Q  What is BREEAM In-Use?

A  BREEAM In-Use is a scheme based on existing non-domestic buildings. It is designed to help building managers reduce running costs and improve environmental performance by design and through building management. It consists of a standard, an easy-to-use self assessment methodology and a third party certification process that provides a clear and credible route map to improving sustainability.

Q  What are the benefits of using BREEAM In-Use?

A  BREEAM In-Use is designed to:

- Reduce operational costs
- Enhance the value and marketability of property assets
- Use real-life data in management assumptions and is therefore more realistic compared to theoretical data
- Give a transparent platform for negotiating building improvements with landlords and owners
- Provide a route to compliance with environmental legislation and standards, such as energy labelling and ISO 14001
- Give greater engagement with staff in implementing sustainable business practices
- Provide opportunities to improve staff satisfaction with the working environment with the potential for significant improvements in productivity
- Demonstrate your commitment to Corporate Social Responsibility (CSR)
- Improve organisational effectiveness
- Give added value to existing energy certification schemes such as those based on issuing non-domestic energy performance certificates (EPCs) and Display Energy Certificates (DECs).
- Assist in data collection for the Carbon Reduction Commitment (CRC)
- Provide a genuine badge of proven sustainability

The environmental performance of an organisation’s built assets is a key factor in its sustainability credentials and carbon footprint. Operating a building also represents a major cost – with soaring energy prices and the current gloomy economic outlook, cutting energy, water, waste and other such costs can be a relatively easy way of improving profitability.

Q What does the BREEAM In-Use Standard (BES 5058) comprises of?

A The BREEAM In-Use standard (BES 5058) has three parts covering:

**Asset performance** – the inherent performance characteristics of the building based on its built form, construction and services

**Building management performance** – the management policies, procedures and practices related to the operation of the building; the consumption of key resources such as energy, water and other consumables; and environmental impacts such as carbon and waste generation

**Organisational effectiveness** – the understanding and implementation of management policies, procedures and practices; staff engagement; and delivery of key outputs.

Note: The organisational effectiveness section of the standard is currently only based on office environments.

Q Is there a self-assessment option and how will data be collected?

A One important feature of BREEAM In-Use is the easy-to-use online system to enable users to pre-assess their assets or portfolio of assets, and the operations within them. Within a very short time you will be able to compare and benchmark against others in the databank.
Q: What features does the BREEAM In-Use automated system have?

A: Features include:

- Online training for Clients
- Online registration and payment
- Automated scoring
- Automated certificates
- BREEAM In-Use licensed Auditors can view detailed assessments before the site audit.
- Collection of some of the data for audit can be conducted remotely
- Communication record between Client and Auditor
- Key Performance data can be uploaded and calculates performance against core key performance indicators

Q: How will the use of BREEAM In-Use be recognised?

A: To formalise an assessment, BRE Global is offering two different means of recognising the embodiment of the BREEAM In-Use methodology. These are:

1. Full 3rd party certification and BREEAM In-Use rating for a building
2. Key Performance Indicators (KPI) data can be uploaded and calculates performance against core KPIs related to energy, water and waste

Q: Who will carry out BREEAM In-Use Audits?

A: Following pre-assessment of a building using the online system, the Portfolio Owner, Portfolio Manager or Asset Manager contracts a licensed BREEAM In-Use Auditor to carry out verification of the online assessment and undertakes on-site audit to verify the data. Alternatively the Auditor can complete the process of pre-assessment on behalf of the asset owner and then carry out verification of the online assessment, assuming there is no conflict of interest in doing both activities.
Q What are the potential causes of conflict with the auditor’s role?

A BREEAM In-Use is a 3rd party independent certification scheme, auditors are therefore not permitted to audit their own companies or companies who employ them. This would be a clear conflict of interest. If an auditor works for a subsidiary of the company they are auditing, they need to be sure that there is no conflict of interest and they must inform BRE Global of the relationship between the companies including the roles of any common management structure.

