Urban Benchmark

Scoring guidance

November 2024

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Overview

The 2024 Urban Benchmark of the World Benchmarking Alliance (WBA) assesses companies on 24 urban transformation indicators across four measurement areas (Governance and strategy, Inclusive cities, Healthy cities, Climate-proof and resilient cities) and 18 core social indicators. This scoring guidance is designed to be read alongside the benchmark methodology and describes the approach to assessing and scoring companies against these indicators.

Indicators and elements

The Urban Benchmark methodology comprises four measurement areas, each with six distinct indicators. These indicators represent key sustainability topics on which company performance is assessed, aligned with the United Nations Sustainable Development Goals (SDGs), New Urban Agenda (NUA) targets and stakeholder expectations from the private sector. Each indicator is further broken down into 4-6 elements, which look at the necessary actions or reporting requirements companies must meet to fulfil performance expectations. Elements are based on existing international and/or industry-specific reporting standards, such as those by the Global Reporting Initiative (GRI), International Organization for Standardization (ISO), Science Based Targets initiative (SBTi) and the Sustainability Accounting Standards Board (SASB), as indicated in the Urban Benchmark methodology. This scoring guidance outlines the criteria used to assess companies under each element and provides a summary of the types of evidence that are considered sufficient or insufficient.

WBA benchmarks incorporate a standardised set of 18 core social indicators (CSIs) across all system transformation methodologies to evaluate companies' commitment to human rights, decent work practices and ethical conduct. CSIs are not simply proxies for good performance but represent fundamental requirements for responsible business conduct, which are the bare minimum that companies must achieve. CSIs 1-18 in the Urban Benchmark outline these indicators.

Scoring and weighting

Urban transformation measurement areas:

- There are four urban transformation measurement areas, each contributing to 20% of the total score.
- Each urban transformation measurement area comprises six indicators. Each indicator, in turn, contains 4-6 elements.
- All indicators within a measurement area are weighted equally (constituting 16.67% of the measurement area score), and all elements within an indicator carry the same weight (depending on the number of elements, each element contributes to either 1/4, 1/5 or 1/6 of the indicator's score).
- Elements are evaluated as either fully met or unmet – there is no partial credit. However, if a company partially meets an element's criteria, the relevant evidence is noted in the scorecard.
- Each element is evaluated independently, ensuring that compliance with one element is not a prerequisite for another, thereby preventing double penalties for the same issue.

Core social indicators:

- CSIs account for 20% of the total score.
- There are 18 CSIs in total:
  - 16 of the CSIs contribute to 1% of the total score each.
  - CSIs 4 and 5 are double-weighted, each contributing to 2% of the total score.
- For detailed information on scoring and applicability of CSI indicators, please refer to the CSI methodology.

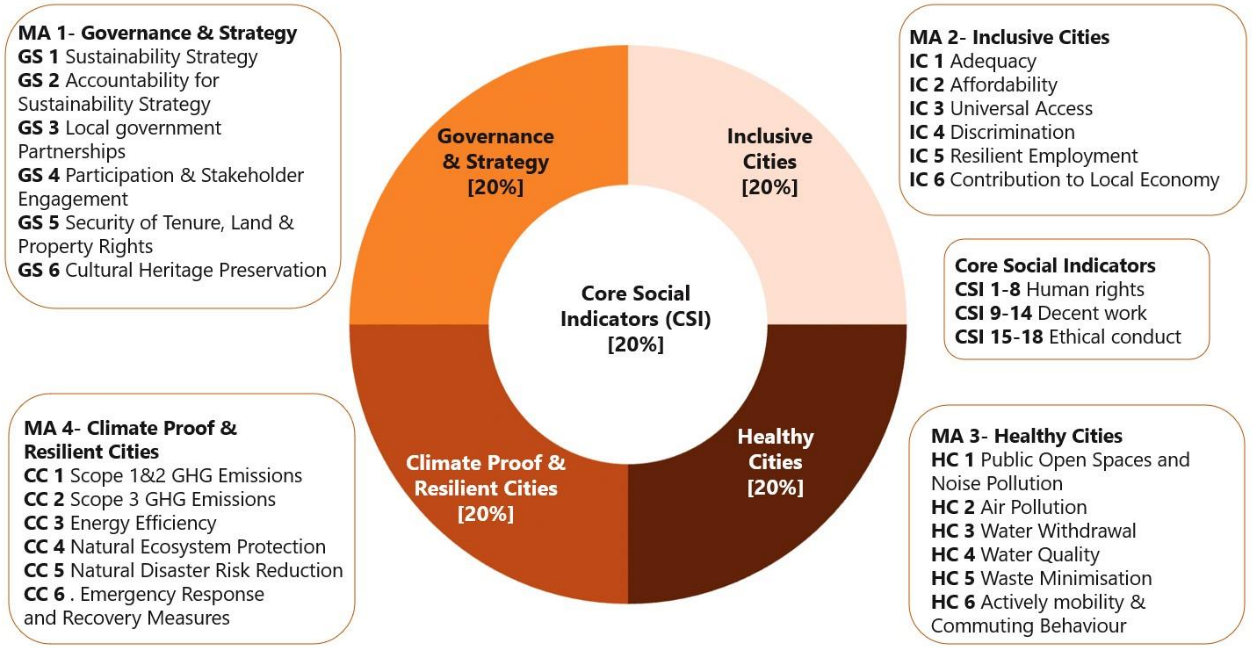

Figure 1. Overview of the Urban Benchmark measurement areas, indicators and scoring weights.

General rules of assessment

In addition to the requirements covered by the indicators, some general rules apply to the whole assessment:

- **Types of sources** – Urban development encompasses a wide range of indicators, including environmental, social, governance and spatial issues. Accordingly, we consider various types of company disclosures, such as annual and sustainability reports, codes of conduct, financial statements, policies, company websites and case studies. The assessment relies exclusively on public disclosures provided by the company; third-party data is not accepted. In line with WBA's transparency principle, we only accept CDP information if it is republished by the assessed entity on its website, as information behind a paywall is not accepted. Additional information may be used for consistency checks, if deemed necessary, but is not counted as evidence.
- **Reporting period** – For this iteration of the Urban Benchmark, we have used the most up-to-date data published until 31 December 2023. Policies approved before this time are accepted if they have remained in effect during the assessment period (until replaced by a new policy). For elements requiring periodic data, we prioritise the 2021–2023 period, ensuring that the company discloses relevant information for these years in its most recent reports.
- **Language of disclosure** – We currently assess only English-language disclosures. During the engagement period, companies may provide feedback referencing evidence in other languages, as long as it is accompanied by an English translation and is publicly available, with a link to the original source. Keystone companies whose annual or sustainability reports are in languages other than English and who have not provided English translations of their data have not been assessed in this benchmark iteration.
- **Applicability** – Each indicator is designed to address key sustainability impacts relevant to the specific industries being benchmarked, and we consider all indicators applicable to companies in their respective sectors. As a result, companies cannot opt out of the assessment for any element, except in rare cases such as legal restrictions affecting the company or its operations. However, the criteria for meeting each element may vary across industries. To account for this, the Urban Benchmark methodology includes three types of indicators: universal indicators, industry-adaptive indicators and industry-specific indicators. Detailed explanations of how these apply to different industries are provided under each indicator description.
  - **Universal indicators** apply uniformly to all companies, using the same criteria to measure company performance for each element.
  - **Industry-adaptive indicators** assess the same elements across all industries (except for Architecture and consultancies), but they are tailored to reflect industry-specific standards and contexts. For Architecture and consultancies, the number and content of elements might differ to accommodate their role in influencing the built environment through design, consultancy or both, as opposed to focusing on their own operations. Consequently, the criteria are adjusted to reflect these contributions, which are different from other industries in the benchmark.
  - **Industry-specific indicators** cover distinct topics altogether, highlighting how each industry impacts urban development. The only example of such an indicator in the Urban Benchmark is HC 1: Public open spaces and noise pollution, which is further split into HC 1a: Public open spaces, applicable only to Real estate, Architecture and consultancies and Utilities; and HC 1b: Noise pollution, applicable only to Construction and Transport industries.

- **Scope of assessments** – We assess companies at the group level if the entire group operates within a single industry relevant to the Urban Benchmark, such as Real estate or Transport. If the group spans multiple industries, we evaluate group-level data only for universal indicators (measurement area 1 and CSIs). For industry-adaptive and industry-specific indicators (measurement areas 2, 3 and 4), we focus on the subsidiary most relevant to the Urban Benchmark.

Draft assessment review and company feedback

Draft assessments are sent to each company, giving them the opportunity to provide feedback and submit additional publicly available information relevant to the company's assessment. This may include disclosures that were overlooked in the initial assessment published before 31 December 2023, or documents and policies approved before this cut-off date that the company makes publicly available during the engagement period. We review and incorporate this feedback using the same criteria applied in the initial evaluation to ensure consistency and accuracy. Final assessments are shared with each company prior to publication online.

MA 1: Governance and strategy (GS)

GS 1. Sustainability strategy

Measurement area	MA 1: Governance and strategy (GS)
Indicator	**GS 1: Sustainability strategy** The company has sustainability objectives and targets embedded in its strategy and business model.
Applicability	**Universal indicator**
Element a	**The company conducts a materiality assessment to identify and prioritise relevant sustainability topics and impacts.**
	The company conducts a regular impact materiality assessment and updates at least every three years. For the 2024 benchmark iteration, only assessments conducted or updated after 1 January 2021 are considered. The company needs to disclose its group-wide materiality assessment process, which includes impact materiality and covers both its operations and value chain. Adhering to GRI standards alone does not guarantee that the company meets this element. The company's impact materiality assessment must: (1) involve external stakeholders, such as through surveys or interviews; (2) focus on the company's environmental and social impacts, rather than solely adopting a risk-focused approach; and (3) provide a list of the most relevant sustainability topics based on this process.
Element b	**The company has a sustainability strategy covering its most material impacts.**
	The company has a sustainability strategy that outlines how it manages its most material sustainability impacts. This strategy must address at least one key topic under both the environmental and socioeconomic areas. The company should also provide a description of how it manages its most material impacts. Specifically, it should: (1) disclose its policies or commitments regarding each material topic, and (2) disclose its planned actions or management approach to manage each topic and related impacts. This criterion looks for future planned actions; disclosure of previous actions on a material topic do not count as planned actions. List of most material topics for the Urban Benchmark (non-exhaustive):

Environmental aspect		Socioeconomic aspect	
Water withdrawal	Air pollution	Sustainable procurement	Adequacy
Water quality	GHG emissions	Business model resilience	Affordability
Waste minimisation	Energy efficiencies	Circular economy	Universal access
Public open spaces and noise pollution		Sustainable innovation	Discrimination
Natural ecosystem protection		Local government partnership	Resilient employment
Natural disaster risk reduction		Contribution to local economy	Cultural heritage preservation
Emergency response and recovery measures		Active mobility and commuting behaviour	

Element c	**The company has time-bound targets for its material impacts.**
	The company discloses its time-bound targets for all the material topics it has prioritised in both its operations and value chain. Time-bound targets must meet the following criteria: (1) be group-wide rather than site- or country-specific, (2) specify the baseline year and value, and (3) specify the target year. Targets that are not assessed under this element include donation and charity targets, health and safety targets, intensity targets and year-to-year targets. Qualitative targets, such as implementing early warning systems by a certain year, are accepted as long as they are measurable.
Element d	**The company reports consistently against all its targets.**
	The company reports regularly on all of the targets it has set in the past three years or reporting periods. The company can meet this element even if it does not meet element c, so long as at least one of the targets meets the following criteria: (1) it must be time-bound, (2) it must reference a baseline year and value, and (3) it must specify its target year. Additionally, the company must disclose its performance on the target in the reporting year.

