



**BETTER
BUILDINGS
PARTNERSHIP**

CHOOSING YOUR NEXT OFFICE TEMPLATES for tenant site selection briefs

introduction

Companies have an excellent opportunity to increase worker retention and productivity, lower operational costs and improve staff amenity by considering better quality office space at the Site Selection stage of the leasing process. A high-performing office space can reduce total cost of occupancy and lead to significant improvements across the bottom line in reduced electricity bills, reduced absenteeism, increased retention and productivity.¹

Further, research indicates that workers are placing thermal comfort and indoor air quality second only to public transport proximity in their top workspace priorities.²

Site Selection Briefs

This document contains extracts from A Guide to Office Building Quality 2012 based upon industry research into tenants' current workspace priorities and couples these categories with other industry best practice resources found in the **BBP Leasing Lifecycle Tool** to detail the services and features that occupants should expect from Premium, A- and B-Grade office buildings when selecting a new site. A PCA office grade is self-nominated by the building owner who judges that they **overwhelmingly meet** the stated criteria. As such it is worthwhile for prospective tenants to make their own inquiries about a building's quality.

This document includes a simple table that can be used to request information from building owners and tenant representatives to help compare and assess total cost of occupancy and compliance with industry quality standards.

This document is designed for cutting and pasting into briefs and requests for information/proposals to help tenants translate their expectations into a suitable space.

You can download an electronic version of this document at

<http://sydneybetterbuildings.com.au/sites>

Industry Context

The Property Council of Australia (PCA), as the leading advocate for Australia's \$600 billion property industry, provides tools including A Guide to Office Building Quality 2012, which acts as a reference for key parameters that influence building quality. The guide offers a voluntary, market-based approach to classifying building characteristics and performance.

A number of other industry resources also help to define the different attributes of buildings' amenity, performance, and value to tenants, including:

- Green Star rating tools (Green Building Council of Australia);
- National Australian Built Environment Rating System (NSW Office of Environment and Heritage); and,
- Building Energy Efficiency Certificates, Commercial Building Disclosure (Australian Government Department of Resources, Energy and Tourism).

¹Src: CitySwitch Green Office (2013). Why Choose High-Performing Buildings? Retrieved from website: <http://cityswitch.net.au/Choose>
²Src: Colliers International Research, Australia/New Zealand (2012). Colliers international office tenant survey. Retrieved from website: http://www.colliersvideo.com.au/eMag/Office_Tenant_Survey_2012/.

acknowledgments

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The Better Buildings Partnership acknowledges the Property Council of Australia's Guide to Office Building Quality 2012 (the Guide) as the definitive standard for classifying the quality of office space in the Australian market.³

We thank the Property Council for allowing the Better Buildings Partnership to reproduce some of the Guide's parameters in this publication.

These templates do not summarise all the criteria used to define grades in the Guide itself. We therefore encourage you to approach the Property Council if you would like more detailed information.

[Purchase the Full Guide](#)³



Additional Tools

Resource	Detail
Better Buildings Partnership Leasing Lifecycle Tool <u>Go to the Tool</u>	The Leasing Lifecycle Tool guides you in each step of the leasing process, providing information on who you should engage, when to engage them, and most importantly, the key expectations and issues to consider. It highlights the best industry resources available which, when used, will exceed these expectations.
CitySwitch "Why Choose High-Performing Buildings?" Factsheet <u>Download the Factsheet</u>	CitySwitch, as Australia's national tenant advocate program, has reviewed the overwhelming body of evidence published over the past decade drawing a clear link between best practice indoor environment and the savings that can be gained from healthy, happy and productive staff. This short and succinct fact sheet outlines the value of high-performing buildings for tenants.
Better Buildings Partnership Transactional Agents Sustainability Toolkit <u>Coming Soon</u>	Sales and leasing agents sit at the heart of activity within the property industry as the brokers who match supply of space with potential occupiers across the markets. Clients, both owners and occupiers, seek their advice on what is a complex product. So agents can, and inevitably do, influence the finer details of what occupiers will request and what owners provide. This can be seen every day in the specification of new and refurbished commercial property.
Royal Institute of Chartered Surveyors LEASA App <u>Download the app and guide</u>	The Leasa app helps tenants make decisions about their existing office space and new spaces they may wish to lease by providing tools to help: <ul style="list-style-type: none"> ■ Compare / rank office space ■ Search the Building Energy Efficiency Certificate (BEEC) database ■ Calculate / compare occupancy and energy costs ■ Track energy bills and estimate equipment costs

