

3.3 Verifier Performance

(Effective November 2024)

The credibility and integrity of the NGBS Green program relies on the performance of Home Innovation's independent agents in the field. NGBS Green Verifiers are expected to fully comply with the **Verifier's Resource Guide (VRG)** regarding inspection of projects seeking certification and completion of verification reports. NGBS Green Verifiers are also evaluated for their investment in staying informed of NGBS Green program policies and key program updates.

Verification Report Review

Each verification report provides the Home Innovation review team a snapshot of a verifier's:

- Understanding of the NGBS practices and compliance requirements
- Adherence to the verification protocol and certification process outlined in the **Verifier's Resource Guide (VRG)**
- Attention to detail

Every verification report is graded based on accuracy and completeness. A verifier can earn an A, B, C, D, or F grade for a given verification report. Verification report and audit grades are rolled up semi-annually to provide an average grade for that 6-month period.

The NGBS is complex, and compliance often requires a Verifier to interpret the requirements based on a building or project's specific circumstances. A demonstrated misunderstanding or misapplication of NGBS practices, verification protocol, or failure to correct verification reports based on feedback will warrant lower grades on verification reports.

Verifier grades are available for review in the AXIS portal.

Home Innovation Reviewers will add notes within the AXIS QA portal as needed. These situations may include but are not limited to:

- (1) Points incorrectly awarded for an NGBS practice(s) for which there was a recent policy change or interpretation.
- (2) Comments in the verification report that give the perception that the verifier does not understand an NGBS practice.
- (3) Points were incorrectly awarded for NGBS practice(s) where repeated mistakes have been observed (either by a specific verifier on multiple reports and/or repeated mistakes across multiple verifiers within the same company).

Verifier Organization Admins can view grades for all accredited verifiers employed by their organization.

Verifier Performance Issues

Verifiers receiving a grade of “C” as an average grade are encouraged to discuss verification issues with the Senior Manager, Green Building Programs (Cindy).

Verifiers receiving a “D” or an “F” as an average grade will enter a 1-year probationary period. Accreditation renewal after the probation period will be contingent upon the verifier’s performance and completion of remedial actions.

Verifier performance issues may be a symptom of larger organizational problems with the Verifier Company rather than isolated incidents caused solely by the individual. While uncommon, Home Innovation may consider terminating a Verifier Company agreement if the Verifier Company is unable to comply with NGBS Green program policies, processes, and procedures.

New verifiers to the NGBS Green program and those becoming re-accredited after a 14-month or longer lapse in accreditation enter 1-year probationary period upon accreditation.

Home Innovation reserves the right to place any Verifier on probation for serious performance infractions, regardless of verification report grades and, as necessary, immediately terminate a Verifier’s accreditation.

Verifiers under probation will be expected to discuss performance issues with the Senior Manager, Green Building Programs (Cindy) at time of renewal and submit evidence of at least 4 hours of CEU credits. Verifiers under probation for performance issues will be asked to complete additional CEUs on topics suggested by Home Innovation’s review team.

Verifiers under probation will be subject to more frequent Desktop Reviews and Virtual Audits.

Verifiers with performance issues are ineligible to become Master Verifiers until an average grade of “B” or higher is maintained for a minimum of one year.

Master Verifiers who receive a B or lower on five or more grades within a 6-month period will be placed onto probation. Lower grades and/or more serious violations of NGBS Green program requirements may result in the Master Verifier credential being revoked.

A Master Verifier must successfully complete a quiz each year to retain their credential. The quiz covers the protocols that are linked to Master Verifier benefits – batch submission; sampling; and administrative appeals.

Grade Appeal Process

Home Innovation works to ensure that its Green Reviewer team members consistently issue grades per the Performance Policy Grading Rubric. However, it is possible that grades may be influenced by bias or human error. Given that, Home Innovation affords verifiers the opportunity to appeal a grade for a different result.

