DEMERIT SYSTEM
for GSAS-SPs and GSAS-CGPs

1 INTRODUCTION

GSAS Trust is committed to protect the integrity and to improve the quality of GSAS services rendered to projects. It provides a quality assurance system that continually evaluates the performance of GSAS Certified Green Professionals (GSAS-CGPs) and GSAS Service Providers (GSAS-SPs). Accordingly, GSAS Trust demerits those who fail to comply with the requirements identified in the GSAS framework. "GSAS Demerit System for GSAS-SPs and GSAS-CGPs" has been formulated to ensure compliance with GSAS policies and procedures, while also protecting the rights of project owners and developers who naturally and legitimately wish to receive the highest quality of services from authorized SPs and CGPs.

The rationale behind the formulation of GSAS Demerit System is to deal with behaviors that affect the integrity of GSAS, control inadequate practices that affect the certifications accomplishment, and avoid unnecessary delays and financial burden on project owners resulting from non-compliance by the involved parties. Propose to be amended to: GSAS Trust has introduced this Demerit System comprising of Flags and Points supported by a chronology of actions by GSAS Trust and subsequent action required by SPs and CGPs when non-conformance has been identified on their part. The non-conforming work/services, triggering GSAS Trust notifications, may be identified by GSAS certifiers during desk reviews or site audits. Such non-conformities are assessed and notified through established protocols of GSAS Trust. GSAS Trust's decision to raise flags and issue demerit points follows evidence of observed repeated non-conformities.

2 DEMERIT FLAGS AND POINTS

GSAS Demerit System employs two mechanisms for evaluation i.e. Demerit Flags and Demerit Points. Demerit Flags are raised per project. On a single project, the number of flags can escalate from 1 to a maximum of 4, resulting from repeated non-compliance of GSAS framework. Flags are issued to both CGP and SP for the concerned project. Demerit Points are given against each flag issued to the CGP and SP. Unlike Demerit Flags which are project based, Demerit Points are cumulative for all GSAS projects managed by the CGP and SP. The total accumulated points may lead to suspension or termination of the CGP or SP license. In addition, fellowship status and other privileges for both individuals and corporate licenses are dependent on the records of the Demerit System.

2.1 FLAGS

Flags are notifications, alerts or warning letters issued to a GSAS-CGP and/or GSAS-SP when any party commits an action considered to be a non-conformance listed in Article 3 below or actions of similar nature. The flags from 1 to 4 are issued on a project-by-project basis. Flag-3 is issued with the disengagement of the concerned CGP from the project, thereby requiring the SP to seek a replacement to continue the assessment process.

DEMERIT SYSTEM
for GSAS-SPs and GSAS-CGPs

2.2 POINTS

Points are given to GSAS-SPs and/or GSAS-CGPs against each flag issued, and the overall score is calculated by summation of points given during the practice history of the CGP or SP. For each flag, two points are given to the CGP and three points are given to the SP. Points are permanent in the records of the practitioner or the service provider. If the CGP moves to another SP, the previous history of records will be maintained within GSAS Trust's archive.

3 NON-CONFORMITIES (NC)

Non-conformities refer to incidents of misrepresentation, misleading and inaccurate information, as well as systemic and factual evidence and communication which demonstrate substandard work, services or interactions by GSAS Service Provider and/or CGP. Such non-conformities can hamper the sound assessment of the project with respect to GSAS requirements and obstruct the level of professional communication with GORD.

All concerned parties are expected to preserve GSAS framework's integrity by adhering to the principles laid out in GSAS Technical Guide and the code of ethics of engineering practice in handling and processing project information.

Non-conformities that can lead to the issuance of demerit points include, but are not limited to, the following:

- Professional misconduct
- Misrepresentation, misleading and inaccurate information
- False news and announcements
- Inadequate submission of evidence
- Irrelevant or inappropriate documentation
- Errors in basic calculations
- Improper archiving

- Imprecise referencing
- Unclear reports
- Delay in submission
- Deliberate negligence
- Improper communications
- Violation of GSAS policies
- Poor onsite enforcement

DEMERIT SYSTEM
for GSAS-SPs and GSAS-CGPs

4   DEMERIT SYSTEM DETAILS

The system employs four levels of flags. While the first flag corresponds to the CGP only, each subsequent flag leads to demerit points given to both CGP and SP for a specific project, as indicated in the table below. Each subsequent flag represents an increasing order of actions taken by GSAS Trust against the non-conformance incident and requires immediate attention and rectification from both CGP and SP. GSAS Trust may raise multiple flags for a given project depending on the severity and extent of non-conformities observed during the certification process.

