



NABERSNZ Accredited Assessor Information Transfer Procedure

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Introduction

NABERSNZ is a voluntary performance-based rating system that provides an indication of a building's environmental performance relative to its peers within the New Zealand market. The Energy Efficiency Conservation Authority (EECA) as licensee¹ of NABERSNZ, has engaged the New Zealand Green Building Council (NZGBC) to act on their behalf as the Administrator of the programme.

Only Accredited Assessors² are able to perform a Certified Rating on a building, leading to a NABERSNZ rating certificate being issued on approval from the Administrator. From time to time, these rating results will be audited in accordance with proven procedures and standards. Of equal importance to the rating itself, is the ability to compare buildings in order to know how a building relates to other buildings of a similar nature, and the ability to promote good results. All of this requires the transfer, storage and where appropriate sharing of information.

This procedure is intended to instruct all parties involved in the NABERSNZ Certified Rating process as to the correct information to transfer, the methods of transfer as well as the correct storage of this information.

1 Roles and Responsibilities

This section summarises the responsibilities of the major parties in terms of documentation and information.

1.1 Accredited Assessor

The Accredited Assessor is responsible for their customer and the information supplied by that customer. This customer information as well as NABERSNZ documentation is to be treated as confidential unless notified otherwise by the customer. The only purpose for using this information is in regards to NABERSNZ.

The customer information or NABERSNZ documentation cannot be used for the Accredited Assessors' own databases or in the course of any of their other work, nor can it be given or sold to any other party. If this is to be done, the customer must sign a separate release form to allow the information to be used in this way. An Accredited Assessor found to be acting in contravention of the above shall have their accreditation revoked.

¹ The New South Wales Government through the Office of Environment and Heritage (OEH) has licensed EECA to modify and administer NABERS energy and water for offices in New Zealand.

² Any references to Accredited Assessors also apply to Trainee Assessors unless otherwise noted.

The Accredited Assessor must check the accuracy of any information supplied by a customer and should always sight original documents.

The required information must be submitted to the Administrator and posted to the secure section of the web site in a timely manner with all due care taken for accuracy.

All original data (or copies of) need not be submitted but must be safely and securely stored for a period of no less than seven years.

1.2 The Administrator and EECA

The Administrator and EECA have overall responsibility for ensuring that all information is collected and stored in an appropriate manner. This includes:

- The writing of, and any updates to the Accredited Assessor procedures and NABERSNZ documentation (where approved by the Office of Environment and Heritage (OEH) as applicable);
- Ensuring that information is transferred at the appropriate times and by the appropriate parties;
- Ensure that authorisation and any other checks (e.g. audits) are undertaken in a timely manner so that the customer is not inconvenienced by unnecessary delays;
- Issuing Certified Rating certificates;
- The information is uniform and consistent across all regions; and
- Information is held in a secure manner with due consideration given to the confidentiality of information.

2 Transfer between Customer and Accredited Assessor

The Accredited Assessor is responsible for any direct communications to, and information transfer with the customer. This should always be conducted in a professional manner and in accordance with the requirements of the NABERSNZ documentation.

2.1 Marketing

In general terms, the Accredited Assessor is free to market themselves and the scheme directly to a single customer. This can take the form of a single letter or a direct mail campaign. The following rules apply in any correspondence or materials including letterhead and business cards:

- Any reference to NABERSNZ or use of the NABERSNZ logos or Accredited Assessor logo must comply with the NABERSNZ Brand Guidelines and;

- Brochures detailing NABERSNZ can only be supplied by the Administrator or EECA; and
- Any commentary on the functioning of the scheme itself or the meaning of the different star ratings must use wording directly from the marketing material provided by the Administrator or EECA or only as approved and authorised by the Administrator or EECA.

The Accredited Assessor cannot market to multiple customers at a single time without prior authorisation from the Administrator. This form of marketing would include but is not limited to print, TV and radio advertisements, banners and outdoor advertising. If an Accredited Assessor wishes to advertise in any of these ways they must seek written approval from the Administrator. The purpose of this is to ensure that general marketing campaigns are coordinated at a single source and give a consistent message, not to limit the amount of advertising.

Accredited Assessors have access to general marketing material and brochures provided by the Administrator or EECA that can be sent directly to customers.

2.2 Certified Rating Certificate

Only the Administrator has the ability to issue the Certified Rating certificates. If an Accredited Assessor is found to produce their own certificates their accreditation will be revoked.

