

Technical Clarifications

Green Star Performance NZ



Released August 2021

Technical Clarifications for Green Star Performance, which represent NZGBC's answers to submitted Technical Questions, are published in this document to provide further guidance and reference to other projects. This list will be updated quarterly on the NZGBC Green Star Resources webpage.

There are two types of Technical Clarifications listed in this document. Please make sure you fully understand the difference between **General Clarifications** and **Project Specific Clarifications** before applying any clarification to your project.

General Clarifications are extensions to the guidance provided in the Submission Guidelines. They clarify and sometimes supersede the original Credit Criteria or Compliance Requirements. They set precedent for future project teams to follow. Should a project team wish to apply a general clarification to its project, there is no requirement for further Technical Questions to be submitted to NZGBC. NZGBC Assessors will also use them as precedents to assess submissions.

Project Specific Clarifications are published as references for other projects but, not like General Clarifications, they do not set precedent. They often relate to special situations where multiple prerequisites exist for a particular project and less likely to reoccur to another project. Therefore, rulings set for Project Specific Clarifications are often conditional and will likely vary for other projects. Each project still needs to submit its own Technical Questions and provides evidence relating to its own building in order to have a similar ruling approved for this specific building.

Please ensure you have downloaded the latest version of Technical Clarification list from the website at www.nzgbc.org.nz

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Clarification Type	Month Released	Sub-Credit	Sub-Credit Name.	Amendment/Approved Ruling
General				
General	Aug-21	n/a	n/a	<p>Site Boundaries which include broader site definitions may be used for submission. This is on the basis that for each project:</p> <ul style="list-style-type: none"> - The added site supports the associated building's typical operations. - The site boundary is contiguous. - The entire site is within one council's remit. - There are no other significant buildings located within the site boundary. <p>Please note that the site boundary must be used consistently across all relevant credits within the Green Star - Performance submission. This includes (but may not be limited to): 5. Environmental Management, 24. Ecological Value, 25. Groundskeeping, 26. Stormwater, 27. Light Pollution.</p>
General	Aug-21	n/a	n/a	<p>Can a performance period end after the date of submission?</p> <p>No. A performance period may not end in the future, relative to the project submission date for assessment. A performance period is 12 consecutive months from which data will be drawn for the purposes of the project's <i>Green Star - Performance</i> rating tool assessment.</p>
General	Aug-21	n/a	n/a	<p>Is the supporting documentation listed in each credit required for submission?</p> <p>No. All supported documentation listed for each credit in the Submission Guidelines are suggestions only, unless specified otherwise. Alternate documentation to those listed can be used by project teams to demonstrate credit compliance if it adequately supports the claims made within the Submission Templates.</p>
General	Aug-21	n/a	n/a	<p>Submission formatting: referencing files in multiple credits. Documents can be referenced, rather than duplicated in credits, if the Submission Templates include both:</p> <ul style="list-style-type: none"> - hyperlinks to the relevant document(s); and - references to specific page numbers within the document(s) which demonstrate compliance with the specific credit. Page numbers are likely to change for each credit submission, as appropriate to the credit compliance being demonstrated. <p>Please note that it is important that both conditions above are met within the Submission Templates. Failure to do this may result in the Assessor(s) being unable to assess the submission, as they will be unable to find the documents demonstrating compliance.</p>