- A verifier can appeal a grade decision within 30 days of issuance.
- To appeal a grade, a verifier must submit the following to gbverifications@homeinnovation.com:
 - Verifier Name
 - ProjectID(s) and/or link(s) to AXIS project record
 - Report Phase (Rough/Final)
 - Grade Issued
 - Action Requested
 - Justification
- In preparing their appeal request, we recommend that Verifiers go line-by-line through the grading rubric (see next page) and try to objectively assess their grade as if they were an HI Green Reviewer. The results of that exercise can be included within the Justification section of an appeal request.
- Upon receipt of a verifier grade appeal, the project review files will be provided to another green reviewer for a second opinion.
- The Senior Manager, Green Building Programs (Cindy) will then evaluate the appeal justification against the initial and second review assessments, respond to the verifier, and adjust the grade, if appropriate. [If the Senior Manager, Green Building Programs was the initial reviewer, the evaluation and response will be assigned to another Green Team member.]
- Should the re-evaluation not result in the verifier's requested action, a \$30 appeal fee will be assessed.
- Home Innovation regularly monitors green reviewer grades to ensure consistency. Green Reviewers who are subject to multiple appeal requests resulting in adjusted grades will be subject to additional review and mentoring.



Home Innovation Research Labs

NGBS Green Verifier Grading Rubric

VERIFICATION GRADES	A	B	C	D	F
1) Scoring Tool (25%) Scoring spreadsheet is current version available on www.homeinnovation.com/GreenScoring .	Current version is used		Tool version number is 3-5 values lower than current version.		Tool version number is 5 values lower than the current version.
2) Appropriate Award/ Denial (30%) Error where practices awarded don't align with project information provided and/or Verifier demonstrates clear misunderstanding of practice requirements	None		5-10 pts OR 1 mandatory practice		11+ pts or 2+ mandatory practices
3) Photos (25%) Photo reflects current verification phase (Rough or Final). Photos are taken from the curb/driveway entrance, show full front elevation and adjacent landscape. Photos are clear, appropriate size/resolution for reviewer to see Lot Design practices- no thumbnail shots. When project design includes atypical features that may prompt reviewer questions, additional photos are included within initial submission.	Good		Adequate		Poor OR Missing
4) Corrective Action Required (CAR) (10%)	0*	1	2	3	4
5) Verifier Follow-up Duration (10%)	None req*	< 5 days	5-10 days	11-20	> 20 days



Home Innovation Research Labs

SUPPLEMENTAL GRADING CRITERIA	A	B	C	D	F
<p>Categories 6-10 factor into grading when applicable to the review. ** An issue in these categories results in the overall grade dropping by at least a full letter grade. **</p>					
<p>6) Recommendations on Rough Report Not addressed at Final</p>	0	1	2	3	4+
<p>7) Point Shortfall(s) Overall or individual chapters with point shortfalls for <u>goal</u> certification level.</p>	0		1		2+
<p>8) Energy Report An Energy Performance Report must be submitted for most Chapter 7 compliance pathways. Energy modeling should be conducted according to the Energy Modeling Policy. Energy performance should match that claimed in the verification report. Administrative issue examples include but are not limited to: address mismatch; note needed regarding on-site verification; or inaccessible document.</p>	Good	Administrative issue or minor clarification	Values do not match or other minor issue	Major issue requiring re-running of report	Missing
<p>9) Application of Sampling Protocol Where sampling was indicated at registration, details about available and sampled units are completed within verification report. Ratio of available and sampled units should align with protocol. When prepared, root cause analysis is submitted.</p>	No issues	1 follow-up question	2 follow-up questions	3+ questions/ issues identified	Severe violation of sampling policy
<p>10) Failure to Address a Recommendation through Numerous Reports</p>	No Issues	1 reminder required	2 reminders required	3+ reminders required	Unresponsive

When you have issues in 6-10, your grades from 1-5 are no longer valid.

Desktop Audits

A desktop audit is a review of plans and other compliance documentation. A desktop audit requires a Verifier to submit to Home Innovation documentation that the Verifier would be required to collect as part of their verification to demonstrate a building's NGBS Green compliance.

Desktop audits do not require Verifiers to collect plans, documentation, or other information that is beyond what they would normally collect. Home Innovation's objective is to confirm a Verifier is collecting the documentation and following the verification guidance outlined in the VRG. Desktop audit submissions should be concise and are evaluated for completeness and alignment with the VRG, as well as the Verifier's responsiveness to questions.

When submitting lengthy plans or reports, please make notations (e.g., circle, highlight, text box) within the document(s) to identify the areas that support your justification for awarding the practice(s). This helps our Reviewers to match the documentation more quickly to the desktop audit items requested and offers additional information about your reasoning for awarding points. It is also acceptable to extract selected pages or provide screenshots rather than uploading entire plan files to AXIS.

