



Manual

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MINISTERIO DEL MEDIO AMBIENTE



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1. BACKGROUND

The purpose of the Green Office program is to promote an environmental culture among civil servants in Chile, as well as among collaborators of private entities, inviting them to rise to the great environmental challenges at a global, national, regional and local level. To this end, the program invites them to join in the changes of paradigms and behaviors tending to form a more sustainable society, a challenge in which the public and private sectors have a fundamental role.

The ultimate goal of the Green Office program is to be an instrument that allows institutions to make their contribution in reducing the environmental impacts they generate from their offices, creating a collaborative, constructive and proactive environmental awareness so that present and future generations can enjoy the environmental heritage and a better environment.

What is the Green Office program?

It is a program whose main objective is to generate an environmental culture that allows public and private institutions to incorporate environmentally friendly policies, principles and practices, and the conservation of resources, both in the administration of physical facilities and in the management of their administrative processes.

This program is proposed as a voluntary management tool that seeks to contribute to the sustainability of the public and private sector, also allowing to contribute to the fulfillment of objectives and challenges -national and international- that the country has in terms of sustainability, to develop actions that contribute, particularly, to the fulfillment of the Sustainable Development Goals of the 2030 Agenda.

What are the objectives?

- To empower civil servants and collaborators of private entities to incorporate the environmental variable into their work habits. Therefore, the aim is to achieve efficiency in the use of office materials, water, energy, solid waste management, among others.
- To reduce the environmental impacts generated by Government bodies and private entities, contributing to the reduction of their carbon footprint.
- To generate a permanent education and training plan for civil servants and collaborators of private entities in matters related to environmental issues, in general, to raise awareness on the subject and achieve changes in the habits of each one of them..
- To contribute, progressively, to the sustainable management of Government bodies and private entities, implementing changes or improvements, in a constant and sustained manner over time, with the purpose of achieving great benefits in the long term.



What are the components of the program?

The components on which we are working in the implementation of the program are:

Paper Use, Waste Management, Water Management, Energy Management, Sustainable Purchasing and Circular Economy, Transportation, Disposal of Personal Property, Carbon Footprint, Environmental Education and Internal Communication Campaign.

How is the program developed?

Through the implementation and monitoring of an internal transformation strategy, developed by the institution itself, which considers a diagnosis of the institutional environmental management and then develops an annual plan with measures and goals on the environmental factor in the use of materials, procurement of products and services, waste management, rational use of paper, water and energy, training and ongoing awareness of workers, among others, which generates a reduction in environmental impact and carbon footprint.

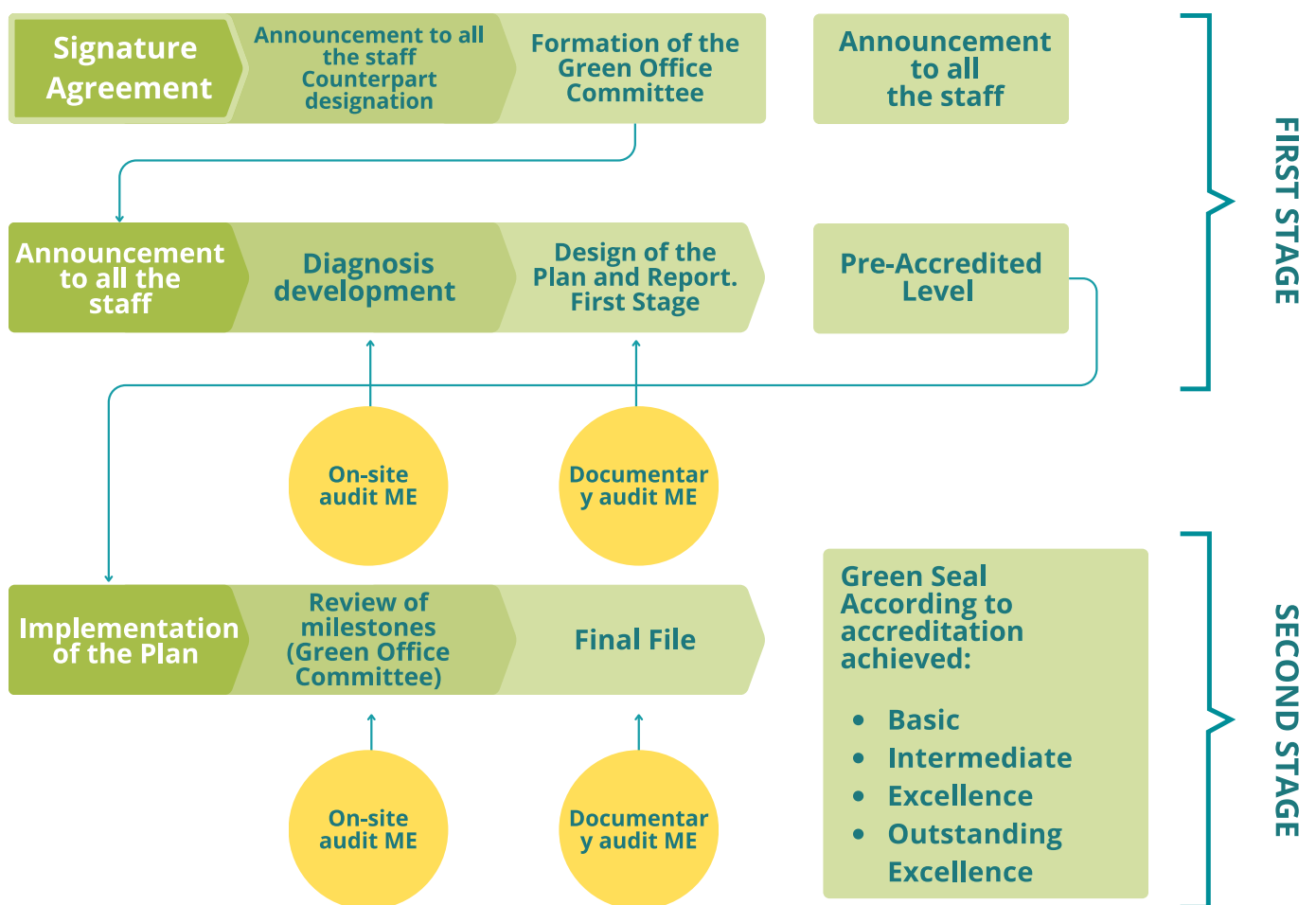
The program is based on a process of continuous improvement, which involves constant analysis, review, feedback and adaptation in the areas of development and implementation of the program, with a drive for progress in each of its components.



2. PROCEDURE

The Green Office program is initiated through the signing of an agreement between the Ministry of the Environment (ME) and the respective public or private institution. Once the agreement is approved -through an exempt resolution- the accreditation process begins.

The following flow chart shows an overview of this process:



The different actions to be performed at each stage will be described hereunder. In addition to explaining these actions, the means of evidence to be collected in each of the processes will be detailed.

3. PREVIOUS ACTIONS

3.1. Signing of the Agreement

To begin the implementation of the Green Office program, the legal representative of the public or private institution must sign an agreement¹ with the authority of the Ministry of the Environment. This document establishes the conditions that the institution must comply with to achieve accreditation. At this stage, it is important to stipulate in which premises or facilities the program will be implemented: it can be the entire organization, or only the headquarters, or regional offices/branches, or other premises of the organization.

The date of the exempt resolution of the Ministry of the Environment that approves the agreement shall be considered, for all purposes, as the start date of the accreditation process.

3.2. Official Counterpart and Announcement

An official person in charge must be appointed to coordinate the process, who will be the Technical Coordinator of the Green Office Committee. It should be noted that the audit team of the Local Environmental Management area of the Ministry of the Environment will provide technical assistance throughout the process.