GS 2. Accountability for sustainability strategy

Measurement area	MA 1: Governance and strategy (GS)
Indicator	**GS 2: Accountability for sustainability strategy** The company assigns responsibility for its sustainability strategy objectives and targets to its highest governance body and links target fulfilment to remuneration policies.
Applicability	**Universal indicator**
Element a	**The company has persons, teams or committees who are responsible for the implementation of its sustainability strategy.**
	The company has a comprehensive sustainability strategy or, if lacking one, addresses both environmental and socio-economic issues. Focusing on just one aspect, such as climate change governance alone, is insufficient. Additionally, the company must disclose who is responsible for the implementation of its sustainability strategy. Simply mentioning detailed activities, such as developing sustainability strategies; managing environmental, social and governance (ESG) opportunities and risks; or preparing sustainability reports, does not equate to having overall responsibility for strategy implementation. Mentioning CEOs, CFOs and heads of businesses accountability alone is also insufficient.
Element b	**The company assigns decision-making and oversight responsibility for its sustainability strategy to the highest governance body.**
	The company has a comprehensive sustainability strategy or, if lacking one, addresses both environmental and socio-economic issues. Focusing on just one aspect, such as climate change governance alone, is insufficient. Additionally, the company attributes responsibility for decision-making and oversight of its sustainability strategy to its highest governance body. In jurisdictions with a two-tier governance system where supervision and management are distinct, both tiers are included within the definition of the highest governance body.
Element c	**The company links performance criteria in senior executives' remuneration policies to its sustainability targets and objectives.**
	The company explicitly states that it links senior executives' annual or long-term remuneration to sustainability objectives and targets that cover both environmental and socioeconomic aspects. Covering only one of the two aspects is insufficient. The targets on which remuneration depends must be explicitly stated. Socioeconomic topics may include goals related to diversity and inclusion, job creation, sustainable procurement or partnerships with local small and medium enterprises (SMEs), but they do not encompass governance-related issues, such as unethical practices or employee health and safety.

Element d	**The company's highest governance body has expertise with respect to the company's most material sustainability topics.**
	The expertise of the highest governance body must cover both environmental and socioeconomic aspects of the company's most material sustainability topics. Such expertise can comprise academic or professional training, former experiences in specialised organisations or proven technical knowledge. The expertise does not need to reside with a single individual but can be shared among various members of the board or highest governance body.

GS 3. Local government partnership

Measurement area	MA 1: Governance and strategy (GS)
Indicator	**GS 3: Local government partnership** The company collaborates and engages with local governments to help achieve local urban development goals.
Applicability	**Universal indicator**
Element a	**The company commits to collaborate with local government(s) throughout the whole life cycle of their projects and services.**
	The company has a statement explicitly stating its collaboration with local governments. Ideally, the statement should provide a detailed description of how the company collaborates with local governments on its projects and services, instead of mentioning this collaboration as part of its business activities or segments. Compliance with local government laws, regulations or policies is considered insufficient. For state-owned companies, a statement outlining relationships with local governments or the inclusion of municipal officials on the board is considered sufficient.
Element b	**The company explicitly lists local government(s) as one of the stakeholder groups it engages with as part of its stakeholder engagement activities.**
	The company identifies local governments as one of the stakeholder groups in its engagement activities. Only listing "government" or "regulatory authority" is insufficient unless municipal-level details are included. Additionally, simply listing local government as a customer or client does not meet the criteria of this element.
Element c	**The company discloses the purpose and frequency of its engagement with local government(s).**
	The company discloses specific and concrete concerns raised by local governments during its engagement in the reporting year. Engagement with local governments should extend beyond materiality assessments, with issues raised specifically targeting this stakeholder group. Additionally, the company must specify the frequency of its engagement with local governments. State-owned companies can disclose how their operations address local environmental, social or economic issues or align with local policies.

Element d	**The company explains how it addresses key issues raised by local government(s).**
	The company discloses at least two systematic actions it has taken in response to key issues raised by local governments in its latest report. Systematic actions refer to comprehensive and transformative measures that aim for a holistic and sustainable impact, such as actions that cover the majority of the company's locations or business activities, address the root causes of problems or bring about changes to business models. Providing generic description or a recap of the materiality assessment is insufficient, as the company should provide concrete cases or projects that demonstrate its responses. Disclosing only the output, such as the number of sessions held, without detailing the actual outcomes and actions is also insufficient.

GS 4. Participation and stakeholder engagement

Measurement area	MA 1: Governance and strategy (GS)
Indicator	**GS 4: Participation and stakeholder engagement** The company contributes to the development of people-centred urban environments by establishing inclusive and transparent participation processes.
Applicability	**Universal indicator**
Element a	**The company discloses its process for engaging with stakeholders, including channels and frequency, beyond its materiality assessment.**
	The company discloses at least four types of societal stakeholder groups it engages with. These can include academic institutions, civil society organisations (CSOs) and non-governmental organisations (NGOs), governments, local communities, media, tenure rights holders and vulnerable groups. Stakeholder groups that do not count as societal groups include business partners, employees, investors, shareholders and suppliers. The company should: (1) disclose the channels it uses to engage with each identified stakeholder group, and (2) specify the frequency of these engagements. Simply listing the channels is insufficient unless the company clarifies how each channel corresponds to its respective stakeholder group. The list of stakeholder groups can be identical to those listed in the materiality assessment, but it should go beyond the process of materiality assessment.
Element b	**The company discloses an overview of the issues raised during its stakeholder engagement activities.**
	The company discloses specific and concrete concerns raised by each stakeholder group in its latest report. Providing a list of issues or concerns without specifying the corresponding stakeholder groups that raised them is insufficient. The list of issues should go beyond those identified in the materiality assessment. However, companies can list overlapping issues with those identified in the materiality assessment, as long as these issues are directly raised during stakeholder engagement.
Element c	**The company explains how it responds to key issues raised by its stakeholders.**
	The company discloses at least two systematic actions it has taken in response to key issues raised by its stakeholders during its engagement in the reporting year. Systematic actions refer to comprehensive and transformative measures that aim for a holistic and sustainable impact, such as actions that cover the majority of the company's locations or business activities, address the root causes of problems or bring about changes to business models. Providing generic description or a recap of the materiality assessment is insufficient, as the company should provide concrete cases or projects that demonstrate its responses. Disclosing only the output of engagement activities, such as the number of sessions held, without detailing the actual outcomes and actions is also insufficient.

Element d	**The company identifies obstacles to meaningful stakeholder engagement and takes actions to address these obstacles.**
	The company identifies the actual or potential obstacles to stakeholder engagement. This involves taking into account barriers such as language, cultural differences, gender and power imbalances, as well as a lack of trust, and identifying the concerns of stakeholders by consulting them directly. Additionally, the company should provide at least two systematic actions that demonstrate how it addresses these obstacles.
Element e	**The company engages with marginalised, vulnerable and/or indigenous stakeholders or their representatives.**
	The company identifies marginalised, vulnerable and/or indigenous stakeholders or their representatives in areas where its current or proposed operations may impact these stakeholders. Furthermore, it discloses at least two systematic actions that demonstrate how it engages with such stakeholders. If the company claims that no vulnerable or marginalised groups are involved, it should provide a clear methodology or process to substantiate this statement.

GS 5. Security of tenure, land and property rights

<table>
<tr><th>Measurement area</th><th colspan="2">MA 1: Governance and strategy (GS)</th></tr>
<tr><td>Indicator</td><td colspan="2"><u>GS 5: Security of tenure, land and property rights</u>
The company commits to promoting security of tenure for all, paying particular attention to vulnerable tenure rights holders.</td></tr>
<tr><td>Applicability</td><td colspan="2">Industry-adaptive</td></tr>
<tr><td>Element a</td><td colspan="2">The company commits to recognising and respecting legitimate tenure rights of properties affected by its operations.</td></tr>
<tr><td></td><td>The company commits to either: (1) the Voluntary Guidelines on the Responsible Governance of Tenure (VGGT), or (2) the International Finance Corporation (IFC) Performance Standards. Simply stating adherence to local land rights laws is insufficient due to instances where comprehensive or effective legal frameworks to protect land rights are not in place.
Furthermore, the mention of free, prior and informed consent (FPIC) alone is insufficient, because this concept is specifically designed to protect the rights of Indigenous peoples and does not extend to all stakeholders affected by land use decisions, thereby failing to address the broader needs and rights of diverse communities impacted by the company's operations.</td><td>Architecture and consultancies: The company commits to either the VGGT or the IFC Performance Standards.
The company should also place an expectation on its business relationships to make similar commitments.</td></tr>
<tr><td>Element b</td><td colspan="2">The company identifies legitimate rights holders when acquiring, leasing or making other arrangements to use properties.</td></tr>
<tr><td></td><td colspan="2">The company describes its process to identify legitimate tenure rights holders.
If it has engaged in land transactions within the past two years, it must provide details about its negotiation process or engagement protocol with these rights holders to ensure adequate compensation. Conversely, if the company has not participated in any land transactions during this period, it should describe its general approach to negotiating with legitimate tenure rights holders.
This requirement accommodates both past and current examples.</td></tr>
<tr><td>Element c</td><td colspan="2">The company discloses its due diligence process for identifying vulnerable tenure rights holders.</td></tr>
<tr><td></td><td colspan="2">The company describes its process for identifying vulnerable tenure rights holders.
Additionally, it discloses whom it considers to be vulnerable tenure rights holders, focusing on individuals who are disproportionately impacted by land tenure issues due to factors such as age, cultural context, environmental awareness, gender and income level, and who often lack the necessary resources or support to assert their rights effectively.</td></tr>
<tr><td>Element d</td><td colspan="2">The company adheres to international standards, such as free, prior and informed consent, when dealing with tenure rights holders it affects.</td></tr>
<tr><td></td><td colspan="2">The company discloses at least one systematic action illustrating how it applies international standards, such as VGGT or IFC Performance Standards, in its interactions with tenure rights holders in practice.</td></tr>
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Element e	**The company has mechanisms in place for resolving conflicts that may arise in the course of dealing with tenure rights holders.**
	The company implements and discloses specific mechanisms designed for resolving conflicts that may arise with tenure rights holders. These mechanisms must be accessible to tenure rights holders and should clearly outline how they address tenure-related conflicts. A general conflict resolution mechanism available to all external parties is insufficient; the company must specifically identify tenure rights holders and include a tailored process for tenure-related conflict resolution.

GS 6. Cultural heritage and preservation of community development character

<table>
<tr><th>Measurement area</th><th colspan="2">MA 1: Governance and strategy (GS)</th></tr>
<tr><td>Indicator</td><td colspan="2"><u>GS6: Cultural heritage and preservation of community development character</u>
The company commits to preserving the character of cities, particularly cultural heritage.</td></tr>
<tr><td>Applicability</td><td colspan="2">Industry-adaptive</td></tr>
<tr><td>Element a</td><td colspan="2">The company commits to protecting tangible and intangible cultural heritage.</td></tr>
<tr><td></td><td>The company commits to either: (1) the UNESCO Convention concerning the Protection of the World Cultural and Natural Heritage (World Heritage Convention), or (2) the International Finance Corporation (IFC) Performance Standards.
The commitment must be included in a publicly available policy statement and should be unambiguous; expressions such as “looking to” or “aspiring to” adhere to the World Heritage Convention or IFC Performance Standards are insufficient.</td><td>Architecture and consultancies:
The company commits to either the World Heritage Convention or the IFC Performance Standards.
The company should also place an expectation on its business relationships to make similar commitments.</td></tr>
<tr><td>Element b</td><td colspan="2">The company discloses the number and location of operational sites owned, leased or managed in protected areas adjacent to or within the buffer zone of heritage sites.</td></tr>
<tr><td></td><td colspan="2">The company discloses: (1) the number of operational sites it owns, leases or manages adjacent to or within the buffer zone of heritage sites, (2) the location of these operational sites, and (3) the name of the respective heritage site. For utility companies that operate underground, this would include ongoing construction sites that may impact the integrity of heritage sites. Similarly, for architecture and consultancies, this would include any active construction or renovation projects that could affect heritage sites.
The company is also considered to meet this element if it transparently discloses that it has no operations in protected areas adjacent to or within the buffer zone of heritage sites.</td></tr>
<tr><td>Element c</td><td colspan="2">The company has a process for stakeholder consultation when conducting its activities adjacent to or within a heritage area’s buffer zone.</td></tr>
<tr><td></td><td colspan="2">The company discloses how it identifies relevant stakeholders when conducting activities adjacent to or within the buffer zone of a heritage site. It also discloses how it consults with these stakeholders.
Relevant stakeholders can include architects specialising in historical restoration, community advocacy groups, conservation experts, environmental agencies, heritage foundations, indigenous groups, international heritage</td></tr>
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	organisations such as UNESCO, local cultural organisations, non-governmental organisations (NGOs) focused on preservation and tourism boards.
Element d	**The company ensures that its developments preserve heritage sites.**
	The company adheres to or has in place urban design guidelines that specify how its developments safeguard heritage sites and their buffer zones. The UNESCO World Heritage Guidelines The guidelines should address aspects such as design standards, material selection, site grading, project orientation, and other relevant factors that contribute to preserving the cultural and historical significance of the site.

