



EARTHCHECK

# BENCHMARKING ASSESSMENT REPORT

ACCOMMODATION - BUSINESS HOTEL BENCHMARKING

**NOVOTEL VALENCIA PALACIO DE CONGRESOS**  
VALENCIA, SPAIN



REPORT DATE: 13 September 2011

Benchmarking Data Collection Period: 1 January 2010 – 31 December 2010

*The planet deserves more than half measures*

## OVERVIEW

This annual assessment of **Novotel Valencia Palacio de Congresos** was undertaken against EarthCheck benchmarking indicators and checklists developed for EarthCheck and listed below. <sup>1</sup> They have been carefully selected to track performance in key areas of environmental and social performance impact. Their outcomes which are presented in this report are used by EarthCheck to evaluate whether the operation has reached the standards necessary to pass the benchmarking requirements, as stated in the EarthCheck Benchmarking Policy. <sup>2</sup>

	<b>Indicator Measure (Benchmark)</b>
<b>1</b> Policy	Policy is produced and in place
<b>2</b> Energy	Energy Consumption (MJ / Guest Night)
	Green Power (%) <sup>3</sup>
	Greenhouse Gas Emissions (Scope 1 and Scope 2) (kg CO <sub>2</sub> -e / Guest Night)
<b>3</b> Water	Potable Water Consumption (L / Guest Night)
	Recycled / Captured Water (%) <sup>3</sup>
	Water Savings Rating (Points)
<b>4</b> Waste	Waste Sent to Landfill (L / Guest Night)
	Recycled / Reused / Composted Waste (%) <sup>3</sup>
	Waste Recycling Rating (Points)
<b>5</b> Community	Community Commitment (%)
	Community Contributions Rating (Points)
<b>6</b> Paper	Paper Products Rating (Points)
<b>7</b> Cleaning	Cleaning Products Rating (Points)
<b>8</b> Pesticides	Pesticide Products Rating (Points)

<sup>1</sup> Refer to the EarthCheck Sector Benchmarking Indicator (SBI) document for more information. For frequently asked questions (FAQs) about benchmarking or specific help, please log on to 'My EarthCheck' and visit your EarthCheck Benchmarking software.

<sup>2</sup> To meet the requirements stipulated in the EarthCheck Company Standard, the benchmarks for all the submitted EarthCheck indicators need to be at, or better than, the Baseline level. Baseline and Best Practice performance levels are set with reference to the type of activity (registered sector/s) and appropriate national and international data which take into account social, geographical and climatic impacts.

First-time benchmarking operations that fail to meet the minimum requirements (Baseline performance or better) for up to two submitted EarthCheck indicators (with a third indicator within 10% of the Baseline level), will be permitted to pass benchmarking. The operation is however, given a maximum of 12 months to improve performance in at least one of the indicators to Baseline performance or better. If on the next submission this is not achieved without substantiated evidence that the situation was beyond the control of the operation (e.g., occurrence of a natural disaster), then the right to use the appropriate EarthCheck logo will be withdrawn.

As a standard policy, all EarthCheck indicators are continuously reviewed, along with the performance levels which operators have to achieve in order to meet the requirements of the Company Standard. This review takes into account "business-as-usual" changes in practices and equipment, and is used to update where appropriate Baseline and Best Practice levels.

<sup>3</sup> These indicators are for guidance only and do not affect the overall benchmarking evaluation.

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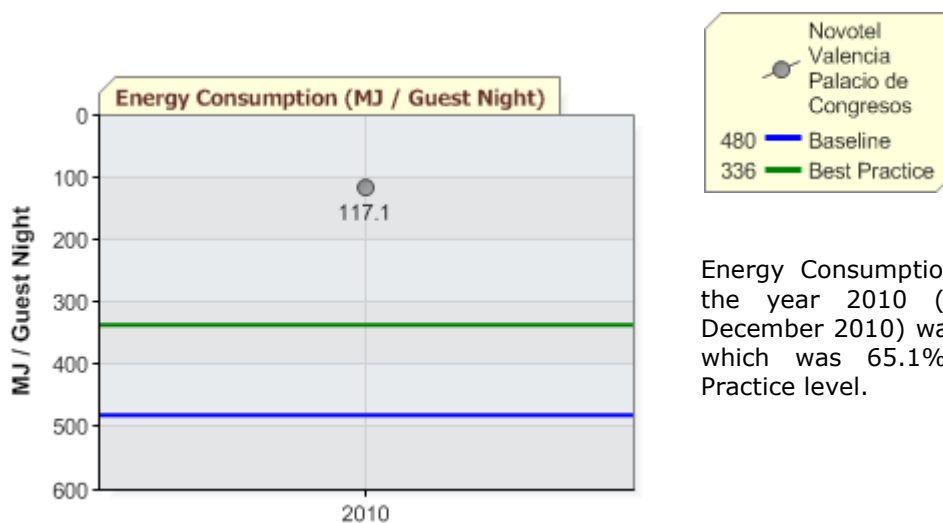
## ACCOMMODATION - BUSINESS HOTEL PERFORMANCE BENCHMARKS