A Verifier can earn an A, B, C, D or F grade for a desktop audit.

Desktop audit grades are available for review in the AXIS portal and are included as part of a Verifier's overall grade average that is reviewed for performance issues.

When submitted documentation is found to be non-compliant for an optional practice, the Reviewer will remove points. If points are necessary for certification, the Verifier will be asked to identify alternative practices that can be met and verified.

When submitted documentation is found to be non-compliant for a mandatory practice, the Reviewer will provide feedback to the Verifier and allow them four attempts to correct the issue. Failure to provide acceptable documentation over the course of those four attempts will result in an F grade for the Desktop Audit and inability for the building to be certified.

Verifiers should not remove points for practices previously awarded to avoid submitting selected items for Desktop Audit. This practice will result in an automatic F grade for the Desktop Audit and additional Desktop Audit requests.



Home Innovation Research Labs

DESKTOP AUDIT GRADES	A	B	C	D	F
(1) Completeness (30%) All requested documents are included with the submission.	All items provided	1-2 missing items	3-4 missing items	5+ missing items	Desktop audit request ignored
(2) Appropriate Documentation Provided (30%) Documents match those requested in the VRG. Documents demonstrate compliance and align with information included within Scoring Tool.	No issues.		1-2 questions/issues identified		3+ questions/issues identified
(3) Accessibility (10%) Documents are succinct, clearly demonstrating compliance	All items efficiently demonstrate compliance	1-2 items require user input to determine compliance	3-4 items require user input to determine compliance	5+ items require user input to determine compliance	Large manuals, specification sheets, etc. are provided
(4) Follow-Up Notes (15%)	0	1	2	3	4+
(5) Follow-Up Duration (15%)	None required	<5 days	5-10 days	11-20 days	>20 days

3.4 WRI Grading

(Effective November 2024)

A Verifier can earn an A, B, C, D, or F grade for a WRI verification based on accuracy and completeness. Verifier grades are available for review in the AXIS portal. Verifiers can appeal a WRI grade using the process above in Section 3.3.

Stand-Alone WRI Grading Rubric

VERIFICATION GRADES	A	B	C	D	F
1) WRI Calculator Tool (33%) WRI Tool is the most-current available on Verifier Central	Current version is used.		Tool version number is 3-5 values lower than current version.		Tool version number is 5+ values lower than current version.
2) Complete & Appropriate Documentation (33%) Tool is complete, and information appears reasonable based on project details. If also pursuing WaterSense, checklist is also uploaded.	No issues		1-2 issues identified		3+ issues identified
3) Photo (33%) Front elevation photo is included. Photos are clear and appropriate/size/resolution for Reviewer to see building and adjacent landscaping.	Good		Adequate		Poor or Missing
4) Follow-Up Notes (Nominal Consideration)	0	1	2	3	4
5) Follow-up Duration (Nominal Consideration)	None required	<5 days	5-10 days	11-20 days	>20 days
6) Failure to Address a Recommendation Across Numerous Reports (Nominal Consideration)	Good Response		Limited		No Response

3.5 Virtual Inspection Protocol

(Effective November 2024)

Intent: The virtual inspection process is available for Verifiers to confirm NGBS compliance remotely via video conferencing services under extraordinary circumstances beyond their control. Virtual inspection is intended to be used as a last resort when NGBS Green procedures cannot otherwise be followed. It is likely that a virtual inspection process may take more time and effort than an in-person inspection, which is why it should only be used as a last resort when in-person inspection is not possible.

Scope: This protocol can be used for the Rough and/or Final inspection for single-family homes and multifamily buildings.

The protocol applies to NGBS practices where visual inspection is stipulated, per the **VRG**.

Practices requiring measurements and testing must still be verified on-site. Estimates and predictions cannot be used. If the Verifier cannot complete the testing, they should work with the builder to identify a qualified professional who can perform the necessary tests. Please note that Home Innovation does not accept use of default testing values for any Energy Efficiency compliance pathway, including the Alternative Bronze and HERS Index Target paths.

