
Procedure BRL-Feedback, Alternative evidence & Innovation Credits

As part of the BREEAM-NL Certification System

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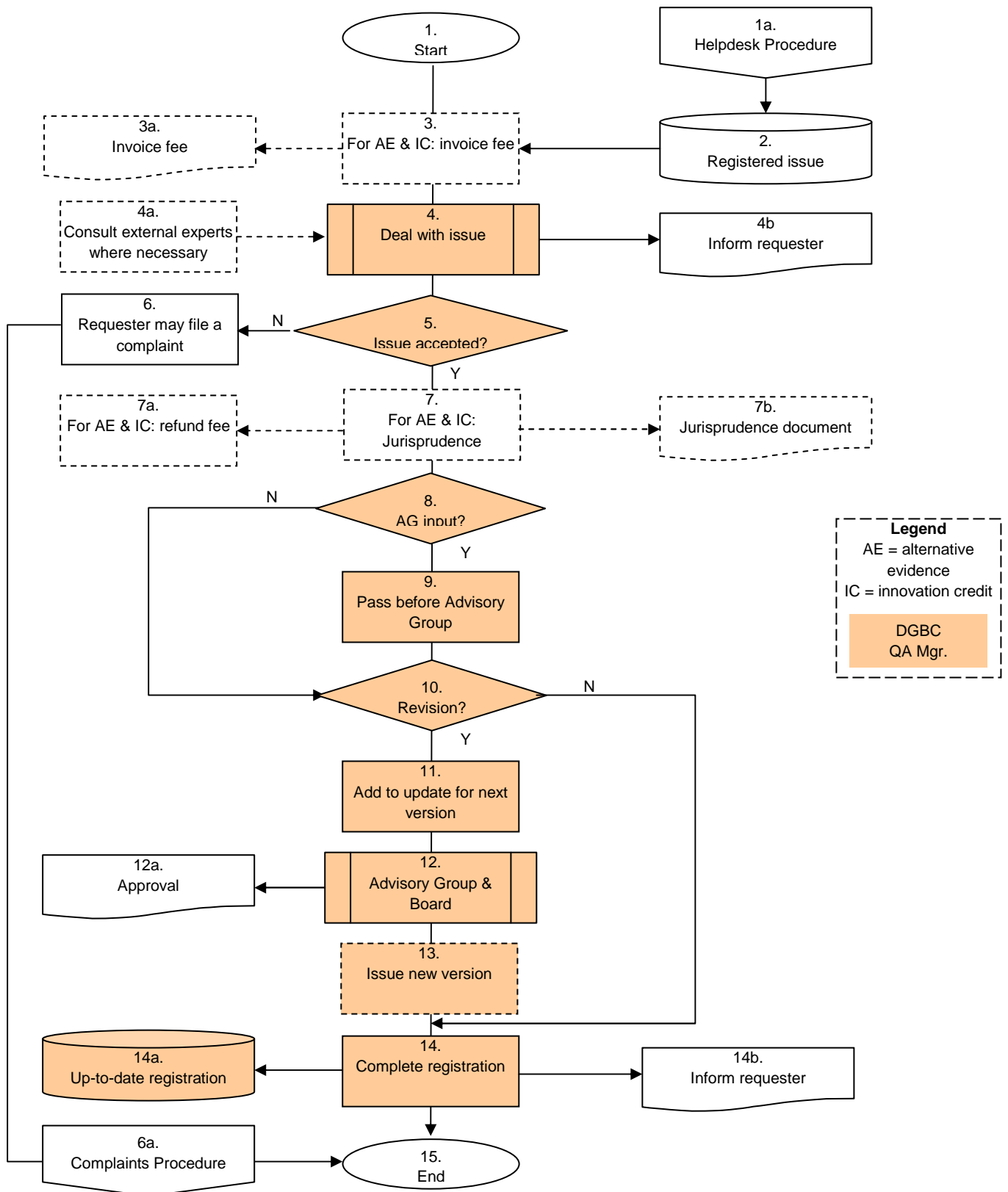
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Flow diagram