³Src: Property Council of Australia (2012). A Guide to Office Building Quality, 2nd Edition 2012. Retrieved from website: <http://www.propertyoz.com.au/Bookshop/Book.aspx%3Fp%3D52%26book%3D2>.

resources and notes

The notes provide you a context for each category of the briefs of this document and the details to look for when specifying requests for proposals and receiving information back from agents and landlords. While A Guide to Office Building Quality 2012 points to the expectation, the industry resources and information below delve deeper into each topic.

Term	Industry Resource	Notes
Area		The area an organisation locates itself in partially defines its status within industry. It also has a significant impact on attracting talent. Eg. CBD, city fringe, suburban.
Location		The specific location of an organisation can also define its function and status e.g. financial district, creative precinct
Lease Commencement / Access		Commencement of the lease is agreed and any preconditions are detailed as needed. Early access may be required to fitout the space.
Lease Term		Selection of lease terms is impacted by many factors, including the stage of development of the organisation and how known its future needs are (eg. high growth vs mature markets). Lease terms are invariably from 3 to 10 years and can include a core term and renewal options for increased flexibility.
Amenities, Views, Lobby and Lifts		The lobby of a building forms the initial impression employees and clients have upon entering the building. A higher-grade of finish through materials, architectural aesthetic, and perceived prestige reflect favourably on an organisation. Views, amenities and lifting services also define the overall quality of a building and the experience it offers.
NABERS Rating	Office of Environment and Heritage Find out more nabers.gov.au	<p>The National Australian Built Environment Rating System (NABERS) is a nationally recognised comparison of building performance. NABERS rates the efficiency of buildings' energy, water, waste and indoor environment on a scale:</p> <p>6 stars..... Market leading performance 5 stars..... Excellent performance 4 stars..... Good performance 3 stars..... Average performance 2 stars..... Below average performance 1 star..... Poor performance</p> <p>There are ratings for both the efficiency of the base building, the tenancy, and the whole building (inclusive of base building and tenancies). NABERS base building ratings impact the outgoings of net-leased tenancies with lower electricity costs.</p>
Green Star Rating	Green Building Council of Australia Find out more gbca.org.au	<p>Green Star is a rating system for the design, construction and performance of buildings to demonstrate sustainability across 8 categories: Management, Indoor Environment Quality, Energy, Transport, Water, Materials, Land Use and Ecology, and Emissions. Green Star rates a building on a scale:</p> <p>6 stars..... World Leadership 5 stars..... Australian Excellence 4 stars..... Best Practice 3 stars..... Good Practice 2 stars..... Average Practice 1 star..... Minimum Practice</p> <p>High-rated buildings boast lower operating costs, greater tenant attraction and retention, healthier workplaces, and enhanced marketability and corporate social responsibility. Green Star buildings have been found to, on average, emit 62% fewer greenhouse gas emissions and use 66% less electricity than average Australian Buildings, reducing outgoings.⁴</p>

⁴Src: Green Building Council of Australia (2013). *The Value of Green Star: A Decade of Environmental Benefits, Research Key Findings*. Retrieved from website: <http://www.gbca.org.au/resources/gbca-publications/the-value-of-green-star/34754.htm>