Clarification Type	Month Released	Sub-Credit	Sub-Credit Name.	Amendment/Approved Ruling
General	Aug-21	n/a	n/a	<p>Can I promote my project if it is registered for Green Star, but not yet certified?</p> <p>Before achieving certification, you can promote your Green Star registered project in writing but cannot use the Green Star logo or Green Star certification trademark.</p> <p>The Green Star certification trademark can only be used once the project is certified. The <u>Marketing and Style Guide</u> explains how Green Star certified projects can be promoted.</p> <p>If your project changes its targeted Green Star rating, you must immediately notify the NZGBC of such a change and take immediate steps to amend any relevant marketing material. If a project is not registered with NZGBC for a Green Star rating it cannot make any statements referring to Green Star. Any unauthorized use of NZGBC's trademarks may result in legal action.</p>
General	Aug-21	n/a	n/a	<p>How can I demonstrate that an 'organisation-wide' policy has been developed/ delivered at a building level?</p> <p>The NZGBC clarifies that 'organisation-wide' policies and plans may be used on the condition that implementation can be demonstrated at an individual building level by a documentation transmittal process. The definition of 'implemented' in this context does not refer to the 'Action' or 'Data' elements of the credit criterion but rather evidence that the policy or plan has been adopted on-site or is in the hands of the relevant person onsite to ensure that the Compliance Requirements have been implemented during the performance period. Further, evidence that a process is in place that demonstrates that outcomes, non-conformances and specific site requirements are provided back to the building owner, or their representative.</p> <p>Alongside the Green Star compliant organisation-wide policy/plan, the project team should provide evidence of how the document is transmitted from the building owner to the individual asset manager/ facilities manager and how any reporting on the contents of those policies/ documents is fed back from the facilities manager to the building manager.</p>
1.0 Green Star Accredited Professional				
2.0 Building Information				
3.0 Metering and Monitoring				
General	Aug-21	3	Metering and	When a site has only one meter for multiple buildings, it is acceptable for project teams to

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			Monitoring	proportion the energy consumption from the single meter for various buildings based on regular occupancy or areas. Note that this only applies to the first certification. If the same project would like to target a re-certification three years later, an appropriate sub-metering system will need to be installed per the Performance requirements by then.
4.0 Tuning and Commissioning				
5.0 Environmental Management				
General	Aug-21	5.3	Third-party Certification of Management System	Award 0.5 points to organisations who have achieved Enviro-Mark Gold/Platinum certification, to recognise the work and effort organisations have put in to achieve the certification.
6.0 Green Cleaning				
7.0 Commitment to Performance				
General	Aug-21	7.2	End of Life Waste Performance	What can I provide instead of a best practice 'make good' clause? In lieu of a 'make good' lease clause between the building owner and the tenant(s), the project team may provide another suitable formal commitment that indicates the building owner will undertake those commitments and responsibilities. The formal commitment must be a separate legal agreement and/or a memorandum of understanding (MoU) and address all the credit compliance requirements.
8.0 Indoor Air Quality				
Specific Project	Aug-21	8.1	HVAC Maintenance, Cleaning and Hygiene	The request to maintain HVAC systems to AS NZS 3666.2 2011 instead of AIRAH HVAC hygiene best practise guidelines (2010) or AIRAH DA 19 HVAC&R Maintenance Guidelines (2009) is denied. The aim of the Indoor Air Quality credit is to recognise operational practices that provide high indoor air quality to occupants. Whilst the maintenance under AS/NZS3666 is expected to improve air quality it is intended as a minimum compliance approach rather than best practice approach. In this respect maintenance to AS/NZS3666 alone is not considered an appropriate

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				<p>alternative compliance approach. Please refer to page 138 of the submission guidelines which outline the requirements for an alternative standard or framework.</p> <p>We understand that existing maintenance contracts may not be in place which nominate the relevant best practice standards. In this respect we would be pleased to review an alternative Technical Question that may provide further evidence of a framework that has been put in place with the potential to provide the equivalent level of high indoor air quality to occupants. As an example, details of the HVAC hygiene framework could be provided along with a HVAC hygiene audit report, evidence of the regular maintenance as per AS/NZS3666 and any other requirements outlined in AIRAH DA19 or AIRAH HVAC Hygiene Best Practice Guideline.</p>
General	Aug-21	8.2B	Outdoor Pollutant Control	A sensor shall be installed in each enclosed space or at a minimum in an area no greater than 500m, same for handheld devices. See Green Star Design & As Built credit 09 - Indoor Air Quality, which identifies requirements for zoning the system.
General	Aug-21	8.3A	Indoor Pollutant Control	A sensor shall be installed in each enclosed space or at a minimum in an area no greater than 500m, same for handheld devices. See Green Star Design & As Built credit 09 - Indoor Air Quality, which identifies requirements for zoning the system.
9.0 Hazardous Materials				
10.0 Lighting Comfort				
General	Aug-21	10	Lighting Comfort	The guidance reference for 'Office Spaces' in the Lighting Comfort - General Illuminance and Glare Reduction credit criterion is updated to Table E1 of AS/NZS 1680.2.2:2008 'Interior and workplace lighting Part 2.2: Specific applications - Office and screen-based tasks'.
General	Aug-21	10.1	Lighting Fixture Performance	<p>Can project teams use alternative metrics to demonstrate compliance with flicker free LED lighting?</p> <p>Yes. Project teams may use the following metrics for both analogue and digital forms of dimmable and non-dimmable LED lighting to demonstrate that LED fittings within the project are flicker-free.</p> <p><u>Acceptable flicker metrics:</u></p> <p>Short Term Light Modulation (PstLM) <= 1.0 Stroboscopic Visibility Measure (SVM) <= 0.4</p>