In addition, it should be explicitly and clearly communicated to civil servants and collaborators in private entities -through an e-mail, private or public- that the institution has taken on this new challenge and that it requires the commitment and participation of all the staff. Likewise, the name of the person who will coordinate the program should be informed and expressly request that he/she be given all the facilities for its implementation, inviting them to participate in this initiative.

Means of evidence



- Signed agreement.
- Instructions or resolution of appointment of the certification process coordinator.
- E-mail, circular and/or internal distribution memo signed by the Legal Representative.



The entry modality may change, please review the program rules and regulations posted on the website of the **Ministry of the Environment**.

4. GREEN OFFICE COMMITTEE

4.1. Introduction



Institutional environmental management is a cross-cutting process that involves the entire hierarchical structure of an institution and, therefore, all its members.

In this context, the **Green Office Committee (GOC)** is an essential participatory instrument, whose fundamental guiding principles should be collaborative participation, responsibility, prevention, coordination, realism, gradualism and transparency.

Collaborative participation shall be understood as an instance in which civil servants and/or collaborators, as well as management, may express their opinions and become more deeply involved in the process of change and integration of the environmental factors that will affect the institution's daily tasks. This principle seeks to promote that the different divisions, departments and offices generate associativity and become involved in the environmental management of the institution.



On the other hand, the **principle of responsibility** does not fall exclusively on the coordinators of the program, but extends to all the staff and authorities, who must actively participate in modifying their work habits and behaviors. Everyone has a role to play in the process of installing and implementing the Green Office program.

The third principle has to do with **prevention**, the purpose of which is to avoid the creation of environmental problems or deterioration by means of various anticipated actions.



The fourth principle consists of **coordination**, i.e., the intersectoral and interdisciplinary nature of environmental management. Cross-cutting and synergy must be produced among the divisions, departments and offices involved, to develop multiple "partnerships" that enhance institutional environmental management.

The fifth principle is **realism**, which is fundamental to the development of planning and the success of the management of a "Green Office", since the goals must be achievable, i.e., the resources, capacity and feasibility of the achievements must be considered. The sixth principle, closely linked to the previous one, is **gradualism**, that contemplates the need to progressively and permanently structure, build or reform institutional environmental management.



The sixth principle is an integral part of governance. Transparency has a dual purpose in the program. On the one hand, to inform all members of the organization about the progress and environmental improvements that are developed in the accreditation process. On the other hand, to publicly report on the actions developed by the institution as part of its contribution to environmental care.

Remember that the program is based on continuous improvement, so it involves constant analysis, review, feedback and adaptation in the areas of development and implementation of the same with an impulse to progress in each of its components, giving continuity to the development of the Program reaching each of its accreditation levels.

4.2. Formation and Performance of the GOC

The Green Office Committee shall be made up of representatives from each of the divisions, management or works units, with mandatory representation from the Administration and Finance Division or its equivalent, and it shall be constituted through a formal act (e.g., an internal resolution).

The total number of members of the GOC is suggested to be given by the **total number of existing divisions and departments**. Likewise, the GOC should include those units that, for various reasons, do not have the status of management, division or department, to avoid their exclusion.

The members of the GOC shall be elected by their peers through the mechanisms deemed appropriate by the institution (voting, voluntary position or other systems).

The members of the GOC shall have **the right to speak and vote**. They shall also have the duty to communicate to the entire administrative unit they represent the agreements, reports, progress and tasks assigned to them. In turn, they must supervise compliance with the environmental goals agreed upon in the GOC for each area.

It will be the institution's responsibility to form, convene and give continuity to the GOC.

The following positions must be designated among the members of the GOC:

1) Executive Chairmanship

It is suggested that the GOC be chaired by the Head of Administration and Finance of the institution, or the equivalent position.

With regard to its functions, these are: to convene meetings, to approve the agenda, declare the session open, to allow participants to present their opinions, to direct the voting, having the tie-breaking vote; to report on the progress of the environmental goals achieved and to reorient, by mandate of the committee, the actions to achieve the institutional goals.

Means of evidence

- Minutes of formation of the GOC.



- List of members.



- Resolution of approval.
- Internal circular communicating to the members of the GOC.
- Minutes of meetings.





2) Secretary

In general, the secretary shall act as a minister of faith for the acts of the GOC, keeping records of decisions and being the person responsible for the preparation of meetings, minutes and internal communication.

3) Technical Coordination

This position is responsible for monitoring and communicating the progress of environmental goals and the results of short-term environmental action indicators, both globally and at the division or office level, as the case may be. They will work cooperatively with all the committee members to ensure that they assist in the collection of data to feed the indicators. And it will be the official counterpart and communication channel with the Ministry of Environment.

In general aspects, the main functions of the GOC will be to supervise the progress of the environmental goals, support the prioritized lines of work and cooperate so that the implementation process of the Green Office program is successfully installed in the respective divisions or offices.



4.3. Meetings

It is suggested that the Committee meet at least every two months. For this purpose, GOC members will be notified at least one week in advance by e-mail so that they can prepare for the meeting. If a particularly complex topic is to be discussed in the Committee, it is advisable to send a summary of the topic in advance, together with the notice of the meeting, so that the Committee does not delay the meeting unnecessarily.

The notice should indicate: the nature of the meeting (ordinary or extraordinary); its purpose; the date; the time; the place; and the points to be discussed (as mentioned above, the secretary is responsible for this).



4.4. Communication

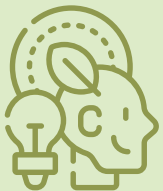
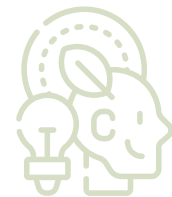
The authority should communicate explicitly and clearly to the civil servants and collaborators, by email, private or public, the formation of the Green Office Committee, the functions and positions. It is important to mention that this instance can be used to reiterate the new challenge to all the staff, inviting them to participate in the program.

5. STAGE 1: PRE-ACCREDITATION



The first stage of the program to achieve Pre-Accreditation is a mandatory diagnostic stage for all institutions entering the program.

To comply with this level, a Green Office Committee must be constituted and operate; a diagnosis of internal environmental management and policies must be carried out, including the collection of information on the use of materials (paper, printer inks, etc.). A diagnosis of procurement of products and services, waste management, water and energy use, training activities on environmental issues, among others, must be carried out. In addition, a design of an Institutional Environmental Management Plan, with measures and goals, must be created to address the gaps and challenges diagnosed, as well as a design of a communication campaign; and development of an implementation schedule for each of the actions.



To obtain Pre-Accreditation as a “Green Office”, it is necessary to comply with at least 90% of the requirements of this stage within a maximum period of 6 months.

If the entity succeeds in the process, it will receive a standard and unique Green Office Pre-Accreditation seal. This must be prominently displayed on the institutional website. In addition, the institution will be able to use the logo in the physical or digital documents that are generated, and in visual or informative spaces that it deems convenient.



Means of evidence

- Declaration of existence of IP.

In case of existence:

1. Report indicating and describing currency, dissemination and implementation.



2. Document with descriptive summary.



3. Copy of formalized policy.



3. Evidence of dissemination and implementation (photographs, newsletters, announcements, etc.).



5.1. Diagnosis

The purpose of the diagnosis is that the institution can determine and reflect on the environmental impacts generated by the consumption and behaviors that are implicit in the daily operations of the civil servants and/or collaborators in the fulfillment of the mission. The elaboration allows us to generate a baseline that will be the input for the environmental challenges that the Green Office Committee will gradually and realistically determine for the accreditation stage.

The following is a monitoring guideline to determine the current status of the institution's internal environmental management. This should be applied by the committee, in the institutional units indicated in the agreement, analyzing each of the components.

a) Internal Environmental Self-Management Policy

Declaration of Existence	Yes	No	Date
An internal environmental self-management policy exists.			

