



HinesGO  
GREEN OFFICE  
SCORECARD

Hines GREEN OFFICE (HinesGO) is a voluntary, internal program created to measure and reward sustainability within all Hines offices worldwide. As the front line for all stakeholders throughout the Hines organization, Hines employees now have the opportunity to lead the effort in **setting the standard for a sustainable future** by “walking the walk” in our own offices.

Offices can achieve credits by improving the way they operate. Once 70 “leaf” credits are achieved, the newly designated Hines GREEN OFFICE will receive a distinctive HinesGO award to display in their office and will be recognized in Hinesight.

Enclosed you will find the HinesGO scorecard with opportunities to help you and your colleagues set goals, improve performance, and achieve Hines GREEN OFFICE status, as well as a brief glossary of terms and responses to Frequently Asked Questions (FAQ). The scorecard is designed as a framework to motivate and engage both colleagues and tenants. You may have already achieved many of the Leaf Credits through your own sustainability initiatives or work on LEED or ENERGY STAR projects and you may apply these efforts to the HinesGO scorecard.

The “Upfront Cost” and “Life Cycle Savings” columns indicate general conditions that you may expect when pursuing a given “Green Opportunity”. The letter “Y” (Yes) is your guide to one or both of these conditions. No action is required in these two columns for completion of your HinesGO scorecard.

Once completed please report and communicate your success to Hines and the community at large. Completed HinesGO scorecards of 70 leaf credits or more should be returned to Alan Cranfill electronically at [alan\\_cranfill@hines.com](mailto:alan_cranfill@hines.com) with the “Achieved Green” column completed, totaled, signed and dated on page 6 by a senior member of your office’s green team.

*We challenge you and your colleagues to set the standard for a sustainable future!*

**—Hines Sustainability Task Force**

## ASK THE “GREEN” QUESTIONS BEFORE TAKING ACTION.

Develop and establish relationships with vendors/contractors that have sustainable products and missions. When ordering products/supplies ask about the products’ environmental impact; ask if there is an alternate product with less impact to the environment.



SUSTAINABLE GOAL	LEAF CREDITS	GREEN OPPORTUNITIES 	UPFRONT COST	LIFE CYCLE SAVINGS	ACHIEVED GREEN
<b>Energy Efficiency</b>					
A	3	Install occupancy light sensors in private offices, conference rooms, restrooms, and copy rooms to automatically turn off lights when the room is not in use.	Y	Y	
B	1	Turn off your computer, printer, monitor and task lights when you leave the office.		Y	
C	1	Set computers to energy saving modes to reduce energy wasted when not in use.		Y	
D	1	Unplug chargers, fans or any items not regularly used as they use energy even when turned off but still plugged in.		Y	
E	1	Lower blinds in the summer and raise them in the winter to save energy and reduce burden on heating and cooling systems.		Y	
F	3	Confirm that your building automation system is programmed to match your particular usage patterns.		Y	
G	1	Make the most of natural light and turn off lights when possible.	Y	Y	
H	1	Label light switches/controls with reminder to “Please turn off lights when not in use.”		Y	
I	1	Replace end-of-life computer monitors with ENERGY STAR qualified flat screen monitors. Replace end-of-life computer monitors with energy efficient, non-USA entity rated flat screen monitors, for Hines offices outside of the USA.		Y	
J	3	Purchase ENERGY STAR qualified copiers, printers and appliances. <a href="http://www.energystar.gov/index.cfm?fuseaction=find_a_product">http://www.energystar.gov/index.cfm?fuseaction=find_a_product</a> Purchase energy efficient, non-USA entity rated copiers, printer and appliances, for Hines offices outside of the USA.		Y	
K	2	Set sleep modes for copier(s) and other peripherals to deactivate when not in use.		Y	
L	1	Retrofit T-12 fluorescents to T-8's or T-5's if possible.	Y	Y	
M	2	Select and install recognized low-mercury content bulbs.	Y	Y	
N	2	Properly dispose of light bulbs containing mercury; recycling or reclaiming the mercury.			
O	2	Install lower watt bulbs in T-8 light fixtures.	Y	Y	
P	2	Install compact fluorescent lighting in place of incandescent lighting.	Y	Y	