MA 2: Inclusive cities (IC)

IC 1. Adequacy

Measurement area	MA 2: Inclusive Cities (IC)
Indicator	**IC 1: Adequacy** The company contributes to the adequacy of housing, transport and/or basic services in urban areas.
Applicability	**Industry-adaptive** **Delivering high-quality and reliable housing and services is crucial to meet fundamental needs for shelter, energy and mobility for all urban citizens. The following are examples of how different industries contribute to adequacy:** **Architecture and consultancies:** Sustainable design certification or the integration of green design principles/renewable materials. **Construction:** Quality and durability of building materials, use of sustainable technologies and efficient building methods (e.g. modular construction), frequency of structural issues, delays in project delivery. **Energy:** Frequency and duration of outages/disruptions in energy supply, system leakages/losses, network maintenance. **Real estate:** Quality and durability of properties sold or managed (damp, mould, energy efficiency, hazardous materials), frequency of maintenance, green building certification. **Transport:** Adherence to schedule, gaps in service delivery, adherence to technical vehicle standards. **Waste:** Safe and responsible handling of hazardous waste, consistency of service provision (adherence to schedule), completeness (how much waste is left over in the areas served). **Water:** Frequency and duration of outages/disruptions in water supply, system maintenance, compliance with water quality standards.
Element a	**The company reports regularly on the quality of its products/services.**
	The company reports information on the quality of its products and services for the last three years/reporting periods, ideally annually. Architecture and consultancies, real estate companies and construction companies must report on at least one aspect of quality (design, building or selling/renting buildings that consider health, safety, functionality and durability). Transport and utility companies must report on one aspect of quality (e.g. capacity, system losses) AND one aspect of reliability (e.g. gaps and outages, supplying services that are predictable, consistent and meet the capacity needs of their users). The list above provides examples of aspects of quality that the company can report, but other relevant aspects are also accepted. However, customer satisfaction surveys are not accepted as formal reporting on quality.
Element b	**The company sets time-bound targets for delivering a high-quality supply of its products/services.**
	Time-bound targets must meet the following criteria: (1) be group-wide rather than site- or country-specific (where targets are location-specific, all locations of operation must have a target), (2) have a baseline year and value, unless it is a target for 0% (example: no service

	outages by target year) or 100% (all buildings certified as green buildings by target year), (3) specify its target year, and (4) be measurable, rather than a general goal to improve quality. Examples of targets on quality and reliability include minimising gaps and outages (continuous delivery) or having all buildings/systems quality certified.
Element c	**The company reports progress against its targets for quality.**
	The company reports consistent improvements in its quality metric over the last three reporting periods. The rate at which the company must move towards the target is not assessed, so long as the company is closing the gap between the baseline and target value over time. In this benchmark iteration, companies can meet this element even if they don't meet element b (i.e. reporting consistent progress without having a clear target or baseline year). Companies that demonstrate consistently high performance over time (e.g. >95% reliability every year) are also considered to meet this element, to avoid penalising good performers that have limited room for further improvement.
Element d	**The company takes systematic actions to improve the quality of its products/services.**
	Systematic actions refer to comprehensive and transformative measures that aim for a holistic and sustainable impact, such as actions that cover most of the company's locations or business activities, address the root causes of problems or bring about changes to business models. One-off interventions in one location (case studies) are noted as good practices but are not sufficient to meet this element. Examples include regular maintenance controls or the implementation of new systems or technologies. Only actions that the company has taken in the last three reporting periods are considered.
Element e	**The company is certified by international standards on product/service quality.**
	The company discloses certification from relevant International Organization for Standardization (ISO) standards (or similar recognised industry standards) for its quality management system. This certification should be within the period of validity (written on the certificate). ISO 9001, which looks more at leadership and decision-making than technical quality, is not accepted on its own, apart for exclusively service-oriented companies (e.g. architecture and consultancies).

IC 2. Affordability

Measurement area	MA 2: Inclusive cities (IC)
Indicator	IC 2: Affordability The company contributes to the affordability of housing, transport and/or basic services in urban areas.
Applicability	**Industry-adaptive** **Affordability is crucial to ensuring equitable access to essential resources and services for people from all income levels, particularly low-income households. The following are examples of how different industries contribute to affordability:** **Architecture and consultancies:** Firms can design affordable housing projects by using cost-efficient materials and methods. They can also include projects aimed at increasing the stock of affordable homes in their portfolio. **Construction:** The industry can adopt efficient building methods or technologies to lower construction or operating costs, instead of reducing wages, compromising quality standards or diverting cost reductions to profits. **Energy:** Key actions include providing subsidised or discounted energy rates to customers in need, aligning energy prices with local income levels and reducing cut-offs for non-payment by offering financial assistance. **Real estate:** Key contributions include maintaining property prices or rents in line with local income levels. For example, companies may provide a percentage of properties priced below 30% of local average incomes or follow other applicable local affordability guidelines. **Transport:** Companies can contribute through discounted or free travel options for low-income groups. Examples include subsidised fares, average fares set relative to local income levels or subscriptions for economically disadvantaged populations. **Waste**: Companies can offer competitive pricing, flexible payment options or efficiency improvements that lower overall service costs for governments. **Water:** Companies can offer subsidised water rates, ensure pricing is proportional to local income levels and reduce the frequency of water cut-offs due to non-payment.
Element a	**The company reports regularly on the affordability of its products/services.**
	The company reports at least one affordability metric for the last three years/reporting periods, ideally annually, to demonstrate the extent to which its products and services are affordable. It could, for example, report the frequency of service cut-offs due to non-payment, the average price of products and services in relation to local income levels or the percentage of products and services that are classified as affordable.

	These are some examples of affordability metrics that the company can report, but other relevant metrics are also accepted. The company must report on the affordability of its own products and services; social investments in community and education are not accepted as alternatives under this indicator.
Element b	**The company sets time-bound targets for affordability, including a description of how it determines affordability.**
	Time-bound targets must meet the following criteria: (1) be group-wide rather than site- or country-specific (where targets are location-specific, all locations of operation must have a target), (2) specify the baseline year, unless the target aims for 0% (i.e. zero disconnections for non-payment) or 100% (i.e. 100% coverage of subsidies for certain population segments), (3) specify the target year and value, and (4) be measurable, rather than a general goal to make products and services affordable. When setting a target, the company must disclose its definition of 'affordability', which could be based on international or local standards, costs in relation to local income levels, etc. Simply stating a target, such as "by 2030, 50% of our housing units will be affordable," is insufficient without a clear explanation of what constitutes 'affordable'.
Element c	**The company reports progress against its targets for affordability.**
	The company reports consistent improvements in its affordability metric over the last three reporting periods. The rate at which the company must move towards the target is not assessed, so long as the company is closing the gap between the baseline and target value over time. Companies can still meet this element even if they don't meet element b (i.e. reporting consistent progress without having a clear target or definition).
Element d	**The company takes systematic actions to improve the affordability of its products/services.**
	Systematic actions refer to comprehensive and transformative measures that aim for a holistic and sustainable impact, such as actions that cover the majority of the company's locations or business activities, address the root causes of problems or bring about changes to business models. One-off interventions in one location (case studies) are noted as good practices but are not sufficient to meet this element. Examples include, a tiered pricing system, discounted rates for some population/client segments or pre-paid meters and delayed payment options (for utilities and transport). Only actions that the company has taken in the last three reporting periods are considered.
Element e	**The company has achieved past targets on affordability.**
	The company demonstrates quantitatively that it has met or surpassed its previous targets for affordability. The element is also considered to be met if the company demonstrates that it has achieved international or regional standards for affordability across its operations, where such standards exist.

IC 3. Universal accessibility

Measurement area	MA 2: Inclusive cities (IC)
Indicator	**IC 3: Universal accessibility** The company contributes to universal accessibility of buildings, transport stations, services and information.
Applicability	**Industry-adaptive** **Universal accessibility ensures that environments are inclusive for individuals with cognitive, physical or sensory disabilities. Accessibility needs vary by industry. The following are examples of how the different industries can contribute to accessibility:** **Architecture and consultancies:** Applying universal design principles, such as accessible signage, audible and visual signals, tactile surfaces and wheelchair access, to assist people with different types of disabilities. **Construction:** Building accessible infrastructure, such as clear signage, elevators, ramps and tactile pathways, addressing the needs of individuals with cognitive, mobility and visual disabilities. **Real estate:** Designing buildings with accessible restrooms, audible signals, elevators, ramps, tactile surfaces and wide doorways and corridors to accommodate various disabilities, such as hearing, mobility and vision impairments. **Transport:** Providing accessible information, journey assistance and step-free access. Formats like audio, braille or large print, along with visual alerts for schedules or delays, can support passengers with different disabilities. **Energy, Waste, Water**: Ensuring that billing, maintenance updates and outage notifications are available in accessible formats (e.g. audio, braille, large print) to cater to individuals with cognitive or sensory impairments.
Element a	**The company reports regularly on the accessibility of its products/services.**
	The company reports the extent to which its products and services can be accessed by groups with physical limitations or disabilities, for the last three years/reporting periods, ideally annually. For example, the company can report the number or share of buildings or facilities that offer multiple accessibility features, such as accessible restrooms, clear signage for people with cognitive disabilities, tactile guidance for the visually impaired and step-free entry (via elevators or ramps). These are some examples of accessibility efforts that the company can report, but other relevant efforts are also accepted.
Element b	**The company has a time-bound target for achieving universal access to its products/services.**
	Time-bound targets must meet the following criteria: (1) be group-wide rather than site- or country-specific (where targets are location-specific, all locations of operation must have a target), (2) specify the baseline year and value, unless the target aims for 100% (i.e.

	accessible transport vehicles), (3) specify the target year, and (4) be measurable, rather than a general goal to improve accessibility. Targets for accessibility must be universal (i.e. cover all groups of people and all products/services in all locations).
Element c	**The company reports progress against its targets for accessibility.**
	The company reports consistent improvements in its accessibility target over the last three reporting periods. The rate at which the company must move towards the target is not assessed, so long as the company is closing the gap between the baseline and target value over time. Companies can meet this element even if they don't meet element b (i.e. reporting consistent progress without having a clear target).
Element d	**The company takes systematic actions to improve the accessibility of its products/services.**
	Systematic actions refer to comprehensive and transformative measures that aim for a holistic and sustainable impact, such as actions that cover the majority of the company's locations or business activities, address the root causes of problems or bring about changes to business models. Examples include updating design standards to enhance accessibility, implementing initiatives to provide billing and information in accessible formats, such as audio or braille and introducing step-free access to buildings and facilities. Only actions that the company has taken in the last three reporting periods are considered. One-off interventions in one location, as well as awareness-raising regarding people with disabilities, are noted as good practices but are not sufficient to meet this element. Where the company describes measures it takes to "comply with accessibility standards", it must also specify what these standards are and which aspects it complies with.
Element e	**The company complies with international/regional standards on accessibility.**
	The company either demonstrates certification of universal accessibility from a recognised body or shows how the criteria from these standards have been embedded into design principles, strategies and practices across the company's operations.