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				<p>These metrics have been deemed appropriate at this time for residential and commercial office projects, with the understanding that ongoing research into acceptability levels may result in a more stringent limit being recommended in the future.</p> <p><u>Documentation Requirements:</u></p> <ul style="list-style-type: none"> - Evidence demonstrating the above metrics have been achieved. - In speculative or cold shell projects: A Tenancy Fitout Guide outlining all procured LED lights need to meet the above flicker metrics. - In speculative or cold shell projects: Co-signed agreement between the building owner and tenant committing to the conditions of the Tenant Fitout Guide. - All other documentation requirements as per the submission guidelines. - A copy of this response. <p>For all other project types, a Technical Question must be submitted to justify any proposed limits for both SVM and PStLM criteria. In speculative or cold shell projects, a formal commitment should be provided from the tenants that LED lighting will be procured to meet the below metrics. Refer to the Fitout Scope Guidance Document for more information.</p>
11.0 Daylight and Views				
General	Aug-21	11.2	Views and Lines of Sight	<p>Is there another compliance pathway for 11.2 Visual Comfort - Views not involving hand calculations?</p> <p>Yes, projects may target one (1) point for Visual Comfort - Views from relevant <i>Green Star</i> rating tools by using the following alternate compliance criteria:</p> <ul style="list-style-type: none"> - 60% of the nominated area must demonstrate that a View Rating of 3 or greater is achieved. The View Rating may be found using the below methodology summarised from <i>Windows and Offices: A Study of Office Worker Performance and the Indoor Environment</i>: <p>Sitting in a chair in each cubicle or space facing the computer monitor, the amount and quality of view visible within a 90-degree cone of the monitor is rated from 0=none to 5=largest, based on the below:</p> <ul style="list-style-type: none"> - A view rating of 5 almost completely fills the visual field of the observer seated at the cubicle.

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				<ul style="list-style-type: none"> - A view rating of 4 fills about one-half of the visual field. - A view rating of 3 represents about one-half the size of a view 4, but still with a coherent view. - A view rating of 2 represents a narrow and typically fractured view. - A view rating of 1 represents a glimpse of sky or sliver of the outside environment. - Additionally, the following guidance will apply: <ul style="list-style-type: none"> - View glazing in the contributing area must provide a clear image of the exterior, not obstructed by frits, fibres, patterned glazing, or added tints that distort colour balance. - Include in the calculations any permanent interior obstructions. Movable furniture and partitions may be excluded. - Views into interior atria or similar Internal View (as defined in the Guidance section of 12.2 Visual Comfort - Views from <i>Green Star - Design & As Built v1.2</i>) may also be considered. <p><u>Documentation Requirements:</u></p> <ul style="list-style-type: none"> - Technical Report - 'Windows and Offices: A Study of Office Worker Performance and the Indoor Environment' published by the California Energy Commission - Clear outline of what the View Rating is and the methodology used to calculate it. - Simulation report demonstrating View Rating achieved for nominated area. - A copy of this response.
12.0 Thermal Comfort				
General	Aug-21	12	Thermal Comfort	A sensor shall be installed in each enclosed space or at a minimum in an area no greater than 500m, same for handheld devices. See Green Star Design & As Built credit 09 - Indoor Air Quality, which identifies requirements for zoning the system.
13.0 Acoustic Comfort				
Specific Project	Aug-21	13.1	Internal Noise Levels	<p>Does meeting DAB credit 10 Acoustic comfort mean this credit also complies. Does only 10% need to be measured?</p> <p>A ground floor and first floor space, and spaces exposed to road traffic or near plant rooms for</p>

