

**Explanation**

**References**

-

**POL005**

Part: asset

**Topic**

Protection against flood damage

**Responsibility**

Owner  User

**Question**

Are areas that have a risk of flood damage sufficiently protected?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- The asset is located in an area with low risk [4 points]
- Yes [4 points]

**Criteria**

-

**Evidence**

Confirmation that all areas at risk sufficiently resistant to flooding or easy to recover from, location / description of the solution for visual inspection by assessor, or drawings with elasticity characteristics.

Screenshot showing that the asset is in a low risk is according POL003.

**Explanation**

-

**References**

**POL006**

Part: asset

**Topic**

Sustainable drainage

**Responsibility**

Owner  User

**Question**

Is there advice of experts regarding the application of a Sustainable Urban Drainage Systems (SUDS) and are the recommendations made implemented?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- There is expert advice sought [1 point]
- There is expert advice sought and most recommended SUDS measures are implemented [2 points]
- All recommended SUDS measures are implemented [2 points]
- According to expert opinion, there are no relevant SUDS measures to implement [2 points]

**Criteria**

If you have indicated that the asset is in a low risk area in question POL003 you may indicate here that following the advice of experts any relevant measures to implement (the last answer option).

**Evidence**

Confirmation that advice is sought, report detailing the advice, records of acts / activities following the advice.

Screenshot showing that the asset is in a low risk is.

**Explanation**

In some cases, where the risk of contamination is low and potential spills are small, oil separators are not required if sustainable urban water storage and infiltration systems are specified

**References**

[http://en.wikipedia.org/wiki/Sustainable\\_urban\\_drainage\\_systems](http://en.wikipedia.org/wiki/Sustainable_urban_drainage_systems)

## POL007

Part: asset

### Topic

Cooling with CFCs or HCFCs

### Question

Are the refrigerations available that contain CFCs or HCFCs or other substances that deplete the ozone layer?

### Responsibility

Owner  User

### Point

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Yes, it is cooled using CFCs and / or HCFCs [0 points]
- The total charge of cooling with an ODP of > 0 is less than 5 kg [1 point]
- All refrigeration equipment used have zero ODP [2 points]
- The total charge of the cooling is less than 5 kg [2 points]
- There are solid refrigerants used [2 points]
- No refrigerants used [2 points]

### Criteria

If the owner has central plants should be. Answer this first option chosen If there are also facilities of the user are present, these note to be weighed. If there is present at either an air conditioning or cooling worse "scores" the installation of the owner should be. Answer this option is selected

### Evidence

A statement indicating that no refrigerants are used, or calculating the ODP and its conclusion.

### Explanation

CFCs (chlorofluorocarbons) are artificial substances, which consist of chlorine (Cl), fluorine (F) and carbon (C). It often takes decades to decompose. They have some very harmful effects on humans and the environment. They attack the ozone layer and contribute to global warming.



It is used for the ozone depletion potential ODP abbreviation of the English term Ozone Depletion Potential. The ODP, ozone depletion potential of a chemical substance, is a number that indicates the relative ability of the fabric to break, compared to trichlorofluoromethane (CFC-11). The ozone layer

**References**

The F-Gases Decision and the Ministerial Regulation Refrigeration.

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## POL008

Part: asset

### Topic

Cooling systems with refrigerants

### Responsibility

Owner  User

### Question

Does the asset use an air conditioning or other cold storage-/ cooling system with refrigerants?

### Point

Up to 10 points can be earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No, there are no refrigerants present [10 points]
- Oh Yes, there are refrigerants for space cooling [0 points] present
- Oh Yes, there are refrigerants available for refrigerated (or frozen) storage of food and / or drink [1 point]
- Oh Yes, there are refrigerants available for process cooling, for example, servers or IT equipment [1 point]
- Yes, there are refrigerants present, all refrigerants used are less harmful (H2O, CO2, NH3) [5 points]

### Criteria

If the owner has central plants should be. Above the response option chosen If there are also facilities of the user are present, these note to be weighed.

### Evidence

Documentation which refrigerants are included, this can be done by visual inspection and photos. Confirmation that no use wrdt easiness of refrigerants.

### Explanation

This question does not apply to home-garden and kitchen white goods appliances like a refrigerator and a freezer.  
These are all plants that use refrigerants, including a heat pump counts.

### References

-

## POL009

Part: asset

### Topic

NOx emissions

### Responsibility

Owner  User

### Question

Is the asset heated with low NOx emissions?

### Point

Up to 15 points can be earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Yes, there is gas fired heating, dry NOx emissions is not known [0 points]
- Yes, it is heated with a gas fired calculated dry NOx emission is less than or equal heat energy supplied to 70 mg / kWh [10 points]
- Yes, it is heated with a gas fired calculated dry NOx emission is less than or equal to 50 mg / kWh delivered heating energy [13 points]
- Yes, it is heated with a gas fired calculated dry NOx emission is less than or equal heat energy supplied to 30 mg / kWh [15 points]
- Oh No, the heating is not on gas fired [15 points]
- Yes, there is heated by district heating (gas) [15 points]

### Criteria

For buildings with a new certification, the NOx emissions are then calculated as the credit is chosen. The calculation thereof can also be used here.

For existing buildings can be also made this calculation. If several heating systems contribute to the heat a weighted average NOx emission shall be calculated based on the contribution of each system to the total heat of the asset.

### Evidence

A document showing how it is heated (or the calculation of the dry NOx emission has been recorded), or by visual inspection of the photo installation.

### Explanation -

References -

**POL010**

Part: asset

**Topic**

Use refrigerants for refrigeration

**Question**

Are there refrigeration available that use HCFCs or other refrigerants with a global warming potential (GWP) of more than 5?

**Responsibility**

Owner  User

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Yes [0 points]
- Yes, there are cooling present, the total amount of refrigeration coolants is <5 kg [3 points]
- Yes, there are aanweig refrigeration, refrigeration used all have a GWP of <5 [4 points]
- Yes, there are cooling present, there are some solid refrigerants used [4 points]
- No coolants used [4 points]

**Criteria**

If the owner has central plants should be. Answer this first option chosen If there are also facilities of the user are present, these note to be weighed. If there is present at either an air conditioning or cooling worse "scores" the installation of the owner should be. Answer this option is selected

**Evidence**

Documentation showing the refrigerants are present, in what quantities the GWP. If no refrigerants are used can be explained.

**Explanation**

Halons or HCFCs are hydrocarbons which are halogenated, that is to say that there is one of the halogens are added in the place of a hydrogen atom, such as chlorine, bromine or fluorine. The word halon is a contraction of the term halogenated hydrocarbon. CFCs are a special group of halon, they contain chlorine or fluorine but no bromine. Halons are very stable compounds and are resistant to very high temperatures.

Global-warming potential (GWP = Global Warming Potential) is an indication of the extent to which a greenhouse gas can contribute to global warming. The abbreviation is used internationally GWP (Global Warming Potential). It is a relative measure, that the global warming potential of a greenhouse gas indicates compared to that of carbon dioxide (CO<sub>2</sub>), in particular, the warming potential over a period of 100 years from 1 kg of the gas relative to one kilogram of CO<sub>2</sub>.

The global warming potential is dependent on the time period used, for some gases increases when a long period of time is considered, for the other gases reduces, and this will depend on the lifetime of the gases in the atmosphere. The speed at which the concentration of a gas in the atmosphere reduces the time is not always equally well-known and, therefore, are not all the values of the global warming potential equally reliable. The global warming potential of carbon dioxide is by definition equal to 1.

#### References

-

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## POL020

Part: asset

### Topic

Storage chemicals

### Responsibility

Owner  User

### Question

Can hermetic sealed areas contain 110% of the contained chemicals?

### Point

Can be up to 5 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- need not hermetically sealed spaces because of the plot are not stored liquids which such spaces are needed [5 points]
- Yes [5 points]

### Criteria

In the Netherlands, the capacity for hazardous liquids down in the PGS 15 under Article 3.9.1. It should be noted that this objective is met when hazardous liquids are stored.

Demonstrated

PGS 15, Article 3.9.1. Product Care

A storage device shall be so constructed that leaked or spilled hazardous liquid reasonably can not flow out. Supply such To this end, the storage facility have a storage capacity of at least 110% of the content from the largest packaging, but (as is the greater) at least 10% of the total contents of the packages together. The containment must be sufficiently resistant to the substances stored.

*Supplement: The storage capacity is only for liquids. Empty uncleaned packagings do not count.*

### Evidence

Documentation showing that there is ample capacity where hazardous liquids are stored. For example, a tank certificate supplemented by the volume of the tray, or a threshold at the entrance of the space, and a calculation of the volume in relation to the amount of stored.

This can be checked visually, supplemented with pictures.

### Explanation

The storage capacity concerns in the substances established ADR. These are shown in the attached table.

### Lower

For quantities below a certain limit the capacity does not apply. The lower limits are shown in the table on the next page. As an example applies to petroleum products (class 3 according to the table above) a limit of 25 liters for packaging class II. So for petroleum packaging Class II does not include the 25 liter storage capacity to be present.

### References

-

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## PART 2: Management

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE



## Management

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**MAN001**

Part: Management

**Topic**

User

**Responsibility**

Owner  User

**Question**

Is there a manual for the asset and is made available and accessible to all users in the asset?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know [0 points]
- No [0 points]
- Yes [2 points]

**Criteria**

The manual contains the necessary information for the daily use of the building by the users, is readily available (printed or digital / online) and is easy to understand. By users

In the user manual (or building guide) is information contained on the remote control of lighting windows and the temperature, the house rules, dealing with emergencies, availability office, complaints, reports, faults, cleaning and existing facilities such as toilets, printers, waste and coffee

**Evidence**

The presence of the manual is visually determined by the assessor during the tour of the building and added a picture / display of the contents in any case. The visual observation is expressed by the assessor in the report of the tour.

With digital availability can be increased to the instruction manual as evidence, this is not an obligation. For buildings with a BREEAM NL new certificate can be used manual man4 drawn thereby increased.

**Explanation**

In the manual, the following topics are included:

- Operating temperature
- Control of lighting
- Operation of windows
- The house rules
- Availability and stealing office supplies
- Emergency
- Information about building installations
- Policy on energy conservation and environmental
- Water
- Transport Facilities (Space Expedition, OV-stop)
- Waste and environment including waste
- Considerations for redevelopment of areas
- Notification Procedures, complaints and failures
- Training
- General building information

The manual is included in a B & O Manual (Management and Maintenance).

#### References

17. BREEAM New BRL MAN 4;
18. NEN 5509, 1998 (User manuals - Content, structure, formulation and presentation);
19. National Sustainable Building package, manage U443/S433 Healthy Building - SBR;
20. CIBSE Building log book toolkit (<http://www.cibse.org/index.cfm?go=publications.view&item=227> );

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## MAN002

Part: Management

### Topic

Environmental policy, planning, system

### Responsibility

Owner  User

### Question

The responsible organization an environmental policy that applies to the location?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is no environmental [0 points]
- Yes, there is an environmental policy (formulated only environmental) [1 point]
- Yes, there is an environmental policy that include environmental objectives, targets and work includes [2 points]
- Yes, the above is available and accessible within the organization. Also, it responsibilities as [3 points]
- Yes, the above and in accordance with the ISO14001 environmental policy [4 points]

### Criteria

Environmental concerns an environmental and / or management system which should outline objectives pursued concrete result, managers and planning.

It is this question to the management of the asset so the policy of the owner and how that is translated into this asset by the administrator. The level of detail and scope of the policy depends on the organization, any production and products. With regular office and retail activities, the environmental aspects and requirements easy to formulate.

### Evidence

A copy of the policy and if available with corresponding ISO 14001.

### Explanation

Topics that may be described in the environmental policy:

- Energy
- Water
- Waste

- Air
- Sound
- Climate
- Hazardous Substances
- Nature and landscape
- International treaties
- Financial and economic instruments
- Environmental impact assessment and information

#### References

See [www.NEN.nl](http://www.NEN.nl) for more information about:

- ISO 26000
- ISO 14000
- NPR 9026

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**MAN003**

Part: Management

**Topic**

Environmental & goals

**Responsibility**

Owner  User

**Question**

Does the environmental policy of guaranteed improvement goals?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is no environmental and / or have been targets [0 points]
- Yes, there are improvement targets for energy consumption [1 point]
- Yes, there are improvement targets for energy and water [2 points]
- Yes, there are improvement targets for energy and waste management / recycling [2 points]
- Yes, there are improvement targets for energy and water consumption and waste management / recycling [3 points]
- Yes, there are improvement targets for all the above areas, plus other resources and sustainability indicators [4 points]

**Criteria**

-

**vidence**

A copy of the environmental policy with any related ISO certificates (eg ISO 14001).  
ISO26000 is of course also permitted.

**Explanation**

This question follows on from the previous question is specifically about the improvement targets set. If format can be used for example ISO 14001.

**References**

See [www.NEN.nl](http://www.NEN.nl) For more information about include:

- ISO 26000
- ISO 14000
- NPR 9026

**MAN004**

Part: Management

**Topic**

Agreements with users

**Responsibility**

Owner  User

**Question**

Are there between owner and user agreements on the environmental issues of the asset?

**Point**

Can be up to 8 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No, there are no agreements [0 points]
- Arrangements have been made, these are discussed periodically, they are not contained [1 point]
- Yes at 0 to 25% of users in the asset [2 points]
- Yes at 25 to 50% of users in the asset [4 points]
- Yes at 50 to 75% of users in the asset [6 points]
- Yes for > 75% of users in the asset [8 points]

**Criteria**

The agreements concern the KPIs of BREEAM (energy, water, waste) which sets out how improvements can be stimulated in any case.

**Guidelines Evidence**

Documents show that this rule is met. For example, a Green Lease contract or the minutes in which it is periodically discussed and decisions are recorded.

For the unfixed appointments (1 point) a report of a meeting to show that it is discussed periodically. The assessor determines whether it is sufficiently demonstrated by, for example a permanent feature.

The incentives can be recorded in a Green Lease or in the minutes of a regular consultation.

**Explanation**

If a single user in the Asset is the answer options expire with the percentages 0-25, 25-50 and 50-75. There can then be obtained by one point unfixed appointments or 8 to be documented agreements.

## MAN005

Part: Management

### Topic

Service Manual

### Responsibility

Owner  User

### Question

Are there service manuals available for the asset and are accessible?

### Point

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]

### Criteria

The provision of the service manual that covers the fittings.

### Evidence

The maintenance manuals can be shown during the tour to the assessor. Visual inspection is sufficient supplemented here with photos of some index location where they are stored. It should also formulate the assessor or confirm which manuals are present. The manuals need to be. Not digitally

### Explanation

The maintenance manual provided include detailed technical and non-technical information. The technical information (including structural and technical plant) is primarily used by a technical manager, maintenance staff and maintenance. The non-technical part of the manual is mainly used by the user of the asset. The latter is discussed under question MAN006.

The manual can include information about:

- Information about the building services and associated specifications and maintenance instructions.
- Maintenance contracts for installations
- Documentation on periodic inspections of installations
- Transport Facilities



- Waste and environment for work
- Notification Procedures
- Training

**References**

BREEAM New BRL MAN 4;

NEN 5509, 1998 (User manuals - Content, structure, formulation and presentation);

National Sustainable Building package, manage U443/S433 Healthy Building-SBR;

CIBSE Building log book toolkit

<http://www.cibse.org/index.cfm?go=publications.view&item=227>);

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**MAN006**

Part: Management

**Topic**

Environment and sustainability information to users

**Responsibility**

p p Owner User

**Question**

Is there an asset in the information available which can be? Communications on environmental and sustainability to users and visitors communicated

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know [0 points]
- No [0 points]
- Yes, only for users [1 point]
- Yes, for both users and visitors [2 points]

**Criteria**

Under information can be defined as notice board, projector, digital display. The information is used to convey, including updated information: energy, water and material consumption, environmental and sustainability objectives, contribution to charities and the like.

