

## Building user guide

### Criteria

A building user guide (BUG) is provided that will inform and guide the tenants/ occupants and non-technical building management staff on the operation and environmental performance of the space and how to ensure a high level of environmental operation on a day to day basis.

The guide should be a light-weight tool, depending on project size or complexity, but not exceed more than 10 pages or the equivalent amount in a digital or online format.

### Scoping

This measure applies to all fit-outs.

### Assessment

**At design stage:** there should be a written commitment that a BUG will be produced. The organisation responsible for producing the BUG should have been identified and this work should be within their contract.

**At handover stage:** review the BUG to ensure that it clearly contains the following:

- the design thinking and criteria used on each greener practice/item in the scope;
- simple & clear information on how to operate each item in the scope of the fit-out on a day-to-day basis;
- proposals for using the latest greener maintenance services on the market and end of life-cycle solutions for the disposal of products and materials; and
- a list of operational activities that create a positive environmental impact.

**At occupancy stage:** ensure that the guide is still accessible to all staff. If the occupancy assessment indicates that changes have been made to the floors being assessed, then check that the guide reflects these changes.

### Rationale

The aim of the building user guide is to reflect the project scope and provide the design and principle thinking behind every Ska-rated measure and any other good intentions that are unrated but that instil greener practices in the project.

The guide should inform all users and operators of the greener practices applied to the space to enable occupants to optimise operational building efficiency.

The guide can be part of the operation and maintenance (O&M) manual but must also have the ability to be separated and issued to staff for information annually or at new staff inductions.

### Fit-out benchmark & assessment tool

Project Delivery

Issue

D45

ID

53

Rank

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## Building user guide (continued)

### Guidance

Each client will have a different way of using the BUG and it can be integrated into staff training manuals given out during inductions or be part of a wider A-to-Z staff operation manual.

*Building Log Books – a user's guide*, Good Practice Guide 348, Carbon Trust, 2003.

'Section 6: Providing Information' from The Building Regulations 2000, Approved Document Part L2A: *Conservation of fuel and power in new buildings other than dwellings* (2010 edition).

Edocuments – an accredited CIBSE building log book developer. Guide L: Sustainability, CIBSE, 2007.

WRAP – the waste and resource action programme.

A suggested list of contents:

- purpose of the BUG and individual responsibilities;
- occupant information;
- overall building/space design and operation principles;
- summary of Ska Rating scope and score;
- summary of areas, occupancy, WC provisions and fire strategy;
- summary of the DDA provisions and Access Statement for the facility;
- principles for the material selections and item-specific user operational guidance such as furniture reusing, carpet tile recycling and linoleum cleaning;
- building waste, recycling and reuse monitoring records and targeting strategy;
- overview of controls/BMS;
- metering, monitoring and targeting strategy;
- building energy performance records;
- results of in-use investigations; and
- a reference page to other relevant documents.

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