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				sound level measurements have been approved and the proposed exclusion is reasonable.
Specific Project	Aug-21	13.1	Internal Noise Levels	Warehouse ROPS areas can be excluded from acoustic testing based on the following facts: <ol style="list-style-type: none"> 1. The building owner does not have the ability to control or manage operational noise flowing from typical warehouse operations. 2. The noise produced by the building services HVAC systems is significantly outweighed by the overall operational noise produced by the tenant's operations in these areas.
14.0 Occupant Satisfaction				
Specific Project	Aug-21	14.1	Occupant Satisfaction Survey	Can a custom survey that covers the same/ more content be used instead of the standardised one? The request to use a custom survey to cover criteria 14.1 Occupant Satisfaction Survey as alternative compliance approaches has been granted.
General	Aug-21	14	Occupant Satisfaction	Can I use a Leesman survey to measure occupant satisfaction? Yes, however a technical question to demonstrate your approach must be submitted to the NZGBC for review and approval. The NZGBC approves in principle the use of a Leesman survey as an alternative method of compliance, on the basis that the survey core question set is expanded to address in detail occupant satisfaction, including the assessment of occupant well-being and interaction with their indoor environment.
General	Aug-21	14.2	Occupant Satisfaction Levels	The NZGBC confirms that the following five BOSSA percentile scores from the list of ten IEQ Dimensions (as seen in the results section of your BOSSA survey report) are to be entered into the Occupant Satisfaction Calculator: <ul style="list-style-type: none"> - Indoor Air Quality - Thermal Comfort - Noise Distraction & Privacy - Visual Comfort - Building Image & Maintenance These IEQ dimensions are representative of the five occupant survey areas listed in Credit 14.2A of the <i>Green Star - Performance</i> Submission Guidelines.
15.0 Greenhouse Gas Emissions				
General	Aug-21	15	Greenhouse	Are carbon offsets recognised in Green Star?

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			Gas Emissions	Information about how renewable energy and carbon offsets are considered in Green Star is outlined in the Renewables and Offsets in Green Star Guide .
General	Aug-21	15	Greenhouse Gas Emissions	<p>Does the NABERSNZ rated period need to align with the performance period in Green Star - Performance?</p> <p>Yes, as closely as possible. Project that are pursuing any NABERSNZ pathway in Green Star - Performance must align the rated period of the NABERSNZ rating with the performance period of the Green Star - Performance rating as closely as possible, within three months either side of the performance period. For example, if the performance period is 01/01/2018 - 31/12/2018 for Green Star - Performance, the 12-month NABERSNZ rated period must fall within 01/10/17 to 31/03/19. The NABERSNZ Certificate and report must be provided as part of the submission.</p>
16.0 Peak Electricity Demand				
17.0 Sustainable Transport Program				
18.0 Transport Modes				
Specific Project	Aug-21	18.1	Transport Modes Survey	<p>Can a custom survey that covers the same/ more content be used instead of the standardised one?</p> <p>The request to use customised survey to cover criteria 18.1 Transport Modes Survey as alternative compliance approaches has been granted.</p>
19.0 Potable Water				
20.0 Fire Protection Testing Water				
21.0 Procurement and Purchasing				
General	Aug-21	21	Materials	<p>Can my product be Green Star certified?</p> <p>No. The NZGBC is the nation's authority on sustainable buildings, communities and cities. We rate the sustainability of buildings and communities through <i>Green Star</i>. The NZGBC does not rate products.</p> <p>However, for the purpose of targeting certain credits, we recognise products that are certified</p>

