

# LOTUS Certification

## Technical Queries Guidelines

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## 1. Introduction

After registering the project, the Applicant is allowed to submit up to 10 technical queries to the VGBC without paying any fees. The technical queries can either be credit interpretation requests or technical clarifications.

All the VGBC's answers to technical queries must be included in the LOTUS submissions of the project.

## 2. Technical Queries

### 2.1 Credit Interpretation Request

A Credit Interpretation Request (CIR) should be submitted to the VGBC in cases where the project team wish to pursue an alternative yet equivalent method of meeting the intent of a LOTUS Credit or a LOTUS Prerequisite.

The VGBC will provide an answer to the CIR in a maximum of 3 weeks, the answer may be positive and the alternative method of compliance accepted or the answer may be negative and the project will have to strictly follow the LOTUS Technical Manuals in order to achieve the Credit or the Prerequisite.

To submit a CIR, the Applicant Representative should follow the following steps:

1. Write a clear explanation of the proposed alternative method of compliance and show it is equivalent to the requirements outlined in the Technical Manuals
2. Send an email to [certification@vgbc.vn](mailto:certification@vgbc.vn).
3. If an urgent answer is needed, you may also contact the VGBC by phone. Even in this situation, an email still has to be written and sent to the VGBC.

### 2.2 Technical clarifications

Technical clarifications are the VGBC's answers to technical queries submitted by project teams. Technical clarifications complement the LOTUS Technical Manuals and aim to clarify the Credit Criteria or Compliance Requirements, they do not amend the Credit Criteria or Compliance Requirements. The VGBC will provide technical clarifications in a maximum of 1 week.

If the project team needs a technical clarification on an item in a LOTUS Technical Manual, the Applicant Representative should follow the following steps:

1. Check carefully the LOTUS Technical Manual to make sure the answer is not there.
2. Write a clear question with quotes, page numbers and references to the Technical Manual.
3. Send an email to [certification@vgbc.vn](mailto:certification@vgbc.vn).
4. If an urgent answer is needed, you may also contact the VGBC by phone. Even in this situation, an email still has to be written and sent to the VGBC.