IC 4. Discrimination

Measurement area	MA 2: Inclusive cities (IC)
Indicator	**IC 4: Discrimination** The company ensures equal treatment of its customers and users by taking the necessary measures to prevent, mitigate and correct instances of discrimination.
Applicability	**Universal indicator**
Element a	**The company commits to ending all forms of discrimination against current and potential users of its products/services.**
	The company discloses a formal policy commitment against discrimination, using commitment language (same rules apply as the Core Social Indicator [CSI] human rights commitments – wording such as "in line with" or "acknowledge" is too weak). The policy must cover all operations and locations and apply at the group level unless a specific subsidiary is being assessed. The company may refer to national/ regional regulations, such as the EU Anti-Discrimination regulations or the United States Fair Housing Act, in its policy, but it is not necessary to refer to regulations to meet the element. Commitments to non-discrimination that apply solely to employees or pledge to maintain a discrimination-free working environment are insufficient to meet this element. A robust commitment must either encompass general non-discrimination principles or explicitly include protection against discrimination for customers and users of the company's products and services.
Element b	**The company trains all employees on non-discrimination.**
	The company provides qualitative evidence that all its employees are trained on the topic of discrimination. Training may either focus specifically on non-discrimination or be included as part of a broader programme on human rights or company conduct. In the latter case, the training must explicitly address non-discrimination in its description or encompass the company's human rights policy, which commits to non-discrimination against users. The training must be for all employees and not just senior managers. A reference to "mandatory training" that does not specify that it is for all employees is insufficient.
Element c	**The company describes its corrective action process for non-compliance with its discrimination policy.**
	The company discloses a clear process for handling instances or complaints around discrimination. Important components of this process include a specific person or teams responsible for the compliance process, where complaints can be made (e.g. a grievance channel open to customers), how complaints are escalated and handled, how the status of the complaint can be tracked, the timeframe within which a verdict can be expected, and potential outcomes such as compensation, suspension or termination of employment and changes to

	company policies and practices. While it is not necessary to include all of these steps in the corrective action process to meet this element, the process should, at a minimum, specify the responsible parties, the grievance channel, the overall process and the potential outcomes.
Element d	**The company discloses the number of incidents of discrimination reported and resolved.**
	The company provides quantitative statistics on the number of incidents of discrimination that were reported during the previous reporting period. To meet this element, the company must have a clear grievance mechanism in place for users/communities to report cases of discrimination (not just a hotline available to workers). A company's reporting of the number of general grievances (e.g. instances of general misconduct) is not considered under this element – the company must specify discrimination-related incidents. It is accepted if a company reports zero incidents.
Element e	**The company has achieved 100% resolution of reported incidents from past reporting periods.**
	The company discloses that all prior incidents of discrimination that were found to be true have been handled (i.e. the cases have been closed). Ideally, the company also discloses the manner in which the incidents were dealt with (i.e. the types of outcomes and offering satisfactory compensation), but this is not necessary to meet the element.

IC 5. Resilient employment

Measurement area	MA 2: Inclusive cities (IC)
Indicator	**IC 5: Resilient employment** The company ensures the continued relevance and employment of its workers.
Applicability	**Universal indicator**
Element a	**The company researches the impact of emerging future trends on its workers.**
	The company demonstrates that it has conducted an analysis of environmental, social and governance (ESG) megatrends that could affect its workers in terms of income or employment opportunities, such as ageing, automation/digitisation, climate change, demographic change, urban population density, urbanisation or other trends. It is not necessary for the company to publish a report on this analysis, but it must: (1) describe the macrotrends that it identifies as important, and (2) acknowledge the potential impacts on its workers. For example, it is insufficient to describe the impact of digitalisation on the company's own business or profits without mentioning potential impacts like unemployment.
Element b	**The company provides or supports access to programs for upskilling its employees.**
	The company provides qualitative evidence of the types of upskilling programmes it offers its employees. Upskilling programmes must go beyond training on how to do their job (onboarding, compliance, occupational health and safety) and should be related to new technologies or skills that enhance employment and income opportunities and promote career development, particularly in the face of automation, digitisation, industrialisation, climate transition and other key trends that affect employment.
Element c	**The company reports statistics on the outcomes of their upskilling programs.**
	The company reports quantitative information on the coverage or completion of its upskilling programmes. For example, the company can report the number or share of employees who enrol or complete upskilling programmes annually, the average hours of training per employee per year or its expenditure (total or per employee) on upskilling. Best practice involves breaking down statistics by level of employment, gender or other characteristics, but this is not considered mandatory in this benchmark iteration.
Element d	**The company reports the proportion of its workforce that is made redundant annually.**
	The company reports the number or share of employees that have been made redundant during the last reporting period.

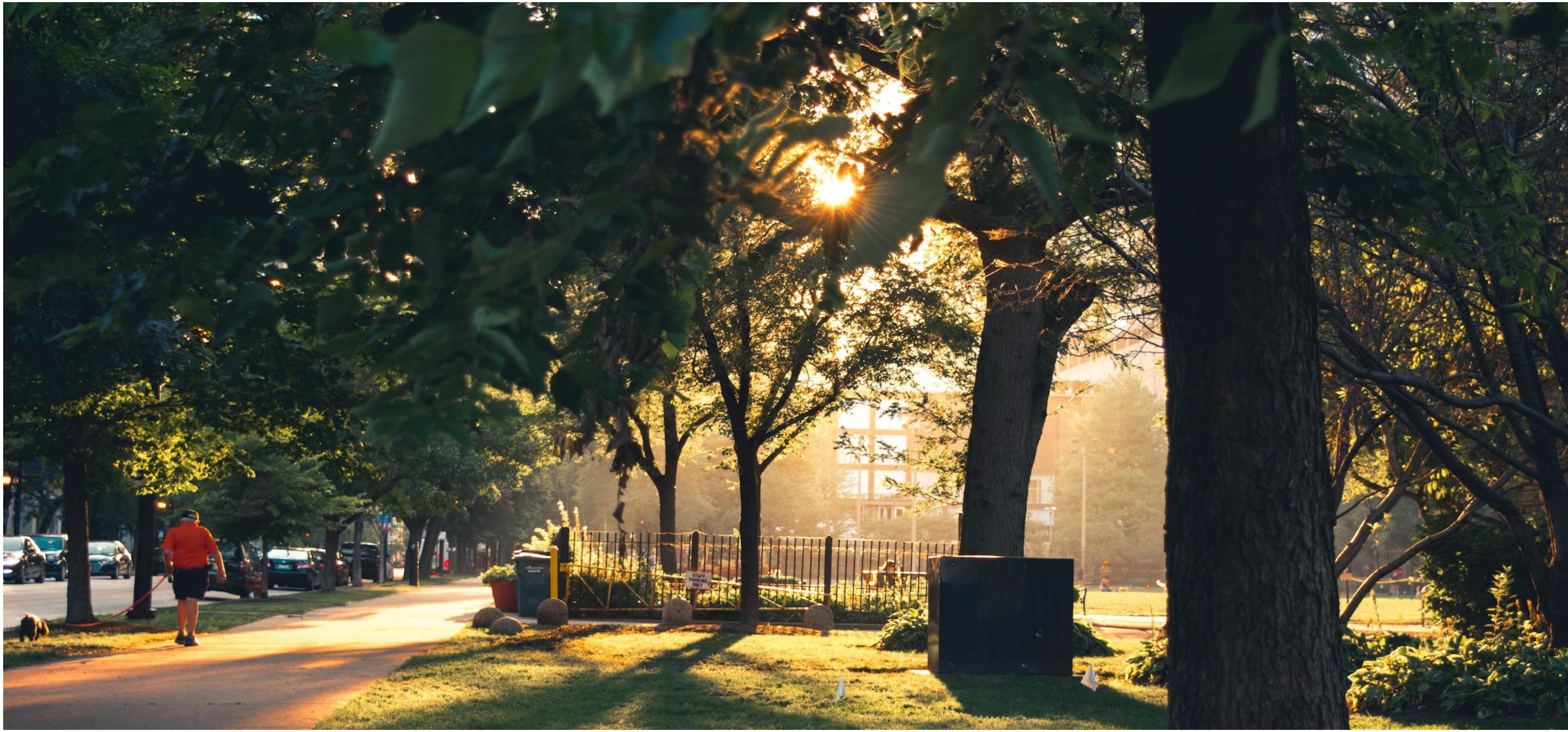
	In this benchmark iteration, other metrics such as involuntary termination rate, the number of layoffs or severance packages, or the number or proportion of dismissals are all accepted. However, the voluntary turnover rate is not accepted, unless the company reports total turnover and voluntary turnover together – the latter is accepted since the involuntary turnover rate is implied. Best practice involves citing the reason for dismissal (e.g. restructuring due to coal plant closures or new technologies) or the rate of redeployment, but this is not considered mandatory in this benchmark iteration.
Element e	**The company demonstrates systematic partnerships with academic institutions to support decent employment / local economic transition.**
	The company describes partnerships with universities, colleges, technical vocational education and training (TVET) or other learning institutions to offer courses, internships or work experience to enhance skills and employability in the workforce. Systematic partnerships means that there should be ongoing collaboration between the company and the institution (such as an annually recurring internship programme), rather than one-off collaboration through an event or careers fair. The company must provide: (1) the name of the institution, and (2) the objective/content of the programme. Company-led initiatives that offer training and employment opportunities to students, graduates or young people entering the workforce are also accepted, provided these are systematic initiatives and focus on human capital development.

IC 6. Contribution to local economy

Measurement area	MA 2: Inclusive cities (IC)
Indicator	**<u>IC 6: Contribution to local economy</u>** The company contributes to the development of the local economy.
Applicability	**Universal indicator**
Element a	**The company reports the Direct Economic Value generated and distributed in all countries where it operates.**
	The company reports the direct economic value (DEV) generated and distributed in all countries where it operates over the last reporting period. DEV includes revenues, operating costs, employee wages and benefits, payments to providers of capital, payments to governments and community investments. The company should report DEV by country in all its locations of operation to determine the contribution to local economies. Where companies do not specifically report DEV, it is sufficient if they report separately on at least four of the individual components of DEV (i.e. revenues, operating costs, payments to governments and community investments), so long as each component is reported per country of operation. Alternative measures of economic value/impact, such as gross value added (GVA), are also accepted. However, community investments and social contributions on their own are not accepted.
Element b	**The company discloses the proportion of its total employees that are hired locally.**
	The company discloses the proportion of its total employees that are either born or legally residing in the geographic market of operation, as opposed to outsourced labour. A description of the geographic distribution of employees, or a breakdown of employees by race, is not accepted under this element because it does not provide sufficient information on the company's contribution to local employment.
Element c	**The company discloses the proportion of its spending on local suppliers.**
	The company reports the proportion of its overall procurement spending that goes to local suppliers. The monetary value of expenditure spent on local suppliers is insufficient without information on the total value of expenditure. It is also sufficient to report the percentage of products and services (inputs) that are purchased locally or the proportion of suppliers that are local (though the value of expenditure should be prioritised if the company reports both, as it better captures the impact on local economies).