Access and Facilities	GBCA Green Star Find out more gbca.org.au	Access to public transport is tenants' top workspace priority. Buildings with access to a diverse set of amenities and multiple transport modes heightens staff retention and reduce business costs for transport, such as taxis for after-hours work or travel to meet clients. Best practice end-of-trip facilities for cyclists and motorists are desirable. Green Star provides guidance on public transport proximity and end-of-trip facility expectations.
Building Management Personnel / Committee	Australian Government Find out more ee.ret.gov.au	The Commonwealth Government identifies building management committees as necessary for tenants to collaborate with landlords on maximising the performance of the building over time in line with the values of the tenant.
Building Management Control / Sub-metering	Warren Centre Low-Energy, High-Rise Report Find out more thewarrencentre.org.au	Without effective management, a building designed for a 4.5 Star NABERS Energy rating can operate at as little as a 1.5 Star NABERS rating, which doubles energy consumption and operating costs, according to the Warren Centre Low Energy High-Rise Report. Buildings with timely reporting, metering and monitoring of data are shown to consistently cost less to run and take less time to maintain, freeing up time otherwise spent on complaints for more productivity.
Building Performance	PCA Existing Buildings Survival Strategies Find out more yourbuilding.org Commonwealth Government CBD Program Find out more cbd.gov.au GBCA Green Star Find out more gbca.org.au	Lighting and Heating, Ventilation and Air Conditioning (HVAC) are significant contributors to the ongoing performance of a building and are opportune places of distinction of building quality. Industry resources such as the Property Council of Australia's Existing Buildings Survival Strategies, the Commercial Building Disclosure Program run by the Commonwealth Government and the Green Star Indoor Environment Quality (IEQ) credits IEQ-1, -2, and -9 further detail recommendations for improving buildings for lighting and comfort.
Building Lifecycle, Maintenance, Resilience systems	Guide to Office Building Quality Find out more propertyoz.com.au City of Sydney Green Infrastructure master plans Find out more cityofsydney.nsw.gov.au	<p>Well-maintained buildings reduce operational risk for tenants insofar as that they run more smoothly and efficiently and they mitigate risk of system failures disrupting workflow. Companies with critical system requirements should ensure buildings have adequate lifecycle maintenance plans and redundancy in place for heating, cooling and electricity systems. The Property Council of Australia lays out the expectation for resilience and building lifecycle and maintenance in A Guide to Office Building Quality 2012.</p> <p>With market uncertainty on future utility charges, the City of Sydney's Green Infrastructure Master Plans detail resilience systems like on-site or precinct trigeneration or renewable systems and non-potable water systems as key to reducing dependence on grid systems.</p>

The templates in this guide have been designed to allow you to copy and paste them, based off your expected quality of building. Additionally, a column is included for you to note comments about each specification, such as the level of priority or how this aligns with your organisation's values or corporate social responsibility.

1.0 requirements - premium existing buildings

Term	Expectation	Comments
Area		
Location		
Lease Commencement / Access		
Lease Term		
Amenities, Views, Lobby and Lifts	<ul style="list-style-type: none"> » Expansive views and outlook » Ample natural light » Prestige lobby and lift finishes » Premium quality lift ride, amenities, and maintenance 	
NABERS Rating	<ul style="list-style-type: none"> » > 4 Star NABERS Energy rating (without GreenPower) » >= 2.5 Star NABERS Water rating » NABERS Waste rating expected » NABERS Indoor Environment rating expected 	
Green Star Rating	<ul style="list-style-type: none"> » Green Star Performance rating expected 	
Access and Facilities	<ul style="list-style-type: none"> » Prestige quality access from an attractive street setting » Close proximity to multiple public transport options » Car Parking is required. Exact amount to be confirmed » Cyclist Facilities required for 10% of staff with secure storage » Visitor cyclist facilities also desired 	
Building Management Personnel / Committee	<ul style="list-style-type: none"> » Full management and operational on-site team » Online tenant service request system » Active environmental education » Building Management Committee with regular meetings » Building user guides and risk management systems 	
Building Management Control / Sub-metering	<ul style="list-style-type: none"> » Full building management control system, including on floor zone control, energy management, comfort control, detailed diagnostics and reporting » Central lighting control with automated switchoffs » Energy sub-metering with separated sub-meters for lighting and major substantive uses 100kVa or greater » Water sub-metering 	
Building Performance	<ul style="list-style-type: none"> » Lighting Power Density <=3 W/sqm per 100 lux » Air conditioning maximum zone size <= 75/100 sqm (perimeter/centre zone) 	
Building Lifecycle / Maintenance Plan	<ul style="list-style-type: none"> » >= 10 years 	
Resilience Systems	<ul style="list-style-type: none"> » On-site energy system » Non-potable water system » Chiller staging and free cooling cycling 	