**Current performance:** Below Baseline \* At or above Baseline ✓ At or above Best Practice ★

### 1. Policy ★

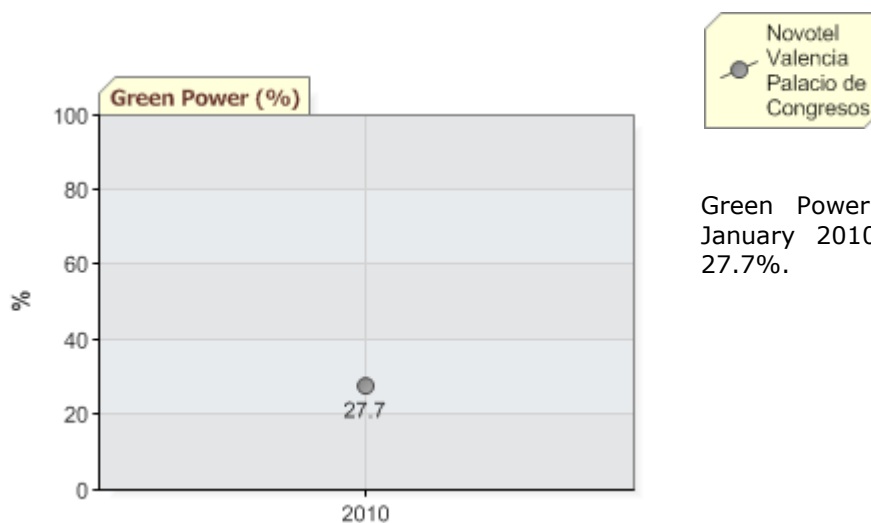
### 2. Energy

#### Energy Consumption (MJ / Guest Night) ★



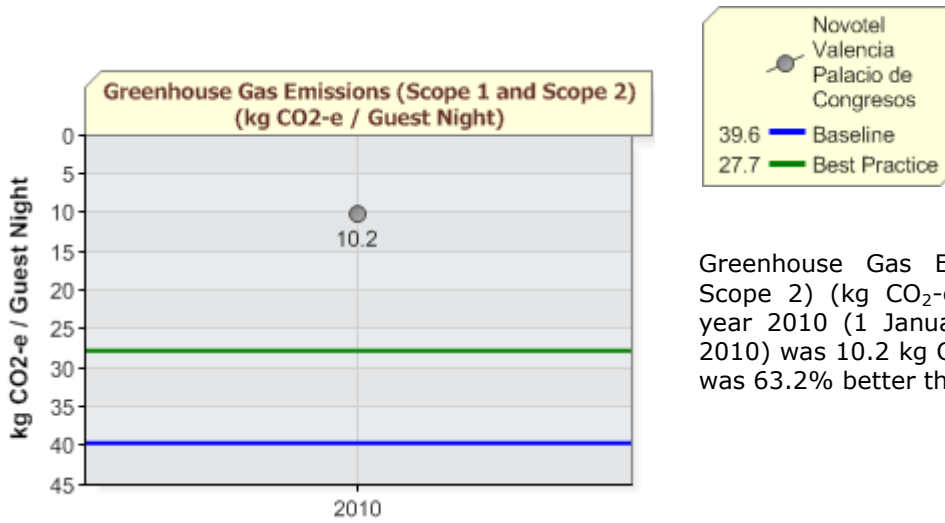
Energy Consumption (MJ / Guest Night) for the year 2010 (1 January 2010 - 31 December 2010) was 117.1 MJ / Guest Night, which was 65.1% better than the Best Practice level.

#### Green Power (%)



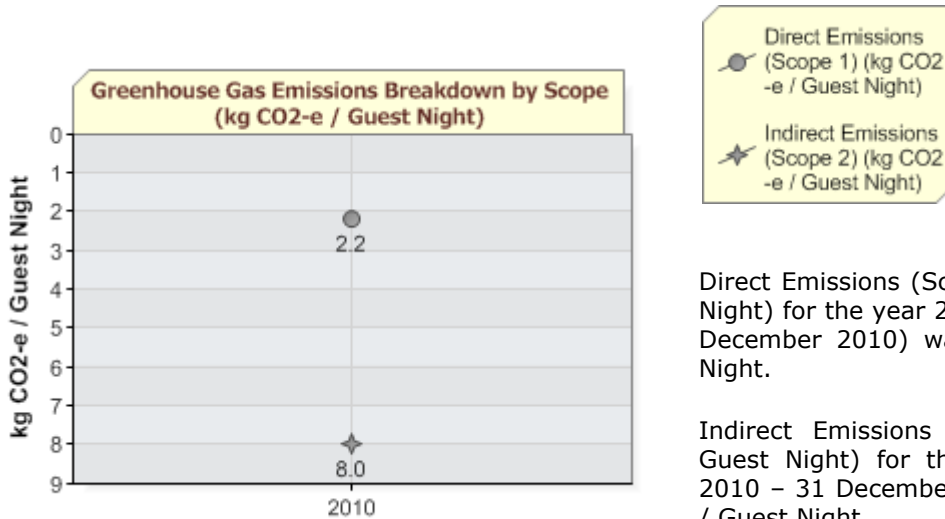
Green Power (%) for the year 2010 (1 January 2010 - 31 December 2010) was 27.7%.

**Greenhouse Gas Emissions (Scope 1 and Scope 2) (kg CO<sub>2</sub>-e / Guest Night) ★**



Greenhouse Gas Emissions (Scope 1 and Scope 2) (kg CO<sub>2</sub>-e / Guest Night) for the year 2010 (1 January 2010 – 31 December 2010) was 10.2 kg CO<sub>2</sub>-e / Guest Night, which was 63.2% better than the Best Practice level.

**Greenhouse Gas Emissions Breakdown by Scope (kg CO<sub>2</sub>-e / Guest Night)**



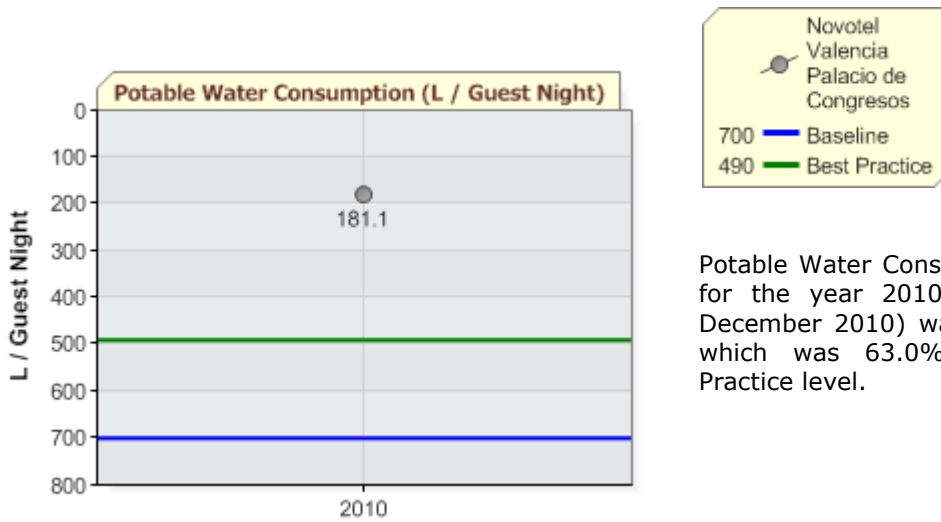
Direct Emissions (Scope 1) (kg CO<sub>2</sub>-e / Guest Night) for the year 2010 (1 January 2010 – 31 December 2010) was 2.2 kg CO<sub>2</sub>-e / Guest Night.