	Companies can also report the proportion of procurement spending that goes to micro, small and medium enterprises (MSMEs). However the proportion of spending on diverse suppliers is not accepted because it does not provide sufficient information on the company's contribution to the local economy.
Element d	**The company discloses the total monetary value of financial assistance received from any government during the reporting period.**
	The company discloses the total monetary value of financial assistance received from any government during the last reporting period. Financial assistance means direct or indirect financial benefits that do not represent a transaction of goods and services, but which are an incentive or compensation for actions taken, the cost of an asset or expenses incurred. This includes tax relief and tax credits, subsidies, investment grants, research and development (R&D) grants, awards, royalties, or any other financial incentive of benefit received from any government for any operation. Where the company does not specifically report the total value of financial assistance received, it is sufficient if it reports separately on at least three of the above components (e.g. tax credits, subsidies, R&D grants).

MA 3: Healthy cities (HC)



HC 1. Public open space and noise pollution

Measurement area	MA 3: Healthy cities
Indicator	**HC 1: Public open space and noise pollution** The company contributes to creating high-quality public open spaces by including green landscaping and maintenance facilities and minimising noise pollution.
Applicability	**Industry-specific** This indicator contains two different sets of elements: HC 1a and HC 1b. HC 1a, concerned with public open spaces, is applicable to real estate and utilities. HC 1b, concerned with noise pollution, is applicable to construction and transport companies. For architecture and consultancies, indicators are identified based on their relevance to the core business.
HC 1a: Public open space (Architecture, Real estate and Utilities)	
Element a	**The company provides systematic evidence of supporting the quality of public spaces through design elements, green landscaping and/or providing maintenance services.**
	The company provides systematic evidence of supporting the quality of public spaces through elements such as recreational space, green landscaping (e.g. green roofs, rain gardens), pedestrian-friendly design or natural habitat creation. Evidence related to the regular maintenance, upkeep and provision of services (e.g. public recycling stations or drinking fountains) in public spaces is also accepted under this element. The evidence should outline the company's commitment and actions towards enhancing public spaces. Vague commitments about supporting the quality of public spaces, without further details, are insufficient. One-off interventions in one location (case studies) are noted as good practices but are not sufficient to meet this element. Similarly, evidence related to the quality of semi-private spaces, such as private parks within residential complexes, open areas reserved for residents or tenants or terraces in shopping malls designated exclusively for customers are considered insufficient to meet this element.
Element b	**The company provides systematic evidence of supporting the safety of public spaces through design elements or adherence to service safety standards.**
	The company provides systematic evidence of supporting the safety of public spaces through elements that consider safety and comfort (e.g. provision of seating, shade, light, signage). Companies may also reference national or international safety standards, regulations or guidelines (e.g. national building codes and regulations, Crime Prevention Through Environmental Design [CPTED] Principles) that they adhere to across all of their operations. Vague commitments about supporting the safety of public spaces, without further details, are insufficient. One-off interventions in one location (case studies) are noted as good practices but are not sufficient to meet this element. Similarly, evidence related to the safety of semi-private spaces, such as private parks within residential complexes, open areas reserved for residents or tenants or terraces in shopping malls designated exclusively for customers are considered insufficient to meet this element.

Element c	**The company discloses the amount of public space it provides and/or maintains.**	
	The company provides quantitative metrics (e.g. percentage, cubic metres, footage) of the sites it owns, manages or maintains that are publicly accessible.	**Architecture and consultancies:** The company should provide quantitative metrics (e.g. %, m3, or footage) of the sites it designs that are publicly accessible.
Element d	**The company systematically increases the amount of public space it provides and/or maintains.**	
	The company provides quantitative evidence that the amount of publicly accessible land space or floor area it provides or maintains has increased compared to previous reporting years. Quantitative evidence should include a measurable metric, such as percentage, cubic metres or footage of space that has increased compared to the previous reporting year(s).	**Architecture and consultancies:** The company should provide quantitative evidence that the amount of publicly accessible land space or floor area it designs has increased compared to previous reporting years.

HC 1b: Noise pollution (Transport, Construction and Consultancies)	
Element a	**The company has a noise and/or vibration mitigation plan for its operations.**
	The company has a mitigation plan that outlines specific measures it employs to minimise the noise or vibration impact of its operations. The plan should cover the company's entire operations. Vague commitments about reducing noise or vibration are insufficient to meet this element.
Element b	**The company discloses its adherence to local, national, and/or international noise and/or vibration regulations and standards.**
	The company provides clear documentation indicating its adherence to local, national or international noise and/or vibration regulations. This could include reports, certifications or statements confirming compliance. The company should explicitly state the specific local, national or international noise and vibration regulations or standards it adheres to. Examples of standards or regulations that can be cited by the company include the Environmental Protection Agency (EPA) noise standards, ISO 11204:2010 or European Union Environmental Noise Directive. Any compliance records should be within their validity date and relevant to the current operations of the company.
Element c	**The company conducts regular noise and/or vibration monitoring during its activities.**
	The company must provide clear evidence of the frequency of their noise and/or vibration monitoring, along with specific methodologies, equipment used, and/or reports on levels and trends. Monitoring should be carried out on a regular basis; inconsistent or irregular monitoring is considered insufficient to meet this element. Transport companies should conduct monitoring at least on an annual basis, while construction companies and consultancies should monitor noise and/or vibration in all their projects.
Element d	**The company takes measures to reduce noise and/or vibration pollution in its operations.**
	The company provides evidence of actions it has taken to reduce noise and/or vibration levels. This can include investing in low noise equipment or vehicles, scheduling noisy activities to specific hours to minimise disruption, installing acoustic barriers or training employees on noise and vibration reduction measures.

HC 2. Air pollution

<table>
<tr><th>Measurement area</th><th colspan="2">MA 3. Healthy cities</th></tr>
<tr><td>Indicator</td><td colspan="2"><u>HC 2. Air pollution</u>
The company reduces its production of air pollutants.</td></tr>
<tr><td>Applicability</td><td colspan="2">Industry-adaptive</td></tr>
<tr><td>Element a</td><td colspan="2">The company reports regularly on air quality parameters.</td></tr>
<tr><td></td><td>The company reports its non-greenhouse gas (non-GHG) air pollutant emissions for the last three years/reporting periods, ideally annually.
Examples of such air pollutants include nitrous oxides (NOx), sulphur oxides (SOx), persistent organic pollutants (POPs), volatile organic compounds (VOCs), hazardous air pollutants (HAPs) and particulate matter (PM).
Best practice involves comprehensive reporting of all air pollutants, but reporting on just one pollutant is sufficient for this benchmark iteration. The reported data should cover material pollutants from all of the company's own operations.</td><td>This element is not applicable to architecture and consultancies.</td></tr>
<tr><td>Element b</td><td colspan="2">The company has time-bound targets to reduce air pollutants.</td></tr>
<tr><td></td><td>The company provides: (1) quantitative reduction target(s) for its general air pollution or at least one of its most material air pollutants (e.g. percentage reduction), (2) a baseline year and value, and (3) a target year.
The target year must be at least five years from the reporting year.
Targets need to cover all of the company's own operations; targets only applied to one-off and isolated projects are insufficient.
Targets aimed at merely maintaining current levels of air pollutants are insufficient. However, if the company can demonstrate that it has already achieved optimal air quality levels, or levels aligned with industry best practices, maintaining current performance may be an acceptable target, provided these standards are clearly defined and explained.</td><td>Architecture and consultancies:
The company must either:
1. explicitly state that its air quality target relates to its planned designs and projects, in addition to the criteria stated to the left, or
2. demonstrate that it has a strategy in place to improve air quality in its designs (e.g. through the use of design features and fixtures).
Targets or strategies that only apply to one-off or isolated designs and projects are insufficient.</td></tr>
</table>

Element c	**The company reports progress against its air pollution targets.**	
	The company demonstrates either: - consistent absolute quantitative reductions in its air pollution metrics over the previous three reporting years, or - relative reductions, i.e. a reduction in its rate of air pollution relative to its activities. This would mean that the company needs to report quantitative metrics for its activities (dependent on sector; see Table 1 in the Appendix) and its air pollution data, to obtain the relative rate of air pollution reduction. To meet this element, this rate should show a decrease over the previous three reporting periods.	**Architecture and consultancies:** The company discloses the number or percentage of its projects that have implemented its air quality strategy or measures.
Element d	**The company discloses its management and monitoring processes to measure and reduce its air pollutants.**	
	The company publicly discloses an air quality management system. This includes detailed information about measures (e.g. techniques, processes, tools) the company has in place to measure, manage and reduce air pollutants. Disclosure of having a process alone, without providing these details, is insufficient. Alternatively, the company can refer to external standards or certifications it follows in reference to air pollution (e.g. ISO 14001, United States' Clean Air Act). These certifications should cover the company's entire operations.	**Architecture and consultancies:** The company discloses that it has a strategy or a set of design guidelines that are explicitly related to improving air quality, and that these are aligned with external standards or certifications. Standards or certifications may be local, national or from accredited bodies such as Building Research Establishment Environmental Assessment Methodology (BREEAM) or Leadership in Energy and Environmental Design (LEED).
Element e	**The company has achieved past targets for air pollution reduction.**	
	The company reports that it has met any previous targets it had set for reducing air pollutants across its own operations.	**Architecture and consultancies:** The company has fully implemented its air quality strategy or measures across all of its projects.

HC 3. Water withdrawal

<table>
<tr><th>Measurement area</th><th colspan="2">MA 3: Healthy cities</th></tr>
<tr><td>Indicator</td><td colspan="2"><u>HC 3. Water withdrawal</u>
The company reduces its water withdrawal.</td></tr>
<tr><td>Applicability</td><td colspan="2">Industry-adaptive</td></tr>
<tr><td>Element a</td><td colspan="2">The company reports regularly on its water withdrawal.</td></tr>
<tr><td></td><td>The company reports its water withdrawal practices for the last three years/reporting periods, ideally annually.
The reported data should cover water withdrawal from all of the companies' own operations.
Reporting on water consumption is acceptable for this iteration.</td><td>This element is not applicable to architecture and consultancies.</td></tr>
<tr><td>Element b</td><td colspan="2">The company has time-bound targets to reduce water withdrawal.</td></tr>
<tr><td></td><td>The company provides: (1) a quantitative reduction target for its water withdrawal (e.g. percentage reduction), (2) a baseline year and value, and (3) a target year.
The target year must be at least five years from the reporting year.
Targets related to reducing water consumption are acceptable.
Targets related to specific areas (such as water-stressed areas) are also accepted.
Targets only applied to one-off and isolated projects are insufficient. Similarly, targets aimed at maintaining current water withdrawal or consumption levels, or related to water recycling and reuse, are insufficient. However, if the company can demonstrate that it has already achieved optimal water withdrawal levels, or levels aligned with industry best practices, maintaining current performance may be an acceptable target, provided these standards are clearly defined and explained.</td><td>Architecture and consultancies:
The company either:
1. explicitly states that its water withdrawal target relates to its planned designs and projects, in addition to the criteria stated to the left, or
2. demonstrates that it has a strategy in place to improve water efficiency/circularity in its designs (e.g. through the use of design features and fixtures).
Targets or strategies that only apply to one-off or isolated designs and projects are insufficient.</td></tr>
<tr><td>Element c</td><td colspan="2">The company reports progress against its water withdrawal targets.</td></tr>
<tr><td></td><td>The company demonstrates either:
- consistent absolute quantitative reductions in water withdrawal metrics over the previous three reporting years,</td><td>Architecture and consultancies:
The company discloses the number or percentage of its projects that have</td></tr>
</table>

	or - relative reductions, i.e. a reduction in its rate of water withdrawal relative to its activities. This would mean that the company needs to report quantitative metrics for its activities (dependent on sector; see Table 1 in the Appendix) and its water withdrawal data, to obtain the rate of water withdrawal. To meet this element, this rate should show a decrease over the previous three reporting periods.	implemented its water efficiency strategy or measures.
Element d	**The company discloses its management and monitoring processes to measure and reduce its water withdrawal.**	
	The company publicly discloses a management system related to its water withdrawal. This must include detailed information about measures (such as techniques, processes and tools, e.g. WRI Aqueduct Tool or WWF Water Risk Filter) that the company has in place to measure, manage and reduce water withdrawal. Disclosure of having a process alone, without providing these details, is insufficient. Alternatively, the company can refer to external standards or certifications it follows in reference to water withdrawal (e.g. ISO 14001, Alliance for Water Stewardship [AWS] standards). These certifications should cover the company's entire operations.	**Architecture and consultancies:** The company discloses that it has a strategy or a set of design guidelines that are explicitly related to improving water efficiency, and that these are aligned with external standards or certifications. Standards or certifications may be local, national or from accredited bodies such as BREEAM or LEED.
Element e	**The company discloses the proportion of withdrawals from water-stressed areas.**	
	Water stress is a measure of the availability, quality and accessibility of water. The company must specifically refer to water stress; references to water scarcity or water risk are not acceptable. Best practice involves providing site-specific breakdowns of water withdrawal, but for this benchmark iteration, an aggregated proportion is sufficient. Quantitative amounts of withdrawals from water-stressed and non-water stressed areas are accepted. A company reporting zero dependency on water-stressed areas is also scored for this element.	**Architecture and consultancies:** The company discloses the number of its designs or projects that are withdrawing water from water-stressed areas.
Element f	**The company has achieved its past targets on water withdrawal reduction.**	
	The company reports that it has met any previous targets it had set related to reducing its water withdrawal across its own operations.	**Architecture and consultancies:** The company has implemented its water efficiency/circularity strategy or measures across all of its projects.