Auditors can give advice during and after a BREEAM In-Use Audit providing that it is generic advice on the requirements of the scheme or clarifying the meaning of the answer options in the BREEAM In-Use questionnaire. They may also advise and indeed encouraged to advise their Clients in their assessment report on measures how they can improve their performance. Auditors may not offer direct consultancy during the certification process such as; writing procedures or quality plans for the Client; or advising on specific product recommendations. If an auditor has been employed to provide consultancy then the audit of those aspects must be audited by another licensed auditor.

Q How can I become a licensed BREEAM In-Use auditor?

A To become a licensed BREEAM In-Use Auditor you must:

Be a current qualified assessor for:

- BREEAM
- BRE Global Fire Risk Scheme
- One of the BRE Global Energy schemes.

To remain a member of the BREEAM In-Use scheme auditors will also have to retain their membership with one of the above schemes. Energy assessors must be exclusively members of the BRE Global scheme.
Auditors must also satisfactorily complete BREEAM In-Use auditor training provided by BRE Global.

Q  When is training for Auditors available and what form does it take?

A  Training will be available on the dates indicated on our website http://www.breeam.org/events.jsp

BREEAM In-Use Auditor training will provide an overview of BREEAM In-Use requirements as well as the expected level of checking and verification that the auditor undertakes. The training will consist of an interactive training session followed by an examination.

Q  How do I apply for a BREEAM In-Use Training course?

A  Training courses can be applied for via our website http://www.breeam.org/events.jsp

Q  What are the opportunities for BREEAM In-Use Auditors?

A  Licensed Auditors can provide BREEAM-In Use audits alongside their existing work related assessment activities and provide a more comprehensive and holistic approach to improving the bottom line and sustainability.

Q  Who needs to complete the Client training and examination?

A  The Client training and examination is designed to ensure that clients using the BREEAM In-Use online system have a good understand of the schemes process.
The Client training does not have to be completed by every member of the Client Organisation that will be using the BREEAM In-Use online system to complete measurement registrations. However the Client training and examination will be required to be undertaken by each individual that will need to view the BREEAM In-Use and KPI score tab. The score tab allows the Client to be able to view unverified BREEAM In-Use scores and KPIs before the BREEAM In-Use questionnaire is submitted to a BREEAM In-Use licensed Auditor. Client training is also required if Clients require BREEAM In-Use certificates for part 1, part 2 and part 3.

BREEAM In-Use licensed Auditors do not need to undertake the Client training and examination as they are already qualified to use the BREEAM In-Use online system. If Clients use a BREEAM In-Use licensed Auditor to undertake the Client role then they will not need to undertake the Client Auditor Training.

Q  Where can I locate the Client Training?

A  The Client Training can be located via the BREEAM In-Use scope and training page http://www.breeam.org/page.jsp?id=284. Training is presented both in a PowerPoint and PDF version on the right hand side of the page under the PDF download section.

Q  Do I have to pay to view the Client Training?

A  Client training is free to view. We recommend that Clients taking a interest in the scheme view the Client training before they register to get a better understanding of the scheme. We also encourage licensed BREEAM In-Use Auditors to view the Client training as a refresher to the scheme process.

Q  Where can I locate the BREEAM In-Use Client Examination?

A  The Client Examination can be located via the BREEAM In-Use scope and training page http://www.breeam.org/page.jsp?id=284. The BREEAM In-Use
Client Examination can be located via the link under the related links section on the right hand side of the page.

Q  What is an EPID?

A  An EPID is a Exam pass ID. EPIDs are issued to Auditors once they become licensed. EPIDs are issued to Clients once they pass the BREEAM In-Use Client examination. EPIDs are used to unlock the BREEAM In-Use and KPI score tab.

Q  Can I register, pre-assess and gain certification for assets outside of England, Wales and Northern Ireland?

