






Benchmark Survey Advice

Changes to the 2023
Benchmark Survey

1. Significant changes to the 2023 Benchmark Survey

The TEFMA survey has undergone significant changes this year in the Energy, Carbon and Waste reporting sections. These changes were workshopped in late 2023 by a Special Interest Group comprised of TEFMA members who volunteered their time to contribute to improvements in the existing survey. As a result, a significant number of questions were added, deleted, modified or relocated from other parts of the survey. The following is a summary of the changes:

These questions have been added to the Stationary Energy section:

A 81. Coal (GJ) 	<input type="text"/>
A 82. Wood Pellets (GJ) 	<input type="text"/>
A 83. District Schemes (GJ) 	<input type="text"/>
A 88. Offsite Energy Generated (GJ) 	<input type="text"/>
A 89. Offsite Energy Exported (GJ) 	<input type="text"/>

Note also, that several definitions/bubble texts have been updated. To avoid entering incorrect or incomplete data, please take extra time to **read these** before compiling and entering your data.

REMINDER: TEFMA provides resources and calculators to assist in converting all energy consumption to GJ.

These additional and/or modified questions have been added to the Carbon (stationary energy) section:

In previous surveys, respondents were asked to report **gross** carbon emissions for stationary energy as a single entry. This year, we have expanded the list of questions that capture carbon data **within** the actual TEFMA survey. Question A112 (District schemes) is the only real new question.

A 105. Electricity - Retail & onsite generation (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 106. Natural Gas (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 107. LPG (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 108. SNG (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 109. Diesel (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 110. Coal (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 111. Wood Pellets (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 112. District Schemes (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 113. Other (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 114. Retail Energy Exported (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

We have added a new section to report on Scope 1 Non-stationary energy emissions:

A 115. Transport fuels (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 116. Fugitive emissions (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 117. Other (tCO2-e) ?*

20% 10 - 20% <10% Compare to Last Year Data:

We have changed the way we define and deal with onsite generation:

A 119. On-site Generation ?*

100% 50 - 100% <50% Compare to Last Year Data:

0

A 120. Renewable Energy Certificates (RECs) ?*

100% 50 - 100% <50% Compare to Last Year Data:

0

A 121. Offsets Surrendered ?

We have added a new section on Scope 3 emissions, based on the Greenhouse Gas Protocol – Technical Guidance for Calculating Scope 3 Emissions:

A 125. Purchased Goods and Services ?	<input type="text"/>
A 126. Capital Goods ?	<input type="text"/>
A 127. Fuel & Energy Related Activities Not Included in Scope 1 or 2 ?	<input type="text"/>
A 128. Upstream Transportation and Distribution ?	<input type="text"/>
A 129. Waste Generated in Operations ?	<input type="text"/>
A 130. Business Travel ?	<input type="text"/>
A 131. Employee Commuting ?	<input type="text"/>
A 132. Upstream Leased Assets ?	<input type="text"/>
A 133. Downstream Transportation and Distribution ?	<input type="text"/>
A 134. Processing of Sold Products ?	<input type="text"/>
A 135. Use of Sold Products ?	<input type="text"/>
A 136. End-of-Life Treatment of Sold Products ?	<input type="text"/>
A 137. Downstream Leased Assets ?	<input type="text"/>
A 138. Franchises ?	<input type="text"/>
A 139. Investments ?	<input type="text"/>
A 140. Total Scope 3 Emissions	<input type="text"/>

We have consolidated all recyclable **waste streams** into Part 1 of the survey (note: some waste streams were previously reported in Part 6 of the survey) and updated the benchmarks to include **all recyclable waste streams**:

A 214. Other paper products ?	<input type="text"/>
A 215. Batteries (rechargeable)	<input type="text"/>
A 216. Mobile phones	<input type="text"/>
A 217. Toner/printer cartridges	<input type="text"/>
A 218. Polystyrene	<input type="text"/>

Tonnes

A 219. Fluorescent lighting, other lighting source types	<input type="text"/>
A 220. Furniture ?	<input type="text"/>
A 221. Timber ?	<input type="text"/>
A 222. Concrete ?	<input type="text"/>
A 223. Metals ?	<input type="text"/>
A 224. Glass (non drink bottles)	<input type="text"/>

Tonnes

A 225. Other ?	<input type="text"/>
	<i>No value</i>
A 226. Other ?	<input type="text"/>
	<i>No value</i>

A 227. Recycled Waste (Total)

A 228. Waste (Landfill & Recycled) Total

A 229. Diversion Rate (%) - non-regulated waste streams

We have added a new benchmark for measuring the diversion rate of regulated waste (A232):

A 230. Regulated waste (gross) ?

100% 50 - 100% <50% Compare to Last Year Data:

No value

A 231. Regulated waste (recycled) ?