**Evidence**

The location of the information should be used during the visual inspection. Determined As evidence should be that the location and the issues are clear. Staged a photo

**Explanation**

-

## MAN007

Part: Management

### Topic

Sustainable procurement materials

### Responsibility

Owner  User

### Question

Does the organization have a green / sustainable procurement sheet including requirements for materials, products and services?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know / other [0 points]
- No [0 points]
- Yes [4 points]

### Criteria

-

### Evidence

A policy document which policy relevant materials, products and services are included.

### Explanation

These are sustainable procurement, including focusing on daily maintenance, (internal) removals, repair and refurbishment work and redecoration.

Buildings occupied by public authorities should in principle meet the criteria for sustainable purchasing. This should be confirmed by building

### References

For more information on "sustainable procurement" see-national government sustainable procurement, CSR Netherlands and NL Agency.

<http://www.pianoo.nl/duurzaaminkopen/productgroepen>

## MAN008

Part: Management

### Topic

Scope sustainable procurement

### Responsibility

Owner  User

### Question

What is the scope of the environmental / sustainable procurement?

### Point

Can be up to 4 points earned. For this question Please select from the following options, multiple answers are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no environmentally friendly or sustainable procurement [0 points]
- The organization actively reduce the use of hazardous materials [1 point]
- The organization works with the supply chain to reduce the environmental impact [1 point]
- It takes into account the environmental impact of materials and thereby works with targets to reduce [1 point] the negative effects
- It takes into account the CO2 emissions due to transport material and thereby works with targets to reduce [1 point] emissions
- There is an eco-friendly or sustainable procurement, but it does not relate to the above [1 point]

### Criteria

-

### Evidence

A policy document which policy relevant materials, products and services are included. It concerns here and asset management related procurement.

### Explanation

If the last option is chosen answer may be no other answers increased.

These are sustainable procurement, including focusing on daily maintenance, (internal) removals, repair and refurbishment work and redecoration. Buildings occupied by public authorities should in principle meet the criteria for sustainable purchasing. This should be. Be confirmed by building

Asset management and procurement related matters concerned for maintenance, repair, cleaning materials and example. Purchase of consumables (printer paper, toilet paper) are excluded from this question.

#### References

For more information on "sustainable procurement" see-national government sustainable procurement, CSR Netherlands and NL Agency.

<http://www.pianoo.nl/dossiers/duurzaam-inkopen-1>

<http://www.mvonderland.nl/>

<http://www.pianoo.nl/duurzaaminkopen/monitor>

<http://www.pianoo.nl/duurzaaminkopen/criteria>

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## Health

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**HEA013**

Part: Management

**Topic**

Acoustics Research

**Responsibility**

Owner  User

**Question**

Is there an acoustic survey conducted and the measures implemented?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, there is internally investigated and measures applied [2 points]
- Yes there is a report available executed or scheduled actions [4 points]

**Criteria**

The research report (not older than five years), to have been prepared in accordance with BS EN 140 or in accordance with NEN 5077 (including NPR 5092 and 5097). A qualified acoustic consultant When the adjustments detectable (by declaration) scheduled within one year may be "yes" answer.

Primary to reverberation and noise protection wall knocking, then sound installation, then soundproofing interior partitions.

The internal acoustic research (not according to DIN 140) may be used as evidence of the measures taken. It can also be the answer option chosen for clothing where the premise is that the clothing absorbs sound.

**Evidence**

The report in accordance with NEN 140 Acoustics, completed a survey of measures taken, or planned (with job benefits) for this version.

**Explanation**

-

**References**

- Building, current version
- NEN-ISO 140 Acoustics
- NEN 5077 Soundproofing in buildings

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**HEA014**

Part: Management

**Topic**

Internal air quality monitoring

**Responsibility**

Owner  User

**Question**

The interior is monitored and controlled within set limits for temperature, humidity, CO, CO<sub>2</sub>, NO<sub>x</sub>?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is not measured [0 points]
- Yes, the temperature and humidity are measured and the limits are set stricter than the national guidelines [1 point]
- Yes, temperature, humidity and CO<sub>2</sub> are measured and the limits are set stricter than the national guidelines [2 points]
- Yes, temperature, humidity, CO<sub>2</sub> and CO are measured and the limits are set stricter than the national guidelines [3 points]
- Yes, temperature, humidity, CO<sub>2</sub>, CO and NO<sub>x</sub> are measured and the limits are set stricter than the national guidelines [4 points]

**Criteria**

Handle the WHO guidelines,

[http://www.who.int/phe/health\\_topics/outdoorair/outdoorair\\_agq/en/index.html](http://www.who.int/phe/health_topics/outdoorair/outdoorair_agq/en/index.html)

**Evidence**

Document showing that the limits set are made and recent results of measurements.

**Explanation**

Interpretation of this credit is that CO<sub>2</sub> is continuously monitored in areas with highly variable occupancy. In other space monitoring CO<sub>2</sub> more than four times a year (every season) is sufficient. Other aspects in the air less relevant for offices, temperature also has nothing to do with air quality and is viewed separately comfort questions.

**References**

ISSO Publication 103 Monitoring of Sustainable Management and Maintenance.

Manual BKK;

[http://www.nvbv.org/Bestanden/Handboek/NVBV\\_Handboek\\_BKK\\_versie\\_1\\_0\\_juni\\_2011.pdf](http://www.nvbv.org/Bestanden/Handboek/NVBV_Handboek_BKK_versie_1_0_juni_2011.pdf)

This values are recorded for CO2 and NO2 on page 82 on page 79.

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**HEA015**

Part: Management

**Topic**

Protect users during work

**Responsibility**

Owner  User

**Question**

Be taken during opknap-/renovatie-/schilder-/behangwerkzaamheden measures to ensure that exposure to chemicals and dust for users is minimized?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, the ventilation capacity for the increased space [1 point]
- Yes, there are dust baffles installed or the space is closed to users during the work [1 point]
- Yes, it is only used dust-free and emission-free products. [1 point]
- Yes, at least two of the above measures have been taken [2 points]
- Yes, the room (and the ventilation system) is completely closed to users during the work [2 points]

**Criteria**

Reduce health risks associated with poor indoor, through activities that negatively affect the indoor restricted to periods when the asset is not in use.

Think of fabric panels, extra ventilation, low-solvent paints and adhesives, custom (renovation) spells, close area / department of user access and closing ventilation.

If the rooms / floors lockable and completely clears during work may be also awarded the points.

**Evidence**

A copy of the policy document (eg a PvE for work or relocation plan) in which the clause measures is highlighted, or a copy of a recent project in which it is determined.

**Explanation**

## HEA016

Part: Management

### Topic

Policy limiting volatile organic compounds

### Responsibility

Owner  User

### Question

Is there a policy for the use of materials / substances harmful volatile organic compounds (VOC) emissions, minimize?

### Point

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]

### Criteria

-

### Evidence

A copy of the policy document in which the clause on minimizing VOC-emitting materials and substances is highlighted. This should be included in the maintenance policy / maintenance manual.

As typical proof can also apply: policies which address (purchase of) materials with particular certificate.

### Explanation

Volatile organic compounds (VOCs)

Volatile organic compounds (VOCs) include a variety of substances that can be derived from assets and used building materials, including finishing materials such as fabrics, wall and floor coverings, used adhesives and sealants, paints, varnishes and furniture. Encountered These substances have been shown to cause inhalation and above certain concentrations even health issues, such as the 'sick building syndrome'. Irritations in certain concentrations In determining this credit be VOC means the substances listed in the EU Directive 1999/13/CE solvents. Under VOCs also means the SVOC, or 'semi-volatile organic compounds'.

The emission of "volatile organic compounds from the internal to the asset 'construction and finishing materials' meets the following requirements:

21. Chip plates, MDF, particle boards, wood wool, plywood, plywood, hardboard, solid wood panels and sound insulating board meet emission category E1 (formaldehyde) in EN 13986:2002, the emission concentration is determined in accordance with EN 717-1 or, alternatively, a widely recognized health label can be submitted.
22. Glued pieces of wood and laminates meet the emission category E1 (formaldehyde) in EN 14080:2005, the emission concentration is determined in accordance with EN 717-1 or, alternatively, a widely recognized health label can be discussed,
23. Parquet flooring and glued meet the emission category E1 (formaldehyde) from EN 14342:2005, the emission concentration is determined in accordance with EN 717-1 or, alternatively, a widely recognized health label can be submitted.
24. Resilient, fabric (textile) or laminated floor coverings, such as vinyl, linoleum, cork, rubber, carpets, laminate flooring, meet the emission category E1 (formaldehyde) from EN 14041:2004, the emission concentration is determined in accordance with EN 717-1 or, alternatively, a widely recognized health label can be submitted.
25. Ceiling tiles meet the emission category E1 (formaldehyde) in EN 13964:2004, the emission concentration is determined in accordance with EN 717-1 or, alternatively, a widely recognized health label can be submitted.
26. Flooring Adhesives and sealants meet the emission standards of EN 13999-1:2007, the emission concentration is determined according to EN 13999-2/4.
27. Paints, varnishes and lacquers comply with the emission of up to phase 2 for organic solvents from the European Deco Paint Directive 2004/42/EC, the emission concentration is determined according to EN ISO 11890-2:2006.

#### References

- EN 717-1 Wood-based panels - Determination of formaldehyde emission by the chamber method
- EN 13986 Wood-based panels for use in construction - Characteristics, evaluation of conformity and marking provisions
- EN 14080 Timber structures, glued laminated timber - Requirements
- EN 14342 Wood flooring - Characteristics, evaluation of conformity and marking provisions
- EN 14041 Resilient textile and laminate flooring - Essential characteristics

**HEA017**

Part: Management

**Topic**

Encouraging use products with low solvent content

**Responsibility**

Owner  User

**Question**

The use of agents such as paints, adhesives and cleaning products, water-based or low solvent content for?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]

**Criteria**

Interpretation for this question is that this paint is prescribed in the law. This question is therefore about products other than paint, for example cleaning. The criterion can be used Criteria Document 19 of Sustainable Procurement AgentschapNL for sustainable cleaning agents (minimum 1 and Annex 2), office furnishings (minimum 1) and office furniture (minimum, 3, 4 and 5 and Appendix 2). In addition, new furniture and carpeting also common sources of emissions.

**Evidence**

A copy of the policy document in which the clause on minimizing VOC-emitting materials and substances is highlighted. In addition, the relevant passages from the (maintenance) cutlery or PVE to be. Delivered

**Explanation**

**References**

- Dangerous Substances Directive 2004/42/CE of the European Union on the limitation of emissions of volatile organic compounds due to the use of organic solvents in paints, varnishes and lacquers spray
- Substances Directive 2004/67/CE European Directive of the European Union concerning

the classification of chemical substances and preparations

- Directive 1999/13/CE Directive solvents of the European Union concerning the limited use of organic solvents

Sustainable procurement criteria NL Agency:

Cleaning:

<http://www.pianoo.nl/sites/default/files/documents/documents/criteriaschoonmaak.pdf>

Office Upholstery (floor and window)

<http://www.pianoo.nl/sites/default/files/documents/documents/criteriakantoorstofferings.pdf>

Office furniture:

<http://www.pianoo.nl/sites/default/files/documents/documents/criteriakantoormeubilair.pdf>

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**HEA018**

Part: Management

**Topic**

Supplier Information on VOC emissions

**Responsibility**

Owner  User

**Question**

Material and equipment suppliers are required to provide information about the emission of harmful VOCs and is collected?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]

**Criteria**

This involves the delivery and documentation of the product and safety data sheets for relevant products. The delivery can be included in the policy and purchase orders. Basically a general provision thereof by suppliers

In addition to the delivery, the documentation (collecting) the information of interest. This can also be supplied and updated by the suppliers.

**Evidence**

The required evidence is twofold, it should be noted that suppliers are prompted for the information and the information should be available. Demonstrated

- A copy of the policy document in which the clause providing information (data sheets and / or safety data sheets) on VOC-emitting materials and substances is highlighted, or a recent purchase contract in which it is included.
- The information should be collected through existing and product and safety data sheets available.



**HEA019**

Part: Management

**Topic**

Cleaning, deep cleaning

**Responsibility**

Owner  User

**Question**

Is there a policy to perform? Depth cleaning using an appropriate frequency

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, deep cleaning is performed at least once [1 point] every 3 years
- Yes, carpets are deep cleaned every three years [2 points]
- Yes, carpets and upholstery are at least once every three years deep cleaned [2 points]
- Yes, carpets are deep cleaned annually [3 points]
- Yes, carpets and upholstery are deep cleaned [4 points] annually
- There are no soft materials (carpet and upholstery) that deep cleaning is not possible / necessary [4 points]

**Criteria**

These are deep cleaning of carpet and upholstery of furniture. If no soft materials are present and there is no deep cleaning is necessary, points can be awarded.

For retail demand is only relevant for the "own" office area, or 'own' building components where soft furnishings are present.

**Evidence**

A copy of the onderhouds-/reinigingsbeleid which the clause is highlighted, or records of the implementation of deep cleaning or a copy of the contract with the cleaning company.

If deep cleaning is not necessary that there should be no carpets. Determined by visual inspection

**Explanation**

**HEA020**

Part: Management

**Topic**

User Satisfaction Survey

**Responsibility**

Owner  User

**Question**

Are there procedures to examine the user satisfaction and record on the indoor environment?

**Point**

Up to 3 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is and no research done [0 points]
- Yes, it is an internal investigation [2 points]
- Yes, the study is based on an external system [3 points]

**Criteria**

-

**Evidence**

A copy of the procedures with highlighting of the issues / questions related to the indoor environment, or records of user satisfaction, copies of or links to research forms.

The relevant questions about the indoor environment from a recent user satisfaction survey may be sufficient here.

**Explanation**

A complaints is not enough for this question.

**References**

In the ISSO Publication 103 Monitoring of Sustainable Management and Maintenance is a methodology to monitor. Comfort perception of residents

**HEA021**

Part: Management

**Topic**

User Satisfaction Survey, responses and actions

**Responsibility**

Owner  User

**Question**

Are there procedures for processing the feedback from the user satisfaction and to address the problems highlighted in this?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]
- Yes, set targets and competence level endorsed [4 points]

**Criteria**

This question belongs to HEA020 and governs the process (securing) of research and action in the regular procedures and activities.

This question is for both offices and retail applicable.

**Evidence**

Document confirming results of user satisfaction surveys are processed in procedures / work. This could be a regular agenda item at a periodic consultations are stating that the results of the user satisfaction survey are reviewed and determined what should be there. Adapted

**Explanation**

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**HEA022**

Part: Management

**Topic**

Lighting level inside and outside

**Responsibility**

Owner  User

**Question**

Does the internal and external lighting in respect of the level of illumination (in lux) to the current standards in this area?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, the lighting level corresponds to the current standards [4 points]

**Criteria**

Guideline for sufficient light: the light level depending on the type of work and are listed in the NEN - EN 12464-1. The standard for workplaces included the following values:

Aard van de verlichting	Soort ruimte	Standaard-verlichtingssterkte (lux)
Oriëntatieverlichting	Opslagruimten, parkeergarages, hotelingangen	50 à 100
	Gangen, trappenhuizen, liften, badkamers, kerkruimten, zalen, foyers	100à 200
Werkverlichting	Grof constructiewerk, magazijnen, huiskamers, beurzen, tentoonstellingen	200 à 375
	Kantoren, leslokalen, montagewerk, keukens, supermarkten	400 à 750
	Tekenkamers, fijn montagewerk	800 à 1500
Speciale werkverlichting	Precisiewerk met fijne details	1600 à 3000
	Inspectiewerk, operatietafels	3200 à 6000

### Evidence

Document (such as a lighting plan or specification fixtures and lamps) which enable the lighting requirements (in terms of installed capacity).