Indirect Emissions (Scope 2) (kg CO<sub>2</sub>-e / Guest Night) for the year 2010 (1 January 2010 – 31 December 2010) was 8.0 kg CO<sub>2</sub>-e / Guest Night.

<b>Direct Emissions (Scope 1)</b>								
<b>Stationary Fuel Combustion</b>								
Type	Quantity	Unit	Energy Consumption (MJ)	CO <sub>2</sub> Emission Estimate (t CO <sub>2</sub> -e)	CH <sub>4</sub> Emission Estimate (t CO <sub>2</sub> -e)	N <sub>2</sub> O Emission Estimate (t CO <sub>2</sub> -e)	Total Emission Estimate (t CO <sub>2</sub> -e)	
Natural gas	652002.03	kWh	2347207.3	131.7	0.2	0.07	132.0	
subtotal			2347207.3	131.7	0.2	0.07	132.0	
<b>TOTAL</b>			<b>2347207.3</b>	<b>131.7</b>	<b>0.2</b>	<b>0.07</b>	<b>132.0</b>	
<b>Indirect Emissions (Scope 2)</b>								
<b>Purchased Electricity</b>								
Quantity	Unit	% Green Power	Provider	Energy Consumption (MJ)	CO <sub>2</sub> Emission Estimate (t CO <sub>2</sub> -e)	CH <sub>4</sub> Emission Estimate (t CO <sub>2</sub> -e)	N <sub>2</sub> O Emission Estimate (t CO <sub>2</sub> -e)	Total Emission Estimate (t CO <sub>2</sub> -e)
1338815.39	Kilowatt hour (kWh)	27.7	Spain, Endesa	4819735.4	490.8	0.0	0.0	490.8
subtotal				4819735.4	490.8	0.0	0.0	490.8
<b>TOTAL</b>				<b>4819735.4</b>	<b>490.8</b>	<b>0.0</b>	<b>0.0</b>	<b>490.8</b>
<b>Greenhouse Gas Emissions (Scope 1 and Scope 2)</b>								
<b>GRAND TOTAL</b>				<b>7166942.7</b>	<b>622.4</b>	<b>0.2</b>	<b>0.07</b>	<b>622.8</b>

### 3. Water

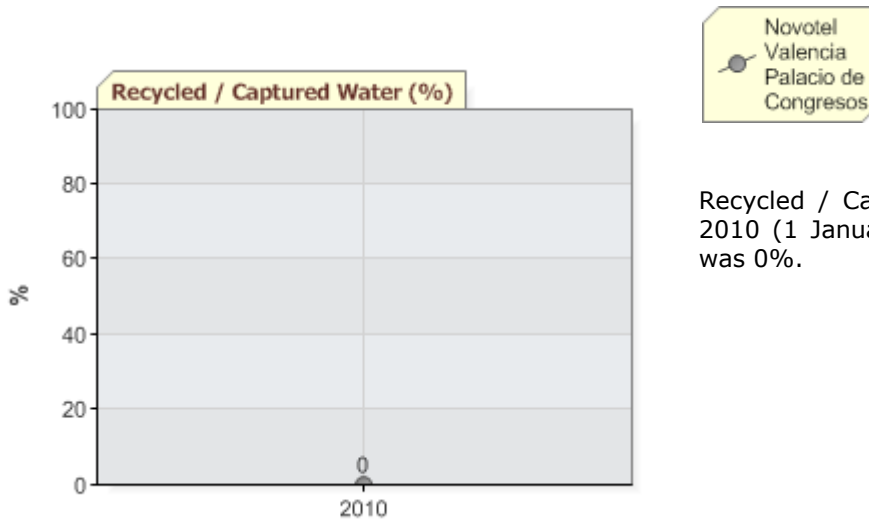
#### Potable Water Consumption (L / Guest Night) ★



Potable Water Consumption (L / Guest Night) for the year 2010 (1 January 2010 – 31 December 2010) was 181.1 L / Guest Night, which was 63.0% better than the Best Practice level.

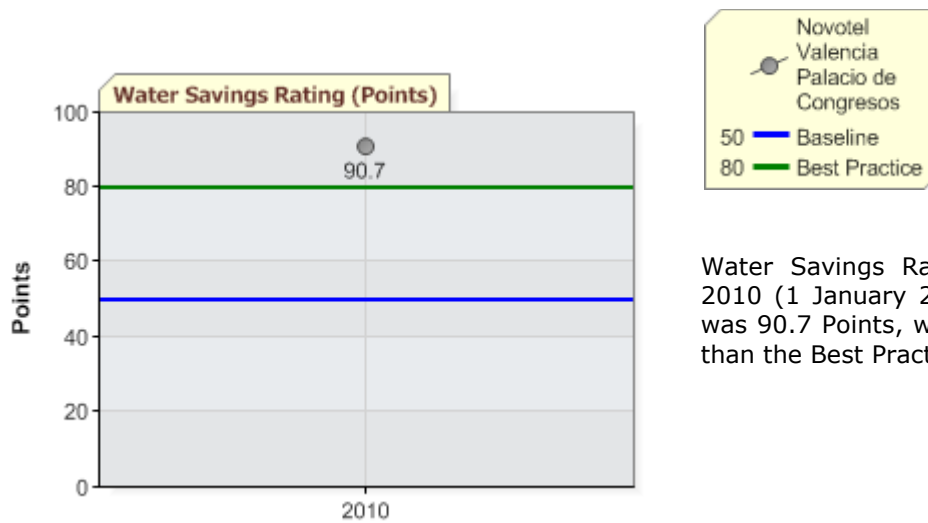
Quantity	Unit	Potable Water Consumption (kL)
11080	cubic metres	11080.0 kL
	<b>Totals:</b>	<b>11080.0 kL</b>

#### Recycled / Captured Water (%)



Recycled / Captured Water (%) for the year 2010 (1 January 2010 – 31 December 2010) was 0%.