Chronologies used in the table below indicate the following:

NOTIFICATION: An official communication drawing attention to the issuance of Alert/Warning to the CGP and/or SP.

ALERT: A formal notification resulting from unsatisfactory performance, issued with associated demerit points.

WARNING: A stringent notification resulting from continued unsatisfactory performance, issued with associated demerit points.

DEMERIT FLAGS	ACTIONS BY GSAS TRUST	DEMERIT POINTS
FLAG 1	• ALERT to GSAS-CGP • NOTIFICATION to GSAS-SP	2 points for CGP -
FLAG 2	• WARNING to GSAS-CGP • ALERT to GSAS-SP	2 points for CGP 3 points for GSAS-SP
FLAG 3	• Replacement of GSAS-CGP • WARNING to GSAS-SP • Notification to Project Owner	2 points for CGP 3 points for GSAS-SP -
FLAG 4	• ALERT to new GSAS CGP • WARNING of GSAS-SP • Notification to Project Owner	2 points for CGP 3 points for GSAS-SP -

5   LICENSE SUSPENSION OR REFUSAL

Once Demerit Points limit as indicated in the table below is reached, the license will be suspended or a refusal for license renewal will be issued. In such cases, GSAS Trust will send a Notice of Suspension or Refusal of License Renewal. The license suspension or refusal period is subject to the decision by GSAS Trust committee. Appeal with appropriate justifications and evidence can be submitted by the CGP or SP against the decision for suspension and refusal. In such instances, GSAS Trust will re-examine the case and inform the appealing party with its final decision.

DEMERIT SYSTEM
for GSAS-SPs and GSAS-CGPs

Details of suspension of licenses are given below.

For CGPs

No. of Points	10	15	20	25
Suspension Period	3 months	6 months	1 year	Lifetime suspension

For SPs

No. of Points	20	25	30	35
Suspension Period	3 months	6 months	1 year	Lifetime suspension

6 CALL FOR ACTION

Each flag raised against a project, a CGP or a Service Provider necessitates certain corrective actions to be undertaken. However, these flags will still trigger demerit points cumulated as a result of non-conformity. Details of the Demerit System including non-conformities on a project, actions warranted from GSAS Service Providers and measures taken by GSAS Trust for non-action are provided below.

TRIGGER FOR FLAG	CONTENTS OF FLAGS	ACTIONS WARRANTED FROM GSAS-SP/GSAS-CGP	GSAS TRUST MEASURES FOR NON-ACTION
FLAG-1: Observation and evidence of first NC on the project.	• **Flag-1** is raised with an **ALERT** to the GSAS-CGP, detailing specific observations/evidence and required corrective actions. • **Flag-1** is raised with a **NOTIFICATION** to the GSAS-SP.	• Submission of alert acknowledgement by GSAS-CGP. • Submission of 1st notification acknowledgement by GSAS-SP. • Submission of NC corrective actions.	• Raising of Flag-2 (see details below).
FLAG-2: Observation and evidence of second NC on the project.	• **Flag-2** is raised with a **WARNING** to the GSAS-CGP, detailing specific observations/evidence and required corrective actions. • **Flag-2** is raised with an **ALERT** to the GSAS-SP.	• Submission of warning acknowledgement by GSAS-CGP and commitment letter for improvement. • Submission of alert acknowledgement by GSAS-SP. • Submission of NC corrective actions.	• Raising of Flag-3 (see details below).