100% 50 - 100% <50% Compare to Last Year Data:

No value

A 232. Diversion Rate (%) - regulated waste streams

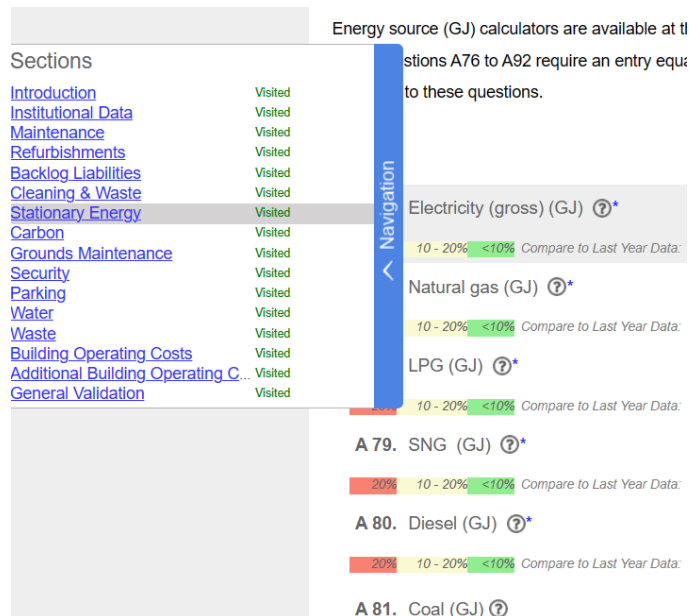
2. Special care when completing Energy and Carbon section in Part 1 of the survey

To address ongoing and repeated issues with the incorrect reporting of energy (GJ) and carbon (TCO₂-e) data, we have added a requirement this year that certain cells cannot be left blank. In the Energy section, questions **A76 to A92** require a number, even if that number is zero. **Blanks/nulls will not be accepted.** As a result of this requirement, and as the data validation is applied when you move forward in the survey (ie when you hit the NEXT button), the survey locks you **within** the section, and advises as follows (refer red text):

Blank values are not allowed for questions A76 thru A92



The solution is very straightforward. Don't move forward! Hit the SAVE button followed by the PREVIOUS button. You can then use the navigation bar to go anywhere in the survey and the data you entered will be there when you return:



Energy source (GJ) calculators are available at the following questions A76 to A92 require an entry equivalent to these questions.

Section	Status
Introduction	Visited
Institutional Data	Visited
Maintenance	Visited
Refurbishments	Visited
Backlog Liabilities	Visited
Cleaning & Waste	Visited
Stationary Energy	Visited
Carbon	Visited
Grounds Maintenance	Visited
Security	Visited
Parking	Visited
Water	Visited
Waste	Visited
Building Operating Costs	Visited
Additional Building Operating C...	Visited
General Validation	Visited

Electricity (gross) (GJ) ?*

10 - 20% <10% Compare to Last Year Data:

Natural gas (GJ) ?*

10 - 20% <10% Compare to Last Year Data:

LPG (GJ) ?*

10 - 20% <10% Compare to Last Year Data:

A 79. SNG (GJ) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 80. Diesel (GJ) ?*

20% 10 - 20% <10% Compare to Last Year Data:

A 81. Coal (GJ) ?

The same solution or work-around works in the Carbon section of the survey, where you will, at some stage, need to make an entry of zero or greater to questions **A105-A117** and **A119-A121** to complete the survey:

3. No validation for new questions in 2023

As there is no history (ie previous data) for the new and modified questions, the validation has been switched off to avoid unnecessary inconvenience (ie a sea of RED cells). This will be switched back on for the 2024 survey, when checks against the previous year's data will be possible. So please take extra care to enter your data correctly.

Note: we have also switched off the **validation graphs** at the end of Part 1. This is only a visualisation of the current vs previous survey data. You will still see throughout the survey (excluding new questions in Energy, Carbon and Waste) your previous year's survey data below each question.

The image shows two survey questions, A 23 and A 24, with their respective validation graphs and input fields. Question A 23 is titled 'Maintenance Staff Costs, Administrative and Professional Staff Salaries and on-costs' and has a validation graph with three bars: a red bar for 30%, a yellow bar for 15-30%, and a green bar for <15%. Below the graph is a text box for 'Notes for TEFMA (max 100 characters)'. Question A 24 is titled 'Trade Staff Wages & On-costs' and has a similar validation graph. Both questions have a '\$' symbol and a text box for 'Preventive & Corrective (non Backlog) Expenditure' with a yellow highlight showing '\$0.00'.

4. Dealing with RED warning cells

The benchmark survey automatically compares your data with your response from the previous year's survey. If your response differs by a certain amount, the survey will prompt you to check the accuracy of your data. If the data is correct, you must provide a response in the "Notes to TEFMA" text box to explain or confirm the reason for the change. PLEASE provide a meaningful response (eg COVID, new energy contract, change in business model, data was incorrect last year, etc). Simply entering a "." (yes, some people type in a full stop in the text box to get around this validation check!) is not helpful and adds unnecessary work on our data validation team, who will need to contact you to confirm why your data falls outside expected norms.

5. Change in the numbering of survey questions

As a result of the significant changes to the survey this year, most questions have been assigned new numbers. The numbering of all questions after the Stationary Energy (Part 1) section have changed. This will impact on your in-house records, and you should take care when cross-referencing with the 2023 survey.