## Water Savings Rating (Points) ★

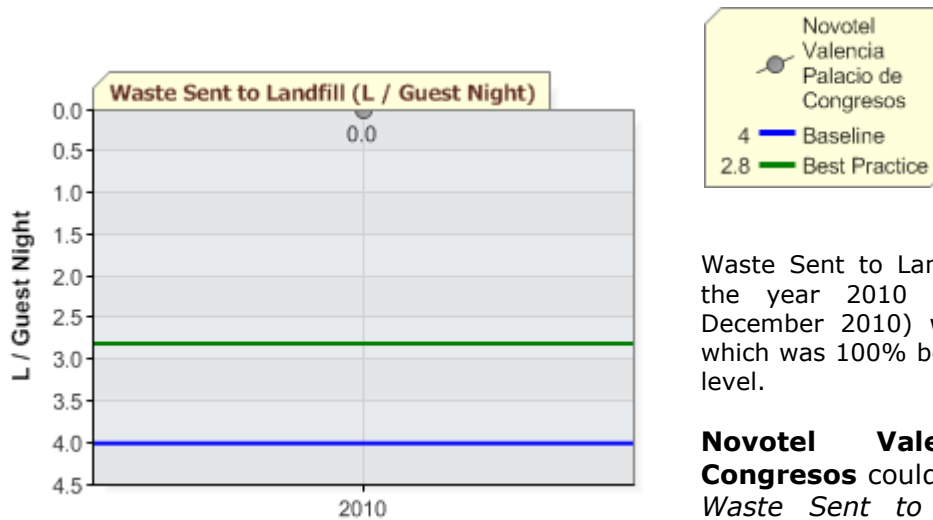


Water Savings Rating (Points) for the year 2010 (1 January 2010 – 31 December 2010) was 90.7 Points, which was 10.7 Points better than the Best Practice level.

Water Savings Measures	Frequency / Percentage Rating	Water Savings Rating (Points)
Check for leaks	Every month	73.9 Points
Low/dual flush toilets	100%	100.0 Points
Low flow tap fittings	80-99%	88.9 Points
Low flow shower fittings	100%	100.0 Points
Water sprinklers used after dark	Not Relevant / Available	-
Minimal irrigation landscaping	Not Relevant / Available	-
Use of recycle/grey/rain water	Not Relevant / Not Available	-
	<b>Overall Rating:</b>	<b>90.7 Points</b>

## 4. Waste

### Waste Sent to Landfill (L / Guest Night) ★

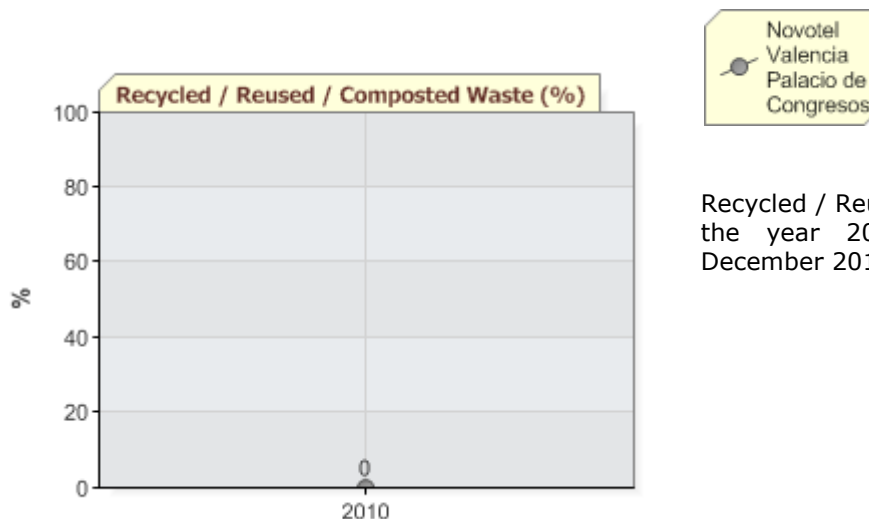


Waste Sent to Landfill (L / Guest Night) for the year 2010 (1 January 2010 - 31 December 2010) was 0.0 L / Guest Night, which was 100% better than the Best Practice level.

**Novotel Valencia Palacio de Congressos** could not provide a figure for *Waste Sent to Landfill* for the 2010 benchmarking period.

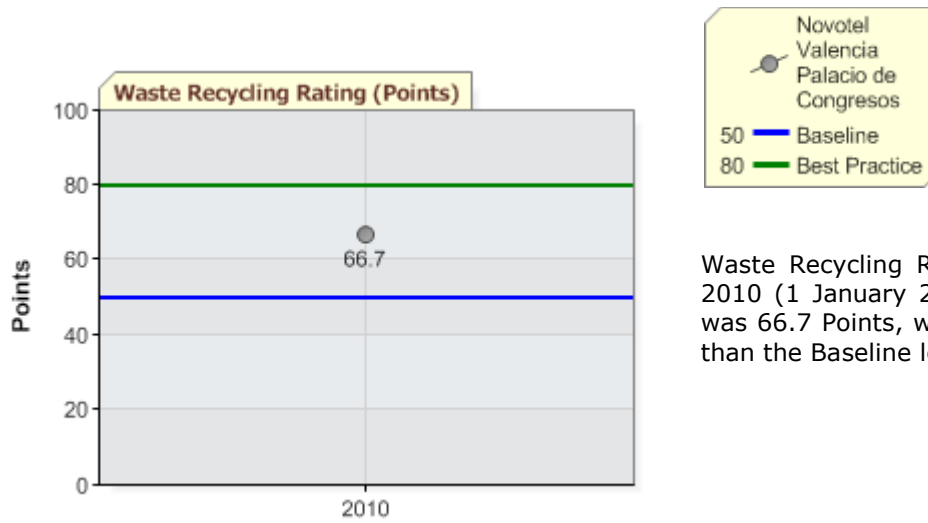
Quantity	Unit	Waste Sent to Landfill (m <sup>3</sup> )
0	kilograms (uncompacted)	0.0 m <sup>3</sup>
	<b>Totals:</b>	<b>0.0 m<sup>3</sup></b>

### Recycled / Reused / Composted Waste (%)



Recycled / Reused / Composted Waste (%) for the year 2010 (1 January 2010 - 31 December 2010) was 0%.