A  The scheme is currently based on the English Welsh and Northern Irish Building Regulations, codes of practice, climatic conditions and energy methodology. Assets outside of England, Wales and Northern Ireland can be registered and pre-assessed to obtain a baseline score. Certificates that are raised outside of England, Wales and Northern Ireland will contain a caveat to state that they are based on English Welsh and Northern Irish Building Regulation criteria. Certain questions should not be answered within the question set for example question number EN08001 as this question is based on the English Welsh and Northern Irish EPC system and question number ENE08028 as this question is based on the English Welsh and Northern Irish DEC system. There will be other questions within the question set that may not be applicable; these questions should be obvious by the nature of the question.

Q  What will it cost?

A  Fees are established for individual elements

- **Asset measurement registration fee:**
  Registration of individual asset measurements

- **Certificate fees:**
  The Auditor will issue a certificate upon confirmation of the audit. A separate certificate will be issued for each separate Part of BES 5058, i.e. BES 5058-1,
BES 5058-2 and BES 5058-3. There is an individual certificate fee which is charged to the Auditor. Certificate fees are charged to the Auditor as they are our direct customer at the certification stage of the process.

- **Auditor fees:**
  
  To provide certification of the pre-assessed rating the Portfolio Managers must contract a licensed BREEAM In-Use auditor to verify the pre-assessment. The Training fee for auditors is included in the Auditor’s initial licence fee.
  
  Note: Auditor licensing is subject to completing relevant associated documentation.

- **Client examination fee:**
  
  Required to view the score tab within the BREEAM In-Use questionnaire.
  
  The fees are listed on Fee Sheet FS 021, a copy of which is located on [www.breeam.org/inuse](http://www.breeam.org/inuse)

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**Q** What happens to existing Management & Operation assessments under BREEAM? Will these exist in future?

**A** Registration to BREEAM M&O is now closed. Clients already registered under this scheme have one year to complete their assessment. BREEAM In-Use and BREEAM M&O are not comparable.

**Q** What is BREEAM Healthcare XB?

**A** BREEAM Healthcare XB is a separate scheme to BREEAM In-Use. It is a scheme that is used for new and major refurbishment projects for healthcare buildings. Healthcare XB is specific to the healthcare industry in the UK. BREEAM In-Use can be used for healthcare buildings within the UK but is not specific to the healthcare industry.

**Q** When do BREEAM Outstanding and BREEAM Excellent 2011 buildings require BREEAM In-Use certification and to which part of BREEAM In-Use?
A BREEAM In-Use Certification is required within the first three years of the building's operation and use. Certification is required for both parts 1 and 2 of the BREEAM In-Use BES 5201. There is no set rating level required.

Q What is an Institutional Building?

A An institutional building is a particular building that houses a group of people that have a specific and common cause.

Q What is an asset?

A An asset defines the boundaries of which an assessment can be carried out on a building which could include various scenarios for example:

- The whole building
- A floor of a building
- Room of a building
- Wing of a building

The boundaries are decided by the Client

Q How do I register an asset?

A To register an asset click on the New BREEAM In-Use Online System link is located at the right hand side of www.breeam.org/inuse under the related links section. You will then be asked to register your details and provide payment, to access the online questionnaire.

Q How do Auditors Register on behalf of Clients using the BREEAM In-Use online tool?
A Under the BREEAM In-Use scheme, auditors are permitted to complete measurement activity on behalf of a client. To enable this, the client should first setup a company account.

The company account set up process is accessed via the “Register” link on the front page of the system. It is a short process that requests details about the property owner / occupier, such as the name and address of the clients’ organisation. In addition, the system requests the details of the primary user for the company account. Within the BREEAM In-Use online system, this primary user is referred to as the “Portfolio Owner”. At the end of the company account set up process, payment will be requested for the number of registration credits that have been entered.

Once this process is completed, the Portfolio Owner will be able to log in and begin using the system. At this point, the Portfolio Owner can add additional users to their account, by entering the user details, and adding a username and password for the user. This process should be followed to provide the auditor with access to the clients account, so that the clients’ asset(s) can be registered and measurement activity can begin.

Please Note: As company account registration process is currently set up for the property owner/ occupier to complete, it is recommended that the client performs this task.