Besides documentation, the illuminance at a number of places with a (calibrated) light meter. Measured during the tour This should be (at various places to get the entire asset a good indication) after which it can be in the presence of the assessor. Confirmed performed prior to the tour of the expert

### Explanation

Use BS EN 12464-1 and 2. SBR also Practice Book 'healthy building'.

### References

- ISSO publication 90 Energy efficient lighting in and around buildings provides guidelines for designing and renovating lighting installations;
- BS EN 12464 "Light and lighting - Workplace lighting - Part 1: Workplaces within";
- BS EN 12464 "Light and lighting - Workplace lighting - Part 2: Workplaces outside";
- BS EN 12665 "Light and lighting - Basic terms and criteria for capturing lighting requirements";
- NEN 3087 "Ergonomics - Visual ergonomics in relation to lighting - Principles and Applications";
- SBR "Practice Book healthy buildings", Cahier A2 "Healthy Lighting" and Cahier R2 "Indoor Environment Performance requirements for offices"

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## HEA103

Part: Management

### Topic

Microbiological contamination, procedures & processes legionella

### Responsibility

Owner  User

### Question

What processes / controls are used to reduce the risk of microbial contamination by Legionella minimize?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no processes or procedures [0 points]
- Annual inspection of air ducts or water of the asset [1 point]
- Annual inspection of both air ducts and water [2 points]
- Annual inspection of air ducts and water systems by qualified external contractor [4 points]
- No measures necessary [4 points]

### Criteria

The subject legionella is obviated in Dutch legislation. The score is thus prescribed.

In general, cooling towers, fire hoses and showers under the owner responsibility and will occur as potential sources of infection among users fountains, aquariums, fire hoses and showers. Depending on the situation encountered in the asset can therefore be chosen. Owners and / or users responsibility

At the time that there was no aerosol-shaped outlet points, and also, for example, cooling towers, and no wetting (except for steam) do not have to be. There are basically no measures have been taken There should be at least the identification of the process of ISSO 55.2 to be included.

### Evidence

Operating and maintenance instructions which the relevant section is highlighted, documented procedures to reduce the risk of microbial contamination.

The answer option 'no action necessary "should be formulated which is why there is no risk

of legionella. Issued a statement There must specify at least the identification of the process of ISSO 55.2 to be included.

**Explanation**

-

**References**

ISSO Publication 63 Manage and maintain ventilation systems in homes and residential buildings.  
Publication Manual 55.2 Duty of care Legionella Tap Collective installations

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## Energy

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**



**ENE045**

Part: Management

**Topic**

EPA-U tailored advice

**Responsibility**

Owner  User

**Question**

Is there an EPA customized advice prepared for the asset? (Up to 5 years old)

**Point**

Can be up to 8 points earned. For this question  
Please select one of the following options:

- Question not answered 0 points]
- Do not know or else [0 points]
- There is no energy research conducted or tailored advice [0 points]
- Well tailored advice, no measures have been implemented [4 points]
- Well tailored advice,  $\geq 50\%$  measures implemented [6 points]
- Well tailored advice, all measures have been carried out [8 points]

**Criteria**

In ENE001 is an energy requested. Under the European Directive (EPBD) to each property and / or industrial building that is sold or provided with an Energy. Relet On Energy, the energetic quality of the building shown, there are also a number of global energy saving measures displayed on the label. If one really wants to take energy saving measures must be tailored advice. The customized advice, all relevant energy saving measures and the energy supply and the calculated payback. The custom advice tailored to the building and its specific use. The customized advice, coupling made of the implementation of energy saving measures and maintenance planning of the building.

An EPA custom report provides overview of the current energy performance of an asset and the costs and benefits resulting from energy-related measures, including the payback periods. The established goals in the EPA Custom solutions must match environmental law, without exception lower than consumption in the activity decision is appointed. That means the measures taken should be that for themselves within five years or an internal rate of at least 15% have.

Both the building, as well as the calculation method of the energy (EPA ISSO 75.1 U / W EPA ISSO 82.1 and EPBD) may change frequently. An EPA tailored advice that between 3 and 5 years old, has less value for the assessment of the asset. There must therefore be shown that the asset had been changed and not yet satisfy the given advice.

It is tailor-made advice, along with a score for the actual consumption in question ENE056, an alternative of the English certificate DEC (Display Energy Certificate) that uses the actual consumption data.

The customized advice must comply with BRL 9500. The custom opinion shall be recorded in an advisory containing at least the following information:

28. project data;
29. current situation;
30. principles and considerations;
31. list of single measures with their standard payback;
32. packages of measures and their payback period and an indication of their impact on indoor air quality, thermal comfort and the chance of condensation on and in the structure;
33. current energy consumption and
34. expected energy consumption.

Number of measures 'no, half of all' can be read as 'no, partial or all', where the expert part of the answer must answer by describing the relative impact of a measure is proportionate to the total number of measures.

The point is that there is advice on how it could be. Energy savings This can influence. At measure level, commissioning and user behavior For at least two of the three aforementioned savings, must be given and must be that part or all of the advice followed. Demonstrated an opinion An advisory other than a customized advice can then also permitted.

#### **Evidence**

Copy of the energy certificate, advice report, certificate number and proof of the work performed.

#### **Explanation**

-

#### **References**

**ENE052**

Part: Management

**Topic**

Use of information on energy

**Responsibility**

Owner  User

**Question**

What is done with information about energy consumption?

**Point**

Can be up to 6 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Archived  [0 points]
- Compared with targets [2 points]
- Compared with targets and internally reported [4 points]
- Compared with targets, internally reported, archived and made public [6 points]

**Criteria**

The Expert Assessor must convince well tuned and that the targets in any case that the proposed / calculated value of the energy approaches.

**Evidence**

Files of energy and, where appropriate, targets and reporting methods.

**Explanation**

-

**References**

-

## ENE056

Part: Management

### Topic

Annual consumption per energy

### Responsibility

Owner  User

### Question

Enter the total measured energy consumption of the asset per energy in the table below for each reported consumption value the start and end dates:

Up to 2 points earned. For this question Please select from the following options, multiple answers are possible:

- Question not answered [0 points]
- Do not know or else [0 points]

Enter your answer in:

- Electricity from the public network ... kWh [1 point]
- Natural gas m3 ... [1 point]
- Gas from storage tank (propane, butane, etc.) ... liter [1 point]
- Oil ... liters [1 point]
- Solid-fuel (coal / wood) ... kg [1 point]
- Solid fuel (anthracite, coke, charcoal) ... kg [1 point]
- Biogas ... m3 [1 point]
- ... Biomass kg [1 point]
- Photovoltaics (Pv) [1 point]
- District heating / cooling ... GJ [1 point]
- District Cooling ... GJ [1 point]
- Other on-site electricity kWh ... [1 point]
- Other on-site heat generated .. kWh [1 point]
- Fuel-CHP .. GJ [1 point]
- Other - ... [1 point]

### Criteria

The recording period on one year. Consumption of testing facilities (eg emergency power) needs to be. Excluded here This only counted if there is 'real' use is made.

### Evidence

Data Source, invoices (if not based on estimates, but on measurements), copy of the annual

report.

The relevant data is entered in the table

#### Explanation

-

#### References

Average energy use for various real estate sectors of recent years can be found in the database of NL Agency: <http://senternovem.databank.nl/>

To convert the energy units, see: <http://www.agentschapnl.nl/programmas-regelingen/omrekenen-energie-eenheden>

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**ENE102**

Part: Management

**Topic**

Monitoring from renewable sources

**Responsibility**

Owner  User

**Question**

Is there monitoring instead of renewable energy sources?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no monitoring or there is not a renewable source used [0 points]
- Yes [4 points]

**Criteria**

Identifying and encouraging (sub) metering for renewable energy so that the tenant or end user can monitor the energy.

For the definition of renewable energy should be based on the "Renewable Energy Monitoring Protocol - update 2010" AgentschapNL (Publication number 2DENB1013)

**Evidence**

Measurement data confirm the amount of power generated.

**Explanation**

-

**References**

## ENE103

Part: Management

### Topic

Borgen installation performance

### Responsibility

Owner  User

### Question

The functioning of the equipment secured with regard to energy-efficiency and performance in the field of indoor climate?

### Point

Up to 20 points can be achieved. For this question  
Please select one of the following options:

- Question not answered 0 points]
- Do not know or else [0 points]
- More Years Maintenance planning is performed (4 points)
- There is a form of energy management on the basis of which consume actively controlled to optimize processes (8 points)
- There is an online energy management system which deviations are corrected proactively (12 points)
- There are contracts with installers and inregelprogramma programs based on monitoring data or minimum 3-year plants fine tune and adjust (16 points)
- There are contracts with installers and inregelprogramma that are based on an online monitoring systems at least annually fine tune and adjust (20 points)

### Criteria

For the allocation of points, at least the following system components to be involved: heating, space cooling, domestic hot water, ventilation and air conditioning and lighting.

### Evidence

Copy of long-term maintenance planning (MJOP) or an installation performance scan or the specification of the system that the system performance is measured continuously included some screenshots of this system which shows the functionality as specified in "Notes" below.

### Explanation

In an installation performance scan performance with respect to the interior of the building systems measured in conjunction with the energy. These installations for heating, space cooling, humidification and ventilation.

To this end, the essential parameters in the field of indoor climate (at least the indoor

temperature, relative humidity and CO<sub>2</sub> content of the air) representative measured and compared to the profile values and against the energy. The profile values relate to the original design values and the usual standard values based on the Building Act, the relevant DIN standards or possibly the BREEAM NL New specifications.

The energy is measured and analyzed in 5-minutes or quarter values and compared with the profile use. The profile used as the building-related energy consumption as designed or a meaningful benchmark with other similar buildings.

The installation performance scan can be performed in accordance with the model of AgentschapNL or under ISSO Publication 106 "Functional inspection sustainable management and maintenance". A private / other method that meets these specifications is accepted, provided it can satisfy these demands satisfaction of the assessor can be demonstrated.

In continuous performance assurance are the energy consumption and indoor climate parameters continuously tracked and monitored in conjunction. The indoor climate parameters are measured through representative hung sensors. The energy consumption is tracked through energy management, using 5-minute quarters or values.

#### References

- ISSO Publication 106 "Functionele inspectie duurzame management and maintenance"  
<http://www.agentschapnl.nl/nl/programmas/regelingen/installatie-performance-scan>

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## Water

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

## WAT015

Part: Management

### Topic

Maintenance Policy for water

### Responsibility

Owner  User

### Question

Does the organization have a maintenance policy for water?

### Point

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]
- Yes, it is a preventive maintenance policy [4 points]

### Criteria

There is a maintenance policy provided that the following (parts of) where applicable are included in the policy: water, water, sewage pumping stations, dirt wells, water softeners, water pressure systems, control valves, mixing valves, fire dampers, boiler, after-heaters, circulation pumps etc.

Often there is no specific policy for water, but this is rooted in the long-term maintenance and preventive maintenance contract in which it is included.

When a sprinkler system is present, these also involve herein.

### Evidence

A copy of the maintenance policy or the parts from the MJOP related to water. This may be by visual inspection and a statement by the assessor.

### Explanation

-

### References

-

**WAT018**

Part: Management

**Topic**

Water

**Responsibility**

Owner  User

**Question**

How much water is used each year?

**Point**

Can be up to 4 points earned by the filling of the value. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Annual water ..... m<sup>3</sup> [4 points]

**Criteria**

You can get 4 points if you enter a number in this question, preferably from the previous calendar year and the year before, or else a reasoned / calculated value.

The apportioned value per m2 should be completed, but this should be stated be in the comments.

When multiple users in the asset can be given in the subdivision of use. Using a list on Excel insight

**Evidence**

Measured values of 1 previous year, annual invoice calculation of value, or for visual inspection by assessor.

**Explanation**

Total water consumption of the asset. In the future, the water may be compared to the benchmark.

**References**

-

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**WAT019**

Part: Management

**Topic**

Policy monitoring water

**Responsibility**

Owner  User

**Question**

Is there a policy to minimize using monitoring data? Water use

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, for example in the maintenance or environmental [2punten]

**Criteria**

-

**Evidence**

The document in which this is described, maintenance, environmental policy, CSR report.

**Explanation**

-

**References**

-

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## Materials

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**MAT006**

Part: Management

**Topic**

Flood

**Responsibility**

Owner  User

**Question**

Is an expert party involved in the development of the emergency plan which takes into account a flood?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no contingency plan for flooding [0 points]
- There is a contingency plan for flooding, here is no expert involved [2 points]
- Yes, there is a contingency plan for flooding, (co) prepared by an expert [4 points]

**Criteria**

A contingency plan for flooding describes measures that harm to people, the building and the stuff in it restricts or prevents.

**Evidence**

Documentation that the involvement of an expert party to the development of the emergency plan demonstrates

**Explanation**

-

**References**

-

**MAT008**

Part: Management

**Topic**

Measurement Condition asset

**Responsibility**

Owner  User

**Question**

Is the architectural and installation condition of the asset studied?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, the conditions have not been studied [0 points]
- Yes more than five years ago and a part of the building and / or installations [1 point]
- Yes, more than five years ago and for the entire building and all facilities [2 points]
- Yes, less than five years ago and a part of the building and / or installations [3 points]
- Yes, less than five years ago and for the entire building and all facilities [4 points]

**Criteria**

The condition assessment involves determining the current state of both architectural and technical installation components. The scope of the condition assessment are provisions of architectural, electrical, mechanical or transport technical nature, such as lifts. Investigations should be according to the standards ISO NEN2767 and publications 104 and 106 run; ISSO publication Sustainable Management & Maintenance.

The oplevermoment of the asset may be considered a condition measurement in answering this question.

**Evidence**

The latest reports of NEN2767 condition measurement. If a report is prepared in accordance with ISSO Publication Sustainable Management and Maintenance 104 and / or 106 should be whether the measurement's related to structural part and the equipment clearly.

If the asset recently (up to five years ago) is completed, then the minutes of completion may also serve as proof of delivery as equivalent to the date of the last condition measurement.

### Explanation

-

### References

35. NEN 2767 Condition Measurement, architectural, mechanical and electrical
36. ISSO publications Sustainable Management & Maintenance 104 and 106

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**MAT009**

Part: Management

**Topic**

Expertise inspector

**Responsibility**

Owner  User

**Question**

Who has the condition assessment conducted?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no condition assessment performed [0 points]
- Internal employee [1 point]
- Internal employee, following approval procedure of third party [2 points]
- Independent expert third party [3 points]
- Approved building inspector [4 points]
- Other [0 points]

**Criteria**

The condition assessment (according to demand MAT001B) is performed by a qualified person, member of a trade association, such as NVDO (Dutch Association for Effective Maintenance), REOV (Register Recognized Maintenance Realty) or equivalent. Preferably It is also possible that the elevators are tested by another independent party, if it is demonstrably knowledgeable.

**Evidence**

The latest report by NEN2767 showing that the exporter to the completed answer satisfies.