## Waste Recycling Rating (Points) ✓

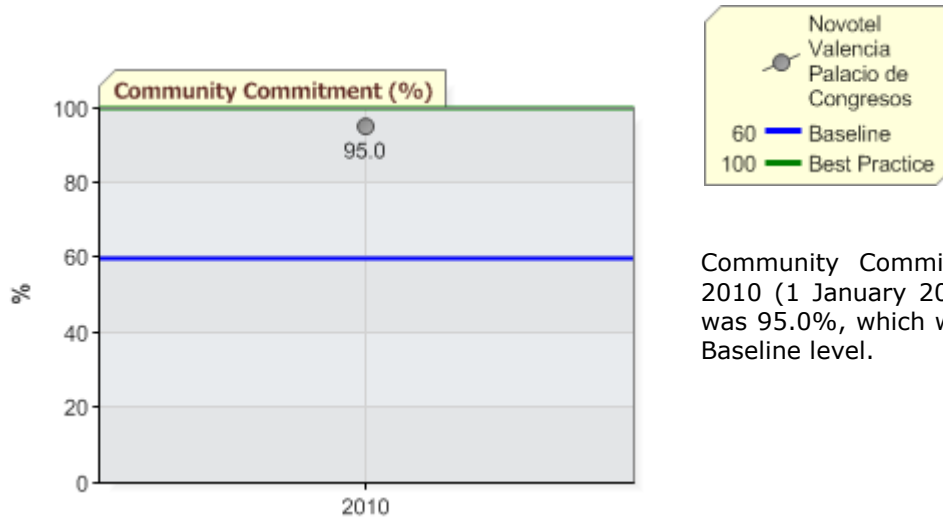


Waste Recycling Rating (Points) for the year 2010 (1 January 2010 – 31 December 2010) was 66.7 Points, which was 16.7 Points better than the Baseline level.

Waste Recycling Measures	Frequency / Percentage Rating	Waste Recycling Rating (Points)
Glass	100%	100.0 Points
Paper/card	100%	100.0 Points
Iron & steel (ferrous metals)	Relevant / Not Available	50.0 Points
Other metals (non-ferrous)	Relevant / Not Available	50.0 Points
Plastics	Relevant / Not Available	50.0 Points
Rubber	Relevant / Not Available	50.0 Points
Green waste	Not Relevant / Not Available	-
	<b>Overall Rating:</b>	<b>66.7 Points</b>

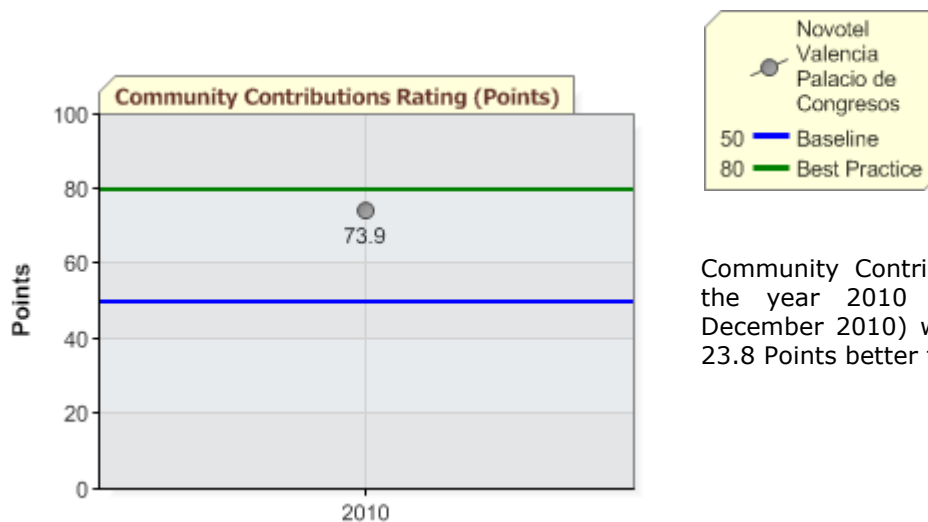
## 5. Community

### Community Commitment (%) ✓



Community Commitment (%) for the year 2010 (1 January 2010 – 31 December 2010) was 95.0%, which was 35.0% better than the Baseline level.

### Community Contributions Rating (Points) ✓

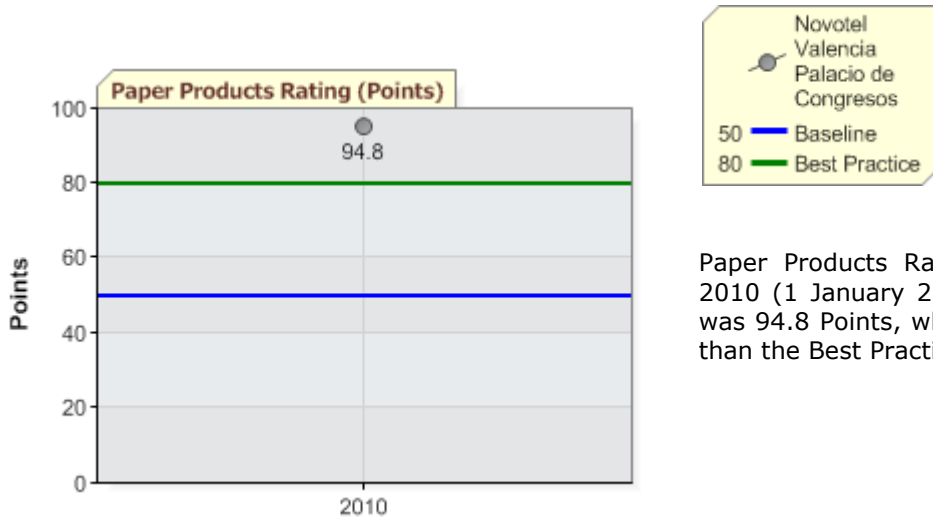


Community Contributions Rating (Points) for the year 2010 (1 January 2010 – 31 December 2010) was 73.9 Points, which was 23.8 Points better than the Baseline level.