SUSTAINABLE GOAL	LEAF CREDITS	GREEN OPPORTUNITIES	UPFRONT COST	LIFE CYCLE SAVINGS	ACHIEVED GREEN	
<b>People and Atmosphere</b> A	2	Use interior paints that have low or no volatile organic compounds (VOCs) during regular maintenance for the comfort and well-being of installers and occupants.				
	2	Organize office employees to participate in a sustainability-focused community project once a year.				
	2	Communicate sustainable opportunities to tenants of your building and engage them in participating with your office.				
	3	Keep your local office employees updated quarterly about what green efforts you have achieved, what future goals you have and how they can assist in reaching those goals.				
9						
<b>Travel and Commuting</b> A	2	Establish/Track benchmark of business travel. Use Frosch International Travel (FROSCH) for all travel arrangements, with selected dedicated agents for office hours and after hours who will only answer Hines calls (866-894-1484) and your emails (www.frosch.com/hines). Online booking available at www.travelport.net.				
		Establish/Track benchmark of business travel. For Hines offices outside of the USA a Hines third-party travel agency should be used to prepare and submit tracking of such travel.				
	B	3	Instead of traveling for meetings, reduce emissions by utilizing technologies such as teleconferencing and videoconferencing if possible.		Y	
	C	2	Provide secure and convenient storage for bicycles to encourage employees to bike to work.	Y		
D	3	Ensure that 25% of office employees carpool or use mass transit to commute to work. Use the Hines Benefit program, Wage Works or similar third-party program to encourage vanpool or mass transportation and reduce employee commuting costs. <a href="https://www.wageworks.com/home.aspx">https://www.wageworks.com/home.aspx</a>				
10						
<b>Reduce, Re-use and Recycle</b> A	1	Only purchase copy and printer paper containing at least 30% post-consumer recycled content.				
	2	Only purchase copy and printer paper containing at least 80% post-consumer recycled content.				
	3	Only purchase copy and printer paper containing at least 100% post-consumer recycled content.				

SUSTAINABLE GOAL	LEAF CREDITS	GREEN OPPORTUNITIES	UPFRONT COST	LIFE CYCLE SAVINGS	ACHIEVED GREEN
D	1	Convert paper forms to an electronic format to reduce paper usage.			
E	2	Purchase 20% Forest Stewardship Council (FSC) certified paper products (copy, printer, paper towels, etc...). This paper is made from wood products that are from FSC certified forests.	Y		
F	1	Encourage re-usable containers/bags for those bringing their lunch each day.			
G	1	Print less. Minimize documents printed for internal meetings or from emails.		Y	
H	1	Standardize duplex printing for copy/print exceeding one page and halve your paper usage. Hines Regional I.T. Support and/or your equipment vendor may assist with this configuration.		Y	
I	1	Use your Hines mug or Hines tumbler to save waste on disposable cups and plastic bottles.		Y	
J	1	Actively participate in an existing recycling program and recycle 25% of office waste.			
K	2	Actively participate in an existing recycling program and recycle 50% of office waste.			
L	3	Develop clear goals and procedures to accomplish recycling through education and engagement of occupants/tenants. Provide easily accessible areas for collection and disposal of paper, cardboard, glass, plastic and metals. Check with local waste haulers and recyclers to determine what materials are picked-up and the best sorting strategies.			
M	1	Donate scrubbed computers, monitors, printers and mobile phones to organizations that can help local charities and schools or hire an electronic waste (E-waste) to recycle these items.			
N	2	Transition from petroleum-based or non-compostable products (such as Styrofoam cups/plates) to biodegradable products such as paper if disposable plates, cups or bowls are necessary.			
O	3	Transition from paper products to compostable products such as corn-based or potato-based products if disposable plates, cups or bowls are necessary.			
P	3	Transition from disposable flatware and plates to reusable flatware and plates.	Y		
Q	1	Install low-flow aerators on all lavatory and sink faucets to conserve water.			
R	2	Reduce purchase of bottled water and bottled/canned soft drinks by 80%.		Y	
S	3	Do not order any bottled water. Procure bottle-less water cooler(s) to provide cool and hot filtered municipal water dispenser.		Y	