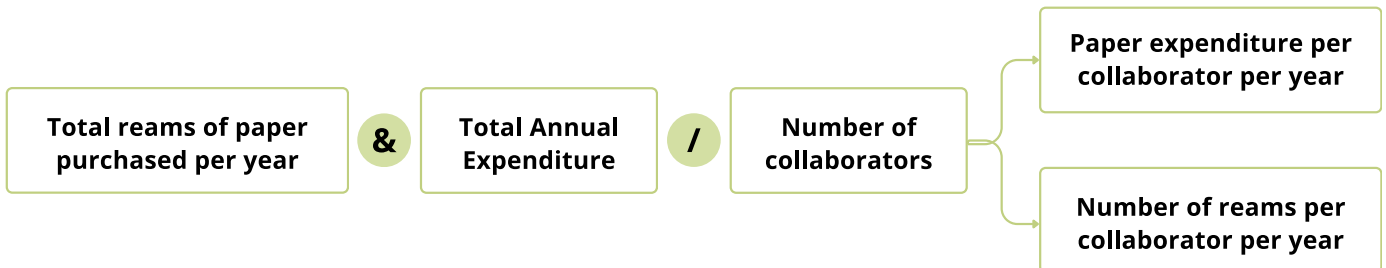
If yes, answer the following questions:

- What is its currency?
- How was it disseminated internally?
- How was its implementation developed?
- Provide a descriptive summary of the policy.

b) Paper Use



- I) To identify the unit responsible for the purchase of paper.
- II) Annual paper consumption and expenditure in the institution.



- III) To use of recycled paper in the institution.



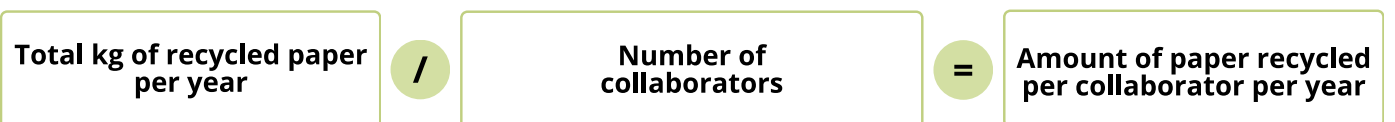
- IV) Percentage of publications in recycled paper in the institution.



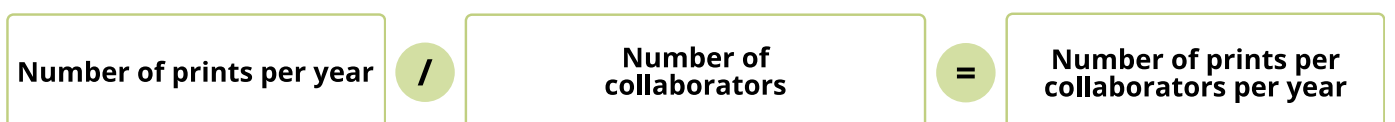
- V) Percentage of digital publications in the institution.



- VI) Amount of recycled paper per person per year in the institution.



- VII) Number of prints (including photocopies) per person per year in the institution.



Means of evidence

Statement of:



1. Responsible for purchase.
2. Annual paper expenditure per collaborator and N°. of reams.



3. % use of recycled paper.
4. % of publications on recycled paper.
5. % of digital publications.

6. Amount of recycled paper per collaborator per year.

7. Number of printouts/ photocopies per collaborator per year.

- Report on the printing and photocopying process.
- Indicate other aspects of paper usage.
- Other supporting documents.

Statement of:



1. Location and type of recycling containers.
2. Amount of waste recycled per month by material.



3. Amount of total waste per month Kg/ collaborator.

- Number of toners used per month.
- Recycled materials management process report.
- Report on cleaning procedures and materials.
- Clean point and collection center report.
- Other supporting documents.

VIII) Current description of the printing and photocopying process in the offices, paying attention to the following variables:

- Color printing - indicate quality (see in software)
- Black printing - indicate quality (see in software)
- Single-sided printing
- Printing both sides
- Reuse of sheets
- Printing with grey lettering

IX) To indicate other relevant aspects of paper use, e.g. making notebooks with used paper, if there is a printing protocol in the institution, etc.

C) Waste Management

I) To identify if there are recycling containers. If so, indicate the location and type (attach photograph).

II) Type of material recycled and average monthly quantity.

III) To quantify in Kg. the monthly amount of recycling according to type of material (except paper).

IV) To quantify the individual monthly creation of waste, expressed in Kg/employee.

V) To quantify the number of toners or ink cartridges used monthly.

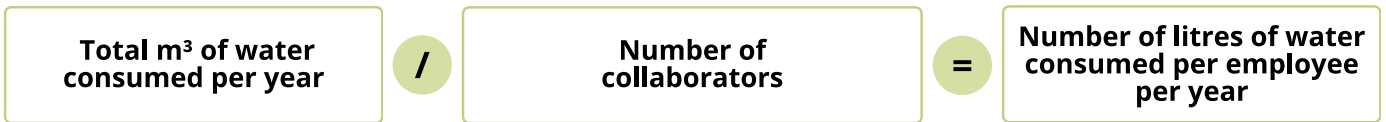
VI) To describe the management process of recycled materials (responsible for removal, agreements with institutions, etc.).

VII) To describe the procedure and materials used by the company providing cleaning services in the office, with emphasis on the analysis of sustainability criteria in the use, choice of materials or chemicals, disposal of containers, among others.

VIII) To indicate the existence or absence of a collection point for the segregation of hazardous waste within the institution. If there is a collection point, describe how it is managed.

d) Water Management

I) To identify the amount of water used per person per year and associated expenditure:



II) To check and register the state of water devices, according to the following parameters per floor:

Instrument	Amount	Good	Bad	Quantity featuring cost-saving technology
Bathroom (wc)				
Sink				
Dishwasher				
Other (garden risk, showers)				

III) To identify the chemical composition of the cleaning materials used, detailing whether the products used contain chlorine-based ingredients, inorganic acids, among others, or whether chemical air fresheners and aerosols are used, understanding that these have an impact on the environment.

Means of evidence

Statement of:



1. Amount of water used m³/collaborator per year.



2. Appliance report (water consumption).



3. Composition of cleaning materials.



4. Means of verification and other supporting documents.

e) Energy Management

I) To identify electricity consumption per person per year and associated expenditure:

$$\boxed{\text{Total kw of electricity annual consumption}} \div \boxed{\text{Number of collaborators}} = \boxed{\text{Amount of kw consumed per employee per year}}$$

II) To describe elevator usage, establishing total number of trips, by sampling destination and frequency of use. Identify if elevators have a consumption measurement system to see how much it contributes to total electricity consumption.

Elevators use frequency measurement form:

	Day:								Hour:								
Floor	Frequency																Total
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
etc.																	



It is also possible to collect the information through a survey of employees and collaborators, according to the example contained in Annex N°5 Energy Management Diagnosis - 'Survey of elevator use'.

III) To prepare a register of computer equipment and electrical appliances present in the different offices (heaters, kettles, lights and lamps, fans and others).

Regarding the classification of equipment or appliances, the type and consumption of these should be considered, for which the following table is attached as a reference. It is worth mentioning that the consumption of appliances in 'Stand-by' state, also called 'vampire consumption', represents between 5% and 10% of the total electricity consumption in a household (Ministry of Energy, 2018).