Project Eligibility: An emergency/extraordinary situation is one where preparation and planning would not have foreseen the inability to get to a jobsite to complete the on-site inspection. This includes, but is not limited to, flight cancellations, travel restrictions, illness, last-minute notification of inspection window and lack of local accredited verifiers in project location.

Conditioned multi-unit or multi-building projects (multifamily and townhome communities) must have at least one on-site inspection. Verifiers should make every effort to conduct the first inspection in-person.

For multi-unit and multi-building projects, virtual inspection may not be used for more than 30% of the total inspection visits. For continued use of virtual inspection beyond 30% of the total expected visits for the building(s), the Verifier must submit an email request to Home Innovation staff and detail the extenuating circumstances that prevent them from performing the inspection themselves or hiring a local Verifier or Field Rep.

Verifiers should keep records regarding their application of virtual inspection and submit to random desktop audits upon request. Abuse of this protocol may result in verifier probation or, in severe cases, a prohibition on use of the virtual inspection protocol.

Exception – Rural Communities: Rural communities often stand to benefit the most from energy efficiency and green building programs due to their less efficient existing building stock and resource-strained populations.

At the same time, on-site inspections in less populated areas can require extensive travel and overnight stays. This can make the provision of green verification services cost-prohibitive.

To better accommodate NGBS Green Certification activity in rural areas, we allow Verifiers to appeal for the use of the Virtual Inspection Protocol in non-emergency scenarios. Verifiers should contact the NGBS Green team with the following information: (1) explanation of project constraints; (2) confirmation that there are few or no viable green professionals within 150 miles of the project site available to serve the project location;



and (3) proposed plan for executing a combination of on-site and virtual inspections, including the expected percentage of site inspections that will be conducted virtually. Approval will be granted on a case-by-case basis.

Notification: Verifier must notify the client in writing that a remote inspection will be done in lieu of an on-site inspection.

On-Site Videographer: The on-site videographer should be generally familiar with construction practices and systems, and specifically familiar with the building(s) seeking certification.

A HERS Rater or Rating Field Inspector (RFI) is an ideal videographer to do the remote inspection; however, the Verifier must still supervise the remote inspection. Alternatively, a HERS Rater or RFI can inspect the building for those practices that an NGBS Green Field Rep. can inspect for if their inspection is accompanied with photo documentation and submitted to the verifier (see below for more details).

In implementing this protocol, a project's Verifier of Record cannot relinquish or transfer their responsibility for confirming a building's compliance with the NGBS. The on-site videographer and any verification professionals serve to collect and share information with the Verifier of Record, who ultimately submits the project to Home Innovation for review.

Insurance Requirements: If the videographer is not an employee of the General Contractor or the builder/developer, the Verifier must ensure that that person is sufficiently insured to meet Home Innovation's insurance requirements for verifiers. As an option, if using a HERS Rater or RFI, the Verifier can add the HERS Rater as a covered party to their professional liability and automobile insurance coverage.

Inspection Options: Confirmation of practices by virtual inspection can be performed remotely by using either online or offline video inspection. Online video inspection must be attempted first. Offline video inspection is an option only when an online video inspection is impossible for reasons, such as lack of connectivity. At this time, we will not allow phone/audio-only remote inspections. We believe there is value in the Verifier being able to visually confirm compliance for the practices.

Live Video Inspection: We prefer live video inspections to recorded inspections, but as discussed below, we realize that connectivity may preclude that option. This inspection process utilizes a live video application, including but not limited to Zoom, Microsoft Teams, or Skype.

The live video stream must include the Verifier and the on-site videographer. Home Innovation may request to participate during the live stream or ask the Verifier to record the remote inspection and share the recorded video file for QA purposes.

Offline Inspection: When there are limitations to an online remote inspection, such as internet/network connection issues, the on-site videographer can capture an offline video recording of the entire inspection. The Verifier would guide the on-site videographer on how the process should be performed in advance of the inspection.

Preparation:

- 1) Ideally, before starting virtual inspection on a multi-unit or multi-building project, at least one in-person inspection is conducted.
- 2) Coordinate with the builder:
 - a. Select an inspection date.