Notes and flow diagram explanation

Notes

- This procedure is intended for internal use by DGBC, but is publicly available for information purposes.
- This procedure covers a) all feedback related to the Beoordelingsrichtlijn or BRL (English: Assessment Manual), b) alternative evidence and c) innovation credits.
- Feedback may be received in many different ways and from different sources, such as by mail, by phone, from harmonisation meetings, from assessors and experts, input on the wiki, complaints, etc.
- Other documents, such as the Operations Manual and underlying procedures, are also subject to feedback, but fall under the version-regime of the DGBC QA-manager, following less rigorous change procedures. There is no separate procedure for feedback on other documents.
- Feedback on the BRL is treated differently from that on other documents, including the Operations Manual, since the BRL forms the heart of the scheme. Any changes to the BRL may affect many projects and many stakeholders and have significant impact on the outcome of the certification process.
- Assessors may file alternative evidence when they are of the opinion that, although the evidence requested cannot be supplied, the credit(s) should still be awarded based on the alternative evidence provided.
- In order not to be tempted to file alternative evidence too lightly, a lodging fee is charged which will be refunded when the alternative evidence was accepted by the DGBC QA staff.
- Alternative evidence accepted by DGBC staff will be registered by DGBC as jurisprudence. Once QA staff has accepted alternative evidence and before the alternative evidence has been admitted to an upgrade of the BRL, we speak of jurisprudence. Once accepted alternative evidence has found its way into a new version, then the exception has become the rule and we no longer speak of jurisprudence. But prior to the BRL-upgrade, comparable cases must be judged in a comparable manner, using the existing BRL plus the document in which all accepted alternative evidence has been collected. It is the QA manager's responsibility to make sure that a) accepted alternative evidence is registered correctly, and b) new cases are treated similarly.
- All accepted alternative evidence should –pending acceptance by the Advisory Group and DGBC board- eventually lead to a revised BRL. Consequently all accepted alternative evidence must pass before the Advisory Group.
- **A maximum of five cases of alternative evidence** per project may be filed.
- Innovation credits form a special category. Since innovations in the area of sustainable building come at a high rate, a current version of the BRL can never contain all innovations on the market at that moment. In order to recognise a builder's / designers' efforts in advancing sustainability, **a maximum of 10 innovation credits** per project may be submitted for approval by DGBC. For each accepted innovation credit 1% will be added to the total score. So if e.g. a project's score is 76% without innovation credits, the score could be maximised to 86% when 10 innovation credits were submitted and all were accepted by DGBC.
- In order not to be tempted to file innovation credits too lightly, a lodging fee is charged which will be refunded when the innovation credit was accepted.
- Innovation credits are not accepted lightly. It must solve an as yet unsolved problem, increase the buildings' sustainability, be replicable to other projects and must result in quantifiable benefits, to name the most important demands.
- BRE Global reserves the right to intervene in the innovation credit process in order to maintain a certain innovation standard within Europe. This may affect the approval time required.

- In order to submit an innovation credit the assessor must file one 'Innovation credit Form' per credit. This form can be downloaded from the website.

Flow diagram explanation

#	Explanation
1	Start
1a	This process is preceded by the Helpdesk procedure
2	The issue has been registered as described in the Helpdesk procedure, and has been issued a reference number.
3	For alternative evidence and innovation credits an invoice must be sent (per evidence / credit). The (refundable) fees are stated in the certification system manual.
3a	Invoice the proper amount
4	The DGBC project managers discuss the issue, overseen by the DGBC QA manager
4a	Consult external experts where necessary.
4b	The requestor (the person that submitted the feedback, the alternative evidence or the innovation credit) must be informed of the outcome
5	Was the issue accepted / acknowledged?
6	If the requestor does not agree AND the issue could not be solved amicably, the requestor may file a complaint
6a	Refer to the complaints procedure
7	Accepted alternative evidence and accepted innovation credits ALWAYS leads to jurisprudence and must therefore ALWAYS pass before the Advisory Group
7a	In case of accepted alternative evidence and innovation credit, the fee will be refunded
7b	All jurisprudence must be registered in a separate jurisprudence document. This is not a public document.
8	Decide: BRL feedback: only pass before Advisory Group when suggesting a more than minor adjustment Alternative evidence & innovation credit: always pass before Advisory Group
9	The Advisory Group considers whether the issue must lead to an upgrade of the Beoordelingsrichtlijn.
10	Does the issue lead to a revision? (refer to the corresponding procedure for guidelines on when and how to re-issue a new version)
11	A revision is not issued for each improvement, but improvements are stored to be cumulatively issued at the next release
12	The proposed update is presented to the Advisory Group for advice; the board decides
12a	Minutes of the meeting
13	Issue new version when appropriate (enough changes and / or time for a new version)
14	All discussions and related material to the issue needs to be registered in the database
14a	An up-to-date database
14b	Inform the requestor of the final outcome
15	End