Observation table							
A. Lights on in unmanned office							
Week 1							
Hour	Mon	Tues	Wed	Thurs	Fri	Observations	Total existing offices
8:00-9:30							
13:00-14:30							
17:00-18:30							
Week 2							
Hour							Total existing offices
8:00-9:30							
13:00-14:30							
17:00-18:30							
B. PC on: Display (staff absent)							
Week 1							
Hour	Mon	Tues	Wed	Thurs	Fri	Observations	Total displays
8:00-9:30							
13:00-14:30							
17:00-18:30							
Week 2							
Hour							Total displays
8:00-9:30							
13:00-14:30							
17:00-18:30							
C. PC on: CPU (staff absent)							
Week 1							
Hour	Mon	Tues	Wed	Thurs	Fri	Observations	Total CPU
8:00-9:30							
13:00-14:30							
17:00-18:30							
Week 2							
Hour							Total CPU
8:00-9:30							
13:00-14:30							
17:00-18:30							

IV) To collect a time report (hours-minutes) on the use of computers, lights, air conditioning, by floor and in the absence of staff, at break time and at the end of the working day, according to the following table (observe for two weeks in an intercalary way):

Computers:

$$\frac{\text{Number of computers on with no collaborators per floor}}{\text{Number of computers per floor}} = \text{Percentage of computers on and not in use by floor}$$

Lights:

$$\frac{\text{How many lights on without collaborators per floor}}{\text{Number of lights per floor}} = \text{Percentage of unused lights on by floor}$$

Air conditioning (hot and cold air conditioning system):

$$\frac{\text{Air conditioning on in area without collaborators per floor}}{\text{How many air-conditioned areas per floor}} = \text{Percentage of unused air conditioners on by floor}$$



Observation table							
A. Lights on in unmanned office							
Week 1							
Hour	Mon	Tues	Wed	Thurs	Fri	Observations	Total existing offices
8:00-9:30							
13:00-14:30							
17:00-18:30							
Week 2							
Hour							Total existing offices
8:00-9:30							
13:00-14:30							
17:00-18:30							
B. PC on: Display (staff absent)							
Week 1							
Hour	Mon	Tues	Wed	Thurs	Fri	Observations	Total displays
8:00-9:30							
13:00-14:30							
17:00-18:30							
Week 2							
Hour							Total displays
8:00-9:30							
13:00-14:30							
17:00-18:30							
C. PC on: CPU (staff absent)							
Week 1							
Hour	Mon	Tues	Wed	Thurs	Fri	Observations	Total CPU
8:00-9:30							
13:00-14:30							
17:00-18:30							
Week 2							
Hour							Total CPU
8:00-9:30							
13:00-14:30							
17:00-18:30							
D. Air conditioners on (staff absent)							
Week 1							
Hour	Mon	Tues	Wed	Thurs	Fri	Observations	Total air conditioners
8:00-9:30							
13:00-14:30							
17:00-18:30							
Week 2							
Hour							Total air conditioners
8:00-9:30							
13:00-14:30							
17:00-18:30							

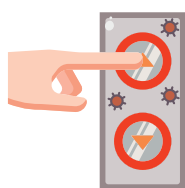
V) In case the service has self-generation systems of electric energy (combustion generator, photovoltaic panels or other), you must specify its performance, expenditure (fuel), energy potential, coverage, among others.

Means of evidence

Statement of:



1. Amount of electricity used KW/collaborators per year.



2. Use of the elevator.



3. Computer equipment and electrical appliances register.



4. Report on the use of electrical equipment and appliances in the absence of the collaborators.



5. Means of verification and other supporting documents.

f) Sustainable Purchasing and Circular Economy

I) To indicate if you have a sustainable public procurement policy, in accordance with the guidelines provided by ChileCompra (see Annex N° 6).

II) To indicate whether the following products or services consider sustainability criteria at the time of purchase:

- Electrical equipment: with energy efficiency seal or label.
- Cleaning chemicals: Chlorine-based cleaners, inorganic acids, chemical air fresheners and aerosols. Biodegradable or concentrated products.
- Paints and varnishes: high performance, low VOC volatile organic compounds and heavy metals.
- Food: Local seasonal or locally produced products.
- Light and medium vehicles: High fuel efficiency and Euro VI emission standard (equivalent or higher).
- Computers: Energy efficient equipment (Energy Star certification).
- Multifunctional: Energy efficient equipment (Energy Star certification).
- Printing paper (reams): With sustainable forest management, from agro-industrial waste or recycled content.
- Catering services: Use of reusable tableware, avoiding disposable items.
- Light bulbs: LED technology and a useful lifespan equal to or greater than 15,000 hrs.

III) To indicate whether the following seals are used to select suppliers, for more information see Annex 6.3:

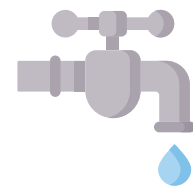
- HuellaChile seals.
- Empresa Mujer Seal.
- ProPyme Seal.
- Sustainable Tourism 'S' Seal.
- Clean Production Agreement (APL) Seal.

Means of evidencia

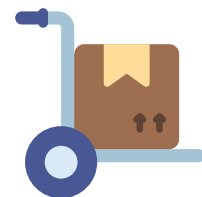
Statement of:



1. Existence/absence of sustainable purchasing policy.



2. Products/Services purchased with sustainability criteria.



3. Suppliers evaluated with sustainable criteria or seals.



• Means of verification, bidding dates, TOR's, calculation of types of sustainable products.



• Means of verification and other supporting documents.

IV) To indicate whether sustainability criteria are used for the entity's purchases (e.g. for more specific products associated with the entity's own functions).

V) To indicate whether there are guidelines or measures related to services that do not include the use of disposable items, such as avoiding the purchase of products with single-use packaging.

VI) To summarize the types of products consumed in the institution, differentiating those with environmental criteria versus those without sustainable criteria.

$$\text{Type of products purchased with sustainable criteria} \div \text{Total product types per year} \times 100 = \text{\% of products with sustainable criteria}$$

g) Transportation

I) To count the number of hybrid vehicles (if any) and the number of conventional vehicles.

II) To indicate the annual fuel use differentiating from oil, gas and benzine. In the case of gas use, the measurement should be in cubic meters.

III) To indicate the existence of a policy to promote the use of bicycles and carpooling. To conduct surveys on the origin-destination of employees and collaborators. For its implementation, review the standard form in Annex n° 7.

IV) To study ground transportation contracts and analyze the possibilities of prioritizing those that use hybrid vehicles.

V) To evaluate the space allocated for bicycle parking, compared to staff demand (based on the information obtained in the survey).

Means of evidence



- Registration of hybrid and conventional vehicles.



- Declaration of the existence/absence of a policy to promote the use of bicycles and shared vehicles.



- Analysis of survey applied to collaborators.



- Report on land transportation contracts.



- Report on fuel use.



- Means of verification and other supporting documents.

Means of evidence

Statement of:



1. Procedure to be followed for personal property that has been written off.

h) Disposal of Personal Property

To indicate the procedure established for movable property that has been destroyed or is technically deteriorated or obsolete.

Means of evidence

In case of existence:



Proof of registration in HuellaChile.



Proof of accreditation received (only if applicable).

Means verification of training and other supporting documents

i) Carbon Footprint

I) Is the institution registered in the Huella-Chile program or its equivalent?

II) Has it received any accreditation at any of its levels?

III) Has training related to the institutional carbon footprint been conducted?

j) Internal Environmental Education and External Information

I) Are there any formal internal induction processes for the staff on recycling, water conservation, energy efficiency, among others? (If these processes exist, attach the training program, the number of sessions held and the attendance list).

II) Are there informative signs in the workplaces that call for the care of the aforementioned topics? (If there are, make a census by floor, indicate the location and attach a photograph).

III) Indicate the total number of civil servants and/or collaborators, including those with full-time contract, part-time contract, casual contract, labor code or other type of contract. Make this list separated by gender and status (Managers, Professionals, Technicians, Administrative Officer and Assistants).

IV) To indicate if you have information on your website or social networks about the environmental.

