

Regulatory and Supervisory Bureau for the Electricity and Water Sectors

Facility Manager Energy Accreditation Scheme

November 2020

Version history

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1. Introduction

a. Scheme Objective

Dubai's Demand Side Management (DSM) strategy has as one of its objectives, a drive to improve the energy efficiency of cooling systems in buildings. Programme 4 of the strategy, Efficient Cooling, aims to raise the energy performance of buildings by incentivizing facility managers to improve the operation, management and maintenance of HVAC systems whilst ensuring indoor air quality and comfort.

b. Scope

This Facility Manager Energy Accreditation scheme is available to facility management (FM) companies and in-house FM teams that can demonstrate a strong track record in energy efficient facilities management of buildings in Dubai. Details of accredited facility managers are published on the RSB's website and building owners are encouraged to make use of the companies listed on this register.

It is anticipated that building owners and their agents will increasingly tender their FM contracts exclusively to accredited companies. In doing so, building owners can be confident that the energy costs of building operations - often the largest cost item - are monitored and managed professionally and that their buildings continue to offer a comfortable environment to occupants.

2. Accreditation criteria

a. Applications for accreditation

The criteria that have been set for the scheme are intended to be stretching. Applicants will be required to demonstrate capability and experience by meeting the relevant criteria set out in Table 1.

b. Updating accreditation criteria

The scheme's requirements may be altered from time to time, so it is advisable to check the RSB's website for any changes ahead of making an application particularly when renewing an application.

Where changes are made to the scheme's requirements, they will not result in accredited companies being removed from the scheme, but will be adopted as and when those companies apply to renew their accreditation.

Table 1 shows the requirements for new applicants and those seeking renewal of their accreditation.

Table 1: Accreditation criteria

Nr	Criteria	New application requirements	Renewal application requirements
1	Trade licence	A complete valid Dubai trade licence must be submitted	
2	Organisational structure	Showing senior management and specialist qualified personnel sit within the entity in relation to the management of projects.	Any changes to the roles or positions of key staff must be provided. In the case of an organisational restructure, a new organisational chart must be submitted.
3	Health and Safety policy and practice	Applicants must provide: <ul style="list-style-type: none"> - Health and Safety policy - Supporting Safety Manual document - Board level safety reports 	Applicants must provide: <ul style="list-style-type: none"> - Any changes to the policy or manual - Current board level safety reports
4	Staff capability	An appropriate number of staff must be qualified in energy management - qualifications such as CEM, CEA and CMVP are accepted. Applicants shall demonstrate how they ensure any persons working on their behalf, related to significant energy uses, are competent on the basis of appropriate education, training, skills or experience. Staff details must be supported by a visa showing employment by the applicant.	
5	Experience	Applicants must provide a list of all client properties served at the time of application including: <ul style="list-style-type: none"> - Name of property - Built Up Area or Gross Floor Area - Building use - Date the building came under management of the applicant. Detailed information on three properties must also be provided including: <ul style="list-style-type: none"> - The energy baseline - All energy performance indicators and energy targets used - Complaint records from occupants - Any retrofit activity proposals made to the building owner In providing this data the applicant agrees and consents for the RSB to visit any of the buildings to verify the data submitted.	
6	Energy Management Systems	The applicant must provide details of any Energy Management Policy, and management review process it has. Include any other certifications or accreditations the company holds for energy management.	Details of the most recent management review, any changes to the Energy Management Policy or additional independent certifications or accreditation should also be provided.

c. Application fees

The application fee is AED5,000 for new applications. The renewal application fee is AED1,000, provided applicants make their renewal application at least six weeks before their existing accreditation expires. Renewal applications made after this time will be treated as new applications and the fees and requirements associated with such shall be applied.

3. The application process

a. Online application portal

Consistent with Dubai Government drive for paperless working, applications for accreditation can be made via the RSB's online application portal. Once a user has registered an account, he can create an application, upload the necessary documents and submit it for assessment.