If the auditor has been asked specifically by the client to complete this as well, the clients details should be filled in by the auditor, including the first name, surname and email of the “Portfolio Owner” that should be an individual from the client organisation.

Q I registered my assets under the previous BREEAM In-Use system do I have to pay to register them again on the new BREEAM In-Use online system?

A No you do not need to pay to re-register your assets onto the new BREEAM In-Use online system. Please contact inuse@bre.co.uk to request that your account is credit.

Q I am only registering part of a building how do I complete the asset details upon registration.
A You must give a full description of the asset with in the asset details table for example 1st floor Building 16.

Q How do I register a large group of assets on one site?

A For a site like a school or hospital that has a large group of individual assets, you will need to register the assets individually.

Q What is a Portfolio Owner?

A A Portfolio Owner is a nominee whose responsibility is to control all of the activities that fall in the scope of the BREEAM In-Use scheme (this is the main point of contact for BRE Global Ltd who has initially registered the portfolio). The Portfolio Owner can assign Portfolio Managers to assist in the assessment activity.

Q What is the payment method to credit my user account?

A The accepted payment method is credit card only.

Q I am having problems registering an organisation on the BREEAM In-Use online system as the system is stating that the organisation name or email is already being used.

A The system will not allow the same organisation name to be registered more than once. This is so we can identify each unique user within the BREEAM In-Use online system. You may wish to add a new organisation registration with a different portfolio owner for example the organisation is global or as various branches. We suggest that you can name your organisation in the following ways:

- Bloggs Ltd UK
- Bloggs Ltd France
- Bloggs Ltd Finance
- Bloggs Ltd Insurance
The online system will not allow the same email address to be entered under two different organisations. If licensed BREEAM In-Use Auditors are registering on behalf of a Client then they will have to use a separate email address than the one used within their Auditor account.

Q  How do I determine the quantity of a utility reading in a shared occupancy building?

A  
1. Take the reading off the meter if the meter is subdivided between the various occupancies.
2. Make an estimate of the reading using a combined meter. Consumption data such as electricity if not sub metered can be divided by floor area. Please make a note that the reading has been determined in this way within the Client and Auditor notes

Q  How long a building should be occupied before getting a BREEAM In-Use rating?

A  A building should be occupied for at least 2 years before getting a BREEAM In-Use rating to ensure enough data is collected on utility bills etc.

Q  I have a multi tenanted shopping centre how do I deal with certificating the building to BREEAM In-Use?

A  There are two options for certificating a multi tenanted shopping centre:

1. Certificate the common areas of the shopping centre such as toilets, crèche, management offices and plant etc.
   
   Note: When inserting the asset name into the BREEAM In-Use questionnaire you must state the public areas of shopping centre ‘insert shopping centre name’.

2. Certificate the whole shopping centre. Each tenanted area would be divided up into a separate asset. The auditor would collate the BREEAM In-Use outputs from each asset and the final BREEAM In-Use score would be
determined by the lowest common denominator. Please contact us via
inuse@bre.co.uk for further information on how this process will work.

Note: The above sceneries are only applicable for parts 1 and 2 of the BREEAM In-
Use standard BES 5058.

Q I am a tenant in a multi tenanted shopping centre how do I deal with
certificating the building to BREEAM In-Use?

A You complete the question set specifically to your asset including plant and
shared facilities such as toilets. Consumption data such as electricity if not sub-
metered will be divided by floor area.

Q I have multiple functions within my asset how do I certificate my asset to
BREEAM In-Use?

A

1. If the same facilities management is in charge of the multiple function areas
   for example office, canteen, shop then the asset can be assessed under one
   BREEAM In-Use question set.

2. If the multiple function areas are managed by different organisations then
   they must be assessed under a separate BREEAM In-Use assessment under
   part 2 of the BREEAM In-Use standard BES 5058.

Q The asset I wish to certify has been extended which date do I insert into
the date constructed question within the BREEAM In-Use questionnaire?