If a report is prepared in accordance with ISSO Publication Sustainable Management and Maintenance 104 and / or 106 should be whether the measurement's related to structural part and installations. Well clear

**Explanation**

-

**References**

- NEN 2767 Condition Measurement, architectural, mechanical and electrical  
ISSO publications Sustainable Management & Maintenance 104 and 106

**MAT010**

Part: Management

**Topic**

Type of maintenance policies and age

**Responsibility**

Owner  User

**Question**

Does the organization have a reactive or proactive maintenance policy?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

There is no maintenance policy [0 points]

Reactive O policy of at least 1 year old, maintenance shall be performed after notification of problems [1 point]

Reactive O policy of up to 1 year old, maintenance shall be performed after notification of problems [2 points]

Pro-active policy of at least 1 year old with regular inspections and reactive when errors are detected. [3 points]

Pro-active policy of up to 1 year old with regular inspections and reactive when errors are detected. [4 points]

**Criteria**

The age of the policy may be determined on the basis of the installation date and / or the revision date.

**Evidence**

A copy of the maintenance policy, which clearly is how old it is and whether it is reactive or proactive. If this is not specifically defined, the assessor in making a choice here.

**Explanation**

**References**

ISO 15686 (Buildings & Structures, Maintenance, part 1).

**MAT011**

Part: Management

**Topic**

Fire safety, availability risk environment

**Responsibility**

Owner  User

**Question**

Is there a risk of fire performed with special attention to the materials in the building, chemical spills, and potential environmental risks (oil and water)?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is no risk assessment [0 points]
- Oh No, there is no risk assessment on the said matters [0 points]
- Yes [1 points]
- Performed by a third party [2 points]

**Criteria**

It is this question for measures that go beyond the legal requirements that focus on the protection of individuals.

It concerns, for example storage of hazardous substances, asbestos, emergency power storage tanks, gas cylinders,

There may be demand for this example looks at the KIWA certificates Fireproof Building (BGB). Potential environmental damage should be widely regarded and in addition to environment (soil, water, air, ecology, etc.) also nearby and residents of the asset.

**Evidence**

A record of the last fire risk assessment, showing that special attention is paid to the materials in the building, chemical spills, and potential environmental risks (oil and water) can be any one BGB inspection or an RI & E.

**Explanation**

-

**References**

Kiwa-mark Use Fireproof Construction (BGB) and NPR 6059 (Practice fire safety)

**MAT012**

Part: Management

**Topic**

Fire safety, environmental risk assessment periodicity

**Responsibility**

Owner  User

**Question**

The risk assessment of the fire safety conducted regularly?

**Point**

Up to 2 points earned. For this question

Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

No [0 points]

Yes, this is performed internally [1 point]

Yes, this is done by the fire [2 points]

Yes, this is internally implemented and monitored by a third party [2 points]

**Criteria**

The issue is whether the revised inventory, monitored and managed.

The question is about to statutory (not directly human-centered) risks components as mentioned in previous questions, the materials in the building, chemical spills, and potential environmental risks (oil and water).

The BUOY - inspection methodology once a risk assessment every five years. Is considered as a guideline for regular.

Control should be seen as a control by an external party. By firefighters

**Evidence**

Documents that show when the risk assessment is revised or supplemented, and that it is carried out periodically.

A report of an inspection by the fire herewith if it can be that this is carried out periodically. Demonstrable

**Explanation**

-

**References**

RGD BUOY - inspection methodology. or periodic implementation of fire safety investigation or inspection by the fire department.

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**MAT013**

Part: Management

**Topic**

Emergency fire, environmental risks

**Responsibility**

Owner  User

**Question**

Is there a contingency plan from the owner to fire available that takes into account the environmental risks of fire accidents?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:  
 Question not answered [0 points]  
 Do not know or else [0 points]  
 No [0 points]  
 Yes [2 points]

**Criteria**

These include, for example, the materials in the building, chemical spills, and potential environmental risks (oil and water), asbestos, store cleaning agents, fuels and other chemicals.

**Evidence**

The contingency plan, in which the section on environmental risks is highlighted.

**Explanation**

-

**References**

-

**MAT014**

Part: Management

**Topic**

Asset Protection & content by fire

**Responsibility**

Owner  User

**Question**

Does emergency evacuation in case of fire and attention to the protection of the occupants and materials?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:  
 Question not answered [0 points]  
 Do not know or else [0 points]  
 No [0 points]  
 Yes [2 points]

**Criteria**

The present materials refer to the building itself and the furniture therein and decor. Here also the cars in the garage covered.

For this question, the measures for the protection of these materials also work if one is present in the asset. A sprinkler system could therefore meet (at the discretion of the assessor).

**Evidence**

The emergency plan, which includes measures for the materials present.

**Explanation**

-

**References**

-

**MAT101**

Part: Management

**Topic**

Drafting security risk advice

**Responsibility**

Owner User

**Question**

Is there an opinion prepared by a qualified safety prevention advisor to contain? Security risks

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:  
 Question not answered [0 points]  
 Do not know or else [0 points]  
 No [0 points]  
 Yes [2 points]

**Criteria**

The issue of security should be considered from the perspective of the administrator, the user, and society (eg police) Involvement of only a building security guard is not sufficient here because the safety where it focuses on too limited. Only reactive policy based on incidents is insufficient. The intention is to perform preventive policy

Hallmark Business Security (KVO)

Business parks and shopping areas eligible for KVO certification eligible if they meet a number of structural measures in the field of security. Cooperation between different organizations is central.

With measures such as burglary, robbery and fire protection ensures the KVO for a safer and more pleasant working environment. The operating loss decreases and the image of the mall or business is improved. There, not only the entrepreneur, but also benefit the community. Moreover, the KVO makes tackling crime and fire safety for police and fire a lot more effective. The measures required are detailed in KVO manuals.

**Evidence**

A copy of the opinion of the qualified safety prevention advisor to mitigate. Security risks

**Explanation**

-



**References**

Hallmark Business Security (KVO)

<http://www.hetccv.nl/instrumenten/Keurmerk+Veilig+Ondernemen/index>

Integrated Safety Monitor (IVM)

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## Landuse

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**LE003**

Part: Management

**Topic**

Biodiversity management

**Responsibility**

Owner  User

**Question**

Is there a management plan for biodiversity prepared for the location?

**Point**

Can be up to 6 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [4 points]
- Yes, biodiversity and the management is aligned with and meets the municipal green structure plan [6 points]

**Criteria**

The management plan should be written by a qualified ecologist (or approved) to be. If the management plan is coordinated with the municipal green structure plan which takes into account the green design and the effects on the local flora and fauna two points may be awarded by the last answer option. Additional

**Evidence**

One written by a recognized ecologist (or approved) biodiversity plan. If the management plan is coordinated with the municipal green structure plan which takes into account the green design and the effects on the local flora and fauna should be. This also demonstrated.

**Explanation**

**References**

-

## LE006

Part: Management

### Topic

Policy & ecological characteristics building plot

### Responsibility

Owner  User

### Question

Does the organization responsible for the management of the external landscape features and construction features, on a policy to improve the ecological characteristics of the building and the plot

### Point

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]  
 Do not know or else [0 points]  No [0 points]  
 Yes [2 points]

### Criteria

The issue is whether the party's green management and grounds maintenance does has an ecological vision and applying them to this location.

### Evidence

Copy of the policy document or contract in which the relevant clause is highlighted.  
Also, the measures taken to maintain ecological values or multiply weather data.

### Explanation

-

### References

-

**LE102**

Part: Management

**Topic**

Ecological research and implementation

**Responsibility**

Owner  User

**Question**

Is there an ecological research carried out and any measures implemented?

**Point**

Can be up to 8 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no ecological research done and there are no measures have been implemented [0 points]
- There is ecological research [2 points]
- There is ecological research, there is policy / plan to implement [4 points] from the measures
- There is ecological research, a number of measures have been implemented [6 points]
- There is ecological research, all measures have been implemented [8 points]
- There is ecological research, however there are no measures emerged from the study [8 points]

**Criteria**

-

**Evidence**

Copy of the ecological research and any subsequent improvement measures. It should also be noted that measures have been implemented. Demonstrated

**Explanation**

If measures are planned to be included in the following. During years of BREEAM In-Use If it concerns the last years, the points are awarded if it can be that the execution is guaranteed within two months commissioned.

**References**

-

**LE103**

Part: Management

**Topic**

Shared parking facilities

**Responsibility**

Owner  User

**Question**

Are there shared parking available?

**Point**

Up to 2 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no parking facility available [0 points]
- It uses a shared (non-public) parking facilities for various organizations [2 points]
- No, the parking is only for users of the asset [0 points]
- Yes, the parking is publicly available, but is mainly used by the users of the asset [1 point]
- Yes, the parking is publicly available, use by others is actively stimulated [2 points]

**Criteria**

It concerns, for example parking outside office hours and weekends are available for 'others'. For example, shoppers or visitors to events.

**Evidence**

Written agreements with another party for joint use of the parking and / or subscriptions for day and night use.

**Explanation**

'Other users' concern here other than office users and visitors to the office or shops.

In practice, the presence or absence of a parking facility means that employees park somewhere else.

**References**

-

## Pollution

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**POL011**

Part: Management

**Topic**

Limiting light pollution

**Responsibility**

Owner  User

**Question**

Have measures been taken to minimize the light pollution of indoor and outdoor lighting

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, find routine monitoring and control site (registration and control) [2 points]
- Yes, there has occurred an audit carried out by an external party and all recommendations have been implemented [4 points]

**Criteria**

If an audit is performed by an external party which are not recommendations / adjustments included, the answer option with the maximum number of points to be incorrect.

**Evidence**

Files recorded alerts improvements or complaints, actions taken to minimize. Light pollution

**Explanation**

For award of points is not enough with just energy efficient lighting  
Dimming (advertising) lighting by the user is also a way to reduce. Light pollution Downward lighting is not classified as light pollution

**References**



**POL012**

Part: Management

**Topic**

Discharge permit holder

**Responsibility**

Owner  User

**Question**

Does the organization have a discharge permit and satisfy you 100% of all discharge permits?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- The organization has no discharge permit [2 points]
- No [0 points]
- Yes [2 points]

**Criteria**

Under normal use as office or retail, without specific functions may be assumed that it is not required and can be the answer option which states that 'no license required' incorrect.

The Wvo the prohibition set out to bring. Unlicensed waste, pollutants or hazardous substances in surface water Such prohibition also applies to certain companies that discharge into drains.

This concerns companies that produce water discharges to the aquatic environment with hazardous substances or companies that oxygen-binding substances with an annual average pollution level of 5,000 population equivalents or more discharge or companies on average per year more than 500 m3 of wastewater discharge per day.

**Evidence**

Visual inspection if there are functions which require a discharge permit.  
If a permit is required, a copy of the report confirm that 100% compliance.

**Explanation -**

**References -**

**POL013**

Part: Management

**Topic**

Measures reducing discharges to surface water

**Responsibility**

Owner  User

**Question**

Are there measures in place to drain and discharge into surface water to minimize? And where does this apply also to chemical cleaners?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]

**Criteria**

This concerns both runoff and discharge into surface waters as co rainwater. For regular offices and retail, this refers to measures to minimize. Discharge of rainwater on surface

Hardening (paving) of a location leads to more and faster drainage of water gives some flooding risks.

**Evidence**

A summary of the measures taken, supplemented with photographs of any installations.

**Explanation**

-

**References**

-

**POL014**

Part: Management

**Topic**

Maintenance Policy liquid separators

**Responsibility**

Owner  User

**Question**

Is there maintenance policy for liquid separators present?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]
- Asset has no outlet where separation is useful. [2 points]

**Criteria**

If a liquid is present, is also a maintenance obligation. The question here concerns whether this is actually named in the maintenance policy.

**Evidence**

A copy of the maintenance policy which the relevant clause is highlighted.

**Explanation**

All components of the oil separator which need to be maintained regular must always be accessible. Maintenance of the system should be at least 1 times be performed every 6 months by trained personnel.

The maintenance must be carried out in accordance with the instructions of the manufacturer, and contains at least the following components:

- Sludge collection area: determination sludge volume
- Separator: oil layer thickness measurement, automatic float control operation, inspection of warning device
- Sampling shaft: cleaning the drain

In addition to the semi-annual maintenance is the fifth annual check in BS EN 858-2. This is the next in the NEN-EN-2 (freely translated):

In intervals of up to 1 time per 5 years must be emptied and the separator are subjected to a general inspection. This inspection includes the following aspects:

- Leakage of the system,
- Control of the structure
- Control of coatings, if fitted
- The operation of the various parts
- Functioning of electronic instruments and equipment
- Control the setting of the automatic closure, eg driving components.

Existing oil separators of 2008 that do not meet BS EN 858 through the transitional provisions of Article 6:17 AB allowed. A part of these separators complies with NEN 7089, NEN but contains no maintenance requirements. In Annex A of BS 7089 is a maintenance frequency of 1 time per 2 months recommended, but that appendix is not explicitly part of the NEN. This therefore recommendation does not have the status of the maintenance regime as set out in BS EN 858-2, that the reference in the Activities Decree a legal status has been given. For oil separators before 1 March 1997 at all no maintenance regimen available. Eventually the competent authority determines the concrete interpretation of the duty of care per establishment entails. It can be considered that if the maintenance regime in accordance with EN 858-2 is applied for the older oil separators compliance with the duty of care and therefore the provisions of the act at this point.

#### Reference

-

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**POL015**

Part: Management

**Topic**

Automatic leak refrigerants

**Question**

Is there automatic leak detection for all refrigeration present?

**Responsibility**

Owner  User

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is no leak present [0 points]
- There are no refrigerants present [4 points]
- Yes, there is a warning leak detection alarm / light. [2 points]
- Yes, there is a warning leak detection alarm / light including automatic sealing and pumping of fluids [4 points]

**Criteria**

-

**Evidence**

Visual inspection supplemented with photographs of all existing refrigeration.

**Explanation**

This question does not apply to regular white goods such as refrigerators and freezers. These cooling systems for space cooling or large storage areas for food and beverage (or a heat pump).

**References**

**POL016**

Part: Management

**Topic**

Periodic monitoring storage chemicals

**Responsibility**

Owner  User

**Question**

Be hermetically sealed storage periodically checked?

**Point**

Can be up to 5 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- need not hermetically sealed spaces because of the plot are not stored substances for which such spaces are needed [5 points]
- Yes [5 points]

**Criteria**

-

**Evidence**

A copy of the records of the periodic checks. Or a control document what regular is used and that control of the reception is included.

**Explanation**

-

**References**

**POL017**

Part: Management

**Topic**

Research plot soil pollution

**Responsibility**

Owner  User

**Question**

The plot is checked for soil pollution?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, there is a historical study into soil contamination on the plot [2 points]
- Yes, there is research conducted in which soil samples were taken and tested for contamination [3 points]
- Yes, there is research conducted in which samples are taken and all recommendations of the study have been followed [4 points]

**Criteria**

The research is topical in the sense that it has recently (eg 5 years ago) is carried out, or that since the last survey there were in reasonably have caused soil contamination. no activities on and around the site.

In historical research is whether there is rather a soil has occurred and whether the results of that investigation are known.

**Evidence**

Files soil (eg NEN5725 or NEN5740), soil report. Final report which states that the contaminants are dissolved.

If the examination no recommendations are included, relevant contaminants are found, the response option chosen. With the maximum points

## Explanation

--

## References

37. <http://www.vrom.nl/pagina.html?id=9735&term=bodem>
38. NEN 5740 Soil - Research Strategy for exploratory research
39. NEN 5707 Soil - Inspection, sampling and analysis of asbestos in soil
40. NEN 5725 Soil - Guidelines for conducting research in exploratory, origin sabotaging and further research

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## POL018

Part: Management

### Topic

Procedure verontreinigingsincidenten

### Responsibility

Owner  User

### Question

Is there a procedure or an action plan for pollution incidents (that meets national or local requirements)?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [4 points]

### Criteria

In the Netherlands it is sufficient if there is present an action plan for incidents. When significant risks, this is regulated by law. For other companies, this is not required, or linking guidelines.

