

Bringing Sustainability to Businesses in Serviced Offices

The Problem in Serviced Offices

Many SMEs are tenants in serviced offices and do not have access to their building energy data required for Planet Positive certification, specifically heating (Scope 1) and electricity (Scope 2).

We recognise that this is a problem for many businesses, and our Technical Committee have discussed and approved the following solution. The Serviced Office Certification still follows the Planet Positive four-step process as described below.

The Solution: Serviced Office Certification



You are unable to gather accurate information about your business building emissions however these must be reported on wherever and however possible (see tables for more information).



Businesses must commit to a series of actions which will lead to building energy reductions, even though actual reductions will not be reported on. Normal reduction targets will be set and tracked for fleet emissions, and from appliance usage and Scope 3 emissions in year 2.



Sponsoring the Planet Positive Foundation charitable programmes is a valuable way to engage with your employees and your local community in support of a better way of living.



Communicate your success! The Planet Positive mark and certification shows the world that you are committed to environmental sustainability. Being a Planet Positive business demonstrates confirmed environmental credentials to your customers and prospects.

How can your business achieve this?

To qualify for Serviced Office Certification, businesses must show proof of significant effort to attempt to gain energy data from their Property Manager or Landlord and justify the reasons why meter readings are not available.

From the **compulsory actions** table, businesses certified under the Serviced Office Criteria must:

- Show proof of **energy reducing activities and behaviours** in the office
- Continue to attempt to gain actual data through **landlord engagement**
- Show proof of **sub meter or energy display monitor installation**
- **Monitor energy usage** from appliances to create a benchmark for Year 2 certification
- **Record and reduce** fleet travel (from Year 1) and business travel (Year 3)

From the **optional actions** table, businesses certified under the Serviced Office Criteria must:

- Commit to a minimum of 2 additional reduction behaviours in the office

Certification Criteria: **Compulsory** Actions Required

Businesses will be required to submit evidence of the following core actions. Planet Positive will also consider other actions in addition to these, subject to approval by the Planet Positive Technical Committee.

Compulsory Actions	Description and Evidence Required
GENERAL BUILDING INFORMATION	<p>Year 1: No of rooms rented; size of rooms; age of building; brick/cavity wall; type of windows and size; type of lighting and quantity; age of building and date of any recent refurbishment.</p> <p>Water use and purpose (e.g. water saving toilets, used in business operations)</p> <p>Year 2: Written considerations and costings of what company may be able to do themselves e.g. lighting and window improvements, signed by CEO</p>
LANDLORD ENGAGEMENT	<p>Continual attempts to engage Landlord or Property manager.</p> <p>Emails, letters, telephone log etc.</p>
ENERGY METER INSTALLATION AND APPLIANCE PURCHASING	<p>Ongoing inventory of number, type of appliances and electrical rating.</p> <p>Yearly summary of monthly energy use data.</p>
EMPLOYEE ATTITUDINAL QUESTIONNAIRE	<p>Defra employee engagement questionnaire circulated and completed.</p> <p>Answer sheets and Planet Positive analysis.</p>
SPOT CHECKS	<p>To check equipment turned off and temperature not set too high</p> <p>Log of dates, times, results, actions to accompany smart meter data</p>
NEW ELECTRICAL EQUIPMENT PURCHASES CRITERIA	<p>Any new purchases of electrical equipment to follow the government buying standards mandatory requirements (and aim to follow government best practice buying standards)</p> <p>Sustainable purchasing policy and log of make and model and energy star ratings to accompany purchase receipts. Justify if not done</p>
ANNUAL REPORT	<p>Proof of inclusion of sustainability goals and commitment in annual report. Perhaps also details of implemented sustainable purchasing policy. To be accessible by all employees and checked by Planet Positive</p>

Certification Criteria: **Optional** Actions Required

Businesses must also commit to a minimum of 2 additional reduction behaviours in the office. Examples are provided below, but Planet Positive will also consider other actions in addition to these, subject to approval by the Planet Positive Technical Committee.

Optional Actions	Description and Evidence Required
CIRCULATION OF PLANET POSITIVE REDUCTION TIPS	<p>Planet Positive reduction tips circulated to all staff or displayed on notice boards every month</p> <p>Email log, pictures of notice board display, feedback from staff</p>
GREEN TEAM MEETINGS	<p>Host a minimum of 6 Green Team meetings per year</p> <p>Meeting minutes and attendance lists. Photos of activities / posters</p>
EMPLOYEE ENERGY EFFICIENCY TREASURE HUNT	<p>To engage employees with energy-saving opportunities in workplace and identify areas for improvement to be implemented by company. Could be an incentivised team-building competition</p> <p>Employee invitation and names of attendees. Photos of teams and report of findings and resulting actions.</p>
ACTIVE GREEN CHAMPIONS	<p>Green Champions appointed & active</p> <p>Names, positions, role and Green Champion role, annual submission of green champion diaries</p>