Community Contributions Measures	Frequency / Percentage Rating	Community Contributions Rating (Points)
Net income spent on sustainability programs	2.0% - 3.9%	58.8 Points
Perishable purchased goods that are of local origin	80-99%	88.9 Points
Service contracts given to local contractors	20-39%	58.8 Points
Staff received training on sustainability issues	80-99%	88.9 Points
	<b>Overall Rating:</b>	<b>73.9 Points</b>

## 6. Paper

### Paper Products Rating (Points) ★

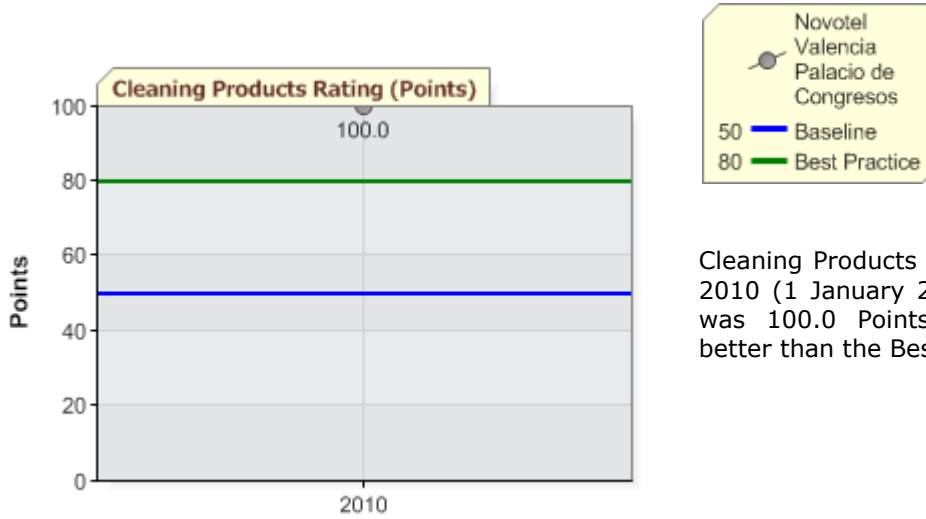


Paper Products Rating (Points) for the year 2010 (1 January 2010 – 31 December 2010) was 94.8 Points, which was 14.8 Points better than the Best Practice level.

Paper Products Measures	Frequency / Percentage Rating	Paper Products Rating (Points)
Office paper	60-79%	73.9 Points
Serviettes	100%	100.0 Points
Tissues	100%	100.0 Points
Toilet tissue	100%	100.0 Points
Paper towels	100%	100.0 Points
	<b>Overall Rating:</b>	<b>94.8 Points</b>

## 7. Cleaning

### Cleaning Products Rating (Points) ★

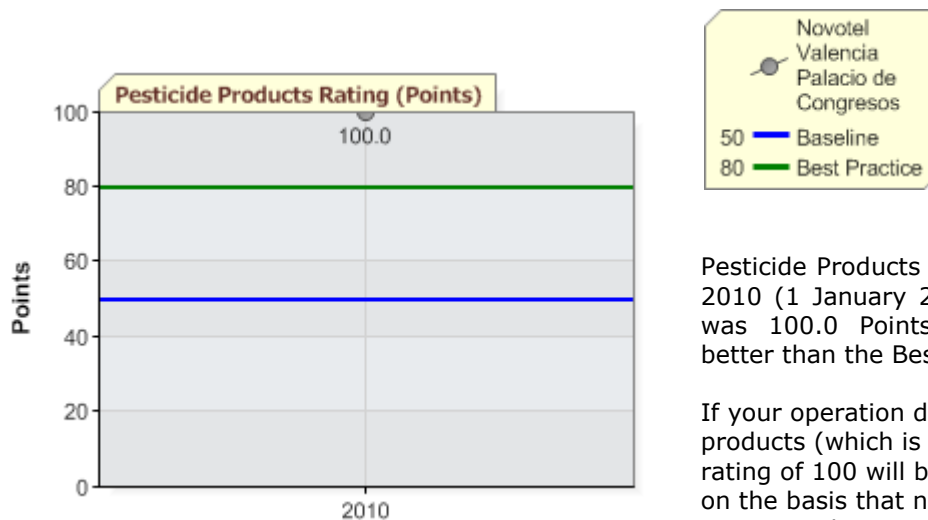


Cleaning Products Rating (Points) for the year 2010 (1 January 2010 – 31 December 2010) was 100.0 Points, which was 20.0 Points better than the Best Practice level.

Cleaning Products Measures	Frequency / Percentage Rating	Cleaning Products Rating (Points)
Hard floor cleaners	100%	100.0 Points
Carpet cleaners	Not Relevant / Not Available	100.0 Points
Interior surface cleaners	100%	100.0 Points
External surface cleaners	Not Relevant / Not Available	100.0 Points
Glass cleaners	100%	100.0 Points
Detergents	100%	100.0 Points
Personal hygiene	100%	100.0 Points
	<b>Overall Rating:</b>	<b>100.0 Points</b>

## 8. Pesticides

### Pesticide Products Rating (Points) ★



Pesticide Products Rating (Points) for the year 2010 (1 January 2010 – 31 December 2010) was 100.0 Points, which was 20.0 Points better than the Best Practice level.

If your operation does not use any pesticide products (which is a positive outcome), a rating of 100 will be reported for this indicator on the basis that no use represents a Best Practice achievement.