SUSTAINABLE GOAL	LEAF CREDITS	GREEN OPPORTUNITIES	UPFRONT COST	LIFE CYCLE SAVINGS	ACHIEVED GREEN
T	2	Develop and establish relationships with refreshment vendors that have sustainable products and missions similar to those of Hines' sustainability goals.			
U	2	Establish an account with an office supply vendor to create a "greener office supplies" list to order from. Purchase at least 50% of office supplies from the green list.			
V	3	Establish an account with an office supply vendor to create a "greener office supplies" list to order from. Purchase at least 80% of office supplies from the green list.			
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<b>Cleaning &amp; Pest Control</b>					
A	3	Focus on soil prevention strategies for carpet care in your office or one that will minimize the need to extract carpet. When extracting ensure your contractor minimizes the amount of cleaning chemicals used and uses the appropriate equipment that will maximize the amount of water being extracted from the carpet. Key points are to minimize moisture and increase ventilation.			
B	3	Transition 75% of cleaning supplies in your kitchen or breakroom to Green Seal or Environmental Choice. Refer to Hines Green Cleaning BPOE at myHines.com. Transition 75% of cleaning supplies in your kitchen or break room to products certified to safeguard the environment and/or indoor air quality by an independent, non-USA proprietary organization or system, for those Hines offices outside the USA.			
C	2	Contract with housekeeping vendors that clean carpeting with vacuums which meet the Carpet and Rug Institutes (CRI) Seal of Approval.			
D	3	Buy paper products for kitchen, break room or private restrooms (e.g., tissue, paper towels or napkins) that contain a minimum of 30% post-consumer recycled content. Give preference to paper processed without chlorine and packaged in bulk.			
E	2	Develop strategies with a professional to prevent pests from entering your office and maintaining an indoor environment that is not welcoming to them by eliminating food, moisture, habitats and routes of entry.			
13					
<b>TOTAL POSSIBLE LEAF CREDITS</b>	100	To qualify as a "Hines Green Office," at least 70 Leaf Credits must be tracked and achieved.			

**BONUS LEAF CREDITS**

SUSTAINABLE GOAL	LEAF CREDITS	GREEN OPPORTUNITIES	UPFRONT COST	LIFE CYCLE SAVINGS	ACHIEVED GREEN
<b>Remodeling and Construction</b>	A	Standardize workspace size and layout to accommodate future changes with minimal reconfiguration when remodeling or performing construction.		Y	
	B	Standardize workspace furniture. Consider modular furniture systems, and minimize component variety and panel sizes to simplify reconfigurations.		Y	
	C	Shift from closed to efficient open work plans, productive flexible offices, work stations and multiple space types based on need.		Y	
	D	Minimize walls and partitions as appropriate when remodeling.			
	E	Consider using glass partitions at window offices to provide interior work stations natural light.	Y		
	F	Choose interior materials (paints, floor covering, adhesives and furniture) that have low or no volatile organic compounds (VOCs).			
	G	Recycle and salvage at least 50% of construction waste, by weight or volume, when performing construction or remodeling. Ensure your contractor includes recycling in the demolition pricing.			
	H	Procure only Carpet and Rug Institute's (CRI) certified carpet and carpet pad that meet or exceed the Carpet and Rug Institute's (CRI) Green Label Plus testing and products requirements. When installing carpet systems use Low-VOC adhesives.	Y		
	I	Use adhesives and sealants that are Low-VOC and meet the Green Seal Standard GS-36 and South Coast Air Quality Management District (SCAQMD) Rule #1168 requirements.			
	J	Ensure composite wood and laminate adhesives contain no added urea-formaldehyde resins when remodeling or performing construction.			
	K	Ensure that systems furniture and seating are GREENGUARD Environmental Institute's (GEI) Indoor Air Quality Certified.	Y		
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SUSTAINABLE GOAL	LEAF CREDITS	GREEN OPPORTUNITIES	UPFRONT COST	LIFE CYCLE SAVINGS	ACHIEVED GREEN
<b>LEED or ENERGY STAR</b> A	3	Certify your office space as LEED Commercial Interiors (LEED CI). If already LEED CI, your office may obtain these Leaf Credits.			
B	2	Pass the LEED Accredited Professional (LEED AP) exam. If your office already has a LEED AP you may obtain these Leaf Credits.			
C	3	Make application to ENERGY STAR as a strategic approach and commitment to energy management.			
8					
<b>BONUS LEAF CREDITS</b>	28	Bonus Leaf Credits may be added to the Total Possible Leaf Credits.			