HC 4. Water quality

Measurement area	**MA 3: Healthy cities**	
Indicator	**<u>HC 4: Water quality</u>** The company reduces its water quality pressures.	
Applicability	**Industry-adaptive**	
Element a	**The company reports regularly on water quality parameters.**	
	The company reports its discharge water pollutants for the last three years/reporting periods, ideally annually. Examples of such water pollutants include biochemical oxygen demand (BOD), chemical oxygen demand (COD), heavy metals (e.g. lead, mercury, zinc), total suspended solids (TSS) and volatile organic chemicals (VOCs) (e.g. pesticides, solvents, synthetics). Best practice involves comprehensive reporting of all water pollutants, but reporting on just one element is sufficient for this benchmark iteration. The reported data should cover all of the company's own operations.	This element is **not applicable to architecture and consultancies**.
Element b	**The company has time-bound targets to reduce water quality pressures.**	
	The company provides: (1) quantitative reduction target(s) for its general water pollution or at least one of its most material water pollutants (e.g. percentage reduction), (2) a baseline year and value, and (3) a target year. The target year must be at least five years from the reporting year. Targets need to cover all of the company's own operations; targets only applied to one-off and isolated projects are insufficient. Targets aimed at maintaining current discharge water quality levels are also insufficient. However, if the company can demonstrate that it has already achieved optimal pollutant levels or levels aligned with industry best practices, maintaining the current water quality may be an acceptable target, provided these standards are clearly defined and explained.	**Architecture and consultancies:** The company either: 1. explicitly states that its water quality target relates to its planned designs and projects, in addition to the criteria stated to the left, or 2. demonstrates that it has a strategy in place to improve discharge water quality in its designs (e.g. through the use of design features and fixtures). Targets or strategies that only apply to one-off or isolated designs and projects are insufficient.
Element c	**The company reports progress against its water quality targets.**	
	The company demonstrates either: - consistent absolute quantitative reductions over the previous three reporting years, in either its general water pollution or metrics related to its most material water pollutant(s),	**Architecture and consultancies:** The company discloses the number or percentage of its projects that have implemented its

	or - relative reductions, i.e. a reduction in its rate of water pollution relative to its activities. This would mean that the company needs to report quantitative metrics for its activities (dependent on sector; see Table 1 in the Appendix) and its water pollution data, to obtain the rate of water pollution. To meet this element, this rate should show a decrease over the previous three reporting periods.	strategy or measures to improve discharge water quality.
Element d	**The company discloses its process for managing and monitoring discharge water quality.**	
	The company publicly discloses a management system related to its discharge water pollutants. This must include detailed information about measures (such as techniques, processes, tools) the company has in place to measure, manage and reduce water pollution. Disclosure of having a process alone, without providing these details, is insufficient. Alternatively, the company can refer to external standards or certifications it follows in reference to improving water quality (e.g. the European Union Water Framework Directive, ISO 14001). These certifications should cover the company's entire operations.	**Architecture and consultancies:** The company discloses that it has a strategy or a set of design guidelines that are explicitly related to improving discharge water quality, and that these are aligned with external standards or certifications. Standards or certifications may be local, national or from accredited bodies such as BREEAM or LEED.
Element e	**The company has achieved its past targets for reducing water quality pressures.**	
	The company reports that it has met any previous targets it had set to reduce its water quality pressures.	**Architecture and consultancies:** The company has fully implemented its strategy and measures to improve the discharge water quality across all of its projects.

HC 5. Waste minimisation

Measurement area	MA 3: Healthy cities	
Indicator	**<u>HC 5: Waste minimisation</u>** The company reduces its generation of waste.	
Applicability	**Industry-adaptive**	
Element a	**The company reports regularly on its waste production, including information on different categories of waste.**	
	This indicator encompasses multiple categories of waste, including hazardous waste, solid waste and plastic waste. The company should report its general waste generation and metrics related to its most material or relevant categories of waste, with clear categorical distinctions, or at least for one of its most material categories of waste, for the last three reporting periods, ideally annually. In addition, the company **must** report its hazardous and plastic waste to meet this element. The reported data should cover all of the company's own operations.	This element is **not applicable to architecture and consultancies**.
Element b	**The company has time-bound targets to reduce waste production.**	
	The company provides: (1) reduction target(s) related to its general waste generation or at least one of its most material categories of waste, with quantitative components (e.g. percentage reduction), (2) a baseline year and value, and (3) a target year. The target year must be at least five years from the reporting year. Targets need to cover all of the company's own operations; targets only applied to one-off and isolated projects are insufficient. Targets aimed at maintaining current waste generation levels are also insufficient. However, if the company can demonstrate that it has already achieved optimal levels of waste reduction, or levels aligned with industry best practices, maintaining current levels of waste generation may be an acceptable target, provided these standards are clearly defined and explained	**Architecture and consultancies:** The company has a time-bound target or strategy for implementing circularity measures into its designs. It must either: 1. explicitly state that its circularity target relates to its planned designs and projects, in addition to the criteria stated to the left, or 2. demonstrate that it has a strategy in place to implement circularity into its designs (e.g. use of recyclable or biodegradable materials, reuse and retrofitting, use of modular components). Targets or strategies that only apply to one-off or isolated designs and projects are insufficient.

Element c	**The company reports progress against its waste reduction targets.**	
	The company demonstrates either: - consistent absolute quantitative reductions over the previous three reporting years, in either its general waste generation or metrics related to its most material category/categories of waste, or - relative reductions, i.e. a reduction in its rate of waste generation relative to its activities. This would mean that the company needs to report quantitative metrics for its activities (dependent on sector; see Table 1 in the Appendix) and its waste generation data, to obtain the rate of waste generation. To meet this element, this rate should show a decrease over the previous three reporting periods.	**Architecture and consultancies:** The company discloses the number or percentage of its projects that have implemented its circularity strategy or measures.
Element d	**The company discloses its process for managing and monitoring waste reduction.**	
	The company publicly discloses a management system related to its waste generation. This must include detailed information about measures (techniques, processes, tools) the company has in place to measure, manage and reduce waste. Disclosure of having a process alone, without providing these details, is insufficient. Alternatively, the company can refer to external standards or certifications it follows in reference to reducing its waste generation (e.g. ISO 14001, Resource Conservation and Recovery Act [RCRA] compliance, Zero Waste certifications). These certifications should cover the company's entire operations.	**Architecture and consultancies:** The company discloses that it has a strategy or a set of design guidelines that are explicitly related to improving circularity, and that these are aligned with external standards or certifications. Standards or certifications may be local, national or from accredited bodies such as Cradle-to-Cradle, BREEAM or LEED.
Element e	**The company has achieved its past targets for waste reduction.**	
	The company reports that it has met any previous targets it had set to reduce its waste generation.	**Architecture and consultancies:** The company has fully implemented its circularity strategy or measures across all of its projects.

HC 6. Active mobility and commuting behaviour

Measurement area	MA 3: Healthy cities
Indicator	**<u>HC 6: Active mobility and commuting behaviour</u>** The company promotes the use of active and public forms of transport among its employees.
Applicability	**Industry-adaptive**
Element a	**The company has a mobility strategy which addresses the approach to travel for its employees.**
	The company provides evidence of policies, guidelines or initiatives aimed at sustainable and active mobility. This includes programmes that encourage the use of public transportation or active travel options such as cycling and walking, policies that promote telecommuting and flexible work arrangements, clear guidelines for business travel that prioritise virtual meetings or low-emission travel options, as well as investments in infrastructure; such as electric vehicle charging stations, secure bike storage and onsite amenities like showers or locker rooms; to support active commuting.
Element b	**The company provides opportunities for flexible working hours, hybrid working or remote working for its non-field employees.**
	The company provides evidence, in the form of a statement, policies or guidelines, outlining opportunities for flexible working hours and hybrid or remote work arrangements for non-field employees. Records of employees utilising flexible hours or participating in hybrid or remote work models are accepted. A mere mention of flexible, hybrid or remote work under employee benefits, without additional details, is insufficient.
Element c	**The company provides travel or commuter incentives to employees to promote public and/or active transport modes.**
	The company provides evidence of employee incentives to promote alternative forms of transport. Such incentives can include bike-to-work programmes, provision of bike storage or other facilities (e.g. changing rooms or showers), subsidised or free public transit passes, or discounts or reimbursements for employees who walk or bike to work. These incentives should cover the company's entire operations.
Element d	**The company discloses metrics measuring its progress in promoting public and/or active commuting behaviour.**
	The company provides quantitative evidence of active or public commuting among its employees. Metrics can include percentage breakdowns of commuting modes used by employees (e.g. car, biking, public transit, walking), the number or percentage of employees participating in active commuting programmes (e.g. bike-to-work initiatives) or the percentage of employees using subsidised transit passes. Quantified reduction in carbon emissions associated with a decrease in single-occupancy vehicle commuting is also accepted as a metric.

MA 4: Climate-proof and resilient cities (CC)

CC 1. Scope 1 and 2 greenhouse gas emissions

Measurement area	MA 4: Climate-proof and resilient cities	
Indicator	**CC 1. Scope 1 and 2 greenhouse gas (GHG) emissions** The company reduces its scope 1 and 2 GHG emissions in line with a 1.5°C trajectory.	
Applicability	**Industry-adaptive**	
Element a	**The company reports regularly on its scope 1 and 2 emissions.**	
	The company reports its scope 1 and 2 GHG emissions for the last three years/reporting periods, ideally annually. The reported data should cover emissions from all companies' own operations and subsidiaries under their control.	This element is **not applicable to architecture and consultancies**.
Element b	**The company has time-bound targets to reduce its scope 1 and 2 emissions.**	
	The company provides: (1) reduction target(s) related to both scope 1 and 2 emissions, (2) a baseline year and value, and (3) a target year. Additionally, the company provides interim targets for at least five years since the reporting year or targets up until 2030. Net-zero targets are accepted only when it is clearly specified that these targets include the company's scope 1 and 2 emissions. In this benchmark iteration, scope 1 and 3 emissions intensity targets are accepted only if the company discloses that the reduction in emissions intensity will also lead to absolute emissions reductions, or if these targets align with an approved sector pathway or method, such as the Science Based Targets initiative (SBTi). An emissions reduction target that only covers a portion of the company's subsidiaries, locations or segments is insufficient to meet this element. Furthermore, the location-based approach is the only accepted approach in terms of the method for calculating emissions. While the market-based method accounts for emissions a company is responsible for through its purchasing decisions, the location-based method reflects the emissions the company is physically releasing into the atmosphere. Therefore, if a company discloses both location-based and market-based emissions data, the location-based data is considered primary.	**Architecture and consultancies:** The company demonstrates it has a strategy in place to reduce the scope 1 and 2 emissions of its projects, for example, through sustainable materials and construction methods (impacting scope 1 emissions during construction) and design for energy efficiency (impacting scope 2 emissions of the project). Targets or strategies that only apply to one-off or isolated designs and projects are insufficient.