6. Relocation of questions from Parts 4 and 6 to Part 1 of the survey

As part of the changes this year, several questions previously reported under Parts 4 (Energy & Carbon) and Part 6 (Waste) of the survey are now reported under Part 1.

7. Target setting (Energy, Carbon and Waste)

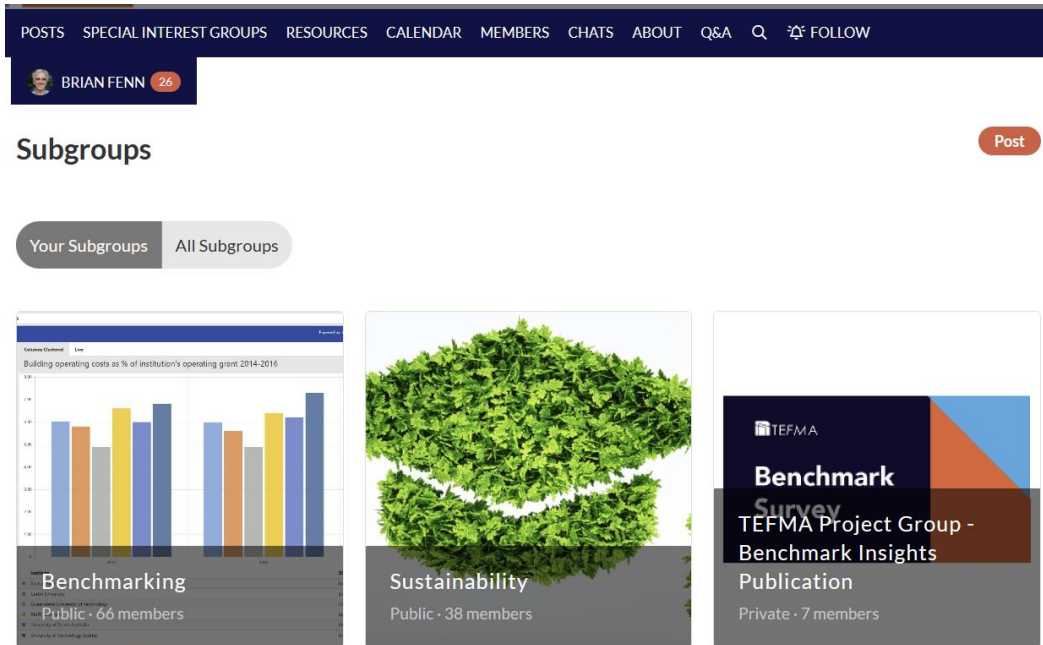
The target setting questions for Energy, Carbon and Waste in Parts 4 and 6 of the survey have been updated to simplify reporting.

8. Survey definitions (available via survey link and the TEFMA website)

The definitions, understandably, have undergone a significant update and the equivalent bubble text that appears in the survey has likewise been updated. It is **essential** that all staff involved in the collection, collation and reporting of benchmark data have access to the latest version of these definitions (Ver 2.21, 18 March 2024). Further, please share ALL documentation, guidelines, advice, etc with all staff involved in the survey.

9. Communication during the survey period

Given the number of changes this year, it is likely that survey respondents will need to ask questions. The best and preferred way to do this is to sign up to the Benchmarking Special Interest Group (SIG) at TEFMA's Community Portal:



By signing up to the SIG, you can ask questions and receive quick responses to anything relating to the benchmark survey. This way everyone gets to benefit in the conversations. It is a great place to share ideas and to make suggestions for further improving the survey.

It is also where I will post any updates or advice on the survey (eg clarifications, technical issues, etc).

10. Getting LOCKED out of survey

Occasionally, if you hit the wrong sequence of keys/buttons (eg accidentally close your browser without first saving the data), and try to re-enter the survey, it may LOCK you out of a survey part:

Survey	Progress	Go to survey
Part 1 Operating Costs and Environmental Metrics 2023	Started	Locked
Part 2 Space Type and Utilisation 2023	Read	Continue
Part 3 Security 2023	Started	Continue

There are two scenarios for “unlocking” the survey part as follows:

1. If you closed your **survey tool** (intentionally or accidentally) and wish to reopen the survey, follow this process:
 - a. Log in again using same browser
 - b. Close the "About the 2023 Benchmark Survey" page
 - c. Log out
 - d. Log in again using same browser. This should remove the LOCK

2. If you closed your **browser** (intentionally or accidentally) and wish to reopen the survey, follow this process:
 - a. Wait 10 minutes
 - b. Log in again using same browser
 - c. Close the "About the 2023 Benchmark Survey" page
 - d. Log out
 - e. Log in again using same browser. This should remove the LOCK

Further, any lock will be removed after waiting 120 minutes before reopening the survey. Note: this is the advice that TEFMA has been given by ASR (Survey Manager) and the steps have been tested and proven to work. However, if you do still experience locking issues, please contact ASR directly on the number/email provided in the survey documentation.

ASR has advised that it will implement a fix for this issue in the next round of improvements.