A

1. You would have to insert the original date that the asset was constructed in
   order to certificate the building as one asset.

2. You could alternatively divide the asset up into two assets and certificate
   them individually.

Q As a BREEAM In-Use licensed Auditor can I sell or promise better
BREEAM In-Use ratings?
A As a BREEAM In-Use licensed Auditor you can not sell or promise better BREEAM In-Use ratings. Auditors may make recommendations which could lead to improve environmental performance and BREEAM In-Use ratings.

Q If I answer question ENE 08001 ‘What is the EPC rating (if less than three years old) for this building certificated by an accredited assessor?’ do I need to answer other EPC related questions within the BREEAM In-Use tool?

A You do not need to answer questions ENE 08002 – ENE 08026 if you have answered ENE 08001. These questions are used as part of a multiplier to determine basic energy performance of an asset if ENE 08001 is not answered and referred to as the checklist route. Within the checklist route there are three mandatory questions that must be answered in order to generate a score and they are:

- Building age (this is recorded on the asset details and building details tab during registration).
- ENE 08002 - Is the building heated or heated and cooled?
- ENE 08003 - What main type of cooling is used in the building?

Q How can low water use be defined within the following questions?

- WAT 05007 - What percentage of the wash hand basin taps are low water use?
- What percentage of the water consuming white goods are low water use (dishwashers, washing machines)?

A

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Low water use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wash hand basin taps</td>
<td>≤4.5 litres per minute</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>≤12 litres per standard cycle</td>
</tr>
<tr>
<td>Washing machines</td>
<td>≤40 litres per standard cycle</td>
</tr>
</tbody>
</table>
Q What is meant by environmental risks associated with fire incidents contained within question MAT 02012 - Does the fire emergency plan take account of the environmental risks associated with fire incidents?

A Environmental risks include those from waster fire water and ozone depleting substances contained within the fire fighting foam.

Q What is meant by the following categories within WAT 05002 - To what level is water use metered?

A

- Total – Where water is metered for all water use.
- Site – Where water is metered for the whole site.
- Building – Where water consumption is metered at the whole building level.
- Floor – Where water consumption is metered for each individual floor plate or for the floor plate being assessed.
- Unit – Where water consumption is metered for the unit being assessed or each individual unit e.g. for each unit within a shopping centre.
- Per occupant – Where total water consumption is metered for the building with consumption per occupant calculated per-rata.
- Appliance – Where the water meter is capable of providing a break down of water use for each individual appliance, fitting type or groups of appliances and fitting types.

Q If I were to extend my asset how will it impact question ENE089946 ‘What were your energy/CO2 savings for the previous 2 years? (provide either in energy or CO2 terms’)?

A Data can be normalised and results can be presented on a per meter squared basis. Your approach must be recorded within the Client and Auditor comments within the BREEAM In-Use questionnaire.
Q If I am conducting a BREEAM In-Use assessment in 2011 which years worth of data should I include for the following question ENE080046 ‘What were your energy/CO2 savings for the previous 2 years?’

A 2009 and 2010 data

Q Is there cross over between the questions within the three sections of BREEAM In-Use, Parts 1, 2 and 3?

A Yes some of the questions within Part 2 – Building Management are used to calculate Part 3 – Organisational effectiveness.

Q Are there any mandatory questions within the BREEAM In-Use question set?

A Yes there are mandatory questions within Part 3 – Organisational effectiveness. Guidance to these questions has not yet been published. If you have specific queries to questions within the BREEAM In-Use question set please email them to www.breeam.org/inuse.

Q Why is it that only offices can be assessed to BREEAM In-Use Part 3 – Organisational effectiveness?

A The waiting’s and initiatives within Part 3 – Organisational effectiveness are specific to offices. If we have enough demand we will further develop this section of the BREEAM In-Use standard to make it specific to other sectors.

Q How do I find more information?

A Go to www.breeam.org/inuse; please refer to

• Standard, BES 5058

• Scheme document, SD 096

• Fee sheet, FS 021
• Online System User Manual, PN506