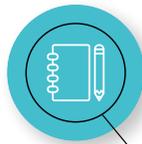


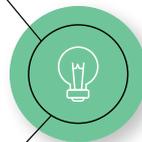
# Use Soft Landings to deliver Net Zero buildings

**Soft Landings** is a structured, collaborative process between the people who design and construct a building and those who operate and occupy it. Teams need to work together throughout the project with the shared goal of delivering a Net Zero building that works well for occupants.



## Inception and briefing

Jointly define client needs and net zero goals. Set measurable KPIs and metrics along with roles and responsibilities. Plan reviews and sign offs for each stage. Ensure Net Zero informs every decision.



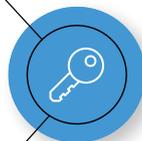
## Design

Hold design reviews and reality-checking workshops. Consider new building efficiency technologies and approaches, share past experience and lessons learned from other projects to inform the design. Track and sign off agreed net zero measures.



## Construction

Brief new joiners on their Net Zero responsibilities. Encourage site visits to gain and share insights. Check that design and engineering approaches will meet success criteria. Review HVAC (Heating, Ventilation & Air Conditioning) systems with the FM team to ensure a sustainable approach to maintenance.



## Pre-handover

Agree how to optimise energy use without compromising occupant wellbeing. Plan commissioning, reviews, and data capture. Embed Net Zero fully into the maintenance contract. Provide training for operation and FM teams and user guides for occupants.



## Initial Aftercare

Keep a design and construction team on site to support operations and FM in delivering the building's target performance. Conduct walkabouts and get feedback from users. Record issues and corrective actions taken. Monitor and review net zero and sustainability performance.



## Extended Aftercare and POE

Monitor the building's performance for up to three years to ensure it operates as designed and meets net zero targets. Carry out Post Occupancy Evaluations (POE) to identify how to improve energy performance and occupants' comfort. Record lessons learned.

**Use Soft Landings to design, build, handover and operate a Net Zero building that makes clients, operators and occupants proud.**

**Contact Greengage for independent Soft Landings support and information to successfully deliver your Net Zero building project.**