### Evidence

Copy of the emergency procedure how to deal with pollution and incidents. This can be looked at as guidelines PPG21 or equivalent.

### Explanation

-

### References

Available via <http://publications.environment-agency.gov.uk/PDF/PMHO0309BPNA-EE.pdf>

This document is from page 13 a format included an "incident response plan" that can be used in the realization of this example credit.

## POL022

Part: Management

### Topic

Complaints light and noise pollution

### Responsibility

Owner  User

### Question

Is there a complaints procedure for handling complaints relating to light and noise pollution from the asset / plot?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [4 points]

### Criteria

The complaint describes a solid roadmap for handling complaints. This may be the regular complaints, there should herein specific attention to be klacjhten about light, sound and any odor.

### Evidence

Copy of the documented procedure

### Explanation

Assessor must assess whether the complaints described are dealt with complaints of light, sound and smell good.

### References

**POL023**

Part: Management

**Topic**

Replacement refrigerants

**Question**

Is there a policy linked to planning to replace less environmentally harmful alternatives?  
Refrigerants

**Responsibility**

Owner  User

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes [2 points]

**Criteria**

-

**Evidence**

A policy document is included, also give existing refrigerants and selected alternatives.

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**POL024**

Part: Management

**Topic**

Testing air channel

**Question**

The air channels on a regular basis for leaks and repair it by observation?

**Responsibility**

Owner  User

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, this is not checked [0 points]
- Yes, it is periodically tested [4 points]

**Criteria**

-

**Evidence**

Proof of completed answer is demonstrated

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**POL101**

Part: Management

**Topic**

Control discharge permit

**Responsibility**

Owner  User

**Question**

Was the last check of compliance with the discharge permit controlled internally or by an external party?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no checking done [0 points]
- by internal staff [1 point]
- by third party [2 points]
- The organization has no discharge permit [2 points]

**Criteria**

Under normal use as office or retail, without specific functions may be assumed that it is not required and can be the answer option which states that 'no license required' incorrect.

**Evidence**

Visual inspection if there are functions which require a discharge permit.  
After a permit is required, a copy of the report.

**Explanation**

-

**References**

## PART 3: Occupier management

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

# Management

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**MAN015**

Part: Use

**Topic**

Environmental Procedures

**Responsibility**

Owner  User

**Question**

Is there an environmental and / or environmental procedures are developed?

**Point**

Up to 3 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is no environmental policy and / or procedure [0 points]
- Yes, environmental and / or procedures are under development [1 point]
- Yes, environmental and / or procedures have been developed [2 points]
- Yes, environmental and / or procedures are supported by the board of directors / senior management [3 points]

**Criteria**

The environment must be at least included:

- Identification of key environmental aspects
- Requirements of environmental laws and regulations
- An analysis of existing practices and procedures in the field of environmental
- An evaluation of possible environmental incidents

If an environmental management certification is present (eg according to ISO14001, CSR Performance Ladder from level 3), can be selected for the answer with the maximum points.

Topics that may be described in the environmental policy:

- Energy
- Water
- Waste
- Air
- Sound
- Climate
- Hazardous Substances
- Nature and landscape



**Guidelines Evidence**

Environmental policy, including an environmental procedures. If supported by management proof of this. If a certification is present in environmental management, this can serve as evidence for the answer option with the maximum points.

**Explanation**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**MAN016**

Part: Use

**Topic**

Scope environmental

**Responsibility**

Owner  User

**Question**

Which of the following topics are specifically addressed by policy?

**Point**

Up to 16 points can be earned. For this question

Please select from the following options, multiple answers are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no specified environmental policy and / or procedure [0 points]
  
- Minimising energy consumption, energy efficiency and delivery [1 point]
- Minimising water consumption, energy efficiency and waste [1 point]
- Minimization and waste management [1 point]
- Reduction / pollution control [1 point]
- Minimising CO2 footprint of business [1 point]
- Responsible procurement of goods and services [1 point]
- Minimising CO2 footprint of commuting by staff [1 point]
- Decision Processes environmental and sustainability issues in addition to cost, time and quality play a role in the procurement of goods and services [1 point]
- Decision Processes environmental and sustainability issues in addition to cost, time and quality play a role in planning the capital expenditure [1 point]
- Decision Processes environmental and sustainability issues in addition to cost, time and quality play a role in planning the accommodation requirements [1 point]
- Transportation Effects of visitors / customers [1 point]
- The CO2 footprint of the company is calculated in kgCO2/m2 [1 point]
- All subcontractors have an environmental policy as a minimum [1 point]
- There is a compensation policy for the CO2 footprint [1 point]
- Integration of flexible working arrangements and / or homework schemes [1 point]
- The company or organization contributes to its operations and / or services to the establishment of an infrastructure that will benefit the environment or the public interest [1 point]

**Criteria**

-

**Guidelines Evidence**

The policy document in which the chosen options emerge. If there is an environmental management certificate is available, this can be increased. The response options should be indicated, for example, by a declaration proven by the assessor.

**Explanation**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**MAN017**

Part: Use

**Topic**

Environmental, securing execution

**Responsibility**

Owner  User

**Question**

To what extent are environmental policies implemented and improvements are managed?

**Point**

Can be up to 4 points earned. For this question Please select from the following options, multiple answers are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specified environmental policies [0 points]
- All environmental aspects and prevention has been identified and described [1 point]
- All environmental issues that may be related to the asset are reviewed [1 point]
- Targets are established and monitored to ensure [1 point] the implementation
- Policies include procedures to integrate [1 point] feedback from employees, customers and other stakeholders
- There are individual employees and / or designated leaders that are made for the implementation of environmental policy, environmental objectives and targets [1 point] responsible
- There is an emergency procedure in place for environmental accidents and incidents [1 point]
- Staffers that an environmental responsibility have become regular and formally trained [1 point]

**In development or presence of an EMS:**

- An EMS is under development [1 point]
- EMS includes procedures for the position, compared to a similar group of organizations to compare and evaluate on the basis of published guidelines and benchmarking [2 points]
- An environmental management system is developed and at least 3 years in force for all business units and all relevant to the business and the environmental management system is certified according to ISO 14001 or equivalent (4 points)

**Criteria**

Environmental Management System: EMS abbreviated, is an environmental management

system. This can have its own system, or prepared and certified according to NEN-ISO 14001, for example, or a similar method.

**Evidence**

- Copy files to show progress provided that at least the most important policies in force
- Used published guidelines that peer group is determined and data from the benchmark.
- Copy of EMS audit by external auditor, reference, scope and date of inspection or a copy of external certificate, reference, scope and maturity. If there is no formal specification, the inspector may do a check to the relevant clauses of ISO 14001.
- Copy of EMS audit by external auditor, reference, scope and date of inspection or a copy of external certificate, reference, scope and maturity. If there is no formal specification, the inspector may do a check to the relevant clauses of ISO 14001.

**Explanation**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## MAN018

Part: Use

### Topic

Environmental objectives, results

### Responsibility

Owner  User

### Question

What percentage of the environmental objectives set are achieved over the last calendar year?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specific targets or reached [0 points]
- less than 25% of the objectives is achieved [0 points]
- 25% to 50% of the objectives is achieved [1 point]
- 50% to 75% of the objectives is achieved [2 points]
- 75% to 100% of the objectives is achieved [3 points]
- All goals (100%) were achieved [4 points]

### Criteria

Think of objectives to the following themes listed in MAN016 and / or MAN017.

- Minimising energy consumption, energy efficiency and delivery
- Minimising water consumption, energy efficiency and waste
- minimization and management of waste
- Reduction / pollution control
- Minimising CO2 footprint of business
- Responsible procurement of products and services
- Minimising CO2 footprint of commuting by staff
- Transport Effects of visitors / customers
- Land use, ecology and biodiversity
- CO2 footprint of the company
- Compensation, for example, purchased compensation hectares of forest

### Evidence

Copy of Key Performance Indicators (KPI) with evidence / data source and / or any Service Level Agreements (SLA).

**MAN019**

Part: Use

**Topic**

Management review environmental performance

**Responsibility**

Owner  User

**Question**

How frequently assesses the board of directors / management, the performance of the organization's environmental goals?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Rarely or never [0 points]
- Occasionally [0 points]
- At least 1 time per year [1 point]
- At least one time every six months [2 points]
- At least 1 time per quarter [2 points]

**Criteria**

-

**Evidence**

Copy of a document confirming this, for example, minutes and / or schedule of meetings with agenda items

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**MAN020**

Part: Use

**Topic**

Sustainability Reporting

**Responsibility**

Owner  User

**Question**

Is there a sustainability report prepared over the past year?

**Point**

Up to 3 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Oh No, there is no sustainability report prepared [0 points]
- Yes, an internal report which is not tested by a third party and independent [1 point]
- Yes, the report is reviewed by a third party and independent and is available for all internal and external stakeholders [2 points]
- Yes, the report is prepared in accordance with the Global Reporting Initiative (GRI) and is tested by an independent third party and is available for all internal and external stakeholders [3 points]

**Evidence**

- Copy of sustainability report with passages about the performance of sustainability management
- For employees on site, check the procedure for disseminating information to all internal stakeholders
- Check website and copy of registration of information disclosure.

**Explanation**

To standardize the content of sustainability reports is the international standard for sustainability reporting by the Global Reporting Initiative (GRI). assembled. The GRI, social, environmental and economic performance indicators distinguish which should be reported.

Example content of a sustainability report:

GRI link: <https://www.globalreporting.org/Pages/default.aspx>



## Gezondheid

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**HEA007**

Part: Use

**Topic**

Provision of drinking water

**Responsibility**

Owner  User

**Question**

Chilled water is made available to users?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No [0 points]
- Yes, using bottled water or water coolers [1 point]
- Yes, chilled water through (coffee) device [2 points]

**Criteria**

Points may be awarded as per the provision floor is present.

**Evidence**

Visual inspection by assessor, supported by photographs.

**Explanation**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**HEA030**

Part: Use

**Topic**

Training employees

**Responsibility**

Owner  User

**Question**

Measures, monitors and manages the following major topics in the field of training and development of employees?

**Point**

Can be up to 9 points earned. For this question  
Please select from the following options, multiple answers are possible:

Question not answered [0 points]

Do not know or else [0 points]

Skills and abilities of employees [1 point]

Employee satisfaction [2 points]

Comfort workplace [1 point]

Productivity [1 point]

Continuing professional development [2 points]

Management Effectiveness [1 point]

Social interaction between colleagues and / or team building [1 point]

**Criteria**

These continuing professional development of all staff in the asset, for example by means of a Personal Development Plan.

**Evidence**

Policies, business rules, regarding training of employees, for example with an example of a Personal Education Plan (PDP) and the method this.

**Explanation**

-

**References**

-

**HEA031**

Part: Use

**Topic**

Welfare and health policy questions

**Responsibility**

Owner  User

**Question**

Are there policies objectives in the areas of health and welfare and monitors their implementation?

**Point**

Up to 58 points can be earned. For this question Please select from the following options, multiple answers are possible:

Question not answered [0 points]

Do not know or else [0 points]

Work Atmosphere and objectives established [1 point]

Health and welfare questions / problems of staff are assessed and recorded [1 point]

Changes in health and welfare questions / problems of employees are monitored and reported [1 point]

There are targets set to ensure that the necessary actions can also be performed [1 point]

Is user satisfaction survey was conducted using a sample [1 point] At least 1 year

There are procedures in operation to process [1 point] feedback from visitors / customers

There are procedures in operation to take proceedings feedback or strategy [1 point]

There are individual employees and / or designated leaders that are made for the implementation of the policy, objectives and targets for health, welfare and safety [1 point] responsible

Signs, notices and posters are placed at appropriate locations to point to areas that are hazardous to the health and safety forms [1 point]

Absenteeism and productivity are assessed and monitored in relation to the quality of the indoor environment [2 points]

**There are initiatives to minimize the health risks and promote the welfare of the users:**

Areas with plants or hazardous materialern are well marked [2 points]

Workplaces have comfortable and controlled lighting [2 points]

It is verified that no noise is present at workplaces, here is the assumption that the average noise value (TWA) does not exceed 80 decibels. [4 points]

- Monitoring of indoor air quality and if necessary take action [4 points]
  - There is no equipment in the workspaces (printers, copiers) without extraction required. [4 points]
  - There is a complaints / feedback control specifically take hold with comfort in the building. [4 points]
  - Sports by employees is funded / supported financially or made available. [4 points]
  - Social activities are supported, eg team building or social event [4 points]
  - There is provision for food and beverage facilities, for example a restaurant, canteen or vending machines. [2 points]
  - There is a rest room or there are quiet corners in the building [4 points]
  - There is provided at rest areas outside the building (external site) [2 points]
  - There is provided a contribution to health insurance, medical expenses or sports clubs. In a health plan for employees, [4 points]
- 
- There are seminars and courses to health, welfare and safety [1 point] all employees aware
  - To employees with responsibility for health, welfare and safety (such as emergency response and health and safety) are formal, regular courses offered [1 point]
  - There are targets for improvement determined according to the available information on best practices (including on werplekcomfort and Human Resources Management) [1 point]
  - There is a certification obtained according to a standard that relates to people management [1 point]
  - The performance in terms of well-being and health are relative to a benchmark comparison [1 point]
  - It is regularly communicated with employees on health, welfare and safety issues (including through newsletters, meetings, posters and published statistics) [1 point]
  - There is a mentor-/ondersteuningssysteem present that is independent of the performance of employees [1 point]

### Criteria

Select the topics on which policies with specific targets are set and whether their implementation is monitored.

### Evidence

Document in which this policy (with concrete objectives) is included, possibly supplemented by interviews of some employees by assessor. Visual inspection for physical facilities complemented by photos allowed in here.

### Explanation

-

**HEA032**

Part: Use

**Topic**

Welfare and health objectives achieved

**Responsibility**

Owner  User

**Question**

What percentage targets in the field of health and welfare is achieved in the past year?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specific targets or reached [0 points]
- less than 25% of the objectives is achieved [0 points]
- 25% to 50% of the objectives is achieved [1 point]
- 50% to 75% of the objectives is achieved [2 points]
- 75% to 100% of the objectives is achieved [3 points]
- All goals (100%) were achieved [4 points]

**Criteria**

This question relates to the objectives in question HEA031 mentioned.

**Guidelines Evidence**

Reporting / policy paper to the relevant objectives and concrete targets and documentation showing that these are achieved.

**Explanation**

-

## Energy

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

## ENE065

Part: Use

### Topic

Initiatives for energy

### Responsibility

Owner  User

### Question

The following topics are covered in the energy and / or the house rules?

### Point

Can be up to 6 points earned. For this question  
Please select from the following options, several options are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- Reducing energy consumption [2 points]
- Energy efficiency [1 point]
- Renewables (on the plot and local) [2 points]
- Compensation [1 point]
- Green energy to third parties [2 points]

### Criteria

The subjects should have an influence on the energy consumption of the asset (as defined in ENE056). A relevant influence (> 5%) Greenwashing and window dressing are not valued (at the discretion of the assessor).

### Evidence

Copy of energy business rules (reference and issue numbers), with the relevant clauses.

### Explanation

-

### References



**ENE066**

Part: Use

**Topic**

Energy

**Responsibility**

Owner  User

**Question**

Are there policies with energy objectives and monitors their implementation?