All materials and information submitted with the application will be held in strict confidence and shall be used for assessment purposes only.

b. Principal assessor

A principal assessor, assigned on receipt of the application, will provide a receipt of the application together with an invoice and link for secure online payment. Once payment has been confirmed, the assessor will review the application. The assessor may request additional information via the online portal, if he/she considers the application to fall short of the scheme requirements.

c. Site visits

The principal assessor shall select a sample of buildings from the application, which he/she shall visit to verify the details submitted are correct and to assess the quality of energy management practices in the building. Notice of such visits will not be given but the applicant should facilitate access to the building by the principal assessor on request. Site visits to sensitive or secure buildings shall be avoided if at all possible.

d. Peer review

Applications shall be peer reviewed amongst RSB staff before presentation to the Accreditation Board which will ultimately decide on the application.

e. The accreditation board

The accreditation board is comprised of two representatives from the RSB, two representatives from the Dubai Land Department and one representative from the Dubai Supreme Council of Energy.

The accreditation board and the entities constituting its membership, accept no responsibility for any expenses, loss or damage which may arise from the evaluation process, interpretations and preparation made by the applicant including the information therein, or omission from, the submitted documents.

The accreditation board will meet no more than once a month to review applications for accreditation / renewal of accreditation. It shall also, at a frequency determined by it, review the assessment criteria as mentioned in Part 2 b, to ensure they remain fit for purpose.

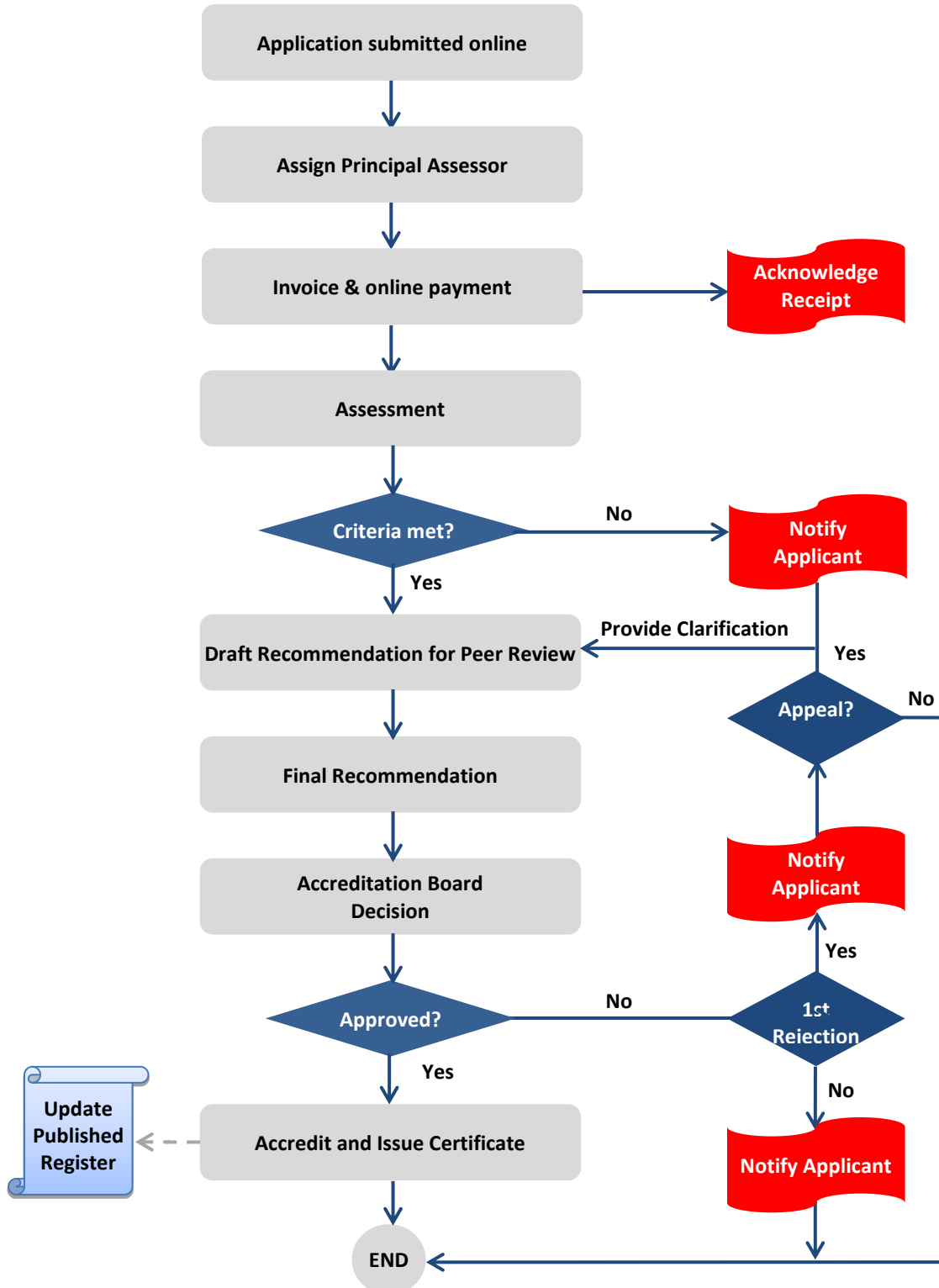
The board will grant accreditation to those entities that, in its opinion, have demonstrated energy management competencies by meeting the scheme's requirements.