Pesticide Products Measures	Frequency / Percentage Rating	Pesticide Products Rating (Points)
Weed killers	Not Relevant / Not Available	100.0 Points
Fungal killers	Not Relevant / Not Available	100.0 Points
Rodent killers	Not Relevant / Not Available	100.0 Points
Insect killers	Not Relevant / Not Available	100.0 Points
	<b>Overall Rating:</b>	<b>100.0 Points</b>

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*The supplied data has been compiled by **Novotel Valencia Palacio de Congresos** in the prescribed manner, authorised by a senior executive of the company and submitted for an annual assessment.*

## CONCLUSION AND RECOMMENDATIONS

Congratulations, **Novotel Valencia Palacio de Congresos** has passed the requirements to be recognised as an EarthCheck Benchmarked Accommodation - Business Hotel.

In addition to having a Sustainability Policy in place, eleven of the assessed EarthCheck indicators are at or above the Baseline level. From the benchmarking data provided, eight indicators, *Energy Consumption, Greenhouse Gas Emissions (Scope 1 and Scope 2), Potable Water Consumption, Water Savings Rating, Waste Sent to Landfill, Paper Products Rating, Cleaning Products Rating* and *Pesticide Products Rating*, are at or above the Best Practice level, which is an excellent achievement to be very highly commended.

Improvements in all the EarthCheck indicators will not only help the environment, but can also help reduce operational costs. Due to the positive commitment that **Novotel Valencia Palacio de Congresos** has demonstrated to the environment, the assessors are confident that they can maintain their very high standards and remain a leader in environmental performance. In line with EarthCheck Policy this would enable the **Novotel Valencia Palacio de Congresos** to continue to meet the benchmarking requirements of the EarthCheck program.

## APPENDIX

### BENCHMARKING POLICY

A member benchmarking for the 1st time is permitted to fall below Baseline in two (2) EarthCheck™ indicators (excluding supplementary EarthCheck™ indicators), with a 3rd EarthCheck™ indicator permitted to be within 10% of the Baseline level. **A member benchmarking for the 2nd time is permitted to fall below Baseline in one (1) EarthCheck™ indicator (excluding supplementary EarthCheck™ indicators) with a 2nd EarthCheck™ indicator permitted to be within 10% of the Baseline level.**

### SUBMISSION COMMENTS

At the time of submission the following comments were provided:

*"La cifra correspondiente a Residuos Enviados al Relleno Sanitario, no la hemos podido recopilar dado que los residuos los retira la empresa municipal de la ciudad. Estamos trabajando para poder recopilar esta infomacion para el 2011. Hemos cambiado la gestionadora de residuos reciclados para poder enumerar de una forma mas efectiva los volúmenes de los mismos a partir de julio 2011.*

*Se comprueban errores de las advertencias percibidas sin encontrar posibles errores."*

Translated to:

*"The figure for waste sent to landfill, we have not been able to collect the waste since removed the municipal town. We are working to gather this info for 2011. We changed the management of waste recycled to list in a more effective volume of the same from July 2011.*

*Errors are checked received warnings not find any errors."*

### BENCHMARKING PERIOD

The Benchmarking Assessors sought clarification in regards to the *Benchmarking Period* as the initial benchmarking end date submitted, 1/8/2010, was different to the Novotel corporate direction. **Novotel Valencia Palacio de Congresos** advised the following:

*"The benchmarking period is from 1/1/10 to 31/12/10."*

Based on this information the Benchmarking Assessors updated the *Benchmarking Period* to the 2010 Calendar Year.

### ACTIVITY MEASURE

The Benchmarking Assessors sought clarification with regards to the *Activity Measure*, as it was identified that the incorrect methodology was being used. The Benchmarking Assessors provided the following methodology:

#### a) Guest Nights

To determine total Guest Nights, there are two primary areas that will need to be included; guests staying overnight and day guests, as illustrated in the below equation:

**Guest Nights:**

$$= [ \text{Total guests staying overnight} ] + \left[ \frac{\text{Total Day Guests}}{3} \right]$$

**Novotel Valencia Palacio de Congresos** advised the following:

*"Overnight guests: 58393 Total staying overnight guests in 2010*

*Day/Banquet guests (total figure needs to be divided by 3): 6214/3=2071 non residents in 2010 which includes: non residents guests attending banquets and meetings; non resident restaurant guests;*

*Staff living onsite (number of staff needs to be multiplied by 365): 2\*365= 730 Average staff living onsite in 2010*

*Total 61.194 Guests"*

Based on this information the Benchmarking Assessors have updated the figure for *Activity Measure* to 61 194 Guest Nights accordingly.

This figure has been used throughout the benchmarking assessment.

### WATER SAVING RATING

It has been noted by the Benchmarking Assessors that '*recycled / grey / rain water*' has been selected as '*Not Relevant / Not Available*'. To minimise potable water consumption, it is recommended that recycled, grey or captured water is used for purposes where appropriate (for example; watering of gardens and / or landscapes and using non-hazardous rain water and/or grey water for washing exterior surfaces).

It is recommended that for future assessments, where possible, the **Novotel Valencia Palacio de Congresos** incorporate measures to collate this data.

### WASTE SENT TO LANDFILL

The Benchmarking Assessors have noted that a figure for Waste Sent to Landfill could not be provided for the current assessment. **Novotel Valencia Palacio de Congresos** are advised that a figure for *Waste Sent to Landfill* will be required to be submitted for the next benchmarking assessment.

### WASTE RECYCLING RATING

It has been noted by the Benchmarking Assessors that '*Green Waste*' has been selected as '*Not Relevant / Not Available*'. As majority of accommodation providers generate green waste either in the form of food waste or garden waste, it is recommended that this be verified at time of Certification.