- b. Identify On-Site Videographer.
 - c. Send the completed project Scoring Tool or custom checklist of items to be verified to the on-site videographer in advance of the inspection.
- 3) Obtain the needed technology.
- a. *For both parties:*
 - i. Phone or tablet with microphone, necessary file storage, and installed video calling application(s)
 - ii. Access to Dropbox, Google Drive, or other file-sharing service to exchange recorded video files after the call
 - b. *For on-site videographer:*
 - i. NGBS Green Scoring Tool or custom checklist of items to be verified during that visit
- 4) Test device functionality:
- a. Test the Internet signal strength (for live stream inspections).
 - b. Test the battery life.
 - c. Test the sound, mic, and video quality.

Inspection Process:

1. Note the date and start time on the verification report (and for the video, if recording).
2. The videographer should confirm his/her name and title.
3. The on-site videographer should take a **front elevation photo** to send to the Verifier to submit with the verification report.
4. The live video must start from the front elevation of the building.
5. The Verifier should establish that the on-site videographer is at the correct location by having the videographer repeat the project address.
6. If live video, the Verifier will verbally guide the on-site videographer during the entire live video on how the process should be performed. For offline, the videographer would be guided by the NGBS Green Scoring Tool and any notes provided by the Verifier in advance of the inspection.
7. The Verifier and videographer should work through the verification report top-to-bottom.
8. Apart from minor internet connection issues, there shall not be any pausing or stopping of the recording during the live stream. If the video needs to be restarted for any reason the videographer should start again by repeating the project address, stating the date and time, and the location in the building where they are restarting (i.e., 4th floor, Unit 4A).
9. The video must clearly show the details needed for confirmation of all the necessary NGBS practices.
10. All NGBS practices that are typically verified at that inspection stage (i.e., Rough or Final) must be completely confirmed before points can be awarded on the verification report.
11. If there are any compliance issues revealed in the video inspection that cannot be corrected during the remote inspection, the Verifier should immediately send an email to the client notifying them of the issue and recommending corrections as needed.
12. Record the ending time for the inspection.
13. For an offline inspection, once the inspection is completed, the videographer must send to the Verifier the completed and signed verification report, the video file, the elevation photo, and a signed Signature Page.

Video files can be transferred to Home Innovation using any commonly-accepted file-sharing platform, including but not limited to Dropbox, Google Drive, and Microsoft OneDrive.

14. The Verifier should note on the summary page that the inspection was conducted via virtual inspection protocol and include the name and title of the on-site videographer.
15. For all offline inspections, the Verifier should retain the video file for a minimum of 3 years and be able to produce the file for Home Innovation if requested during a QA audit.
16. If this is the only (for single-family) or last Rough/Final inspection (for multifamily), the Verifier should email a pdf copy of the verification report to the client and then upload to AXIS per the **VRG** when complete.

Sampling: Where sampling is being performed per the NGBS Green Alternative Multifamily Verification Protocol, the Verifier should identify the units to be sampled among those available. This will require coordination between the builder and Verifier in advance of the inspection.

During the inspection, the on-site videographer should clearly capture evidence of which units were reviewed.

Inspection Issues: If at any point during the online remote inspection or review of the offline video recording, the Verifier believes that the video quality or another aspect is not satisfactory, the Verifier can either reschedule a live online inspection, conduct an offline remote inspection, or, if able, go on-site and conduct a complete inspection.

3.6 Virtual Audit Protocol

(Created August 21, 2020; Revised July 2024)

Intent: The virtual audit is one method of audit that is used by Home Innovation to assess an accredited NGBS Green Verifier's understanding of technical building practices, as well as program policies and protocols.

Selection & Process: Home Innovation seeks to conduct virtual audits on 50 unique Verifiers each year. Verifier selection is largely random but can be influenced by a Verifier's probation status, performance, and Master Verifier credential.

Verifier audits are conducted on both single-family homes and multifamily buildings. For multifamily buildings that require multiple visits, the virtual audit shall be conducted on just one of the visits. The best available date will be selected by Home Innovation staff and the verifier.

Scheduling: Audits are conducted at either Rough or Final.

Verifiers receive notification by email when selected for a Virtual Audit. Verifiers are asked to notify Home Innovation of their upcoming on-site inspections to find a suitable time for Home Innovation to participate virtually.

A precise time does not need to be identified; when possible, Home Innovation's reviewer will make themselves available for a block of time (e.g., morning or afternoon) to accommodate and be reachable by phone when the Verifier is ready to begin the inspection.