1.1 requirements - premium new buildings

Term	Expectation	Comments
Area		
Location		
Lease Commencement / Access		
Lease Term		
Amenities, Views, Lobby and Lifts	<ul style="list-style-type: none"> » Expansive views and outlook » Ample natural light » Prestige lobby and lift finishes » Premium quality lift ride, amenities, and maintenance 	
NABERS Rating	<ul style="list-style-type: none"> » > 5 Star NABERS Energy rating Commitment (without GreenPower) 	
Green Star Rating	<ul style="list-style-type: none"> » 5 Star Green Star Office Design v3 rating » 60% of maximum Water category points achieved » 2 Materials category points achieved » 60% of maximum Indoor Environment Quality category points achieved 	
Access and Facilities	<ul style="list-style-type: none"> » Prestige quality access from an attractive street setting » Close proximity to multiple public transport options » Car Parking is required. Exact amount to be confirmed » Cyclist Facilities required for 10% of staff with secure storage » Visitor cyclist facilities also desired. 	
Building Management Personnel / Committee	<ul style="list-style-type: none"> » Full management and operational on-site team » Online tenant service request system » Active environmental education » Building Management Committee with regular meetings » Building user guides and risk management systems 	
Building Management Control / Sub-metering	<ul style="list-style-type: none"> » Full building management control system, including on-floor zone control, energy management, comfort control, detailed diagnostics and reporting » Central lighting control with automated switchoffs » Energy sub-metering with separated sub-meters for lighting and major substantive uses 100kVa or greater » Water sub-metering 	
Building Performance	<ul style="list-style-type: none"> » Lighting Power Density ≤ 2 W/m² per 100 lux » Air conditioning maximum zone size $\leq 75/100$ m² (perimeter/centre zone) 	
Building Lifecycle / Maintenance Plan	<ul style="list-style-type: none"> » ≥ 15 years 	
Resilience Systems	<ul style="list-style-type: none"> » On-site energy system » Non-potable water system » Chiller staging and free cooling cycling 	

2.0 requirements - A grade existing buildings

Term	Expectation	Comments
Area		
Location		
Lease Commencement / Access		
Lease Term		
Amenities, Views, Lobby and Lifts	<ul style="list-style-type: none"> » High quality views, natural light and outlook » High quality lobby and lift finishes » High quality lift ride, amenities, and maintenance 	
NABERS Rating	<ul style="list-style-type: none"> » NABERS Energy rating (without GreenPower) expected » NABERS Water rating expected » NABERS Waste rating expected » NABERS Indoor Environment rating expected 	
Green Star Rating	<ul style="list-style-type: none"> » Green Star Performance rating expected 	
Access and Facilities	<ul style="list-style-type: none"> » High quality access from an attractive street setting » Close proximity to multiple public transport options » Car Parking is required. Exact amount to be confirmed » Cyclist Facilities required for 5% of staff with secure storage » Visitor cyclist facilities also desired 	
Building Management Personnel / Committee	<ul style="list-style-type: none"> » Full management and operational on-site team » Online tenant service request system » Active environmental education » Building Management Committee with regular meetings » Building user guides and risk management systems 	
Building Management Control / Sub-metering	<ul style="list-style-type: none"> » Full building management control system, including on floor zone control, energy management, comfort control, detailed diagnostics and reporting » Central lighting control with automated switchoffs » Energy sub-metering with separated sub-meters for lighting and major substantive uses 100kVa or greater » Water sub-metering 	
Building Performance	<ul style="list-style-type: none"> » Lighting Power Density ≤ 4 W/m² per 100 lux » Air conditioning maximum zone size $\leq 100/150$ m² (perimeter/centre zone) 	
Resilience Systems	<ul style="list-style-type: none"> » Chiller staging and free cooling cycling 	