f. Notification of board decision

Applicants will be notified of the outcome of the application within two days of the accreditation board meeting. In the event that accreditation is granted, details provided at the time of application will be added to the list of FM energy accredited companies published on the RSB's website. In cases where the board decides to reject an application, the reasons for rejection shall be included in the notification and the applicant shall have the right to appeal the decision.

Appeals must be made in writing and received by the RSB no later than two weeks from the date of the notification letter.

The Application Process



4. Holding FM Energy Accreditation

a. Register of energy accredited facility managers

Accreditation will be granted for a period of three years, unless revoked in accordance with the terms and conditions of the scheme. It is the responsibility of the accredited company to apply for renewal of its accreditation prior to expiry. Applications for renewal should be made at least six weeks before the expiry date to avoid a lapse in accreditation.

The RSB shall maintain a published list of energy accredited facility managers on its website and shall issue notices when the board accredits or renews accreditation.

b. Code of Conduct

Successful applicants shall conduct their business in a professional and ethical manner according to applicable government laws and regulations.

An accredited entity may have its accreditation withdrawn or suspended for any of the following reasons:

- Failure to comply with the terms of the scheme;
- Failure to submit an annual data return;
- Malpractice or fraud;
- Failure to comply with the criteria of the scheme; or
- Submission of misrepresented information.

The accreditation board, at its sole discretion, may remove an energy accredited facility manager from the register, or temporarily suspend accreditation for a period it deems appropriate.

c. Change of circumstance

During the period of accreditation, if an accredited company suffers any change of circumstance that means it no longer meets the requirements of the scheme, it must notify the RSB in writing, informing it of the criteria that are no longer met and of any corrective action being taken. The accreditation board shall, having considered such notification, withdraw, suspend, or allow a

specific time period by which the company must restore compliance with the criteria of the scheme. Failure to notify the RSB of a change in circumstance that renders a company non-compliant with the scheme's criteria may result in accreditation being immediately withdrawn. In addition, the board may decline to accept any new application from the offending company for a period of time determined by it.

d. Measurement of energy savings

All FM energy accredited companies must comply with data requests by the RSB. Failure to do so may result in accreditation being withdrawn.

Data submitted to the RSB will be held securely and in strict confidence.

The RSB will aggregate data submissions to calculate energy savings achieved by accredited companies.

e. Applications to renew accreditation

Those entities that seek to renew their accreditation in a timely manner will benefit from a lower application fee and a streamlined assessment process that takes account of the information and data submitted in previous applications.

In any case where a renewal application is not submitted prior to the expiry of an existing accreditation, the company shall automatically be removed from the list of accredited companies on the date of expiry, and will be required to make a fresh application for accreditation as if for the first time.

f. Assessment of scheme effectiveness

Consistent with all government initiatives, the scheme shall be subject to periodic evaluation to determine the extent to which it delivers on its objectives. Such evaluation may be incorporated into the periodic DSM strategic reviews or may be carried out more frequently.