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Chapter 7

EDGE Update Protocol

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1. About this Document

1.1. Scope of this document

1. This document — *Chapter 7 EDGE Update Protocol* — sets out the process to update the EDGE Protocol and EDGE App. The Protocol ensures transparency, global consistency, and credibility with an opportunity for Interested Parties to review and provide inputs.
2. The purpose of the EDGE Update Protocol is to ensure that all EDGE Affiliates implement changes made to the software, guidance, and standards in a consistent and timely way, to maintain the consistency and credibility of EDGE Certification globally.
3. The EDGE Update Protocol also provides an opportunity to improve the EDGE Program by incorporating expert input and experience into the EDGE App, guidance, and standards.

1.2. Organization of the EDGE Protocol documents

The EDGE Protocol sets out detailed requirements to ensure that EDGE Certification Programs are implemented consistently around the world. The EDGE Protocol is the base of reference and underpins all EDGE training materials and guidance documents. Should there be any conflict between the EDGE Protocol documents and the supporting training and guidance materials, the EDGE Protocol shall take precedence.

Readers are encouraged to refer to the EDGE Glossary for key terms in the EDGE Protocol, which are identified in the text through capitalized nouns (e.g., Provider Territories).

It is recommended that the document *Chapter 1 EDGE Governance Protocol Overview* be read first for a comprehensive understanding of the EDGE Protocol. The operation of the EDGE Certification Programs in Provider Territories is dependent on several organizations working together to deliver services to Clients. *Chapter 1 EDGE Governance Protocol Overview* provides the roles and responsibilities of these organizations and their interrelationships, and the remaining EDGE Protocol documents provide the details.

1.3. Relation of this document to other Protocol documents

It is important that parties involved in the delivery of the EDGE Program understand the process for periodically updating the EDGE Protocol documents, and their responsibilities with respect to implementing such changes; this is set out in the EDGE Update Protocol.

The process set out in this document affects all other documents in the EDGE Protocol, including *Chapter 1 EDGE Governance Protocol Overview*, *Chapter 2 Licensing Protocol for EDGE Certification Providers*, *Chapter 3 Licensing Protocol for EDGE Faculty*, *Chapter 4 Licensing Protocol for EDGE Auditors*, *Chapter 5 Licensing Protocol for EDGE Experts*, *Chapter 6 EDGE Certification Protocol*, *Glossary for EDGE Governance Protocol*, and even provides for the update of *Chapter 7 EDGE Update Protocol* itself.

2. Roles and Responsibilities

The EDGE Protocol update process is driven by the EO&M Team, however, EDGE Affiliates, EDGE Clients, and other Interested Parties have a significant role to play in identifying the needed updates to the Protocol and EDGE App, as well as in providing feedback on proposed changes.

1. The EO&M Team is responsible for identifying the likely key issues for building sectors of interest, key Interested Parties, and the best means of communication to reach them.
 - a) Mapping of Interested Parties shall be updated when amendments to the EDGE Protocol are being proposed as per this document, the EDGE Update Protocol.
 - b) Interested Parties shall include, at a minimum, EDGE Affiliates, EDGE Clients, and other key parties involved in the operation and delivery of the EDGE Program.
2. The EO&M Team is responsible for handling queries from Interested Parties as part of the ongoing global oversight of the EDGE Protocol. The EO&M Team shall make provisions for handling the technical queries of Interested Parties,

including supporting Certification Providers in responding to queries raised by EDGE Auditors, EDGE Clients and other Interested Parties, including:

- a) Responding within an estimated resolution timeline;
 - b) Recording of all queries and responses provided; and
 - c) Publishing frequently asked questions lists.
3. The EO&M Team is responsible for operating a complaints and grievances mechanism. The EO&M Team shall implement complaints and grievance procedures, which will include:
- a) A process for handling complaints within an acceptable time period;
 - b) Arrangements to record all complaints received by the Certification Provider in relation to the EDGE Certification Program;
 - c) Arrangements to record all decisions made in relation to each complaint made; and
 - d) Arrangements to record all appeals and communications related to each complaint.
4. Specific requests may also be made by Interested Parties.
5. The EO&M Team is responsible for communicating material changes to Interested Parties, providing a minimum period for review and comment, and seeking consensus.

