

# FREQUENTLY ASKED QUESTIONS ON GREEN MARK CERTIFICATION



*For more info/clarification, please email to [bca\\_greenmark@bca.gov.sg](mailto:bca_greenmark@bca.gov.sg).*

# FAQ

## USER-CENTRIC SCHEMES

(INCLUDES GREEN MARK FOR HEALTHIER WORKPLACES, OFFICE INTERIOR, RETAIL, RESTAURANTS, SUPERMARKETS, LABORATORIES)

General Questions On Green Mark (GM) Certification	
<b>Q1</b>	<b>What are Green Mark user-centric schemes?</b>
	<p>Green Mark user-centric schemes refers to the following:</p> <ul style="list-style-type: none"> <li>- Green Mark for Healthier Workplaces</li> <li>- Green Mark for Office Interiors (retired on 31 Mar 2019)</li> <li>- Green Mark for Retail</li> <li>- Green Mark for Restaurants</li> <li>- Green Mark for Supermarkets</li> <li>- Green Mark for Laboratories</li> </ul> <p>These schemes evaluate the level of sustainability of interior fit-out spaces and operational policies by the tenant organisation. GM User-Centric certifications compliments GM certifications at the building level which looks at the overall building performance and green provisions by the building owner.</p>
<b>Q2</b>	<b>How do I start a Green Mark application for my project?</b>
	<p>All applications are to be submitted via BCA Green Mark Online (<a href="http://www.bca.gov.sg/GreenMarkOnline">http://www.bca.gov.sg/GreenMarkOnline</a>) using CorpPass. Please get the CorpPass account from your company's CorpPass administrator. Only landed house owners may login to apply and endorse the application via Singpass. Consultants engaged by landed house owner will continue to use CorpPass for application. Application will need to be endorsed by the applicant (owner or staff of the company that own the project) using CorpPass account. In endorsement, the applicant's NRIC will be captured and masked in the application.</p> <p>Once project is accepted, the endorsed application form and the invoice, if applicable, will send to the project team. Upon payment and assignment of the project, the project will be informed of the assessor(s) for the project.</p>
<b>Q3</b>	<b>Is it a regulatory requirement to attain GM user-centric certifications?</b>
	<p>No, GM user-centric certifications are voluntary. However, if you are a public sector office fit-out project, you may be required to achieve the Green Mark Office Interior/ Healthier Workplaces Gold rating if you are a new office or have undergone major renovation. Please refer to the Finance Circular Minute No. M14/2014 for the details.</p>
<b>Q4</b>	<b>What is the cost of applying for Green Mark user-centric certifications? Is there any discount if I had previously certified my premises?</b>
	<p>The Green Mark assessment fees are published at our website (<a href="https://www.bca.gov.sg/GreenMark/green_mark_buildings.html">https://www.bca.gov.sg/GreenMark/green_mark_buildings.html</a>). The fees are generally reviewed at least once a year and the latest fees can be found at this link (<a href="https://www.bca.gov.sg/GreenMark/others/GMfees.pdf">https://www.bca.gov.sg/GreenMark/others/GMfees.pdf</a>). Projects undergoing recertification for their premises are entitled to a 50% discount to the prevailing rate (excluding GST) provided that there was no substantial renovation works* affecting more than 30% of the total floor area after the last GM certification.</p>

	<p><u>Note:</u> *Substantial renovation works is defined as change in installed energy and water efficient fittings (e.g. air-conditioning system, installed lighting fittings, water fittings, sub-meters, controls), change in fit-out (e.g. carpets, system furniture) or change in internal layout which affects more than 30% of the total leased area.</p>
Q4	<p><b>What is included in the Green Mark application fee?</b></p>
	<p>The fee is a lump sum fee and includes the Green Mark assessment fees and other administrative charge (including processing of application and <u>ONE</u> framed certificate upon the successful accord of the Green Mark Award). <b>Please note that an administrative charge of \$500 shall be payable if there are changes to the application after the application is submitted and processed on GM Online.</b></p>
Q5	<p><b>What are the stages of Green Mark user-centric certification and submission requirements?</b></p>
	<p>There are 2 stages of assessment for GM User-Centric schemes. BCA will inform who are the assigned assessors after the processing Green Mark application and payment of the fees. Project teams will need to initiate the assessments</p> <p><u>Stage 1 - Pre-Assessment (About 1 – 1.5 hrs)</u></p> <p>This stage is optional, mainly for project teams who may not be as familiar with the GM criteria or for those that may require clarifications on their project. Pre-Assessments are usually conducted during the detailed design stage, when all the consultants are on board and prior to the commencement of the fit-out works. Project teams will share the key green strategies to be implemented for the project, typically through a powerpoint presentation and/ or gap analysis/ excel scorecard. Project assessors will give broad comments based on the presentation or scorecard. Project teams who have questions/ need to seek clarifications should do so at this stage.</p> <p><u>Stage 2 – Final Assessment cum Verification (About 0.5 days to 1 day, depending on the size and complexity of the project)</u></p> <p>All projects will need to go through this stage. Projects that skip the Pre-Assessment stage will directly go into the Final Assessment cum Verification stage. Project teams will need to prepare all detailed calculations and supporting documents for the assessors’ checking. Thereafter, projects will need to follow-up with the full documentation which includes the outstanding items raised by the BCA assessors during the Final Assessment for checking.</p> <p>To facilitate the preparation of BCA’s internal recommendation report and closure of the assessment, project teams are required to provide a full submission in CD, thumbdrive, or other formats as informed by the BCA assessors with the following information/ documents enclosed:</p> <ul style="list-style-type: none"> <li>- Powerpoint presentation and/ or gap analysis/ excel scorecard which provides a summary of all the items that the project is scoring under GM</li> <li>- Full supporting documentation for all items that the project is scoring under GM</li> <li>- Information template (in word format and signed PDF format)</li> <li>- High resolution project image for future publicity purposes (at least 1000 pixels x 1000 pixels, at least 2mb, but less than 10mb in jpeg or jpg format)</li> </ul>