Means of evidence



- Existence/absence of environmental training program for collaborators.
- Training program



- Registry of environmental dissemination elements.



- List of collaborators by employee category and gender.



- Means of verification (presentations, photographs, calendars, attendance lists, etc.).

Means of evidence

Statement of:



1. Internal Environmental Self-Management Policy.



2. Defined measures/goals.



3. HuellaChile Registry



4. Sustainable Purchasing



5. Employee Training Plan.



6. Measures for the disposal of personal property.



7. Communication Campaign.

Support of the approval of the Plan by the GOC.

5.2. Design of the Annual Environmental Management Plan

Once the diagnosis has been made, it must be systematized, analyzed and presented to the GOC. In this instance, the priorities to be addressed in the annual environmental management plan and the goals and measures to be committed to in each of the components are established.

To achieve the Pre-Accreditation granted by the Ministry of the Environment, the Annual Plan must consider the following components, that will be developed during Stage 2. Each component must consider one or more goals that will be translated into one or more measures, and the corresponding indicators and means of verification for each of them:

a) **To generate** or update an **Internal Environmental Self-Management Policy** that has a participatory process. Depending on the diagnosis, one of the following actions should be carried out:

I) If the result of the diagnosis shows that there is no Internal Environmental Self-Management Policy, the institution must commit to develop this instrument in a participatory manner.

II) If the result of the diagnosis shows that there is an Internal Environmental Self-Management Policy prepared without participation, the institution must commit to review and update it, considering a participatory process.

III) If the result of the assessment shows that there is an updated Internal Environmental Self-Management Policy, the institution must actively disseminate it and train the staff on the instrument.

b) **To establish** one or more goals and corresponding **measures**, according to the level at which it wishes to be accredited, in each of the program's components:

I) **Use of paper:** With the objective of reducing consumption or increasing recycling and reuse of paper.

II) **Waste Management:** With the objective of reducing waste creation, implementing or strengthening recycling systems, increasing the number of recycled materials, identifying and managing hazardous waste.

III) Water management: With the objective of generating a reduction in consumption and promoting efficient use of water.

IV) Energy management: With the objective of generating a reduction in consumption and promoting the efficient use of energy.

V) Transportation: With the objective of promoting sustainable transportation among the staff or reducing the impact generated by transportation associated with the institution's own actions.



It must be taken into account that at the end of Stage 2, there must be compliance with the proposed goals in each of the areas to be developed, based on the established indicator and considering the means of verification committed in the plan.

c) It is recommended that when designing the measures, aspects of great importance are considered, such as the active participation of the institution's staff, both in the design and in the implementation; education and awareness-raising, together with the development of dissemination actions to support the implementation; investments (in those institutions that have the possibility of making investments, it is suggested the installation of new technologies, equipment or infrastructure); and the management of creative measures, such as internal management instructions, appointment of staff or collaborators as monitors that promote good practices in the offices, incorporation of reduction actions in institutional goals, among others.

d) To conduct training related to the Huella-Chile program and/or calculation of institutional carbon footprint: In order to contribute to the national climate change goals, institutions should conduct training on the Huella-Chile program or on the calculation of institutional carbon footprint.



e) Sustainable procurement and circular economy: Establish a protocol, regulation or commitment to sustainable public procurement, whose content is based on the Public Procurement Directive No. 25 "Recommendations for the procurement of goods and services incorporating environmental and energy efficiency criteria", the Instructions for the Application of Sustainable Criteria of the Ministry of the Environment and the reality of the entity. Likewise, as indicated in Annex N°6, the institution must carry out at least one of the following measures:

I) To consider the criteria for goods and services indicated in Annex 6, point 6.3.

II) To consider the cross-cutting criteria for suppliers indicated in Annex 6, point 6.4.

III) Services and event production: Services that do not include the use of disposable (single use) items such as: bags, cups, plates, cutlery, trays, light bulbs, among others; instead that they are replaced

by reusable, recyclable or biodegradable/compostable items, with vegetarian food options or without ingredients of animal origin or local production. To ensure proper management of waste derived from recyclable and biodegradable/compostable items, consideration should be given to the establishment of containers for segregated storage and subsequent recycling at authorized locations.

IV) Corporate gifts: Products that are derived from renewable sources, that contain recyclable and recycled materials, that do not contain hazardous substances, that do not use packaging of any kind or that is reduced and made of recycled and recyclable material, and that have sustainable forestry management certifications, if applicable.

V) Products and services: Procurement of products and services that encourage the development of circular models, aimed at preventing the generation of waste and encouraging its reuse and exploitation by the supplier, or facilitating its recycling at the end of its cycle of use. For example, avoiding the purchase of products with single-use packaging; avoiding the purchase of products in multilayer packaging that cannot be recycled, among others.

VI) To consider other sustainable criteria for products or services or a cross-cutting criterion for suppliers.

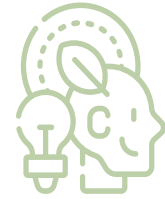
Notwithstanding the above, the institution subscribed to the program should gradually incorporate new actions based on the progressive increase of sustainable consumption criteria and eco-design.

f) Environmental Education: Carry out training cycles for the staff. The number of employees to be trained will depend on the level at which they wish to be accredited and must be agreed jointly with the Ministry of the Environment. The training should consider various subjects, such as: good environmental practices in the office, waste management, energy saving, water saving, sustainable transport, climate change, carbon footprint, among others.



g) Disposal of Personal Property: Establish a protocol, regulation or commitment indicating the procedure for movable property that is technically deteriorated or obsolete, promoting its reuse and recycling.

h) Communication campaign: A permanent internal campaign must be implemented to achieve the goals and requirements established by the accreditation (its design must be submitted as part of the final report of Stage 1). The success of the implementation depends mainly on the support and participation of the civil servants and collaborators. For this reason, it is important to provide as much information as possible through the different means available to each of the institutions. See Annex N° 8 for a sample format for developing this communication strategy. Likewise, it is suggested to indicate either on the website or social networks, that they are in the process of pre-accreditation as a transparency mechanism.



i) Schedule: Once the Annual Plan has been designed, the GOC must prepare a work schedule that includes the actions or commitments to be carried out during the entire Stage 2 period, in each of the components just detailed. See Annex N°9 for a sample format for preparing a work schedule.

5.3. FINAL FILE FOR PRE-ACCREDITATION

The Stage 1 file is the conclusion of the first process and should be a true reflection of what was accomplished during this period. It must include the following components:

- a)** Statement of compliance with the components required in the program signed by the Head of Service or private entity manager (see format in Annex N°11).
- b)** Copy of e-mails, private or public, as the case may be, of the internal dissemination of the Green Office Program.
- c)** Copy of the resolution appointing the technical counterpart.
- d)** Copy of the official document (e.g. Resolution) creating the Green Office Committee.
- e)** Copy of the minutes and attendance to the Green Office Committee meetings.
- f)** Environmental diagnosis carried out in the institution, as established in point 5.1 above.
- g)** Design of the Annual Environmental Management Plan, according to the format in Annex N°2.
- h)** Schedule of implementation of the annual plan, according to the format in Annex N°3.
- i)** To request for accreditation of activities: the program recognizes the work done previously, as long as it is not older than 4 years (Annex N°4).

j) To indicate the stage of accreditation you wish to achieve, i.e.: basic, intermediate or excellence. This aspect must consider the previous point to determine its level and the decision of the Green Office Committee, which must be signed in minutes by the members.

k) to commit to having the Green Office logo and its goals on the website through the use of a banner.

The file must be submitted to the Ministry of the Environment, Environmental Education and Citizen Participation Division, through the Oficina Verde digital platform, using the institution's own username and password provided by the Ministry.