The Administrator will deliver an electronic copy of the Certified Rating certificate to the customer. Framed hard copies of the certificate can be provided on request at an additional cost. The Administrator will deliver an electronic copy of the Certified Rating report to both the Accredited Assessor and the customer.

2.3 Technical

There is a substantial amount of technical information to be exchanged between the Accredited Assessor and the customer. The Accredited Assessor must store the original documents (or copies of) for future reference on renewal of the certificate and also for auditing purposes for a period of no less than **seven** years.

If the original documents are to be returned to the customer, the Accredited Assessor should keep copies of all documents. The type of document and data should comply with the Rules. There is also guidance in the fact sheets that specifies to the customer what information the Accredited Assessor requires in order to complete the Certified Rating.

2.4 Contractual

The type and nature of any contract and financial arrangements between the Accredited Assessor and the customer is purely a matter for the two parties. The only stipulation is that Accredited Assessors are not allowed to obtain financial benefits for the rating result. However, the customer must be made aware of their rights and obligations under NABERSNZ to use the logo and for marketing of their results.

Evidence of the customers understanding of and agreement with these rights and obligations is to be demonstrated by their acceptance of the Terms and Conditions of a rating application as submitted to the Administrator via the NABERSNZ website.

3 Transfer between Accredited Assessor and the Administrator

3.1 Introduction

The Administrator has overall responsibility for the Accredited Assessor and the manner in which they conduct their business. Therefore the role of the Administrator is to support the Accredited Assessor in the performance of their duties.

3.2 General

All marketing materials, procedures, training, scheme materials, documentation, updates and other general items relating to NABERSNZ are to come from the Administrator.

The Accredited Assessor should have no confusion as to who is to be contacted in any given situation. In some circumstances the actual information may be available from the website, however the Administrator still has the responsibility of ensuring that the Accredited Assessor is aware of the information and the Administrator will be the first point of contact if there is a question.

If a customer requires any further information, the Accredited Assessor is to ask the Administrator and then pass this information to the customer. If the customer insists on speaking with an authorising body, for example in the case of a dispute, this is to always be the Administrator in the first instance.

3.3 Technical support

In general terms the Administrator should be the first point of contact for the Accredited Assessor to ask technical questions. The Administrator will seek advice and approvals from EECA and OEH as required.

The secure website is the source for the current NABERSNZ documentation to be used by the Accredited Assessor.

3.4 Rules

If there is a specific technical question relating to the Rules and their interpretation, the Accredited Assessor should contact the Administrator. The Administrator will seek advice and approvals from EECA and OEH as required. If this is found to be an important point of interpretation then the Administrator must notify all Accredited Assessors to clarify the point. This can be achieved through email and also posting the information to the technical section of the website.

3.5 Certified Rating Certificate

The Accredited Assessor is to submit an application online via the NABERSNZ website, with their completed calculations and confirmation that they have conformed to the Rules and declared any conflicts of interest. The customer must then agree to the Terms and Conditions on the NABERSNZ website and advise if the Certified Rating details can be published.

The application cannot be certified or issued until the Administrator receives confirmation of the customer's acceptance of the Terms and Conditions. At the conclusion of the process the Administrator will deliver an electronic copy of the Certified Rating certificate to the customer. Framed hard copies of the certificate can be provided on request at an additional cost. The Administrator will deliver an electronic copy of the Certified Rating report to both the Accredited Assessor and the customer.

3.6 Marketing support

All generic marketing documentation is produced by the Administrator or by EECA and made available to the Accredited Assessors. The Administrator and/or EECA may carry out advertising.

The Accredited Assessors may produce their own marketing materials provided that it conforms to the NABERSNZ Brand Guidelines and has been approved in writing by the Administrator. The intent is to ensure consistency on a national basis and maintain brand integrity.

3.7 Building information

Information on all Certified Ratings is held in a database that is managed by EECA; this database is held on the website. The source of this information is the online application submitted by the Accredited Assessor. This building data must be held in a secure database with access provided only to those parties that are authorised.

3.8 Scheme Documentation

Accredited Assessors have access to all of the latest documentation and marketing material relating to the scheme via the secure section of the NABERSNZ website.

4 Transfer between the Administrator and the Office of Environment and Heritage (OEH) and/or EECA

4.1 General

The Administrator may refer any documentation to EECA and/or OEH as required for the overall administration and strategic development of NABERSNZ or for reporting purposes.