

Waterwise Checkmark for Offices Scheme

Terms and Conditions

This document contains information on the scheme requirements, certification process and terms and conditions of the Waterwise Checkmark for Offices scheme.

Who can currently apply

This section provides details about who is eligible to apply to join the Waterwise Checkmark for Offices scheme. (Additional categories may be added at a later stage, via a separate application form and requirements and certifications process document.)

To submit an entry for an opportunity to be awarded the Waterwise Checkmark for Offices, you should be satisfied that:

- The awareness of the need for water efficiency has been raised amongst office users.
- Low and no cost water efficiency measures have been installed.
- If possible you are monitoring water usage on an on-going basis.



A named representative based at the specific office location applying must provide permission to submit the office for award of the Waterwise Checkmark for Offices, however any of the following may submit the application on their behalf:

1. Office resident employee representative.
2. Head quarter representative of a company on behalf of a different office location.
3. Office management company representative.
4. Water retailer supply water to an office building.
5. Third party water management company providing water services to an office building.

Please note that a separate Checkmark for Office application must be made for each office building that wishes to be considered. Applications are permitted for parts of an office e.g. floors occupied by a particular company. Applications are also permitted where the building entails mixed uses, and in such instances the Checkmark for Offices will apply only to the office accommodation within the site.

Waterwise Recommended Checkmark Terms and Conditions

Initial contact

The applicant will contact Waterwise with details of the office they wish to apply for, and request an application form. Contact will be via info@waterwise.org.uk or telephone 0207 917 2826.

Application

Applicants must complete all relevant sections within the application form and sign the declaration. Failure to complete the application form fully will result in it being returned and the application process being delayed.

A separate application must be made for each office that needs to be assessed. If an applicant considers that a group of offices have the same specifications, processes and occupant engagement then they can contact Waterwise via the above details, and a decision regarding the application will be made accordingly.

Failure to provide adequate evidence as requested alongside the application may result in rejection for award the Waterwise Checkmark for Offices.

Payment

Payment should be made via bank transfer (details below) at the same time as submission of application. Please send confirmation of BACS payment by email to info@waterwise.org.uk. Once payment has been received, Waterwise will process the application. The cost of applying for a Waterwise Checkmark for Offices is detailed on the application form. Applications will not be processed without full payment of the application fee. Please note that Waterwise is a non-profit organisation.

Bank details for BACS payment:

Bank: Royal Bank of Scotland

Account No: 10120398

Sort code: 16-15-31

A full re-application for the office will be needed every third year as it is appropriate to ensure that good practices are being maintained and that the office incorporates the latest no/low regret water efficiency features.

Assessment

Once Waterwise is satisfied it has received a fully completed application form and supporting documentation and payment has been processed, evaluation of the application will begin. This assessment will be conducted by Waterwise staff or allocated Checkmark Reviewers from our partners and will consist of reviewing the application form and supporting information.

The time taken to process the application will depend on the complexity of the application, ability to contact referees, quality of supporting evidence and number current applications currently waiting to be processed. Generally an outcome should be expected within 4 working weeks of the payment and application being received.

If there are inconsistencies in the application form and supporting data, Waterwise may contact the applicant for clarification purposes. This will be via email so that any responses to questions are given in writing and can be included in the application.

If after all information provided has been taken into consideration Waterwise considers that there is still not enough evidence to award the Waterwise Checkmark to the office in question, Waterwise will

provide details on what information is missing, details on options for re-evaluation and any costs associated with the activity (depending on the nature of re-evaluation required).

Decision and confirmation

If Waterwise is satisfied that the applicant has met the certification requirements, it will notify the applicant that their application has been successful and will send them the contract of use, which they will need to sign, accepting the terms and conditions of using the Waterwise Checkmark for Offices logo and marketing tools. Upon receiving this signed contract, Waterwise will send the applicant a welcome pack including the relevant logos and certification.

Waterwise will also highlight the award on the Waterwise website.

The decision of Waterwise is final and no further correspondence will be entered into, as the deliberations are confidential. If rejected, an applicant may appeal in writing to: Waterwise, 180 Piccadilly, London, W1J 9HF and either provide further information or reapply, but only where new information is supplied to support the application. A new application fee will be payable.

Use of Marketing Materials

Once an office has been awarded the Waterwise Checkmark for Offices, the applicant will be entitled to use the associated logos and marketing tools with the relevant office that was applied for only, for the duration of the year paid for. These materials must not be used with any other offices or locations associated with the approved office or any other products or locations associated with the user company. Approved companies can use the Waterwise Checkmark for Offices from the date of award as specified by Waterwise.