**TOTAL LEAF CREDITS** \_\_\_\_\_

\_\_\_\_\_  
Property

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

- Hines Operated Property
- Third Party Operated

HinesGO is a proprietary program intended exclusively for use by Hines offices.





### **Biodegradable / Compostable**

Biodegradable and compostable materials are those that break down in the environment within a reasonable time period.

### **CRI Seal of Approval Program**

The Carpet and Rug Institute (CRI) is a nonprofit trade association representing the manufacturers of more than 95 percent of all carpet made in the United States, as well as their suppliers and service providers ([www.carpet-rug.org](http://www.carpet-rug.org)). The CRI Seal of Approval program identifies effective carpet cleaning solutions and equipment. Not all products clean well enough to earn the Seal of Approval distinction, so look for the blue and green CRI Seal of Approval as proof that you are purchasing or using a quality product.

### **ENERGY STAR Qualified Products**

ENERGY STAR is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy that promotes, tests, and certifies energy efficient products and practices. One of the main goals of the ENERGY STAR program is to test and certify the most efficient products in a particular category. Products that meet these specifications earn the ENERGY STAR label. Categories of products may be found at the following link; [www.energystar.gov/index.cfm?fuseaction=find\\_a\\_product](http://www.energystar.gov/index.cfm?fuseaction=find_a_product).

### **Environmental Choice**

Environmental Choice Program was established by Environment Canada in 1988 with over 300 categories of products to help consumers identify services/products which are less harmful to the environment. The “Environmental Choice” Eco-Logo symbol of certification is a green colored maple leaf intertwined within three doves.

### **FSC**

Forest Stewardship Council (FSC) is a non-profit organization devoted to encouraging the responsible management of the world’s forests. FSC sets high standards that ensure forestry is practiced in an environmentally responsible, socially beneficial, and economically viable way. Products bearing the FSC logo, which guarantees that the wood from a certified well-managed forest, are available across the world from a variety of mills, manufacturers, and distributors.

### **GREENGUARD Environmental Institute (GEI)**

The GREENGUARD Environmental Institute (GEI) is an industry-independent, non-profit organization that oversees the GREENGUARD Certification Program. As an ANSI Authorized Standards Developer, GEI establishes acceptable indoor air standards for indoor products, environments, and buildings. GEI’s mission is to improve public health and quality of life through programs that improve indoor air. ([www.greenguard.org](http://www.greenguard.org))

### **Green-e**

Green-e ([www.green-e.org](http://www.green-e.org)) is the nation’s leading independent certification and verification program for renewable energy and greenhouse gas emission reductions in the retail market.

### **Green Office Products**

Products from the ‘greener products list’ are to be determined jointly by each Hines office and its office supply vendor. Focus on products containing the maximum content of recycled or remanufactured materials. These products may also be third-party certified by organizations such as CRI, ENERGY STAR, Green Seal or FSC.