Clarification Type	Month Released	Sub-Credit	Sub-Credit Name.	Amendment/Approved Ruling																					
				under the NZGBC's Recognised Product Certification Scheme . The products certified by the organisations recognised in this list may help projects achieve <i>Green Star</i> credits. For details on how the products contribute to <i>Green Star</i> , refer to the link above. For information on how to get your product certified under one of these schemes we encourage you to contact the providers directly.																					
22.0 Waste from Operations																									
23.0 Waste from Refurbishments																									
24.0 Ecological Value																									
General	Aug-21	24.2	Natural Diversity	<p>What is minimum practice for projects that have a physical habitat for Fauna?</p> <p>For credit criteria 24.2 Natural Diversity, where there is Physical habitat for Fauna is a Landscaping feature and there are no habitat provisions, this practice must be classified as 'Minimum practice'. Please refer to the table below for further guidance.</p> <p>Table 24.1 Ecological Values of landscapes features (addendum)</p> <table border="1"> <thead> <tr> <th>Industry Practice</th> <th>Leading Practice</th> <th>Best Practice</th> <th>Good Practice</th> <th>Average Practice</th> <th>Minimum Practice</th> <th>None</th> </tr> </thead> <tbody> <tr> <td></td> <td>Ideal diversity– high value</td> <td>Good diversity – reasonable maturity</td> <td>Good diversity – immature growth</td> <td>Low diversity – simple structural elements</td> <td>No diversity – low structural value</td> <td>No value – lowest value</td> </tr> <tr> <td>Ecological Value</td> <td>25</td> <td>20</td> <td>10</td> <td>10</td> <td>5</td> <td>0</td> </tr> </tbody> </table>	Industry Practice	Leading Practice	Best Practice	Good Practice	Average Practice	Minimum Practice	None		Ideal diversity– high value	Good diversity – reasonable maturity	Good diversity – immature growth	Low diversity – simple structural elements	No diversity – low structural value	No value – lowest value	Ecological Value	25	20	10	10	5	0
				Industry Practice	Leading Practice	Best Practice	Good Practice	Average Practice	Minimum Practice	None															
					Ideal diversity– high value	Good diversity – reasonable maturity	Good diversity – immature growth	Low diversity – simple structural elements	No diversity – low structural value	No value – lowest value															
Ecological Value	25	20	10	10	5	0																			

Clarification Type	Month Released	Sub-Credit	Sub-Credit Name.	Amendment/Approved Ruling						
				Physical habitat for fauna	Physical and plant habitat are indistinguishable from natural environment.	Physical habitat has been provided at multiple storey's.	Physical ground or upper storey habitat has been provided	Physical ground or upper storey habitat has been provided	There are no habitat provisions	There are no vegetated areas and habitat provisions.
25.0 Groundskeeping										
26.0 Stormwater										
27.0 Light Pollution										
General	Aug-21	27.1	External Lighting	<p>What values of light should be used in the Light Pollution to Neighbouring Bodies credit?</p> <p>In the Light Pollution to Neighbouring Bodies criterion, Table 2.1 of AS 4282:1997 (<i>Recommended maximum values of light technical parameters for the control of obtrusive light</i>) the NZGBC clarifies the following:</p> <ol style="list-style-type: none"> 1. There is no Column 3C, 5A and 5B; 2. For Class 2 buildings (residential), the compliance is for columns 4 and 5 as per Table 2.1 of AS 4282:1997; 3. For Class 3 to 9 buildings (non-residential), the compliance is as per column 3 as per Table 2.1 of AS 4282:1997 						
General	Aug-21	27.1	External Lighting	<p>Can Upward Waste Light Ratio be used instead of Upward Light Output Ratio?</p> <p>Yes. Projects may use UWLR (Upward Waste Light Ratio) instead of (ULOR) Upward Light Output Ratio when targeting Light Pollution. An external luminaire with a UWLR not exceeding 5% may be used to demonstrate evidence as required by the requirements in Light Pollution - Light Pollution to Night Sky.</p>						
28.0 Refrigerant Impacts										