	<ul style="list-style-type: none"> <li>- Scanned copy of client’s namecard</li> </ul> <p><u>Stage 3 – GM Board Presentation (for all projects targeting Platinum rating and selected GM Gold<sup>PLUS</sup> rating projects)</u></p> <p>Projects seeking GM Platinum rating will need to do a short 30 mins presentation and Q&amp;A before the Panel (comprising BCA Management) for deliberation and decision on the final rating to be accorded. Selected GM Gold<sup>PLUS</sup> rating projects (e.g. those with borderline points, does not fully meet all the stated GM requirements, etc.) may also be required to come for a GM Board Presentation. The BCA assessors will inform the project team of the details and the requirements when the Board Presentation is scheduled. Please note that the final rating is decided by the Panel members.</p>
<b>Q6</b>	<b>What is the estimated timeframe for the entire GM certification process?</b>
	Typically, most projects take about 3 – 6 months to complete the GM certification from the start of the GM application. The timeframe is largely dependent on the readiness of the project team. Project teams can contact the assigned BCA assessors directly to fix up the assessment dates.
<b>Q7</b>	<b>Is it necessary to engage an external consultant (e.g. GM or Environmental Sustainability Design (ESD) consultant) to assist with the Green Mark certification?</b>
	No, it is not compulsory to engage a GM or ESD consultant. In fact, GM user-centric projects are scoped to be relatively straightforward and less technical in nature (as compared to the GM building level schemes) so it is possible for the organisation to compile the required documentation on your own accord. Having said that for projects which are larger or more complex in scale, engaging a GM/ ESD consultant might be useful as they can assist with the coordination work with the various project team members e.g. ID consultant, M&E consultant, Main Contractor and Suppliers, Facilities Management company, etc.
<b>Q8</b>	<b>What can projects look forward to at the end of the GM certification?</b>
	<p>Projects that have been successfully certified under GM can look forward to the following:</p> <ul style="list-style-type: none"> <li>- Letter of Award, which is the formal document for the completion of the GM certification and final GM rating accorded (approximately 3 weeks after the clearance of the full documentation submission)</li> <li>- GM certificate (issued around May/ June)</li> <li>- Honourable mention in the BCA Awards e-booklet (published around May/ June)</li> </ul> <p>Projects who wish to display their green credentials can also request for a complimentary GM decal and/ or purchase a GM Plaque. Such green credentials should be publicly displayed in a high footfall area (e.g. main entrance, reception, lobby, etc.) so that it can serve its purpose of showcasing the achievement to staff and visitors. Please refer to the following link (<a href="https://www.bca.gov.sg/GreenMark/GM_plaque_decal.html">https://www.bca.gov.sg/GreenMark/GM_plaque_decal.html</a>) for more details and the request forms.</p>

	<p>Projects can also do your own publicity and request for the use of the GM logo. Please note that the GM logo can only be used after BCA has granted approval. Generally, the logo is not allowed on office stationary or namecards. Please refer to the Terms and Conditions on the use of the GM logo at the following link  <a href="https://www.bca.gov.sg/GreenMark/others/TC_Logo.pdf">https://www.bca.gov.sg/GreenMark/others/TC_Logo.pdf</a>.</p>
<b>Q9</b>	<b>What is the validity period of the GM user-centric certifications?</b>
	<p>Green Mark user-centric certifications are valid for 5 years from BCA’s Letter of Award <u>OR</u> up to the next renovation cycle/ asset enhancement cycle of the premises, <u>whichever is earlier</u>. Please check with your BCA assessor if you are unsure.</p>