**Point**

Up to 51 points can be earned. For this question  
Please select from the following options, several options are possible:

- Question not answered 0 points]
- Do not know or else [0 points]
- targets (quantitative energy reduction target) are determined relative to a reference and are monitored to ensure that the operations are performed [1 point]
- The targets for improvement based on best practices [1 point]

Energy saving measures are taken:

- Use of LED display screens as standard [4 points]
- Use of Energy-saving printers and copiers with a 'sleep mode' [2 points]
- There are water heaters in use instead of boilers. [3 points]
- There is no separate heaters, coolers or fans in the building / in use [2 points]
- There are timers or presence switches established by relevant equipment [2 points]
- limit group using the number of ICT devices (printers, copiers, etc) [2 points]
- Outside working hours interior is minimized to fire safety level (10 lux on the floor) [2 points]
- Use of energy efficient thin clients or laptops with server for applications and data. [4 points]
- policy to minimize [2 points] print
- Energy saving tips and alerts on ICT equipment [1 point]
- It provides information (may digitally) on the use of daylight in relation to the curtains / light resistance. [2 points]
- It provides information (may digitally) on the use of heating and cooling [2 points]
- is preferred to turn off equipment instead of using the Sleep or Hibernate. [2 points]
- Use is made of energy-efficient servers [3 points]
- is used for virtualization of servers (sharing and use of capacity servers which reduces

required) [3punten]

voltage (voltage) is optimized [4 points]

Objectives are converted into annual action plans with concrete measures to achieve [1 point] in the longer term

There are seminars and courses to give energy and energy efficiency [1 point] all employees understand

There is an energy or environmental coordinator, continuous energy or temporary project team appointed, for which formal, regular courses are offered [1 point]

Feedback is processed in procedures or strategy [1 point]

There is a regular dialogue with stakeholders within government and NGO `s on its CO<sub>2</sub> reduction targets and strategy [1 point]

External certification under an energy management standard as BS EN 16001 or equivalent, which is independently audited or certified [4 points]

**Criteria**

-

**Evidence**

Copy of energy, business rules (reference and issue numbers), with the relevant clauses. Proofs of operations.

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**ENE068**

Part: Use

**Topic**

Power Targets, Results

**Responsibility**

Owner  User

**Question**

What percentage of the targets for energy have reached the last calendar year?

**Point**

Can be up to 8 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specific targets or reached [0 points]
- less than 25% of the objectives is achieved [0 points]
- 25% to 50% of the objectives is achieved [2 points]
- 50% to 75% of the objectives is achieved [4 points]
- 75% to 100% of the objectives is achieved [6 points]
- All goals (100%) are achieved [8 points]

**Criteria**

The power management goals should have a relevant influence on the total energy (> 5%).  
The assessment is based on the past financial year.

**Evidence**

Report or document which it is shown that results are achieved.

**Explanation**

-

**References**

**ENE070**

Part: Use

**Topic**

Energy savings last 2 years

**Responsibility**

Owner  User

**Question**

Is there energy savings in the last two years?

**Point**

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Yes [2 points]

**Criteria**

There can also be obtained 2 points if you are a saving achieved. The two points are still awarded to everyone, regardless of the level of savings (eg 2% or 50%). In future versions will probably be stricter.

The savings should be corrected to climatic influences. Indicated

It is up to the assessor to check whether or not the savings is real and based on the credit to approve. Or off

**Evidence**

File energy bills from previous years, measurements and analysis of energy conservation, renewable energy type (if applicable).

**Explanation**

-

**References**

**ENE101**

Part: Use

**Topic**

Purchase of green electricity

**Responsibility**

Owner  User

**Question**

The demand for electricity is purchased for green power?

**Point**

Up to 10 points can be earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No, no purchase of green electricity [0 points]
- Fully purchasing green power, origin unknown [5 points]
- Fully purchasing green power, > 80% in the Netherlands [10 points]

**Criteria**

The composition of renewably generated electricity is demonstrated on the basis of the certification system with 'guarantees of origin' (current labeling). The guarantees of origin issued by CertiQ, part of TenneT.

**Evidence**

Energy Account. Flow Label energy supplier.

**Explanation**

Green electricity is generated from wind, water, sun and biomass. Grey power made from fossil fuels (gas and coal) and nuclear energy. One type of green energy is mainly based on hydropower in Scandinavia, the other mainly on wind energy and biomass in the Netherlands.

**References**

[www.milieucentraal.nl / themes / sources-of-energy / renewable energy / green power](http://www.milieucentraal.nl/themes/sources-of-energy/renewable-energy/green-power)  
<http://groenestroomjagraag.nl/criteria-groene-top-3>

<http://www.rijksoverheid.nl/onderwerpen/duurzame-energie/groene-stroom>

CERTIFICATE BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

<http://www.certiq.nl/>

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## Transport

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**TRA006**

Part: Use

**Topic**

Transport, reduction / Registration environmental impact

**Responsibility**

Owner  User

**Question**

The environmental impact associated with the following traffic flows reduced or controlled?

**Point**

Can be up to 4 points earned. For this question  
Please select from the following options, several options are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- Commuting [4 points]
- Business Travel [4 points]
- Travel of customers / visitors [2 points]
- Supplies of suppliers [2 points]

**Criteria**

This is information that there is policy / measures for reducing the amount of transport, efficient driving and preferably record the amount of transport / transport mileage.

"Manage" occurs when the corresponding transport stream for at least 80% of the mileage is recorded in a way that can be. Sent there

**Evidence**

To reduce a policy document showing that sufficient attention is paid to reducing the negative environmental impact of transport flows present.

To register / management is should be. Recording the kilometers supplied

**Explanation**

-

**References**

-



**TRA007**

Part: Use

**Topic**

Transport management, policy

**Responsibility**

Owner  User

**Question**

Are there transport policy objectives relating to the registration of transport movements, and monitors their implementation?

**Point**

Up to 58 points can be earned. For this question Please select from the following options, several options are possible:

- Question not answered [0 points]
- Do not know or else [0 points]

- Scope and objectives established [1 point]
- Effects business be measured and recorded [1 point]
- Commuting is measured and recorded [1 point]
- Travel of customers / visitors are measured and recorded [1 point]
- There are targets set to ensure that the necessary actions can also be performed [1 point]
- Business trips are monitored [1 point]
- Commuting is monitored [1 point]
- Travel of customers / visitors are monitored [1 point]

There are initiatives to reduce the dominance of the car

- There is at least one common car for employees [2 points]
- Pedestrian and cycle paths in and around the building are well lit [2 points]
- Commuting by bike, on foot, carpool or public transport is stimulated with eg free breakfast or discounts or bicycle. [4 points]
- Parking criteria based on functional needs (or type) [2 points]
- Introduction of paid parking [2 points]
- There is a space for video conferencing or it is available in meeting rooms [4 points]
- In the workplace is possible. Via phone or internet video conferencing [4 points]
- There is a homework system / can be handled at home [2 points]
- There are buses / shuttles to OV connection nodes / train station [4 points]
- The CO2 emissions from commuting is calculated [4 points]
- There is a carpool arrangement / car sharing scheme [2 points]
- The organization encourages carpooling for business trips or use public transport [2 points]

- All cars carpool or share cars emit up to 110 CO<sub>2</sub> (g / km) off (labeled B) [2 points]
- All rental cars have a maximum of 120 CO<sub>2</sub> emissions (g / km). Lease vehicles may be included here. [2 points]
- The CO<sub>2</sub> emissions are compensated employees [2 points]
  
- There are initiatives to reduce [1 point] the dominance of air
- CO<sub>2</sub> transport responsible for staff and visitors offering [1 point]
- The CO<sub>2</sub> emissions from commuting is at least 80% compensated [1 point]
- The CO<sub>2</sub> emissions from business travel is at least 80% compensated [1 point]
- There are seminars and courses to make the minimize and control the environmental impact of transport [1 point] all employees aware
- There are individual employees and / or designated leaders that are made for the implementation of the policy, objectives and targets in relation to transport related environmental impacts [1 point] responsible
- To employees with responsibility for transport management offer courses related to reducing the negative effects of transport [1 point]
- There are targets for improvement determined according to the available information on best practices [1 point]
- The environmental management system includes procedures to assess on the basis of published information, standards, benchmarks, etc. [1 point] the relative position of a similar situation
- Deliveries are scheduled such that they have minimal effects on employees or neighbors [1 point]

**Criteria**

-

**Evidence**

Policy documents regarding the transport and reports with regard to the registration, implementation and monitoring

**Explanation**

-

**References**

-

**TRA009**

Part: Use

**Topic**

Local amenities, publication

**Question**

Is there information about local facilities available to users?

**Responsibility**

Owner  User

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Yes [4 points]
- No [0 points]

**Criteria**

The local amenities (eg ATM, supermarket, etc) may be published on the intranet or an information screen or billboards

**Evidence**

Screenshot of document information. Visual inspection supplemented by a photo is also allowed.

**Explanation**

-

**References**

## TRA010

Part: Use

### Topic

Transport Policy, results

### Responsibility

Owner  User

### Question

What percentage of the objectives, targets and improvements in transport have been achieved in the last calendar year?

### Point

Can be up to 8 points earned. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specific targets or reached [0 points]
- less than 25% of the objectives is achieved [0 points]
- 25% to 50% of the objectives is achieved [2 points]
- 50% to 75% of the objectives is achieved [4 points]
- 75% to 100% of the objectives is achieved [6 points]
- All goals (100%) are achieved [8 points]

### Criteria

The transport objectives referred to here are described in Question TRA007.

### Evidence

A document / report regarding transportation and reports on the results achieved in the previous calendar year.

### Explanation

-

### References

-

**TRA012**

Part: Use

**Topic**

Commuting distances employees

**Responsibility**

Owner  User

**Question**

What were the staff in the past calendar year the measured distances (in km) for the following traffic flows

**Point**

Up to 12 points can be earned. For this question Enter your answer, two points obtained per registered number:

- Question not answered [0 points]
- Do not know or else [0 points]

There are no recorded distances [0 points]

Car mileage ... [2 points]

Train Kilometers ... [2 points]

Metro / tram kilometers ... [2 points]

Public transport kilometers ... [2 points]

Motorcycle Kilometers ... [2 points]

Kilometers by bike ... [2 points]

**Criteria**

-

**Evidence**

For mileage: written statement which is explained on the method of assessment and declaration of mileage.

If selected for displaying the total load in CO<sub>2</sub>: Research conducted by an appropriately qualified consultant, which shows the calculation and the amount of CO<sub>2</sub>.

**Explanation**

-

**References**

-

**TRA013**

Part: Use

**Topic**

Environmental transport operations (Transport Workers)

**Question**

What is the last calendar year the distance by means of transport that is made for business people feed feed?

**Responsibility**

Owner  User

**Point**

Up to 2 points earned. For this question  
Fill in the table below in the distance.

Question not answered [0 points]

Do not know or else [0 points]

No goods transported (with means below) [0 points]

There are no recorded distances [0 points]

Long distance flights (more than 7 hours), intercontinental flights: ..... km [1 point]

Middle Long flights shorter than 3200 km or 4.5 hours: ..... km [1 point]

Short flights shorter than 800 miles and a half hours: ..... km [1 point]

Car mileage: ..... km [1 point]

Train Kilometers: ..... km [1 point]

Tram and metro mileage: ..... km [1 point]

Public transport kilometers: ..... km [1 point]

Motorcycle Kilometers: ..... km [1 point]

Kilometers by bike: ..... km [1 point]

**Criteria**

-

**Evidence**

Document or report those data for the previous calendar year are included.

**Explanation**

-

**References**

-

**TRA014**

Part: Use

**Topic**

Environmental transport for goods

**Responsibility**

Owner  User

**Question**

What is the last calendar year the distance by means of transport that is made for goods?

**Point**

Up to 2 points earned. For this question Fill in your answers in the table below.

Question not answered [0 points]

Do not know or else [0 points]

No goods transported (with means below) [0 points]

There are no recorded distances [0 points]

Big truck: ..... km [1 point]

Truck: ..... km [1 point]

Minibus: ..... km [1 point]

Freight Train: ..... km [1 point]

Ship / shipping industry: ..... km [1 point]

Small tanker, to 844 tons weight: ..... km [1 point]

Large tanker, to 18731 tonnes weight: ..... km [1 point]

Very large tanker (supertanker) exceeding 100,000 tons: ..... km [1 point]

Small bulk vessel to 1720 tons: ..... km [1 point]

Large bulk vessel, to 14,201 tons: ..... km [1 point]

Very large bulk vessel, to 70,000 tons: ..... km [1 point]

Small container ship, to 2,500 tons: ..... km [1 point]

Large container ship, to 20,000 tons: ..... km [1 point]

Air, long distances, more than 7 hours, intercontinental flights: ..... km [1 point]

Air medium distances shorter than 3200 km or 4.5 hours: ..... km [1 point]

Air short distances shorter than 800 km or half hour: ..... km [1 point]

**Criteria**

-

**Evidence**

The miles can be a reporting demonstrated herein, the accountability of the data set to stand.

OR

If selected for displaying the total load in CO<sub>2</sub>: Research conducted by an appropriately qualified consultant, which shows the calculation and the amount of CO<sub>2</sub>.

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE



## Water

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**WAT026**

Part: Use

**Topic**

Limitation water

**Responsibility**

Owner  User

**Question**

How are the activities organized to prevent unnecessary water

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

No saving activities undertaken [0 points]

Purchase and use of equipment / machines that water conservation [4 points]

By making good use of rain water or water-recycling systems [2 points] D Collection of water on the parcel

There is from the user of the water supply system maintenance policy [2 points]

**Criteria**

-

**Onus**

The policy which the answer options are shown, for example, the policy, the specifications of the water consumption of plants, or maintenance measures taken by the user.

**Explanation**

-

**References**

-

**WAT027**

Part: Use

**Topic**

Implementation and monitoring water

**Responsibility**

Owner  User

**Question**

Are there water policies with objectives and monitors their implementation?

**Point**

Up to 51 points can be earned. For this question

Please select from the following options, multiple response options are possible:

Question not answered [0 points]

Do not know or else [0 points]

Scope and objectives laid down [1 point]

Water consumption is recorded [1 point]

There are targets set to ensure that the necessary actions can also be performed [1 point]

Water System is present [1 point]

Water consumption is monitored [1 point]

There are water saving initiatives:

Tips on saving water through text or logos (eg flush buttons or blackboard with text) [2 points]

Or installations are water saving measures have been taken to reduce the consumption eg volume flow limitation or restriction. [5 points]

Rainwater is collected and used for the outer green. [3 points]

Water outside green limited by capture and hold rainwater with a ground cover layer (coarse compost, straw, hay, leaves, grass clippings, wood chips or gravel). [3 points]

There are water tanks for rainwater storage [3 points]

Use of native plants that need less water. [3 points]

The lowering of the water pressure in the building to reduce [7 points] water

Keeping limited the length of the water [3 points]

The isolation of the water [2 points]

Installations (eg washing machine and dishwasher) are only loaded using [3 points]

Water softeners are used only if it is necessary, not standard [2 points]

Securing devices that need soft water are connected to water softeners [3 points]

It is both a water meter for hot and for cold water in order to be able to measure. The consumption of hot water [1 point]

- There are seminars and courses to make water [1 point] all employees aware
- There are individual employees and / or designated leaders that are made for the implementation of the policy, objectives and targets regarding water management [1 point] responsible
- On staff with responsibility for the management of water / thrift be formal, regular courses offered [1 point]
- Includes mechanisms to participate in procedures or feedback strategy [1 point]
- There are targets for improvement determined according to the available information on best practices [1 point]
- EMS includes procedures to assess on the basis of undisclosed information, standards, etc. [1 point] the position relative to an appropriate peer group

**Criteria**

-

**Evidence**

Evidence that listed options supported, for example, objectives and targets that are documented in policy documents or maintenance plans. This may also be demonstrated. With a specific document

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## WAT028

Part: Use

### Topic

Water, results

### Responsibility

Owner  User

### Question

What percentage of the objectives, targets related to water management are the last calendar year achieved?