Element c	**The company reports progress against its scope 1 and 2 emissions reduction targets.**	
	The company demonstrates either: - consistent absolute quantitative reductions in its scope 1 and 2 emissions over the previous three reporting years/periods, or - relative reductions, i.e. a reduction in its rate of scope 1 and 2 emissions relative to its activities. This would mean that the company needs to report quantitative metrics for its activities (dependent on sector; see Table 1 in the Appendix) and its scope 1 and 2 emissions data, to obtain the rate of emissions. To meet this element, this rate should show a decrease over the previous three reporting years.	**Architecture and consultancies:** The company discloses the number or percentage of its projects that have implemented its strategy/measures to reduce scope 1 and 2 emissions.
Element d	**The company's scope 1 and 2 emissions targets are aligned with the 1.5°C trajectory.**	
	The company has both near-term and long-term scope 1 and 2 emissions reduction targets aligned with a 1.5°C trajectory, approved by the SBTi. To demonstrate this alignment, companies can follow these guidelines: • Establish science-based targets for scope 1 and 2 emissions that specifically align with a 1.5°C trajectory. It is crucial to differentiate these from targets aligned with a 2°C trajectory, as per the Paris Agreement, which are considered insufficient under this element. • Get listed on the SBTi website, confirming their commitment and alignment with the required emissions reduction goals. • When setting net-zero targets by 2050, provide an interim target that is explicitly aligned with a 1.5°C trajectory, to demonstrate the 1.5°C-alignment of the overall net-zero target.	This element is not applicable to **architecture and consultancies**.
Element e	**The company has achieved its past scope 1 and 2 emissions reduction targets.**	
	The company reports that it has met any previous targets it had set to reduce its scope 1 and 2 emissions.	**Architecture and consultancies:** The company has implemented its strategy or measures to reduce scope 1 and 2 emissions across all its projects.

CC 2. Scope 3 greenhouse gas emissions

Measurement area	MA 4: Climate-proof and resilient cities
Indicator	**CC 2. Scope 3 greenhouse gas (GHG) emissions** The company reduces its scope 3 GHG emissions in line with a 1.5°C trajectory.
Applicability	**Universal indicator**
Element a	**The company discloses the core categories of its scope 3 emissions.**
	The company reports quantitative data for its core categories of scope 3 emissions, according to the WRI's Greenhouse Gas Protocol guidance. Categories account for cases where companies do not provide full disclosure of their emissions – usually this is labelled as a limited disclosure and may be restricted by location or only contain a few of the emissions categories and not the entire list of scope 3 emissions. Disclosure of either the full scope 3 emissions or some parts of them are both accepted.
Element b	**The company has time-bound targets to reduce its scope 3 emissions.**
	The company provides: (1) reduction target(s) related to scope 3 emissions, (2) a baseline year and value, and (3) a target year. For this iteration, the minimum requirement for this element is that the company must set targets to reduce at least one category of its scope 3 emissions. Additionally, the company provides interim targets for at least five years since the reporting year or targets up until 2030. Net-zero targets are accepted only if it is clearly specified that these include the company's scope 3 emissions. In this benchmark iteration, scope 3 emissions intensity targets are accepted only if the company discloses that the reduction in emissions intensity will also lead to absolute emissions reductions. Emissions reduction targets that only cover a portion of the company's subsidiaries, locations or segments are considered insufficient.
Element c	**The company reports progress against its scope 3 emissions reduction targets.**
	The company demonstrates either: - consistent absolute quantitative reductions in its scope 3 emissions over the previous three reporting years, or - relative reductions, i.e. a reduction in its rate of scope 3 emissions relative to its activities. This would mean that the company needs to report quantitative metrics for its activities (dependent on sector; see Table 1 in the Appendix) and its emissions data, to obtain the rate of scope 3 emissions. To meet this element, this rate should show a decrease over the previous three reporting years.

Element d	**The company's scope 3 emissions targets are aligned with the 1.5°C trajectory.**
	The company has both near-term and long-term scope 3 emissions reduction targets aligned with a 1.5°C trajectory, approved by the SBTi. To demonstrate this alignment, companies can follow these guidelines: - Establish science-based targets for scope 3 emissions that specifically align with a 1.5°C trajectory. It is crucial to differentiate these from targets aligned with a 2°C trajectory, as per the Paris Agreement, which are considered insufficient under this element. - Get listed on the SBTi websites reduction targets. - When setting net-zero targets, provide an interim target that is explicitly aligned with a 1.5°C trajectory, to demonstrate the 1.5°C-alignment of the overall net-zero target.
Element e	**The company has achieved its past scope 3 targets.**
	The company reports that it has met any previous targets it had set to reduce its scope 3 emissions.

CC 3. Energy efficiency

Measurement area	MA 4. Climate-proof and resilient cities	
Indicator	**CC 3. Energy efficiency** The company maximises its energy efficiency.	
Applicability	**Industry-adaptive**	
Element a	**The company reports regularly on its energy consumption.**	
	The company reports its energy consumption for the last three years/reporting periods, ideally annually. The company should report metrics and data related to its categories of renewable and non-renewable energy sources, with clear categorical distinctions. The reported data should cover all of the company's own operations	This element is **not applicable to architecture and consultancies**.
Element b	**The company has time-bound targets to increase its energy efficiency.**	
	The company provides: (1) reduction target(s) related to energy consumption or target(s) for increasing energy efficiency, (2) a baseline year and value, and (3) a target year. Additionally, the company provides interim targets for at least five years since the reporting year or targets up until 2030. Examples of energy efficiency targets include transitioning fleets to more energy-efficient vehicles or using more renewable sources of energy. Targets aimed at reducing energy consumption are also accepted. Targets need to cover all of the company's own operations. Targets aimed at maintaining current energy consumption levels are not accepted. However, if the company can demonstrate that it has already achieved optimal levels of energy efficiency, or levels aligned with industry best practices, maintaining the current levels of energy efficiency may be an acceptable target, provided these standards are clearly defined and explained. Companies in the energy sector must disclose time-bound targets aimed at improving the energy efficiency of their services (e.g. producing/selling 100% renewable energy or exiting fuel-related businesses by 2030).	**Architecture and consultancies:** The company either: 1. explicitly states that its energy efficiency target relates to its planned projects, in addition to the criteria stated to the left, or 2. demonstrates that it has a strategy in place to improve energy efficiency across its projects (e.g. through the use of design features and fixtures). Targets or strategies that only apply to one-off or isolated designs and projects are insufficient.

Element c	**The company reports progress against its energy efficiency targets.**	
	The company demonstrates consistent quantitative increases in energy efficiency metrics over the previous three reporting years. If the company has targets related to reducing energy consumption, progress on these targets constitutes either: - consistent quantitative reductions in energy consumption compared to previous reporting years; only year-on-year reductions are accepted, or - relative reductions, i.e. a reduction in the rate of energy consumption relative to the company's activities. This would mean that the company needs to report quantitative metrics for its activities (dependent on sector; see Table 1 in the Appendix) and its energy consumption data, to obtain the rate of energy consumption. To meet this element, this rate should show a decrease over the previous three reporting periods.	**Architecture and consultancies:** The company must disclose the number or percentage of its projects that have implemented its energy efficiency strategy or measures.
Element d	**The company discloses its energy efficiency management and monitoring processes.**	
	The company publicly discloses a management system related to its energy consumption. This must include detailed information about measures (techniques, processes, tools) the company has in place to measure, manage and reduce energy consumption. Disclosure of having a process alone, without providing these details, is considered insufficient. Alternatively, the company can refer to external standards or certifications it follows in reference to reducing its energy consumption (e.g. ISO 50001, Energy Star). These certifications should cover the company's entire operations.	**Architecture and consultancies:** The company discloses that it has a strategy or a set of design guidelines that are explicitly related to improving energy efficiency, and that these are aligned with external standards or certifications. Standards or certifications may be local, national or from accredited bodies such as BREEAM or LEED.
Element e	**The company has achieved its past targets related to increasing energy efficiency.**	
	The company reports that it has met any previous targets it had set to increase its energy efficiency or reduce its energy consumption.	**Architecture and consultancies:** The company has implemented its energy efficiency strategy or measures across all of its projects.

CC 4. Natural ecosystems protection

Measurement area	MA 4: Climate-proof and resilient cities	
Indicator	**CC 4. Natural ecosystems protection** The company minimises its footprint across all relevant ecosystems.	
Applicability	**Industry-adaptive** This indicator encompasses all forms of ecosystem change, including land clearance and deforestation, wetland drainage and filling, freshwater habitat disruption through water extraction and infrastructure development (e.g. dams, pipelines, reservoirs), land reclamation, coastal dredging and marine infrastructure development. Consequently, the form of ecosystem conversion in scope for this indicator may differ according to industry.	
Element a	**The company commits to zero ecosystem conversion of protected areas.**	
	The commitment must apply to all of the company's sites and activities. Furthermore, it must explicitly refer to protected areas. Commitments to "zero net deforestation" and broad ambitions such as "minimise environmental impact" are insufficient.	**Architecture and consultancies:** The company should commit to zero conversion of protected areas across all of its project locations or planned sites.
Element b	**The company discloses the number of operational sites owned, leased, managed in, protected areas or adjacent to protected areas.**	
	The company discloses: (1) the number of operational sites it owns, leases or manages adjacent to or within protected areas, (2) the location of the sites, and (3) the name of the respective protected area. Protected areas, under this indicator, refer to areas of land, sea or freshwater that have been identified as important for biodiversity, such as: - protected areas on national, regional and international lists - IUCN protected area management categories - UNESCO heritage (natural criteria) sites - Key Biodiversity Areas (KBAs) - high biodiversity value and high conservation value (HCV) areas - biodiversity hotspots - Ramsar Convention sites - IUCN Green List areas A company that reports zero sites owned, leased or managed in or adjacent to protected areas also meets this element.	**Architecture and consultancies:** In addition to the criteria stated to the left, sites also refer to the company's project locations, planned sites or sites already worked on.

Element c	**The company has time-bound targets to reduce ecosystem conversion.**	
	The company provides: (1) reduction target(s) related to ecosystem conversion, (2) a baseline year and value, and (3) a target year. The target year must be at least five years from the reporting year. Targets can relate to either the reduction of all ecosystem conversion or that of protected areas, but they need to cover all of the company's own operations.	**Architecture and consultancies:** The company either: 1. explicitly states that its ecosystem conversion target relates to its planned projects, in addition to the criteria stated to the left, or 2. demonstrates that it has a strategy in place to avoid ecosystem conversion in its designs. Targets or strategies that only apply to one-off or isolated designs and projects are insufficient.
Element d	**The company reports progress against its ecosystem conversion reduction targets**.	
	The company demonstrate either of the following: - Consistent quantitative reductions in its ecosystem conversion metrics (e.g. land surface area) over the previous three reporting years - Obtaining Deforestation and Conversion Free (DCF) certifications for key commodities (see Table 2 in the Appendix), or - Reductions in the rate of ecosystem conversion relative to company activities. This would mean that the company needs to report quantitative metrics for its activities (dependent on sector; see Table 1 in the Appendix) and conversion (i.e. total area of ecosystem converted), to obtain the rate of ecosystem conversion. To meet this element, this rate should show a decrease over the previous three reporting periods.	**Architecture and consultancies:** The company discloses the percentage of its projects that have involved the conversion of natural ecosystems.
Element e	**The company has achieved its past targets related to ecosystem conversion reduction.**	
	The company reports that it has met any previous targets it had set to reduce its impacts on ecosystem conversion.	**Architecture and consultancies:** The company has implemented its strategy or measures to avoid ecosystem conversion across all of its projects.