### **Green Seal**

Green Seal is an independent non-profit organization dedicated to safeguarding the environment and transforming the marketplace by promoting the manufacture, purchase, and use of environmentally responsible products and services. A Green Seal Certification Mark on a product means that it has been put through stringent evaluations to ensure its reduced impact on the environment and on human health. ([www.greenseal.org/findaproduct/location.cfm](http://www.greenseal.org/findaproduct/location.cfm))

### **LEED**

The Leadership in Energy and Environmental Design (LEED) Green Building Rating System™ encourages and accelerates global adoption of sustainable green building and development practices through the creation and implementation of universally understood and accepted tools and performance criteria.

### **Post-Consumer Recycled Content**

Recycled content recovered from municipal solid waste (recycled by consumers) is environmentally preferable to pre-consumer recycled content. Buying recycled-content products ensures that the materials collected in recycling programs will be used again in the manufacture of new products.

### **SCAQMD**

The South Coast Air Quality Management District (SCAQMD) is the air pollution control agency for all of Orange County and the urban portions of Los Angeles, Riverside and San Bernardino counties. This is the second most populated urban area in the United States and one of the smoggiest. SCAQMD is committed to undertaking all necessary steps to protect public health from air pollution, with sensitivity to the impacts of its actions on the community and businesses. ([www.aqmd.gov](http://www.aqmd.gov))

### **Scrubbed Computers**

Scrubbed computers are those whose hard drives have been cleansed so that confidential or proprietary data cannot be recovered. Hines Regional IT Support personnel can assist with this endeavor or make arrangements with a local contractor/vendor to assist.

### **Urea-formaldehyde resins**

Urea-formaldehyde is a transparent thermosetting resin or plastic, made from urea and formaldehyde. These resins are used in adhesives, finishes, MDF and molded objects and emit VOCs which decrease indoor air quality.

### **VOCs**

Volatile organic compounds (VOCs) are emitted as gases from certain solids or liquids. VOCs include a variety of chemicals, some of which may have short- and long-term adverse health effects. Concentrations of many VOCs are consistently higher indoors (up to ten times higher) than outdoors. VOCs are emitted by a wide array of products including paints and lacquers, paint strippers, cleaning supplies, pesticides, building materials and furnishings, office equipment such as copiers and printers, correction fluids and carbonless copy paper, graphics and craft materials including glues and adhesives, permanent markers, and photographic solutions. A wide variety of sources that can emit VOCs can be found in the Bioaerosol section of Hines' IAQ Electronic Reference at [myHines.com](http://myHines.com).

### **Wage Works**

If your commute to work includes public transportation or vanpool, or you pay to park near work or public transportation, the WageWorks Commuter Program can help you save on your current commuting expenses by offering pre-tax payroll deduction (subject to IRS maximum allowable amounts) and, in some cases, discounts on transit and parking passes. You may enroll in the WageWorks Commuter Program at any time on line at [www.wageworks.com](http://www.wageworks.com) or by phone at 1-877-WAGWORKS. In the event that WageWorks is unable to assist you, please contact the Hines Benefits Department at 713-621-8000, or toll-free at 1-888-713-4222.

# HinesGO GREEN OFFICE FAQ

As the Hines Sustainability Task Force (STF) launches Hines Green Office (HinesGO), a list of anticipated questions with answers has been prepared to assist you with this initiative.

## 1. Is every Hines office required to complete and submit the HinesGO scorecard?

The HinesGO initiative is voluntary. The Hines STF is hopeful that each office will “walk the walk” when it comes to sustainability and set an example for your colleagues and tenants. Your region or senior management may guide you more specifically regarding your participation.

## 2. What are the primary benefits of participating in the HinesGO initiative at my office?

- Demonstrate Hines leadership in sustainability and efficient operations
- Set sustainable goals and then measure improved performance
- Motivate, educate and engage colleagues
- Communicate existing and new accomplishments for Hines Best Practices – Operations & Engineering (BPOE)
- Lead by example for possible tenant participation
- Create a competitive advantage for Hines and your office

## 3. What award or recognition will a Hines Green Office receive upon successfully achieving 70 or more Leaf Credits?

Hines offices submitting a successfully completed scorecard as specified in the introduction will receive a distinctive award to display in your office and recognition in HINESIGHT (currently issued 3 times per year).