2.1 requirements - A grade new buildings

Term	Expectation	Comments
Area		
Location		
Lease Commencement / Access		
Lease Term		
Amenities, Views, Lobby and Lifts	<ul style="list-style-type: none"> » High quality views, natural light and outlook » High quality lobby and lift finishes » High quality lift ride, amenities, and maintenance 	
NABERS Rating	<ul style="list-style-type: none"> » > 4.5 Star NABERS Energy rating Commitment (without GreenPower) 	
Green Star Rating	<ul style="list-style-type: none"> » 4 Star Green Star Office Design v3 rating » 50% of maximum Water category points achieved » 2 Materials category points achieved » 50% of maximum Indoor Environment Quality category points achieved 	
Access and Facilities	<ul style="list-style-type: none"> » High quality access from an attractive street setting » Close proximity to multiple public transport options » Car Parking is required. Exact amount to be confirmed » Cyclist Facilities required for 5% of staff with secure storage » Visitor cyclist facilities also desired 	
Building Management Personnel / Committee	<ul style="list-style-type: none"> » Full management and operational on-site team » Online tenant service request system » Active environmental education » Building Management Committee with regular meetings » Building user guides and risk management systems 	
Building Management Control / Sub-metering	<ul style="list-style-type: none"> » Full building management control system, including on floor zone control, energy management, comfort control, detailed diagnostics and reporting » Central lighting control with automated switchoffs » Energy sub-metering with separated sub-meters for lighting and major substantive uses 100kVa or greater » Water sub-metering 	
Building Performance	<ul style="list-style-type: none"> » Lighting Power Density ≤ 2.5 W/m² per 100 lux » Air conditioning maximum zone size $\leq 85/100$ m² (perimeter/centre zone) 	
Building Lifecycle / Maintenance Plan	<ul style="list-style-type: none"> » ≥ 10 years 	
Resilience Systems	<ul style="list-style-type: none"> » On-site energy system » Non-potable water system » Chiller staging and free cooling cycling 	

3.0 requirements - B grade existing buildings

Term	Expectation	Comments
Area		
Location		
Lease Commencement / Access		
Lease Term		
Amenities, Views, Lobby and Lifts	<ul style="list-style-type: none"> » Good quality building » Good standard of finish and maintenance 	
NABERS Rating	<ul style="list-style-type: none"> » NABERS Energy rating (without GreenPower) expected » NABERS Water rating expected » NABERS Waste rating expected » NABERS Indoor Environment rating expected 	
Green Star Rating	<ul style="list-style-type: none"> » Green Star Performance rating expected 	
Access and Facilities	<ul style="list-style-type: none"> » Close proximity to multiple public transport options » Cyclist facilities required 	
Building Management Personnel / Committee	<ul style="list-style-type: none"> » Remote monitoring with daily site attendance » Building Management Committee 	
Building Management Control / Sub-metering	<ul style="list-style-type: none"> » Full building management control system, including on floor control, energy management, comfort control, detailed diagnostics and reporting » Energy sub-metering » Water sub-metering 	
Building Performance	<ul style="list-style-type: none"> » Lighting Power Density ≤ 4 W/m² per 100 lux » Air conditioning maximum zone size $\leq 100/150$ m² (perimeter/centre zone) 	

3.1 requirements - B grade new buildings

Term	Expectation	Comments
Area		
Location		
Lease Commencement / Access		
Lease Term		
Amenities, Views, Lobby and Lifts	<ul style="list-style-type: none"> » Good quality building » Good standard of finish and maintenance 	
NABERS Rating	<ul style="list-style-type: none"> » > 4 Star NABERS Energy rating Commitment (without GreenPower) 	
Green Star Rating	<ul style="list-style-type: none"> » 4 Star Green Star Office Design v3 rating » 40% of maximum Water category points achieved » 2 Materials category points achieved » 40% of maximum Indoor Environment Quality category points achieved 	
Access and Facilities	<ul style="list-style-type: none"> » Close proximity to multiple public transport options » Cyclist facilities required 	
Building Management Personnel / Committee	<ul style="list-style-type: none"> » Remote monitoring with daily site attendance » Building Management Committee 	
Building Management Control / Sub-metering	<ul style="list-style-type: none"> » Full building management control system, including on floor control, energy management, comfort control, detailed diagnostics and reporting » Energy sub-metering with separated sub-meters for lighting and major substantive uses 100kVa or greater » Water sub-metering 	
Building Performance	<ul style="list-style-type: none"> » Lighting Power Density ≤ 3 W/m² per 100 lux » Air conditioning maximum zone size $\leq 75/100$ m² (perimeter/centre zone) 	