FLAG-3: Observation and evidence of third NC on the project.	• **Flag-3** is sent to the concerned GSAS-CGP with a **notification to disengage** from the project. • **Flag-3** is raised with a **WARNING** to the GSAS-SP, detailing specific observations/evidence and required corrective actions, and clearly indicating that the GSAS-CGP has been suspended due to their failure to address the NC issues. • **Flag-3** is raised with a **NOTIFICATION** to the Project Owner.	• Submission of GSAS-CGP replacement appointment letter by GSAS-SP. • Submission of rectification plan along with clear timelines and responsibilities. The plan should also demonstrate how the new GSAS-CGP's capacity will be optimized to prevent further non-conformities.	• Deactivation of GSASgate's access to GSAS-CGP for the project on which NC-3 has been notified.
FLAG-4: Observation and evidence of forth NC on the project.	• **Flag-4** is raised with an **ALERT** to the new GSAS-CGP, detailing specific observations/evidence and required corrective actions. • **Flag-4** is raised with a **WARNING** to the GSAS-SP. • **Flag-4** is raised with a **NOTIFICATION** to the Project Owner.	• Submission of alert acknowledgement by the new GSAS-CGP. • Submission of NC corrective actions. • Service Provider is required to make an in-depth retrospection to improve its delivery system.	• Project owner to consult GSAS Trust for further action.

7   RESPONSIBILITY OF THE CONTARCTOR

During project certification process, all parties involved in the process shall adhere to the highest level of professionalism and commitment to ensure safe and successful completion of the certification. GSAS Trust will issue alert or notification letters to the project owner if unnecessary delay or negligence is observed from contractors executing projects seeking GSAS certification. A copy of the alert letter will be shared with the contractor's representative.

DEMERIT SYSTEM
for GSAS-SPs and GSAS-CGPs

8   SEVERE NON-CONFORMITY OR MULTIPLE NON-CONFORMANCE INCIDENTS

When severe non-conformity or simultaneously multiple non-conformance incidents are observed in a specific project or by a certain Service Provider, a combined course of actions may be implemented to safeguard the integrity of GSAS practice and to protect the rights and interests of the parties involved.

9   CASE STUDY (EXAMPLE)

A GSAS-SP is involved in a number of GSAS projects, where three of them, namely A, B and C are experiencing non-conformity. These projects are managed by two CGPs, namely GSAS-CGP X and GSAS-CGP Y. Projects A and B have received two flags each, while Project C has received four flags. Below are the possible records for the concerned GSAS-CGPs and GSAS-SP.

PROJECTS	FLAGS	GSAS-CGP X	GSAS-CGP Y	GSAS-SP
		POINTS	POINTS	POINTS
PROJECT A	FLAG-1	2	0	0
	FLAG-2	2	0	3
PROJECT B	FLAG-1	0	2	0
	FLAG-2	0	2	3
PROJECT C	FLAG-1	2	0	0
	FLAG-2	2	0	3
	FLAG-3	2	0	3
	FLAG-4	2	0	3
TOTAL DEMERIT POINTS		12	4	15
SUSPENSION		SUSPENSION 3 Months	NO SUSPENSION	NO SUSPENSION

DEMERIT SYSTEM
for GSAS-SPs and GSAS-CGPs

SERVICE PROVIDER ACKNOWLEDGEMENT

Disclaimer:

I acknowledge that I have read and understood the latest versions of the following documents on GORD's website and I agree to abide by the policy and standards set forth within.

I acknowledge that GSAS Trust might choose to publish the demerit points records of CGPs and SPs on GORD website or any of the affiliated websites or webpages.

GSAS Technical Guide	☐
GSAS Technical Clarifications	☐
All GSAS Policy updates (Including Demerit System)	☐

I am attaching a copy of the nominated CGP's QID or Labor Regulating Authority certificate indicating employment with the GSAS Service Provider.	☐

Name of the Service Provider:	
Service Provider Representative (CGP):	

Signature & Stamp:	**Date:**

DEMERIT SYSTEM
for GSAS-SPs and GSAS-CGPs

GSAS

CGP ACKNOWLEDGEMENT

Disclaimer:

I acknowledge that I have read and understood the latest versions of the following documents on GORD's website and I agree to abide by the policy and standards set forth within.

I acknowledge that GSAS Trust might choose to publish the demerit points records of CGPs and SPs on GORD website or any of the affiliated websites or webpages.

GSAS Technical Guide	☐
GSAS Technical Clarifications	☐
All GSAS Policy updates (Including Demerit System)	☐

I am attaching a copy of the nominated CGP's QID or Labor Regulating Authority certificate indicating employment with the GSAS Service Provider.	☐

Name of the CGP:	
Affiliate Service Provider:	
Signature & Stamp:	**Date:**