We recognize that there is often a tight (often 24-hour turnaround or less) for inspection scheduling. Our reviewers will also be available and responsive throughout the scheduling process. Verifiers will not receive lower grades based on scheduling issues. Beyond scheduling, the preparation required for a virtual audit is minimal and not unreasonable to accomplish with a tight timeline.

Once a date/time has been established, a Virtual Audit QA Module will be set-up for the selected project.

Prior to the virtual audit, the verifier should upload the NGBS Green Scoring Tool for the selected project and any specific notes about the items that will be reviewed during the inspection to the Virtual Audit QA Module.

Within five business days following the virtual audit, Home Innovation's Reviewer and the verifier will debrief the virtual audit and discuss feedback and recommendations by phone or video conference.

Time Commitment: Virtual audits will be limited to 2 hours to limit time investment and battery life. For multifamily, a portion of units available for inspection will be pre-selected for audit.

Team Verification: While we recognize that, in many instances, multiple NGBS Green Verifiers will work cooperatively to provide verification services, we do not allow the Virtual Audit request to be transferred to another individual on the verification team.

The verifier observed during the virtual audit does not need to be the Verifier of Record for the project.

On-site Videographer (Optional): An on-site videographer might assist with capturing live video during the virtual audit. The videographer acts as a helper but does not participate in verifying NGBS practices. Please inform Home Innovation prior to the virtual audit if an on-site videographer will be present and include the name and job title on the Summary Page.

Insurance Requirements: If the videographer is not an employee of the General Contractor or the builder/developer, the Verifier must ensure that that person is sufficiently insured to meet Home Innovation's insurance requirements for verifiers. As an option, if using a HERS Rater or RFI, the Verifier can add the HERS Rater as a covered party to their professional liability and automobile insurance coverage.

Auditing Options: Confirmation of practices during the virtual audit can be performed remotely by using either online or offline method. Online video must be attempted first. The offline video method is an option only when the online video method is impossible for reasons, such as lack of connectivity.

Online Live Video Audit: This inspection process utilizes a live video application, including but not limited to Zoom, FaceTime, Google Meet, Microsoft Teams, or Skype. The live video stream must include the Verifier and the on-site videographer (if any).

Offline Audit: When there are limitations to a live video audit such as internet/network connection issues, the Verifier can capture an offline video recording of the entire inspection and submit the video files to Home Innovation within 2 business days. If offline video quality is deemed too poor for a proper evaluation, Home Innovation may schedule another audit of another upcoming inspection by the same verifier.

Preparation:

- 1) Coordinate with Home Innovation Reviewer:
 - a. Confirm date and time.
 - b. Identify video call platform that will be used.

- c. Identify the On-Site Videographer if any.
 - d. Upload the completed project Scoring Tool and/or other inspection checklist to Home Innovation and the on-site videographer (if any) to AXIS in advance of the Virtual Audit. If using a custom mobile application, consider sending screenshots of the verification screen(s).
 - e. If multifamily, identify which units are expected to be available for inspection. Home Innovation will respond to requests for a selected number of units (e.g., 5 units total units across floors 3 and 6) that will be audited.
 - f. As a best practice, we recommend informing the Site Superintendent that video will be recorded during the Audit.
- 2) Obtain the needed technology.
- a. Phone or tablet with microphone, necessary file storage, and installed video calling application(s).
 - b. Access to Dropbox, Google Drive, or other file-sharing service to exchange recorded video files after the call.
 - c. All Testing tools and equipment needed to verify compliance with NGBS Practices.
- 3) Test device functionality on your own:
- a. Test the Internet signal strength (for live stream inspections).
 - b. Test the battery life.
 - c. Test the sound, mic, and video quality.

Inspection Process:

There are two main approaches for the virtual audit:

- (1) *“Walk-Back”* – verifier sets up all testing equipment and conducts initial testing and visual inspection prior to launching the video call with Home Innovation. On the call, the verifier will show and describe their approach for setting up the dwelling unit and equipment and then demonstrate testing and visual inspection.
- (2) *Live* – all inspection steps, including set-up equipment, are conducted live during the video call with Home Innovation.