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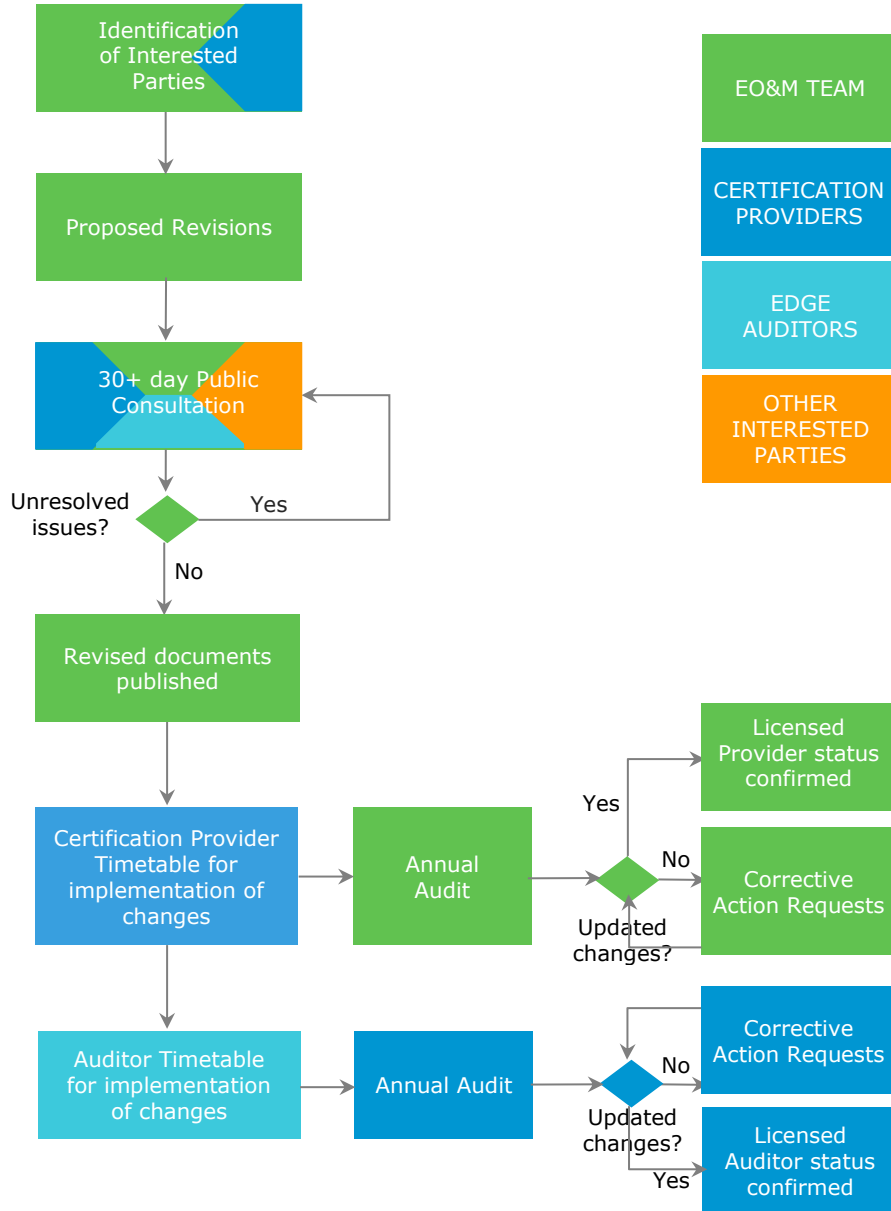