The documentary audit consists of an exhaustive review of the file submitted by the institution. This is evaluated by the auditors based on the requirements established in this Manual and in the administrative bases of the Program. According to the results obtained, the institution may obtain the Green Office Pre-Accreditation.

The Ministry will have a period of 30 working days to review the file containing the report, and if necessary, may request additional information from the institution in the process of pre-accreditation.

Once the review is completed, the Ministry will inform by official letter if the institution has obtained Pre-Accreditation. If so, it may make use of the respective seal corresponding to the stage obtained.

In those cases in which the requirements are not fulfilled according to the guidelines of the Green Office Program, an additional period of time may be granted for its fulfillment.



6. STAGE 2: ACCREDITATION

This stage involves the operation of the Green Office Committee (GOC); implementation of the actions and fulfillment of the goals defined in the Environmental Management Plan and in the implementation schedule; and implementation of the communication campaign.

Fulfillment of this stage will be executed within a maximum period of 12 months for all the levels that comprise it, except for the Outstanding Excellence level, which has a duration of 24 months, due to the requirements for the fulfillment. The institution must communicate the intention to opt for a specific accreditation level to the Ministry of the Environment at the time of submitting the final report.

Once the accreditation is obtained, the accreditation seal must be displayed in a prominent place on the institutional website. In addition, the institution may use the logo in the physical or digital documents that are generated and in visual or informative.



6.1. Implementation of the Plan

Both the plan and the schedule will serve as a guide for reviewing progress and fulfillment of the commitments made by the institution.

Within this framework, the auditors of the Ministry of the Environment will conduct at least two on-site audits to verify progress in the implementation of the plan. The audits will be conducted in the presence of the Green Office Committee, ensuring that all stakeholders can participate in the process. In addition, staff may be randomly consulted on their level of knowledge of the accreditation process.

If necessary, adjustments may be made to the schedule, as well as to the goals and measures committed to in the plan.



6.2. Green Office Committee

The GOC should continue to operate, with bimonthly meetings to discuss progress and difficulties in implementation. Within this framework, for the purposes of the audit and final report, its operation should be recorded in the form of minutes and attendance lists.



6.3. Green Office Dissemination

The dissemination process is a relevant aspect of the program because it allows showing the community the work being developed by the institution.

Therefore, the Green Office logo should be included in the web page, indicating the level achieved and the commitments they are working on. The sustainable development objectives and other objectives recognized by the accreditation system through the respective directive can also be included.

In addition, it is suggested that the logo be included in the signature footer of institutional emails.

6.4. Final File for Accreditation



The Final file is the conclusion of the process and must be a faithful reflection of what has been done in the implementation of the Annual Environmental Management Plan. It must include:

a) Declaration of fulfillment of the components committed in the plan signed by the Head of the Service or managers of private entities (See format in Annex N°9).

b) Institutional environmental policy approved by resolution.

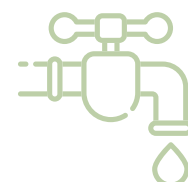
c) Report of implementation and fulfillment of the goals in the areas of waste and recycling, water management, paper use, energy management, transportation, sustainable procurement and disposal of personal property. The corresponding means of verification must be attached

d) Record of training in Huella-Chile or carbon footprint calculation.

e) Training report for civil servants or collaborators, including topics covered, photographs and attendance list.

f) Report of the internal communication campaign, attaching means of proof such as photographs, press releases, among others.

g) Report on the internal dissemination process and the website or social networks.



The file must be submitted to the Ministry of the Environment, Environmental Education and Citizen Participation Division, through the Oficina Verde digital platform, using the institution's own user name and password provided by the Ministry.

The Ministry will have a period of 40 working days to review the file containing the report, and if necessary, may request additional background and information from the institution. Once the review is completed, the Ministry will inform by official letter the result obtained by the institution. If it receives the accreditation, it will be able to use the respective seal with the corresponding level.

In those cases in which the requirements are not fulfilled in the minimum percentage demanded by the bases, the possibility of granting an additional term for fulfillment will be evaluated. The validity of the Accreditation will be computed from the date of the official letter informing that the Accreditation has been obtained, issued by the head of the Environmental Education and Citizen Participation Division or by the respective Secretaría Ministerial Regional (Regional Secretary of the Ministry). In case of continuity in the development of the program to the next level of accreditation, the Accreditation already obtained by the institution will be considered valid until the completion of the new level executed.

On the other hand, the institution that does not persevere in the achievement of a new level of accreditation will maintain in force the Accreditation already obtained for a period of 12 months. Once this period has elapsed, the institution must stop using the logo, otherwise the Ministry may initiate legal action for misuse of a public instrument

6.5. Continuity Cycle

Once the accreditation has been obtained, the institution is expected to give continuity to the Green Office Program, by signing a new agreement, in order to develop the next level of accreditation or even continue to the maintenance stage, as long as the requirements for the above are met.

The program involves continuous improvement, i.e., constant analysis, review, feedback and adaptation in the areas of development and implementation of the program, with a drive for continuity and progress in each of its components.

Institutions that reach a basic or intermediate level may advance to the following phases by formulating new commitments and goals, taking the initial diagnosis as a reference. In the event that the entity has reached the level of excellence, it may opt for the outstanding excellence level. Each level has different environmental management requirements, which are detailed in this Manual and in its updating directives, which contain criteria guidelines and technical references for obtaining the different levels of accreditation.

A third stage of the program is the Maintenance stage. This stage can be chosen after having achieved Accreditation at the Intermediate, Excellence or Outstanding Excellence level and the institution wishes to continue with the requirements of the program at the level of accreditation already achieved. For further information, please refer to number 7 below.

6.6. Levels of Accreditation

Green Office BASIC LEVEL

To obtain Basic Level Accreditation, the institution must obtain a minimum of 90% fulfillment of the following requirements:

- I) It constitutes and puts into operation the GOC.
- II) It develops and approves or updates the Internal Environmental Self-Management Policy.
- III) It defines at least one measure and its corresponding goal in each of the following areas:

Paper Use, Waste Management, Water and Energy Management, Sustainable Procurement and Circular Economy, Transportation and Disposal of Personal Property.
- IV) It conducts a massive awareness campaign on carbon footprint to civil servants or collaborators and provides training on carbon footprint calculation to at least 50% of the members of the Green Office Committee (GOC) or calculates its carbon footprint.
- V) It complies with training or awareness-raising cycles.
- VI) It executes internal and external communication campaign.



Green Office INTERMEDIATE LEVEL

It implies the achievement of all the commitments defined for the Basic Level, and, in addition, obtaining a minimum of 80% fulfillment of the following requirements:

- I) It constitutes and puts into operation the Green Office Committee (GOC) or maintains its operation in case it is already formed.
- II) It develops and approves an Internal Environmental Self-Management Policy, or updates a policy if one is already in place. Extends the application of this policy to some of the offices, headquarters or branches (regional, provincial, annexes, etc.).
- III) It develops an Environmental Management Plan that defines and implements at least two measures and their corresponding goals for each of the program's components: Paper Use, Waste Management, Water and Energy Management, Sustainable Procurement and Circular Economy, Transportation and Disposal of Personal Property. Likewise, the Plan shall contain the provisions of paragraphs iv. to vii. below.
- IV) It conducts two mass awareness campaigns on carbon footprint to civil servants or collaborators and provides training in carbon footprint calculation to at least 70% of the members of the Green Office Committee (GOC) and/or calculates its carbon footprint.
- V) It completes training or awareness cycles, involving 100% of the members of the Green Office Committee (GOC) and at least 40% of civil servants or collaborators, and considers suppliers or service providers.
- VI) It executes an internal and external communication campaign, emphasizing topics included in the Green Office Program (water saving, efficient use of paper, energy saving, etc.).
- VII) It implements at least one minor environmental management investment in one of the areas mentioned in the previous point (purchase of water heaters, recycling containers, switches, water-saving faucets, electric vehicles, etc.).