### Point

Can be up to 8 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specific targets or reached [0 points]
- less than 25% of the objectives is achieved [0 points]
- 25% to 50% of the objectives is achieved [2 points]
- 50% to 75% of the objectives is achieved [4 points]
- 75% to 100% of the objectives is achieved [6 points]
- All goals (100%) are achieved [8 points]

### Criteria

This question relates to the goals and targets of WAT027 question. The points in question can therefore only be achieved with defined goals and targets.

The measures implemented in the past calendar year may also be brought in here. This looks at the sub-list (in the table) with questions about measures.

### Evidence

Reporting or document showing which goals are achieved.

### Explanation

### References

-

**WAT031**

Part: Use

**Topic**

Water past calendar

**Responsibility**

Owner  User

**Question**

How much water is consumed in the last calendar year?

**Point**

Up to 2 points earned if the value is incorrect. For this question Enter your answer in:

- Question not answered [0 points]
- Do not know or else [0 points]
- Water previous calendar year: ..... m<sup>3</sup> [2 points]

**Criteria**

-

**Evidence**

Copy of the annual report water control, water bills, readings.

**Explanation**

According to the Environmental Barometer has offices in the Netherlands in average 10.4 m<sup>3</sup> / FTE / year consumed in recent years.

**References**

Kent Allen consumption, including water found at: <http://www.milieubarometer.nl/kantoor>

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## Materials

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**MAT016**

Part: Use

**Topic**

Sustainable procurement materials

**Responsibility**

Owner  User

**Question**

To what extent are economic, ecological and social aspects and environmental issues as a decision-making process with a sequence taken into account in the procurement of materials?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There is no procurement to reduce [0 points] the environmental impact of materials
- There is a policy to reduce [2 points] demand all relevant consumables
- When purchasing materials is always attentive to recyclability, energy efficiency, reusability, environmental impact (Life Cycle Analysis) [4 points]
- is responsible purchased, eg performance requirements to appoint suppliers or certified sustainable wood or the criteria for sustainable purchasing of NL Agency to prescribe [4 points]
- Minimising the environmental impact of supply, for example by means of a CO2 emission inventory [2 points]

**Criteria**

Relevant material groups fall, office, facility management, cleaning products, furniture and fixtures

The product from the Sustainable Procurement program of AgentschapNL may be included, for an overview of the product:

<http://www.pianoo.nl/duurzaaminkopen/productgroepen/product/#>

Technical equipment and materials for maintenance, management and renovations can also be mentioned here. While minimizing environmental impact of supply means that examines distance to suppliers and the number of deliveries. When selecting suppliers and deliveries The inventory can be made with distances or CO2.



Performance requirements can be demonstrated by means of environmental management systems such as ISO 14001, FSC or PEFC (criteria sustainable wood) to suppliers.

#### **Evidence**

Copy of the material policies, business rules (reference and issue numbers) marked with the relevant clauses. Any participating certificates in programs for sustainable materials (such as FSC or PEFC, or governments intekenbewijs for sustainable procurement). A C2C certificate of purchased materials serves as evidence.

#### **Explanation**

-

#### **References**

- Sustainable Procurement measures;  
<http://www.pianoo.nl/duurzaaminkopen/productgroepen/product/#>
- ISO 14001
- Wood which meets the criteria of the Timber Procurement Assessment Committee (TPAC), below is FSC and PEFC.

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**MAT017**

Part: Use

**Topic**

Durable materials procurement, implementation

**Responsibility**

Owner  User

**Question**

Are there policies for the procurement of materials with objectives and monitors their implementation?

**Point**

Up to 52 points can be earned. For this question  
Please select from the following options, several options are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- No, there are no policies [0 points]
  
- Scope and objectives are identified and appropriate measures have been specified [1 point]
- Targets are set and monitored the implementation of actions [1 point]
- It has been in use management system that promotes the efficient use of the materials [1 point]
- Policies include procedures to integrate the procurement [1 point] feedback from employees, customers and other stakeholders
- Material Purchasing is monitored, taking into account demand, quantity and sustainability issues [1 point]

There are initiatives to mitigate the effects of material procurement:

- In consultation with suppliers, the environmental impact in the chain reduced [10 points]

Decisions based on Total Cost of Ownership (TCO) for equipment and consumer goods, whereas:

- Life - products with a long life [2 points]
- Maintainability - make, easy to clean self-cleaning [2 points]
- Upcycling - ICT equipment that (modular) reusable [2 points]
  
- Recycling / reuse - for example cartridges [2 points]
- In consultation with suppliers to reduce packaging work [4 points]

- Policy at least once to assess environmental impact and to look for environmentally friendly materials [8 points] all consumables every two years
- Use of cleaning products that are biodegradable [2 points]
- Purchasing for printers with low environmental impact such as ammonium free and non carcinogenic toners., [6 points]
- Monitoring and double checking to prevent too many drinks and refreshments are ordered at meetings to a large space is ordered and excess facilities are ordered. [2 points]
  
- There are seminars and courses to make use of material procurement [1 point] all employees aware
- There are individual employees and / or designated leaders who are responsible for the implementation of the policy, objectives and targets regarding material procurement [1 point]
- To employees with responsibility for material procurement to be formal, recurring courses [1 point]
- There is a procedure to integrate the purchasing procedures [1 point] feedback
- There are targets for improvements determined in accordance with the available information on best practices [1 point]
- There is a list of preferred vendors for all material sourcing [1 point]
- The existing environmental management system (EMS, ISO14001 or equivalent) contains procedures to assess on the basis of undisclosed information, standards, etc. [1 point] the position relative to an appropriate peer group

**Criteria**

Points are awarded as can be that it is for the organization to apply. Demonstrable

**Evidence**

Documentation containing the policy, lists of actions taken, any agreements with suppliers or statements which are completed answer options shown. This may be a signed statement from the organization in which the options are named specifically.

**Explanation**

-

**References**

-

**MAT018**

Part: Use

**Topic**

Selection suppliers

**Responsibility**

Owner  User

**Question**

Which of the following possibilities may be used to determine the acceptability of vendors

**Point**

Up to 3 points earned. For this question  
Please choose from one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Suppliers are not ranked on acceptability [0 points]
- Suppliers are subjected to a supplier survey or a survey [2 points]
- Suppliers are visited or audited [2 points]
- Suppliers must be in a trade / interest involving environmental or sustainability plays a role connected. [3 points]

**Criteria**

This is primarily to supplier assessments, not specifically for environmental sustainability.

**Evidence**

A report / report of a recent supplier assessment / audit should be by the assessor, a screenshot of the contents meets. Recognized Participation Statement, listing on the website of industry or interest group.

**Explanation**

-

**References**

## MAT019

Part: Use

### Topic

Supplier percentage criteria for quality

### Responsibility

Owner  User

### Question

What percentage of the suppliers has a quality (not necessarily by a third party audited) have?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- 0 to 25% of the suppliers [0 points]
- 25 to 50% of the suppliers [1 point]
- 50 to 75% of the suppliers [2 points]
- 75 to 90% of the suppliers [3 points]
- 90 to 100% of the suppliers [4 points]

### Criteria

It is a quality, eg ISO9001 (or ISO14001) or similar. It need not be. Ask for this system is not rated by an external party

CSR methodologies such as ISO26000, CSR Performance Ladder policy which is included can also meet

### Evidence

Certificate of quality system / policy. If the quality is not rated by a third party a copy of the policy

In a non certified quality should be that this policy is included. Document completed

### Explanation

-

### References

-

## MAT020

Part: Use

### Topic

Supplier Criteria environmental management

### Responsibility

Owner  User

### Question

What percentage of the suppliers have an environmental management system (not necessarily by a third party audited) have?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- 0 to 25% of the suppliers [0 points]
- 25 to 50% of the suppliers [1 point]
- 50 to 75% of the suppliers [2 points]
- 75 to 900% of suppliers [3 points]
- 90 to 100% of the suppliers [4 points]

### Criteria

It is a quality system, ISO14001 or similar. It need not be. Ask for this system is not rated by an external party

CSR methodologies such as ISO26000, CSR Performance Ladder which policy is included, also qualify.

### Evidence

Certificate of environmental management. If the quality is not rated by a third party a copy of the policy.

### Explanation

-

### References

-

**MAT021**

Part: Use

**Topic**

Supplier quality management criteria

**Responsibility**

Owner  User

**Question**

What percentage of the suppliers must have a certified quality management system?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- 0 to 25% of the suppliers [0 points]
- 25 to 50% of the suppliers [1 point]
- 50 to 75% of the suppliers [2 points]
- 75 to 90% of the suppliers [3 points]
- 90 to 100% of the suppliers [4 points]

**Criteria**

It is a quality system, ISO9001 or similar. should the system by the independent third party audited and approved to be.

**Evidence**

Certificate of quality.

**Explanation**

-

**References**

-

**MAT022**

Part: Use

**Topic**

Supplier Criteria certified environmental management

**Responsibility**

Owner  User

**Question**

What percentage of the suppliers must have a certified environmental management system?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- 0 to 25% of the suppliers [0 points]
- 25 to 50% of the suppliers [1 point]
- 50 to 75% of the suppliers [2 points]
- 75 to 90% of the suppliers [3 points]
- 90 to 100% of the suppliers [4 points]

**Criteria**

It is a quality system, ISO14001, CSR Performance Ladder or similar. This is the system by the independent third party audited and be approved.

Methodologies without assessment by a third party such as ISO26000 not comply.

**Evidence**

Certificate of quality.

**Explanation**

-

**References**



**MAT024**

Part: Use

**Topic**

Results purchasing goals material

**Responsibility**

Owner  User

**Question**

Are the objectives and targets and improvements in the procurement of materials and products in the previous calendar year reached?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specific targets or reached [0 points]
- less than 25% of the objectives is achieved [0 points]
- 25% to 50% of the objectives is achieved [1 point]
- 50% to 75% of the objectives is achieved [2 points]
- 75% to 100% of the objectives is achieved [3 points]
- All goals (100%) were achieved [4 points]

**Criteria**

The goals and measures are described in question MAT017

**Evidence**

Documents demonstrating the material procurement goals are met.

**Explanation**

-

**References**

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## Waste

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**WST002**

Part: Use

**Topic**

Prevention, measures taken

**Responsibility**

Owner  User

**Question**

Activities are organized to avoid unnecessary waste and waste management thereof to minimize the environmental impact

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

There are no steps to prevent [0 points] waste

Policies include waste prevention and waste [4 points]

Policies include recycling and reuse on an equal level. [3 points]

Policies include reuse applications, but on another level, such as composting, energy from waste, biogas production from waste. [2 points]

Waste is compressed (compactor) before leaving the plot or is treated to reduce [1 point] the environmental impact

**Criteria**

-

**Evidence**

Policies and results can be by contract or report of the contractor demonstrated. Visual inspection by photographs can complement deliver here.

**Explanation**

-

**References**

-

**WST003**

Part: Use

**Topic**

Prevention, management

**Responsibility**

Owner  User

**Question**

What controls have been taken in the area of prevention?

**Point**

Up to 52 points can be earned. For this question  
Please select from the following options, several options are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- The scope and objectives established for the subject waste 1 point]
- The total amount of waste (volume and / or weight) is recorded [1 point]
- There are waste management objectives that are managed [1 point]
- There is a waste management (prevention, separation, registration, monitoring and communication) into [1 point]
- The generation of waste is kept [1 point]

The management of waste includes (multiple options possible):

- The regular common waste are collected separately, paper / cardboard, garbage, toners, batteries. [1 point]
- In addition, the waste collected by steaming separated, canned (soft drinks), (PET) bottles, plastic film, GFT / swill [2 points]
- The collection means for the different groups are well visualized by different colors and / or text to facilitate the separation. [1 point]
- Two-sided printing is standard set [1 point]
- Measures are being taken to limit / avoid printing [1 point]
- There is a digital archive available so not all printed documents and need to be preserved. [2 points]
- It is encouraged to use single-sided printed paper as scrap / notebook leaves (eg by organizing collection points for this). [2 points]
- It is encouraged to use for test prints (eg above available by a paper in the printer). Sided printed paper [1 point]
- For regular print work by default using paper with a maximum face of 80 g/m2. [2 points]

- Use is made of recycled paper [1 point]
  - Organic waste and will be released to compost and / or bio-gas. [2 points]
  - It is encouraged (through policies and procedures) that leaflets, folders and sleeves and be reused. For example by adding default. Again to the stock [2 points]
  - Unnecessary ICT equipment is made available to schools, charity or community organizations. This is demonstrated by a contract with the processor or other document (press release, report). [2 points]
  - Needless furniture is made available within the organization, schools, charities or social organizations. This is shown by a relocation vouchers, a contract with the processor or other document (press release, report). [2punten]
  - There is a policy or contract with suppliers to minimize packaging and / or reuse, to take. Return [2 points]
  - The use of reusable tableware is encouraged for bijvoorbeeld plates, cups, etc. [2 points]
  - There is a policy or contract to batteries separate collection and disposal for recycling. [2 points]
  - There is internal (also users) investigated ways to minimize waste and recycling management. [2 points]
  - It is for all waste streams using official / registered recycler also for individual batches of waste eg renovations, clean-up operations. [4 points]
  - It is with the waste processor working to maximize reuse, recycling and minimizing deposit in a landfill. [4 points]
  - There is a plan to employees for awareness and communication [1 point]
  - Employees are stimulated to waste reduction [1 point]
- 
- All employees are made aware of training opportunities for waste reduction and waste OR here regularly communicated through company-wide media [1 point]
  - Employees who are responsible for waste management are formal and regular training on waste legislation and comply with it. [1 point]
  - Employees who are responsible for waste management work closely with waste processors (there is regular consultation / communication) [1 point]
  - There are designated staff responsible for the implementation of waste goals and achieving targets [1 point]
  - Feedback on the waste may be made and incorporated into policy [1 point]
  - Improvements are implemented in accordance with the charger Lansink (see note) [1 point]
  - The waste management system includes a benchmark with similar organizations in the field of waste. [1 point]

**Criteria**

-

**Evidence**

Documentation (measures, policies, targets) that underpin chosen options.

**Explanation**

-

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**WST004**

Part: Use

**Topic**

Waste, separate collection

**Responsibility**

Owner  User

**Question**

How much waste are collected separately and disposed of?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- All waste is disposed of as waste [0 points]
- There are two waste streams discharged separately [1 point]
- There are three waste streams discharged separately [2 points]
- There are 4 or more waste streams discharged separately [4 points]

**Criteria**

Common waste streams are:

- Residual waste
- Paper and paperboard
- Glass
- Wood waste
- Plastic (film)
- GFT and swill
- Small hazardous waste (KGA) (batteries, paint, energy saving lamps, fluorescent tubes)

Residual waste is basically no separate waste stream, but may be included here.

**Evidence**

Copy of annual waste audit report or an annual statement of the invoice OR Visual inspection of the collected waste supplemented with pictures.