If there are any changes made to the offices that materially impact or affect water usage, Waterwise must be notified immediately. If these changes alter the water-saving properties of the office there may be a requirement to reapply for the Waterwise Checkmark for Offices. For example, if the toilets were refurbished and higher flush toilets were installed than a current water efficient model, or information posters were removed, then the office may not use the Waterwise Checkmark for Offices. (Reapplication may be offered at a discounted rate, subject to the discretion of Waterwise and dependent on the changes made to the office.)

The Waterwise Checkmark for Offices logo may be displayed within the Office itself in any location that the users desire (as a sticker, stamp, or other medium). It may be used in relevant point-of-sale information, product catalogues, promotional literature, company websites, press releases etc but only if used with reference to the specific office to which was awarded it. For example, if a company called *Brand* had an office called *Location* it would not be permitted to state that '*Brand* has been awarded the Waterwise Checkmark for Offices.' It would be permitted to state that '*Brand's Location* has been awarded the Waterwise Checkmark for Offices.' If an image of the Waterwise Checkmark for Offices logo is used on the awarded company's website, it must be made absolutely clear that it was awarded to the specific location. This may be via footnote, caption or other method, as long as the message is clear and not misleading.

The Waterwise Checkmark for Offices is not an 'endorsement' or 'certification mark'. These descriptors may not be used with reference to the Checkmark. The Waterwise Checkmark for Offices must be referred to only as a 'Checkmark' or as an 'award'. Waterwise may be described as an 'independent NGO' or as the 'leading authority on water efficiency', but never as a 'lobby group' or 'interest group'.

There are no minimum or maximum size requirements for the Waterwise Checkmark for Offices logo. However, the logo must be large enough so that the Waterwise website address is clear and legible. The Checkmark must never be used in a location whereby the logo is obscured or integrity is

compromised. This requirement is left up to the holder to fulfil, but Waterwise reserves the right to demand that the logo is presented differently. The logo must be obtained from Waterwise; it may not be designed by any other source. It is available in colour or in monotone.

Wherever possible reference must be made to www.waterwise.org.uk for more information on the Waterwise Checkmark for Offices, water efficiency, water-saving tips etc. The Checkmark may not be used in any way which would contradict the messages Waterwise communicates to businesses and consumers. Waterwise reserves the right to review usage of the Waterwise Checkmark for Offices and the scheme, and retains the right to revoke the Waterwise Checkmark for Offices if it is decided by Waterwise that usage is inappropriate. Waterwise may determine that a Waterwise Checkmark for Offices holder must reapply in the next award year if the market changes to include more water-efficient products or services or if other new information comes to light. In any such case, Waterwise will notify the holder and the first step will be a discussion of the current situation.

Data Protection

Waterwise will keep a soft copy of all applications made in a secure cloud-based storage system, along with copies of any evidence provided and certificates signed.

Waterwise will keep a database of the names, addresses and contact details of each applicant provided for the period that they remain part of the Waterwise Recommended Checkmark scheme. Names and contact details for referees to the application will be kept only for the duration that the application is being reviewed for. This information will then be removed from the database. This database will be used to contact applicants when necessary, for instance for renewal, awareness of awards schemes or publications, events relevant to water efficiency (such as Water Saving Week) and any other information that Waterwise consider may reasonably be of interest to the applicant.

Waterwise may also contact applicants who have been awarded the Waterwise Checkmark for Offices for research purposes.

Monitoring use of the Checkmark and conformity of scheme rules and regulations

Continued use of the Waterwise Checkmark for Offices logo and supporting materials is conditional on the applicant demonstrating that they continue to meet the scheme rules at all times. Waterwise will monitor the use of the logo and supporting materials on a regular basis.

Where there is evidence of misuse of the logo and supporting materials, the user will be required to address these non-conformities in order to maintain certification under the scheme. Failure to address them may result in disciplinary action, which may include suspension from the scheme.

Responsibilities of Waterwise

Waterwise will:

Manage and maintain the Waterwise Checkmark for Offices scheme and ensure, where possible, that scheme members are informed in good time of any changes that may affect them.

Issue a certificate in respect of successful applications and update the Waterwise Checkmark for Offices section of the website as appropriate.

Monitor members' compliance with the scheme rules and undertake enforcement action where necessary.

Raise awareness of the Waterwise Checkmark for Offices.