## 4. What offices may participate in HinesGO?

- HinesGO is open to any Hines occupied office anywhere in the world
- Regional, development, property management (including central plant) and facility management offices may all participate

## 5. If an existing office is already using the specified item or product (no changes are necessary), is the office allowed to count the Leaf Credits for that Green Opportunity?

Yes, as credits are awarded if the item is achieved at the time the scorecard is completed.

## 6. What are Life Cycle Savings?

This is an indication that implementation of a Green Opportunity will return a financial benefit as well as a sustainable benefit to your office.

Example: If you can substantiate an operating cost savings, whether lower utility bill or lower cleaning costs, this can be used as support for a Life Cycle Savings.

## 7. When submitting a completed HinesGO scorecard do I need to submit other supporting documentation?

No, but your office is encouraged to maintain supporting documentation prior to and after your transition to Green Opportunities as this may assist in LEED CI or other application/certification processes.

## 8. Is it necessary to re-apply for HinesGO on an annual basis or some other frequency?

No. Once an office has been designated a Hines Green Office it is the Hines STF's hope that your office and team would maintain or exceed your sustainable operations.

**9. If interested in applying HinesGO efforts toward LEED Commercial Interiors (CI), where can I find more information?**

Information is available on myHines.com at COES's "[Green Web Page](#)" for LEED, sustainable resources and even discounts on registration fees.

**10. Who will oversee my office's HinesGO efforts?**

Each office is encouraged to establish a sustainability advocate or team leader within your office's green team to encourage and provide leadership in achieving the designation of Hines Green Office.

**11. What is BPOE and where can I find more information about it?**

BPOE is an acronym for [Best Practices – Operations & Engineering](#) and may be found at myHines.com on the Corporate Operation and Engineering Services' (COES) intranet page under "Quick Links."

**12. What impact do items such as organizing office employees to participate in a sustainability-focused community project once a year have on an office?**

Community projects are something that Hines encourages employees and offices to participate in. They provide educational and awareness opportunities for the offices as well as community involvement. The impact of each office's sustainability reaches much further than a single office or property.

**13. Is there more information available regarding WageWorks as a tool for encouraging van pools or mass transit?**

Yes, please go to "Additional Group Benefits" for information on the [myBenefits](#) intranet page at myHines.com. Note: this is currently only a US program.

**14. In the "Reduce, Re-use and Recycle" category, Items A, B & C, why are there 3 opportunities for the same product?**

Item C is the greener option; however it is 1 of 3 options as not all offices will be able to transition on the first attempt due to costs, resources, property-specific ownership approval or local availability.

**15. If an office is actively participating in an existing recycling program and recycling 50% of office waste (Reduce, Re-use and Recycle category), is it also able to pick up the 2 Leaf Credits as well as the 1 Leaf Credit for surpassing the 25% goal?**

No. The office achieving 50% participation would receive 2 Leaf Credits as credits are awarded for the achievement at the time that the HinesGO scorecard is completed. It is a snapshot at that given moment.

**16. How may offices report sustainable innovations that may not be listed as opportunities?**

Each office has the opportunity to "show your stuff" by writing in what innovations you have implemented at your office by completing the "Innovations or Best Practices" category on page 6 of the HinesGO scorecard.

**17. May a non-USA office use BREEAM in lieu of LEED?**

Yes, non-USA offices may substitute any country-specific program credits such as those from BREEAM in the UK instead of LEED. LEED is prevalent in the U.S. and appears to be gaining a foothold in Spain, Italy and the Middle East, but it is not a requirement for HinesGO.

Please contact Alan Cranfill or your regional Hines Sustainability Task Force representative listed below with any other questions you may have regarding HinesGO.

- Jack Beuttell – Central Region
- Alan Cranfill – Central Region
- Philip Croker – Southwest Region
- Catherine Fogelman – West Region
- Jim Green – East Region
- Andrew Kitchens – Central Region
- Scott Timcoe – Midwest/Southeast Region
- Jay Wyper – Europe/Non-U.S.