**EARTHCHECK**

**Benchmarks Assessed by EarthCheck**

# SUMMARY OF SUPPLIED BENCHMARKING DATA

## Activity Measures

Guest Nights	61194
Area Under Roof	5344

## Supplied Benchmarking Data

### Energy

#### Energy Consumption (MJ / Guest Night)

Supplied	7166942.7 MJ
Calculated	117.1 MJ / Guest Night
Baseline	480 MJ / Guest Night
Best Practice	336 MJ / Guest Night
Difference	65.1% better than the Best Practice level

#### Green Power (%)

Supplied	27.7%
Calculated	27.7%

#### Greenhouse Gas Emissions (Scope 1 and Scope 2) (kg CO<sub>2</sub>-e / Guest Night)

Supplied	622755.1 kg CO <sub>2</sub> -e
Calculated	10.2 kg CO <sub>2</sub> -e / Guest Night
Baseline	39.6 kg CO <sub>2</sub> -e / Guest Night
Best Practice	27.7 kg CO <sub>2</sub> -e / Guest Night
Difference	63.2% better than the Best Practice level

#### Direct Emissions (Scope 1) (kg CO<sub>2</sub>-e / Guest Night)

Supplied	131997.6 kg CO <sub>2</sub> -e
Calculated	2.2 kg CO <sub>2</sub> -e / Guest Night

#### Indirect Emissions (Scope 2) (kg CO<sub>2</sub>-e / Guest Night)

Supplied	490757.5 kg CO <sub>2</sub> -e
Calculated	8.0 kg CO <sub>2</sub> -e / Guest Night

### Water

#### Potable Water Consumption (L / Guest Night)

Supplied	11080000.0 L
Calculated	181.1 L / Guest Night
Baseline	700 L / Guest Night
Best Practice	490 L / Guest Night
Difference	63.0% better than the Best Practice level

### Recycled / Captured Water (%)

Supplied	0%
Calculated	0%

### Water Savings Rating (Points)

Supplied	90.7 Points
Calculated	90.7 Points
Baseline	50 Points
Best Practice	80 Points
Difference	10.7 Points better than the Best Practice level

### Waste

#### Waste Sent to Landfill (L / Guest Night)

Supplied	0.0 L
Calculated	0.0 L / Guest Night
Baseline	4 L / Guest Night
Best Practice	2.8 L / Guest Night
Difference	100% better than the Best Practice level

#### Recycled / Reused / Composted Waste (%)

Supplied	0%
Calculated	0%

#### Waste Recycling Rating (Points)

Supplied	66.7 Points
Calculated	66.7 Points
Baseline	50 Points
Best Practice	80 Points
Difference	16.7 Points better than the Baseline level

### Community

#### Community Commitment (%)

Supplied	95.0%
Calculated	95.0%
Baseline	60 %
Best Practice	100 %
Difference	35.0% better than the Baseline level

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### **Community Contributions Rating (Points)**

Supplied	73.9 Points
Calculated	73.9 Points
Baseline	50 Points
Best Practice	80 Points
Difference	23.8 Points better than the Baseline level

### **Paper**

#### **Paper Products Rating (Points)**

Supplied	94.8 Points
Calculated	94.8 Points
Baseline	50 Points
Best Practice	80 Points
Difference	14.8 Points better than the Best Practice level

### **Cleaning**

#### **Cleaning Products Rating (Points)**

Supplied	100.0 Points
Calculated	100.0 Points
Baseline	50 Points
Best Practice	80 Points
Difference	20.0 Points better than the Best Practice level

### **Pesticides**

#### **Pesticide Products Rating (Points)**

Supplied	100.0 Points
Calculated	100.0 Points
Baseline	50 Points
Best Practice	80 Points
Difference	20.0 Points better than the Best Practice level

## DETERMINATION OF BASELINE AND BEST PRACTICE LEVELS

### General

The values for the Baseline and Best Practice levels for each indicator are derived from extensive worldwide research into available and appropriate case studies, industry surveys, engineering design handbooks, energy, water and waste audits, and climatic and geographic conditions.

National and regional data for per capita energy use, greenhouse gas and other emissions, wastes to landfill and water consumption, where available provide background data for normalisation of the expected performance values for per customer or employee, and/or overall performance of an enterprise being benchmarked. They are used to gauge the regional or national situation and environmental performances that an enterprise is based in, and hence what are reasonable levels to expect the enterprise to achieve.

A benchmarking result at, or above, the Baseline level demonstrates to all stakeholders that the enterprise is achieving above average performance. A result below the Baseline level indicates that an enterprise can and should carry out actions that will make beneficial improvements in performance.

### Consideration of Climate

A major determinant of energy consumption in some sectors, primarily those centred on buildings such as accommodation, visitor centres and administration offices will be the dominant climatic conditions in which the enterprise is located. In general, to maintain the same level of indoor comfort, enterprises operating in hot or cold climates will consume more energy than those in temperate climates.

Similarly, it is recognised that in certain sectors a major determinant of potable water consumption will be the climate in which an enterprise is located, in particular those with large grounds and/or significant water-based facilities or activities. That is, enterprises located in hot climates are more likely to consume more potable water than equivalent ones located in cooler climates. Factors that are likely to lead to a higher level of potable water consumption, for example in the accommodation sector, include increased evaporation rates of swimming pools, personal bathing and irrigation demands of grounds. In consideration of this factor, Baseline and Best Practice levels can vary in relation to country location.

### Waste Sent to Landfill

The benchmark indicator used for Waste Sent to Landfill is given in litres as waste bins are usually calibrated by volume, and it has been found that the majority of operations do not have access to the weight of material disposed of. However, if a weight is supplied, standard factors are used to convert from weight (e.g., kilograms (kg)) to volume (e.g., cubic metres (m<sup>3</sup>) or litres (L)). These are: 1 kg (uncompacted waste) = 0.00333333 m<sup>3</sup> or 3.33333 L and 1 kg (compacted waste) = 0.00153846 m<sup>3</sup> or 1.53846 L.

Operations should make note of the level of compaction when submitting data for assessment by EarthCheck.

### Review of Performance Levels

The Baseline and Best Practice performance levels for EarthCheck indicators are continuously reviewed and are likely to change over time. This review by a team of international experts, takes into account "business-as-usual" changes in practices, equipment and facilities, as well as regulations and general improvement trends in performance and procedures. This review is used to update the levels of Baseline and Best Practice, and provides useful feedback to the user of the indicators.

The list below summarises the basic generic rules used to determine Baseline and Best Practice levels for EarthCheck indicators.

- If relevant enterprise sector specific case studies are not available for a type of activity in a designated region, then national averages will be used to ascertain the Baseline level. In this case, the Best Practice level will be set at a minimum of 30% better performance than the Baseline.
- If case study or national data are not available for a specific indicator, then the first enterprise that benchmarks will have its results set as 15% better than Baseline (i.e., half way between Baseline and Best Practice).