Green Office EXCELLENCE LEVEL

It implies the achievement of all the commitments defined for the Basic Level, and, in addition, obtaining a minimum of 80% fulfillment of the following requirements:

- I) It maintains the formal operation of the Green Office Committee (GOC) as indicated in the Green Office Manual.
- II) It extends the application of the Internal Environmental Self-Management Policy to all offices, headquarters or branches of the Government bodies or private entity at the national level.
- III) It develops an Environmental Management Plan that defines at least three measures and their corresponding goals for each of the program's components: Paper Use, Waste Management, Water and Energy Management, Sustainable Procurement and Circular Economy, Transportation and Disposal of Personal Property. The measures must be applied at the central level or headquarters and other offices, or branches of the institution (regional, provincial, annexes, etc.). Likewise, the Environmental Management Plan must contain the provisions of paragraphs iv. to ix. below.
- IV) It conducts three mass awareness campaigns on carbon footprint to civil servants or collaborators and provides training on carbon footprint calculation to 100% of the members of the Green Office Committee (GOC) and/or calculates its carbon footprint. It completes training or awareness cycles, involving 100% of the members of the Green Office Committee (GOC) and at least 60% of civil servants or office collaborators, and considers suppliers or service providers.
- V) It executes an internal and external communication campaign, emphasizing topics included in the Green Office Program (water saving, efficient use of paper, energy saving, etc.) and a campaign for the protection of a vulnerable native species.
- VI) It defines at least one sustainability measure and its corresponding goal in field activities, or in customer or client service, territorial interventions, work sites, among others.
- VII) The institution proposes institutional environmental management commitments in the short, medium and long term, according to the specific activities or strategic products, considering deadlines, goals and compliance indicators.
- VIII) Awareness and promotion of information storage efficiency and electronic files: Specific actions should be taken to promote and train civil servants and collaborators to encourage an efficient use of electronic platforms (storage clouds), in order to reduce the impact associated with high energy consumption for this concept.

Green Office OUTSTANDING EXCELLENCE LEVEL

This level can only be applied for once the Level of Excellence has been obtained and considers the following compliance requirements:

- I) It maintains the formal operation of the Green Office Committee (GOC) as indicated in the Green Office Manual.
- II) It supports the application of the Internal Environmental Self-Management Policy to all offices or branches of the Government bodies or private entity at the national level.
- III) It obtains a seal of distinction through the detailed and special development of one of the components of the program, highlighting objectives, short-, medium- and long-term transversal actions, of general and universal application, together with the means of verification and specification of the Sustainable Development Goals it contributes, according to the 2030 Agenda for Sustainable Development.
- IV) It elaborates a new Environmental Management Plan, considering the Program components, defined for the previous levels. As a starting point, the measures, goals and actions completed during the Level of Excellence will be used.

For this level, the implementation of the Plan must reach a minimum of 90% compliance with the proposed goals.



The Plan for Excellence should include the following:

Elaboración de políticas y planes de implementación en los siguientes componentes a nivel nacional:

a) Paper Use and digitalization of administrative processes, considering:

- Reduction of consumption.
- Implementation of formal procedures to save paper and reduce printing.

b) Waste Management, considering:

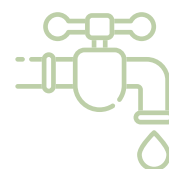
- Minimization.
- Organic waste.
- Recycling of various materials, with traceable final disposal.

c) Water Management, considering:

- Efficiency or reduction in consumption.
- Water saving technology in equipment acquisition.

d) Energy Management, considering:

- Energy savings and consumption monitoring.
- Energy criteria in equipment acquisition
- Energy and thermal management: A diagnosis should be made of the state of the infrastructure and equipment in terms of energy and thermal efficiency, and, additionally, actions should be taken to encourage and promote education and improve the habits of civil servants and collaborators in this area.
- Awareness and promotion of information storage efficiency and electronic files: Specific actions should be taken to promote and train civil servants and collaborators to encourage efficient use of electronic platforms (storage clouds) in order to reduce the impact associated with high energy consumption in this area.



e) Sustainable Procurement and Circular Economy, considering:

- Sustainability criteria in all procurement processes of goods and services of the institution, provided that the type of procurement allows the inclusion of those factors.
- Sustainable purchases associated with construction: in the event that the institution carries out remodeling or construction of new facilities, the bidding conditions or contracts with construction companies must include the incorporation of water and energy-efficient equipment, and also incorporate traceability measures and certificates of final disposal of construction waste generated (debris).

**f) Transportation, considering:**

- Incorporation of sustainability criteria in operational aspects such as use of institutional fleet, vehicle leasing, institutional/corporate air travel, encouraging the use of bicycles.
- Promoting measures to raise awareness among employees about the environmental impact associated with their commute home - office, and the implementation of remote work or teleworking as part of the institutional measures (Green Office).

**g) Environmental education, considering:**

- Design and implementation of a formal training plan for civil servants and collaborators.
- Cycles of training or awareness-raising, involving 100% of the members of the GOC and at least 70% of the civil servants or collaborators, and considers suppliers or service providers.
- The sustainability component is institutionally incorporated into the induction modules for new civil servants and collaborators.
- Environmental training and dissemination aimed at users, customers and suppliers, through a training plan specially designed for this target audience.



h) Internal and External Communication Campaign, considering:

- Design and implementation of a campaign aimed at civil servants, users and the general public, emphasizing issues included in the Green Office Program (water saving, efficient use of paper, energy saving, etc.), climate change, circular economy, water footprint and campaign for the protection of a vulnerable native species.
- In addition, the Green Office Program banner should include the plan to be developed and goals, news, members of the Green Office Committee (GOC), environmental information relevant to the institution, among others.

i) Disposal of Personal Property, considering:

- Reuse, donation and recirculation, recycling and traceability of final disposal, under the terms provided by current regulations.

Actions associated with the following components:

a) Promoting healthy and sustainable living: Concrete actions should be generated to promote and educate civil servants and collaborators, aimed at promoting healthy and sustainable living habits, for example, formally adopting actions associated with the Elige Vivir Sano Program, local purchasing, less processed food, Meat Free Day, animal welfare, promoting health in civil servants and collaborators, less waste generation from food consumed in the office, among other related issues.

b) Green infrastructure and equipment: Measures related to equipment or investment in technologies and their corresponding goals should be defined for each of the following topics: Waste Management, Water and Energy Management (photovoltaic panels, hybrid vehicles, efficient air conditioning, thermopanel, water consumption monitoring systems, intelligent irrigation systems, rainwater harvesting, etc.).

c) Development of a GHG (Greenhouse Gas) emissions reduction plan based on the Huella Chile platform: Those entities that have calculated their organizational carbon footprint must present a carbon footprint reduction plan.

d) Incorporation of sustainability measures and/or environmental criteria and its corresponding goal in field activities, or in attention to users or clients, territorial interventions, work sites, services and own products, among others.



e) Good neighbor policy: Involvement with the community, development of socio-environmental activities with communities neighboring the facilities or areas where environmental impact is generated.

f) Incorporation in CPI (Collective Performance Indicators) or KPI (Key Performance Indicator) with monetary retribution or other incentives: The institution incorporates in its institutional performance indicators, performance bonuses or bonuses for meeting goals, sustainability actions with deadlines, goals and compliance indicators.

g) Noise Management: Implementation of an education plan and institutional management actions aimed at mitigating noise in the office as a source of pollution.

h) Incorporation in the public account or annual account of the highest authority of the institution, of a report on the progress and challenges of the institution in environmental matters. In the case of Government bodies, ensure the application of the principles of the Escazú Agreement in the public participation processes and the environmental information generated by the institution.

i) Incorporation of new administrative units: The incorporation of at least one new unit to the Green Office Program should be included,

7. STAGE 3: MAINTENANCE

This stage involves the interest of the institution, which has already obtained Excellence and/or Outstanding Excellence Level Accreditation, to sustain over time the good environmental practices and improvements obtained thanks to the development of the Environmental Management Plan and the achievement of these levels of Accreditation.