**Explanation**

-

### References

National Waste Management Plan, Article 14. Waste, Table 14.1

<http://www.rwsleefomgeving.nl/onderwerpen/afval/afvalpreventie/afvalscheiding/>

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE



**WST005**

Part: Use

**Topic**

Waste streams, quantities registration

**Responsibility**

Owner  User

**Question**

How much waste is the amount recorded and monitored?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no amounts recorded [0 points]
- For a minimum of two waste streams [1 point]
- For a minimum of three waste streams [2 points]
- For a minimum of four waste streams [4 points]

**Criteria**

This is a record of volume (number of containers / volume and / or weight), to at least calendar years. Common waste streams are:

- Residual waste
- Paper and paperboard
- Glass
- Wood waste
- Plastic (film)
- GFT and swill
- Small hazardous waste (KGA) (batteries, paint, energy saving lamps, fluorescent tubes)

Residual waste is basically no separate waste stream, but may be included here.

**Evidence**

Copy of annual waste audit report or an annual review of the bill.

**Explanation**

-

**References**

National Waste Management Plan, Article 14. Waste, Table 14.1

**WST006**

Part: Use

**Topic**

Waste, active prevention

**Responsibility**

Owner  User

**Question**

How much waste are actively managed on reduction targets?

**Point**

Can be up to 4 points earned. For this question

Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- is not actively managed on waste reduction [0 points]
- For a minimum of two waste streams [1 point]
- For a minimum of three waste streams [2 points]
- For a minimum of four waste streams [4 points]

**Criteria**

This involves actively managing reduction targets by tracking quantities, researching prevention opportunities and making appointments.

Common waste streams are:

- Residual waste
- Paper and paperboard
- Glass
- Wood waste
- Plastic (film)
- GFT and swill
- Small hazardous waste (KGA) (batteries, paint, energy saving lamps, fluorescent tubes)

Residual waste is basically no separate waste stream, but may be included here.

**Evidence**

Copy of annual waste management report, report of a meeting, notes of actions taken, possibly supplemented by documentation of the contracted waste processor.

**Explanation**

-

## References

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CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**WST007**

Part: Use

**Topic**

Storage recyclable waste

**Responsibility**

Owner  User

**Question**

Is the waste segregation and recycling them made simple?

**Point**

Can be up to 6 points earned. For this question

Please select from the following options, multiple answers are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- No waste collected separately [0 points]

**Waste**

- Residual waste and paper / cardboard are collected separately at the workplace, the remaining waste will be collected near the worksite. [2 points]
- All resulting waste streams are separated at the workplace collected [3 points]

**Collection Resources**

- Bins are clearly marked (color and / or text) for the types of waste [1 point]
- All collection agents in the workplace and at any intermediate stores are emptied as often as necessary for adequate waste collection required (1 point)
- The final waste storage facilities are clearly marked, large enough and applied to a comfortable distance from the building, in a place that is easy for vehicles to reach (1 point)

**Criteria**

A location can be seen as the example in the coffee shop is located and acceptable walking distance. As near the workplace ' At distances up to 50 meters to the workplace counted for the collection of all released regular fractions.

**Evidence**

Visual inspection supplemented with photographs of collection resources for the regular release waste.

**Explanation**

-

## References

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CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## WST008

### Topic

Waste Performance monitoring frequency

### Question

How often are performance assessed at the level of waste?

### Responsibility

Owner  User

### Point

Up to 2 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- This is not according to a fixed frequency rated [0 points]
- At least once every 3 months [2 points]
- At least twice a year [2 points]
- At least once a year [1 point]

### Criteria

-

### Evidence

Report of last meeting or mention of fixed frequency agenda regular consultations.

### Explanation

-

### References

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## WST009

Part: Use

### Topic

Waste management, results targets

### Responsibility

Owner  User

### Question

What percentage of waste objectives and targets have been achieved in the last calendar year?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specific targets or reached [0 points]
- less than 25% of the objectives is achieved [0 points]
- 25% to 50% of the objectives is achieved [1 point]
- 50% to 75% of the objectives is achieved [2 points]
- 75% to 100% of the objectives is achieved [3 points]
- All goals (100%) were achieved [4 points]

### Criteria

These are the goals and measures are listed under WST003.

### Evidence

The latest report containing both the objectives set targets and results and the conclusion regarding a recent calendar year.

### Explanation

-

### References

## WST010

Part: Use

### Topic

Waste management, results improvement proposals

### Responsibility

Owner  User

### Question

What percentage of the improvement proposals for waste management are carried out in the last calendar year?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no improvements or achieved [0 points]
- less than 25% of the improvements achieved or implemented [0 points]
- 25% to 50% of the improvements achieved or implemented [1 point]
- 50% to 75% of the improvements achieved or implemented [2 points]
- 75% to 100% of the improvements achieved or implemented [3 points]
- All improvements are achieved or implemented (100%) [4 points]

### Criteria

This concerns the improvement proposals and measures related to waste and that are listed under WST003.

### Evidence

The latest report containing both the objectives set targets and results and the conclusion regarding a recent calendar year.

### Explanation

### References

-



**WST011**

Part: Use

**Topic**

Amount of waste to landfill

**Responsibility**

Owner  User

**Question**

What waste is transported to a landfill?

**Point**

Can be up to 8 points earned if a value is incorrect. For this question Please select one of the following options:

Question not answered [0 points]

Do not know or else [0 points]

Amount of waste to landfill: ..... ton weight [8 points]

**Criteria**

In the Netherlands, for waste streams arising from buildings and retail mostly a landfill ban. If no landfill waste can be "0 ton weight" incorrect.

Exceptions to the ban on dumping his loads for which a waiver is obtained because they are not declared whether a statement was issued by the provincial executive that limited processing capacity in the Netherlands for this waste stream and may be there. Paid processable If an official exemption has been granted for waste which comes from the location to certify the amount can be incorrect.

For multi-tenant buildings and retail, the amount related to the waste which is not released by the organization, so the tenants and visitors.

The amount of waste in weight can often be provided by the waste processor.

The specified value must relate to the same calendar year as the other waste questions. If no amount of weight is available, it can be converted into consultation with the waste disposal containers from the amount or volume.

**Evidence**

A report containing the total amount of waste that is deposited in a landfill or a sum of invoices.

If there is no waste to landfill should be removed, for example by the waste processor or demonstrated by a paragraph from the waste contract in which it is included. Explained this

This may be through a general statement (section of an annual report) as the waste disposal no waste landfill, or specific to the organization / location.

**Explanation**

For recyclers not weighing units on the trucks will have the number by a calculation established that the number of containers, the average degree of filling and the specific gravity of the fraction used.

**References**

-

CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

**WST012**

Part: Use

**Topic**

Amount of waste to landfill

**Responsibility**

Owner  User

**Question**

What is the total amount of waste (in kg) that a landfill is not removed?

**Point**

Can be up to 8 points earned if a value is incorrect. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- Amount not waste to landfill: ..... ton weight [8 points]

**Criteria**

In principle, in the Netherlands for retail and utility to the total amount of waste that is disposed of in a calendar year. For multi-tenant buildings and retail, the amount related to the own waste.

The amount of waste in weight can often be provided by the waste processor.  
The specified value must relate to the same calendar year as the other waste questions

**Evidence**

A report containing the total amount of waste in a calendar year or the sum of all batch invoices.

**Explanation**

For recyclers not weighing units on the trucks will have the number by a calculation established that the number of containers, the average degree of filling and the specific face of the fraction used.

**References**

-

**WST013**

Part: Use

**Topic**

Amount of waste incinerated

**Responsibility**

Owner  User

**Question**

What waste is burned?

**Point**

Can be up to 8 points earned if a value is entered for this question ..

Question not answered [0 points]

Do not know or else [0 points]

Enter your answer here: ..... tons weight [8 points]

**Criteria**

-

**Evidence**

Copy of the annual waste audit report, copy of files on the plot along with the bills charged by the waste contractor. If this contractually stipulated that there should be no waste incinerated meets this as evidence.

It is good to recognize that working in retail is that centrally collected. Using the distribution of the retailer lot with return packaging materials (plastic and cardboard)

**Explanation**

-

**References**

-

**WST014**

Part: Use

**Topic**

Minimize environmental impact of waste steam

**Responsibility**

Owner  User

**Question**

The waste is processed according to Lansink's Ladder (reused, recycled and incinerated residue)?

**Point**

Up to 2 points earned if a value is incorrect. For this question Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- The waste is processed according to Lansink's ladder and tipping is minimized. [1 points]
- The waste is processed according to Lansink's ladder and no waste landfill [2 points]

**Criteria**

In the Netherlands, for waste streams arising from buildings and retail mostly a landfill ban.

Exceptions to the ban on dumping his loads for which a waiver is obtained because they are not declared whether a statement was issued by the provincial executive that limited processing capacity in the Netherlands for this waste stream and may be there. Paid processable In this case, the deposit can be minimized incorrect.

For multi-tenant buildings and retail, the amount related to the waste which is not released by the organization, so the tenants and visitors.

**Evidence**

A policy document containing the design of Lansink's Ladder or equivalent.

If there is no waste to landfill should be removed, for example by the waste processor or demonstrated by a paragraph from the waste contract in which it is included. Explained this This may be through a general statement (section of an annual report) as the waste disposal no waste landfill, or specific to the organization / location.

## Explanation

Lansink's Ladder is a standard in the field of waste management. Waste policy aims to give the most environmentally friendly processing methods. Priority These are top of the 'ladder'. In practice this means that will always be looked at or can be. Achieved a certain step. Only if this is not the case, a next lower step are eligible. According to the ladder is always started with the prevention of waste (step 1. Prevention).

Lansink's ladder in five steps:

### 1. prevention.

- Quantitative prevention: the generation of waste is prevented or restricted
- Qualitative prevention: in the manufacture of substances, preparations or other products, using substances and materials after use of the product no or minimal adverse impact on the environment cause

### 2. Reuse

- Recovery through reuse: substances, preparations or other products after use as such reused

### 3. Sorting and recycling

- Recovery by recycling: substances and materials from which a product is made after using the product reused

### 4. Incineration

- Recovery as fuel: waste is used principally as a fuel or other means to generate energy
- Incineration as a form of disposal: waste is disposed of by burning on land

### 5. Landfill;

- Waste landfill (applies to exceptions with a written statement)

## References

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# Landuse

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**LE007**

Part: Use

**Topic**

Sponsorship & active support

**Responsibility**

Owner  User

**Question**

Does the organization by sponsoring or active support to improve the ecology and / or biodiversity?

**Point**

Can be up to 4 points earned. For this question  
Please choose from one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- No active support or sponsorship in this area [0 points]
- Active support and / or sponsorship of local natural or environmental organizations [3 points]
- Active support and / or sponsorship of regional / rural nature or environmental organizations [2 points]
- Active support and / or sponsorship of international natural or environmental organizations [1 point]
- Active involvement and / or sponsorship of at least local organizations supplemented with at least one other support. [4 points]

**Criteria**

This is an active contribution to organizations specifically for ecology or biodiversity bets. Examples include environmental associations, bird clubs, beekeepers. Local example is seen as a metropolitan area or a specific nature.

Sponsorship can be a financial contribution or sponsorship in kind by structural provision of space or resources.

Active support includes participation in the organization by employees of the organization.

**Evidence**

Explanation of what the involvement content. Written statement of the organization supported, in which the involvement is confirmed. Or proof that an employee is a member of an organization.



**Explanation**

An employee who is actively working for a local environmental organization is making an active support.

**References**

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CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE

## Pollution

**CERTIFICATION BASED ON ENGLISH VERSION OF MANUAL NOT AVAILABLE**

**POL025**

Part: Use

**Topic**

Environmental use of the asset

**Responsibility**

Owner  User

**Question**

How is pollution and nuisances prevented and controlled?

**Point**

Up to 11 points can be earned. For this question  
Please select from the following options, several options are possible:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no measures [0 points]
- Use is made of non-polluting / non-toxic alternatives in any case, cleaning agents, refrigerants, lubricants, oils, hydraulic fluids, paint, glue and batteries [4 points]
- [It uses control systems for volatile organic compounds (VOCs), NOx and other emissions [3 points]
- The pollution of the environment and reduce effective for controlling at least, lighting, noise producing equipment, heavy traffic) [2 points]
- Information and procedures to respond to incidents in accordance with national or international guidelines effectively. [2 points]

**Criteria**

-

**Evidence**

Copy of the documented procedure and measures.

**References**

International guideline example PPG21:

<http://www.environment-agency.gov.uk/business/topics/pollution/39083.aspx>

**POL026**

Part: Use

**Topic**

Measures to reduce pollution and nuisances

**Responsibility**

Owner  User

**Question**

Which of the following initiatives to prevent pollution and nuisances have been taken?

**Point**

Up to 51 points can be earned. For this question  
Please select from the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no initiatives [0 points]
  
- Scope and objectives laid down [1 point]
- Concentrations and incidents of pollution and nuisances are recorded and monitored [1 point]
- Pollution Risks levels and incidents are recorded [1 point]
- Specific targets are set and controlled to ensure that they are implemented [1 point]
- Includes regular inspection and routine maintenance of plant / machinery / equipment with the aim of preventing pollution and nuisances [1 point]

There are initiatives to prevent pollution

- Regular monitoring that storage resources for oil and chemical requirements. [6 points]
- There is a procedure / guidelines for the handling of hazardous materials. [4 points]
- Securing water and detergent that is discharged into the dirt well (and not rainwater or surface water) [6 points]
- Securing that oil filters in place in front and maintained areas, parking, garage, kitchens and poss. tank sites. [6 points]

- It is checked that in the treatment of surface water is considered to pollution with salt, chemicals, oil, etc. [6 points]
- It is verified that water drainage systems are accessible to the user [6 points]
- There are adequate facilities for incidents such as leakage kits with absorbent material eg for fire fighting [6 points]
- There are seminars and courses to make the prevention and control of pollution and nuisances all employees aware [1 point]
- There are individual employees and / or designated leaders that are made for the implementation of the policy, objectives and targets with respect to waste management [1 point] responsible
- On staff with responsibility for the prevention and control of pollution are formal, regular courses offered [1 point]
- Includes mechanisms to participate in procedures or feedback strategy [1 point]
- There are targets for improvement determined according to the available information on best practices [1 point]
- EMS includes procedures to assess on the basis of undisclosed information, standards, etc. [1 point] the position relative to an appropriate peer group

**Criteria**

-

**Evidence**

Documents which the response options specified are shown. Partly this can be by visual inspection and photos.

**Explanation**

-

**References**

-

**POL027**

Part: Use

**Topic**

Pollution reduction: objectives

**Responsibility**

Owner  User

**Question**

Are the stated objectives, targets and improvements in pollution prevention achieved in the last calendar year?

**Point**

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no specific targets or reached [0 points]
- less than 25% of the objectives is achieved [0 points]
- 25% to 50% of the objectives is achieved [1 point]
- 50% to 75% of the objectives is achieved [2 points]
- 75% to 100% of the objectives is achieved [3 points]
- All goals (100%) were achieved [4 points]

**Criteria**

This question relates to the question and answer options POL026

**Evidence**

Reporting or document showing which goals are achieved.

**Explanation**

-

**References**

-

## POL028

Part: Use

### Topic

Pollution reduction: measures

### Responsibility

Owner  User

### Question

What percentage of the targeted measures against pollution prevention are carried out in the last calendar year?

### Point

Can be up to 4 points earned. For this question  
Please select one of the following options:

- Question not answered [0 points]
- Do not know or else [0 points]
- There are no measures implemented [0 points]
- less than 25% of the measures carried out [0 points]
- 25% to 50% of the measures carried out [1 point]
- 50% to 75% of the measures carried out [2 points]
- 75% to 100% of the measures carried out [3 points]
- All measures (100%) are performed [4 points]

### Criteria

This question relates to the question and answer options POL026.

### Evidence

Reporting or document showing what measures have been implemented.

### Explanation

### References

-