Clarification Type	Month Released	Sub-Credit	Sub-Credit Name.	Amendment/Approved Ruling
29.0 Microbial Control				
Innovation				
General	Aug-21	n/a	Contractor Education	<p>Who can be considered 'head personnel' for the 'Contractor Education' Innovation Challenge?</p> <p>'Head Personnel' refers to people employed by the contractor or subcontractor, who are involved in decision making and will be key to the delivery of the Green Star certification in their relevant trades.</p> <p>There is no requirement for Head Personnel to be office based, site based or a combination, if they have relevant participation in the project. There are no specific roles defined or excluded from this definition. A contractor's Sustainability Consultant may be considered Head Personnel for the purposes of this Innovation Challenge.</p>
General	Aug-21	n/a	n/a	<p>Can I automatically claim previously awarded Innovation points at Recertification?</p> <p>No. Innovation points awarded at the Initial Certification period are not automatically awarded at the Recertification stage. Project teams are required to demonstrate that Innovation claims have been put in action and are still considered to be innovative at the time of Recertification.</p>
General	Aug-21	n/a	Global Sustainability	<p>Are credits from other rating tools required to be awarded in order to make a Global Sustainability innovation claim?</p> <p>No. Project teams are not required to have been awarded the pre-approved credits from other rating tools listed under the Global Sustainability credits in Green Star - Design & As Built when making claims under the Global Sustainability credit. These pre-approved credits may also be applied to other versions of <i>Green Star - Design & As Built</i> and <i>Green Star - Interiors</i> where appropriate.</p> <p>The project team is required to outline and supply evidence to validate the claim in lieu of official WGBC member rating tool accreditation.</p> <p>Project teams using all Green Star tools may also target other items not listed as pre-approved, provided they are considered outside of the scope of the Green Star rating tools. In this case, a free-of-charge technical question should be submitted to the NZGBC for approval.</p> <p>For innovation claims within a Green Star crosswalk, the relevant attribute from the crosswalk</p>

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				does need to be achieved to target the point, as these topics have been deemed within the scope of Green Star.
General	Aug-21	n/a	Reconciliation Action Plan	<p>Can a project use an organisational RAP to demonstrate compliance with the Innovation Challenge - RAP?</p> <p>Yes, the Green Star project being rated can use an organisation Reconciliation Action Plan (RAP) to demonstrate compliance with the Innovation Challenge - Compliance requirements. The registered Green Star project must demonstrate a relationship to, and a role in delivering, the action items within the organisational RAP. This is on the basis that the intent of the compliance requirement was to have the project deliver on and incorporate RAP actions at any stage of the RAP development or implementation. Initially, in the early stages of the innovation challenge, projects were the central platform to create organisational RAPs but since this has become more commonplace, each project now must show how it is incorporating the RAP on the project to meet the intent of the credit which is "take formalized steps to provide opportunities for Aboriginal and Torres Strait Islander peoples."</p> <p>All documentation requirements as per the 'Reconciliation Action Plan' Innovation Challenge, however the project team should also demonstrate compliance with the noted comment in bold above.</p>
General	Aug-21	n/a	Contractor Education	<p>Do 80% of the individuals working for contractors and subcontractors need to receive training for Contractor Education?</p> <p>Yes. 80% of all individuals that work on site for at least 3 days, representing a contractor or subcontractor, must receive training to comply with the requirements of the Contractor Education Innovation Challenge.</p>
General	Aug-21	n/a	Global Sustainability	<p>Can credit 22. Digital Infrastructure be claimed as Innovation under Global Sustainability?</p> <p>Yes, conditionally. The <i>Green Star - Communities</i> credit 22 Digital Infrastructure may be claimed as Innovation under Global Sustainability on the condition that the digital infrastructure initiative demonstrates a significant community impact. This significant community impact is to be in line with the aim of the credit in <i>Green Star - Communities</i>, which is to better enable the connection of individuals with other people, goods, services, and information.</p>

Clarification Type	Month Released	Sub-Credit	Sub-Credit Name.	Amendment/Approved Ruling
				<p>Digital infrastructure initiatives that are limited to the boundary and immediate area outside of commercial and residential buildings are deemed standard industry practice and are not accepted as part of the innovation claim.</p> <p>If the project team would like to confirm their approach, a free-of-charge technical question may be submitted to the NZGBC for review.</p>
General	Aug-21	n/a	Global Sustainability	<p>Are Science Based Targets considered innovative for initial certification in Green Star - Performance?</p> <p>No, Science based targets are not considered innovative for validating an asset or an organisation greenhouse gas targets for the initial certification In <i>Green Star - Performance</i>. The NZGBC does not recognize this initiative of validating target emissions as a method to reduce the emissions of the assets itself.</p> <p>Should the project team wish to target this initiative for recertification, demonstrating that the assets or the organisation's GHG emissions are in line with the science-based targets established since the initial certification, or where SBT are part of a larger initiative such as a Transition Plan, project teams are encouraged to contact the NZGBC to further discuss.</p>