The development of this stage involves the signing of a new Maintenance Agreement, whereby the institution undertakes to maintain the Green Office Committee (GOC); the preparation of a Maintenance Plan and continuity of the measures implemented and goals obtained in the components of the Program together with an implementation schedule; maintenance of the communication campaign; and training for civil servants and collaborators.

There are three options for Maintenance, which are differentiated by the commitments and goals developed by the institution in the Accreditation process already obtained: Intermediate (exceptionally), Excellence or Outstanding Excellence.

Intermediate Level Maintenance

Exceptional stage, so in order to qualify for it, the institution must request the maintenance by written request, through an official letter, and for **justified reasons**, which will be evaluated by the GAL Department, which will notify in writing the decision adopted

The development of this stage involves the following mandatory actions:

- I) Operation of the Green Office Committee (GOC), according to the guidelines provided in this Manual.
- II) Elaboration of a Maintenance and Continuity Plan based on the measures implemented and goals obtained in the components of the Green Office Program during the Intermediate Level Accreditation.
- III) Elaboration of a schedule for the implementation of the Maintenance Plan.
- IV) Fulfillment of training or awareness cycles, involving 100% of the members of the Green Office Committee (GOC) and at least 50% of civil servants or collaborators, and consider suppliers or service providers.



Additionally, the implementation of at least 3 (three) of the following optional actions must be included:

- 1) Implementation of a communication campaign for the protection of a vulnerable native species.
- 2) Environmental training and dissemination aimed at users, clients, and suppliers, through a training plan especially designed for this target audience.
- 3) Awareness and promoting of information storage efficiency and electronic files: Specific actions should be taken to promote and train civil servants or collaborators to encourage efficient use of electronic platforms (storage clouds), in order to reduce the impact associated with high energy consumption for this concept.
- 4) Promoting healthy and sustainable living: Specific actions should be taken to promote and educate civil servants or collaborators, aimed at promoting healthy and sustainable living habits, for example, formally adopting actions associated with the Elige Vivir Sano Program, local purchasing, less processed food, Meat Free Day, animal welfare, promoting health in civil servants and collaborators, less waste generation from food consumed in the office, among others.
- 5) Energy and thermal management: A diagnosis should be made of the state of the infrastructure and equipment in terms of energy and thermal efficiency, and additionally, actions should be taken to encourage and promote education and improve the habits of employees in this area.
- 6) Registration in Huella-Chile and quantification of Greenhouse Gases (GHG).



The fulfillment for the implementation of all of the above actions - mandatory and optional, of which the minimum is three - must be completed within a maximum period of 12 months.

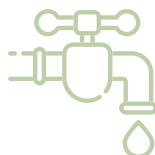
Excellence Level Maintenance

The development of this stage involves the following mandatory actions:

- I) Operation of the Green Office Committee (GOC), according to the guidelines provided in the Green Office Manual
- II) Elaboration of a Maintenance and Continuity Plan based on the measures implemented and goals obtained in the components of the Green Office Program during the Level of Excellence Accreditation.
- III) Elaboration of a schedule for the implementation of the Maintenance Plan.
- IV) Fulfillment of training or awareness cycles, involving 100% of the members of the Green Office Committee (GOC) and at least 70% of civil servants or collaborators, and consider suppliers or service providers.
- V) Incorporation in the public account or annual account of the institution's highest authority, of a report on the institution's progress and challenges in environmental matters. In the case of Government bodies, ensure the application of the principles of the Escazú Agreement in public participation processes and environmental information generated by the institution.

Additionally, the implementation of at least 5 (five) of the following optional actions should be included:

- 1) Noise Management: Implementation of an education plan and institutional management actions aimed at mitigating noise in the office, headquarters or facilities as a source of pollution.
- 2) Transportation Management and Teleworking: Promote measures to raise awareness among civil servants or collaborators about the environmental impact associated with their commute home - office, and the implementation of remote work or teleworking as part of institutional measures.
- 3) Sustainable procurement associated with construction: In the event that the institution carries out remodeling and/or construction of new facilities, the incorporation of water and energy equipment with lower consumption should be included in the bidding conditions or contracts with construction companies, as well as the incorporation of traceability measures and certificates of final disposal of construction waste generated (debris).



- 4) Environmental training and dissemination aimed at users, customers and suppliers, through a training plan specially designed for this target audience.
- 5) Awareness and promotion of information storage efficiency and electronic files: Specific actions should be taken to promote and train civil servants or collaborators to encourage the efficient use of electronic platforms (storage clouds) in order to reduce the impact associated with high energy consumption in this area.
- 6) Promoting healthy and sustainable living: Specific actions should be generated to promote and educate civil servants or collaborators, aimed at promoting healthy and sustainable living habits, for example, formally adopting actions associated with the Elige Vivir Sano Program, local purchasing, less processed food, Meat Free Day, animal welfare, promoting health in civil servants and collaborators, less waste generation from food consumed in the office, among others.
- 7) Incorporation of new administrative units: As part of the maintenance plan, the incorporation of a new unit to the Green Office Program should be included.
- 8) Gestión energética y térmica: Se deberá realiEnergy and thermal management: A diagnosis should be made of the state of the infrastructure and equipment in terms of energy and thermal efficiency, and, additionally, actions should be taken to encourage and promote education and improve the habits of civil servants or collaborators in this area.
- 9) Water Footprint Calculation.
- 10) Registration in Huella-Chile and quantification of Greenhouse Gases (GHG) / calculation of the organizational carbon footprint.
- 11) Green infrastructure and equipment: Defines measures related to equipment or investment in technologies and their corresponding goals for each of the following areas: Waste Management, Water and Energy Management (photovoltaic panels, hybrid vehicles, efficient air conditioning, thermopanel, water consumption monitoring systems, intelligent irrigation systems, rainwater harvesting, etc.).
- 12) Incorporation of sustainability measures and/or environmental criteria and their corresponding goal in field activities, or in customer or client service, territorial interventions, work sites, services and own products, among others.
- 13) Good neighbor policy: Involvement with the community, development of socio-environmental activities with communities neighboring the facilities or areas where environmental impact is generated.



The fulfillment for the implementation of all of the above actions—mandatory and optional, with a minimum of five – must be completed within a maximum period of 18 months.

Outstanding Excellence Maintenance

This stage involves the following mandatory actions:

- I) Operation of the Green Office Committee (GOC), according to the guidelines provided in the Green Office Manual.
- II) Elaboration of a Maintenance Plan and continuity of the measures implemented, and goals obtained in the components of the Program, based on the measures and goals already implemented during the Outstanding Excellence Level Accreditation. Additionally, this Plan shall be complemented/reinforced as indicated on pages 38 to 41 of this manual, especially in those that have not been implemented/developed during the Outstanding Excellence Level Accreditation by the institution.
- III) Elaboration of a schedule for the implementation of the Maintenance Plan.
- IV) Fulfillment of training or awareness cycles, involving 100% of the members of the Green Office Committee (GOC) and at least 80% of civil servants or collaborators, and consider suppliers or service providers.
- V) Incorporation in the public account or annual account of the institution's highest authority, of a report on the institution's progress and challenges in environmental matters. In the case of Government bodies, ensure the application of the principles of the Escazú Agreement in the processes of public participation and environmental information generated by the institution.



The fulfillment for the implementation of all of the above actions must be completed within a maximum period of 24 months.



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