Figure 1. The EDGE Protocol Update Process

3. Periodic updates of the EDGE App and EDGE Protocol

1. The EO&M Team shall periodically update the global EDGE App, which may include amendments to the global technical data points, materials, calculation methodologies and the software design and interface.
2. The EO&M Team shall periodically update the EDGE Protocol documents, which may include amendments to the licensing process and requirements for delivery to Certification Providers and Auditors, roles and responsibilities, scope, and other requirements material to the operation of the EDGE Program.
3. The EO&M Team shall propose updates to the global EDGE App and the EDGE Protocol based on queries and feedback from Certification Providers, Interested Parties and other issues raised through the complaints and grievances mechanisms and practical experience of implementation.
4. Where changes are proposed to the EDGE Protocol that will not have a material impact on the operation of the EDGE Protocol, for example typos or grammatical corrections, changes to numbering or formatting, the EO&M Team may establish a new version of the document(s) without further input from Interested Parties.
5. Where changes are proposed to the global EDGE App and EDGE Protocol that will have a material impact on the operation of the EDGE Protocol, for example changes to the licensing process, operational roles and responsibilities, quality control or system update process, the EO&M Team shall seek review and input from Interested Parties on proposed changes.
 - a) The EO&M Team shall make the following available to Interested Parties for comment in the form of Beta release or information for comment:
 - i) Proposed significant changes to the EDGE App, which may include amendments to global technical data points, materials, calculation methodologies and assumptions well as the software design and interface;
 - ii) Proposed changes to the EDGE Protocol requirements;
 - iii) Proposed timeline for implementation of changes;
 - iv) Justification for proposed changes;

- b) Interested Parties will be given a minimum of 30 calendar days to review and provide input;
- c) A second round of review and inputs shall be undertaken when substantive, unresolved issues persist after the first round; and
- d) The EO&M Team may create working groups, host in-person and virtual meetings, and use other mechanisms to ensure there is meaningful input from EDGE Affiliates and other Interested Parties.

4. Implementing revisions

1. The EO&M Team shall incorporate feedback, and share updated versions of the EDGE Protocol requirements, along with a timetable for implementation.
 - a) EDGE Protocol documents with non-material revisions as per Section 3 shall be updated with a new document number, where the decimal is changed (e.g., version 1.0 might change to version 1.1), and material revisions will trigger a whole number change (e.g., version 1.1 might change to version 2.0).
 - b) The EO&M Team shall ensure that all licensed Certification Providers receive the revised document(s) within 30 days of completion.
 - c) Certification Providers, EDGE Auditors and other parties involved in the operation and delivery of the EDGE Protocol are required to implement changes within the notified timeframe.
 - d) The implementation of changes within the approved timeframe will be checked as part of the Annual Audits of Certification Providers conducted by the EO&M Team and the annual audits of the EDGE Auditors by the Certification Providers.
2. EDGE App updates to improve the IT user interface, which do not however materially affect the mathematical outcome for a project, shall be issued under a new version number, where the decimal place is changed (e.g., version.1.0 might change to version 1.1).
 - a) The EO&M Team will provide Certification Providers at least 10 days' notice of this kind of new release.

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- b) The prior version of the software will be closed for new project registrations immediately upon publication of the updated software.
 - c) Projects already registered may only be visible in the new version of the software.
3. The EO&M Team shall seek consensus from Interested Parties on proposed major version updates to the global EDGE App. The EO&M Team shall incorporate feedback and release an updated version of the EDGE App under a new software version number, where the whole number is changed (e.g., version 1.1 might change to version 2.0).
- a) The EO&M Team will provide at least 30 days' notice of this kind of new release.
 - b) Projects already registered with a Certification Provider will continue to be available in the prior version of the software for 4 years after the new software release date.
 - c) The prior version of the software will be closed for new project registrations 6 months after publication of the updated software.
 - d) The EO&M Team will provide Certification Providers at least 90 days' notice of this kind of new release to consult with Certification Providers about the details of the change.