Regardless of approach, the following steps must be addressed:

1. Connect with Home Innovation’s reviewer on the specified video chat platform.
2. The Verifier should establish that he/she is at the correct location by repeating the project address and identifying his/her name, date, and time. The Verifier should take a selfie with the building in the background and then pan to show the front elevation and surrounding lot.
3. The Verifier and videographer (if any) should work through the verification report, addressing all items scheduled for inspection during that visit. All NGBS practices that are typically verified must be completely confirmed before points can be awarded on the verification report.
4. Apart from minor internet connection issues, there shall not be any pausing or stopping of the recording during the live stream. If the video needs to be restarted for any reason, the Verifier should start again by



repeating the project address, stating the date and time, and the location in the building where they are restarting (i.e., 4th floor, Unit 4A).

5. The video must clearly show the details needed for confirmation of all the necessary NGBS practices. The Verifier should narrate the inspection, indicating their location (e.g., unit number, floor number, room within unit, etc.) and demonstrating their understanding of the practices and expected verification steps.
6. If there are any compliance issues revealed in the video inspection that cannot be corrected during the remote inspection, the Verifier should immediately send an email to the client notifying them of the issue and recommending corrections as needed.
7. For an offline inspection, once the inspection is completed, the Verifier must upload the completed report, the video file, and the front elevation photo to AXIS. *(If live video inspection, review materials can be held and uploaded during normal sequence).*

Assessing Virtual Audit Performance

The credibility and integrity of the NGBS Green program relies on the performance of Home Innovation's independent agents in the field. NGBS Green Verifiers are expected to fully comply with the **Verifier's Resource Guide (VRG)** regarding inspection of projects seeking certification and completion of verification reports. NGBS Green Verifiers are also evaluated for their investment in competence and accuracy during the inspection.

Each virtual audit process provides the Home Innovation review team a snapshot of a verifier's:

- Understanding of the NGBS practices and compliance requirements
- Adherence to the verification protocol and certification process outlined in the **Verifier's Resource Guide (VRG)**
- Attention to detail

Grading

Home Innovation reviewers assess the virtual audit according to the rubric below.

A verifier can earn an A, B, C, D, or F grade for a given Audit based on the preparation process, inspection process, testing, visual inspection process, and knowledge of practice. Projects seeking higher levels of certification (i.e., Gold or Emerald) will be reviewed and graded with greater stringency.

Verifiers are expected to interpret, discuss, and know the NGBS. A demonstrated misunderstanding of the NGBS practices during the virtual audit will result in lower grades.

If Home Innovation staff observes a significant departure from program policies during the audit, such as inappropriate application of sampling, the Verifier may be placed on immediate probation, regardless of the Verifier's overall performance.

Verifier earning a C, D, or F grade would be deemed unsatisfactory and would be audited again during the next inspection. This could be the next inspection of the same building/project or another project, depending on scheduling.

Verifier Company Admins can view grades for all accredited verifiers employed by their organization.





Virtual Audit Grading System & Rubric

CATEGORY	A	B	C	D	F
Preparation Process <i>Verifier is prepared for the virtual audit using the guidelines above.</i>	No deviations from protocol		1-2 deviations from protocol		3+ deviations from protocol
Adherence to Virtual Audit Protocol <i>Verifier conducts the audit as outlined above.</i>	No deviations from protocol		1-2 deviations from protocol		3+ deviations from protocol
Testing <i>Verifier performs testing competently and according to the EE Testing Policy. Preparation, set-up, procedure, and analysis are evaluated. Variance in site-collected data should be acceptable per test standards.</i>	0 errors that impact Test Results		1-2 deviations from protocol		3+ errors that impact test results
Verification Competency <i>Verifier demonstrates complete understanding of the NGBS practices, verification requirements, and program policies.</i> <i>*A demonstrated failure to verify mandatory practice(s) can result in a lower grade in this category.</i>	Excellent		Average*		Below Average*

Each grading category is weighted as described below:

VIRTUAL AUDIT WEIGHT: TESTING CONDUCTED	
Category	Weight
Preparation Process	15%
Adherence to Virtual Audit Protocol	15%
Testing	30%
Verification Competency	40%

In a scenario where the Verifier is not qualified to perform the necessary testing or is not testing based on selected compliance path, the grading categories would be weighted as described below:

VIRTUAL AUDIT WEIGHT: NO TESTING	
Category	Weight
Preparation Process	15%
Adherence to Virtual Audit Protocol	15%
Verification Competency	70%