CC 5. Natural disaster risk reduction

Measurement area	MA 4: Climate-proof and resilient cities	
Indicator	**CC 5. Natural disaster risk reduction** The company contributes to reducing risks related to natural disasters.	
Applicability	**Industry-adaptive**	
Element a	**The company conducts risk assessments for all types of natural disasters relevant to its operations.**	
	The company discloses the process and outcomes of its risk assessment for all types of natural disasters relevant to its operational sites. This includes information such as: - methods it uses to conduct risk assessments for all types of natural disasters relevant to its operations; - identification of natural hazards, their location, intensity, frequency and probability; - analysis of its exposure and vulnerability on the physical, social, health, environmental and economic dimensions.	**Architecture and consultancies:** The company conducts risk assessments for all types of natural disasters relevant to its project locations and mentions the interventions carried out for risk reduction.
Element b	**The company adopts harmonised open data standards on risks to its operations by making risk data available to stakeholders.**	
	The company discloses the open data standards it has adopted (e.g. Open Geospatial Consortium standards). Additionally, it should provide information on how it makes its operational risk data related to natural disasters available to its stakeholders by providing the source, date and link to the data it has published on an open platform. The company must also disclose the communication channels it uses to share risk data related to natural disasters.	**Architecture and consultancies:** The company adopts harmonised open data standards on risks across its projects.
Element c	**The company systematically reduces disaster risk vulnerability by following international and industry specific standards for disaster proofing.**	
	The company discloses the details of the international industry standards, such as UNDRR's Disaster Risk Reduction Strategies or any other guidelines, that it adheres to for disaster-proofing its operations. Systematic actions refer to comprehensive and transformative measures that aim for a holistic and sustainable impact, such as actions that cover the majority of the company's locations or business activities, address the root causes of problems or bring about changes to business models.	**Architecture and consultancies**: The company discloses details of the international industry standards or any other guidelines it adheres to for disaster-proofing all its projects.

	One-off interventions in one location (case studies) are noted as good practices but are not sufficient to meet this element.	
Element d	**The company reports the percentage of its assets, development portfolio or associated service networks that are insured against disasters.**	
	The company discloses the percentage of its assets, projects and service networks insured against natural disasters in its latest report. The disclosure can include asset categories, geographical coverage, project details, types of natural disasters covered, coverage limits and deductibles and any other relevant information related to insurance against disasters.	**Architecture and consultancies:** The company discloses the percentage of its assets they own that are insured against natural disasters.
Element e	**The company insures all of its assets and portfolio to reduce the financial impact of disasters on governments and societies.**	
	The company provides evidence that it has insured all of its assets and portfolio against all relevant natural disasters.	**Architecture and consultancies:** The company provide evidence that it insures all the assets they own against natural disasters

CC 6. Emergency response and recovery measures

Measurement area	MA 4: Climate-proof and resilient cities	
Indicator	**CC 6. Emergency response and recovery measures** The company implements measures to enhance the effectiveness of its responses to disasters and its capacity to recover, rehabilitate and restore services following a disaster.	
Applicability	**Industry-adaptive**	
Element a	**The company has a natural disaster response and recovery strategy relevant to the locations where it operates.**	
	The company reports its natural disaster response and recovery strategy for the location(s) of its operations. The company can disclose this information in the form of contingency plans, policies, programmes or any other initiatives. It should include details such as potential natural disaster risks to its operational sites, potential impacts of the risks on its operations and measures for reducing risk exposure.	**Architecture and consultancies:** The company must incorporate natural disaster response and recovery strategies in all the project locations where it operates.
Element b	**The company has a business continuity plan against any risks related to natural disasters.**	
	The company provides clear evidence of its business continuity plans that address risks related to natural disasters. A business continuity plan is created to ensure the continuation of business operations with minimal impact during emergencies, such as natural disasters. Business continuity plans can contain details such as a list of roles and responsibilities, mitigation strategies, recovery plans and communication protocols. The company can also disclose any industry-specific standards or best practices it adheres to while embedding business continuity plans (e.g. ISO 22301).	
Element c	**The company systematically embeds emergency management systems in its assets, development portfolio or associated network infrastructures.**	
	The company discloses an emergency action plan for its assets, development portfolio or associated network infrastructures, which is separate from a business continuity plan. An emergency action plan aims to prepare responses to workplace emergencies. The company can provide details such as safety protocols for each potential risk and natural disaster, the roles and responsibilities of the employer and employee during workplace emergencies, training programmes and notification protocols. Systematic actions refer to comprehensive and transformative measures that aim for a holistic and sustainable impact, such as actions that cover the majority of the company's locations or business activities, address the root causes of problems or bring about changes to business models. The company discloses the industry-specific standards, ratings or best practices it adheres to while embedding emergency management systems (e.g. ISO 22320:2018, WELL Ratings).	

Element d	The company maintains emergency management systems in place.	
	The company provides details on how it maintains its emergency management systems, including information in the form of updates, assessments or evaluations. The company may disclose measures such as frequency of drills, training programmes and initiatives for employees on the implementation of emergency management systems.	**Architecture and consultancies:** The company provides the standards or relevant local regulations it follows to maintain its emergency systems across all its projects.

Core social indicators (CSI)

Respect human rights

CSI 1: Commitment to respect human rights

<table>
<tr><th>Pillar</th><th>Respect human rights</th></tr>
<tr><td>Indicator</td><td><u>CSI 1. Commitment to respect human rights</u>
The company publicly commits to respecting all internationally recognised human rights across its activities.</td></tr>
<tr><td>Element a</td><td>The company has a publicly available policy statement committing it to respect human rights, which is approved by the highest governance body.</td></tr>
<tr><td></td><td>The company discloses a policy statement on respecting human rights. For example, it can:
Commit to respect human rights,
Commit to respect the rights in the Universal Declaration of Human Rights,
Commit to respect the rights in the International Bill of Human Rights,
Commit to respect all internationally recognised human rights.
The commitment and the policy should cover all company’s activities and should be standard across all locations regardless of law.
The commitment has strong wording. Examples of strong wording are:
Commits to respect XX convention
We adhere to the XX convention
We uphold the XX right/convention, etc.
We are committed to respecting the rights under the XX convention
We recognise our obligation to respect XX
We abide by XX
Comply with
Aligned with
A commitment to the ten principles of the UNGC and a modern slavery statement are not considered sufficient as well as weak wording such as:
We follow the principles of the XX convention
We support the right to XX
Consistent with XX
In line with
Informed by
Striving to ensure rights are upheld
Recognises the principles of XX (acknowledgement of an obligation is not a commitment)
Guided by
Based on
Comply with</td></tr>
</table>

CSI 2: Commitment to respect the human rights of workers

<table>
<tr><th>Pillar</th><th>Respect human rights</th></tr>
<tr><td>Indicator</td><td><u>CSI 2. Commitment to respect the human rights of workers</u>
The company publicly commits to respecting the principles concerning fundamental rights at work in the eight ILO core conventions, as set out in the ILO Declaration on Fundamental Principles and Rights at Work. It also has a publicly available policy statement committing it to respect the human rights of workers in its business relationships.</td></tr>
<tr><td>Element a</td><td>The company has a publicly available policy statement committing it to respecting the human rights that the ILO has declared to be fundamental rights at work, which is approved by the highest governance body.</td></tr>
<tr><td></td><td>The company discloses a formal policy commitment covering its operations –either as public document or webpage- which references:
the ILO and the fundamental rights at work collectively, also known as the ILO core labour standards or the ILO conventions on the fundamental rights at work
OR
the individual fundamental rights at work named freedom of association and the effective recognition of the right to collective bargaining; elimination of all forms of forced or compulsory labour; abolition of child labour; and elimination of discrimination in respect of employment and occupation.
A commitment to collective bargaining ‘as permitted by the law’ or in line ‘with local or national laws’ is not considered sufficient for this element as a company should respect the rights to freedom of association and collective bargaining everywhere regardless of local laws.

The commitment has strong wording. Examples of strong wording are:
Commits to respect XX convention
We adhere to the XX convention
We uphold the XX right/convention, etc.
We are committed to respecting the rights under the XX convention
We recognise our obligation to respect XX
We abide by XX
Comply with
Aligned with
A commitment to the ten principles of the UNGC and a modern slavery statement are not considered sufficient as well as weak wording such as:
We follow the principles of the XX convention
We support the right to XX</td></tr>
</table>

	• Consistent with XX • In line with • Informed by • Striving to ensure rights are upheld • Recognises the principles of XX (acknowledgement of an obligation is not a commitment) • Guided by • Based on • Comply with
Element b	**The company has a publicly available statement of policy that expects its business relationships to commit to respecting the human rights that the ILO has declared to be fundamental rights at work.**
	The company discloses a formal policy commitment covering its suppliers –either as public document or webpage- which references: • the ILO and the fundamental rights at work collectively, also known as the ILO core labour standards or the ILO conventions on the fundamental rights at work. OR • the individual fundamental rights at work named freedom of association and the effective recognition of the right to collective bargaining; elimination of all forms of forced or compulsory labour; abolition of child labour; and elimination of discrimination in respect of employment and occupation. A commitment to collective bargaining 'as permitted by the law' or in line 'with local or national laws' is not considered sufficient for this element as a company should respect the rights to freedom of association and collective bargaining everywhere regardless of local laws. The commitment has strong wording. Examples of strong wording are: • Commits to respect XX convention • We adhere to the XX convention • We uphold the XX right/convention, etc. • We are committed to respecting the rights under the XX convention • We recognise our obligation to respect XX • We abide by XX • Comply with • Aligned with A commitment to the ten principles of the UNGC and a modern slavery statement are not considered sufficient as well as weak wording such as: • We follow the principles of the XX convention

	• We support the right to XX • Consistent with XX • In line with • Informed by • Striving to ensure rights are upheld • Recognises the principles of XX (acknowledgement of an obligation is not a commitment) • Guided by • Based on • Comply with

CSI 3: Identifying human rights risks and impacts

Pillar	Respect human rights
Indicator	**CSI 3. Identifying human rights risks and impacts** The company proactively identifies its human rights risks and impacts.
Element a	**The company describes the process(es) to identify its human rights risks and impacts in specific locations or activities covering its own operations.**
	The company discloses the first step of a human rights due diligence process for its operations, namely the identification of all its human rights risks and impacts. It should provide evidence of a clear identification process which can include but is not limited to at least two of the following: • Desk-based research and human rights risk analysis • Using specialist research platforms or databases to identify/assess human rights risks • Engagement with rightsholders to identify human rights risks • Risk analysis of human rights risks across locations, sectors, commodities etc. • Partnership with a human rights expert to conduct risk analysis • Human Rights Impact Assessment (HRIA) • Engagement with internal company functions and/or suppliers to understand human rights risks. The process covers the company's whole operations and involves identifying risks to people, not risks to business (e.g. reputation or financial). Furthermore, it should not only reference a specific human right risk (e.g. modern slavery or discrimination).
Element b	**The company describes the process(es) to identify its human rights risks and impacts in specific locations or activities through relevant business relationships.**
	The company discloses the first step of a human rights due diligence process for its supply chains, namely the identification of its human rights risks and impacts in its supply chain. It should provide evidence of a clear identification process which can include but is not limited to at least two of the following: • Desk-based research and human rights risk analysis • Using specialist research platforms or databases to identify/assess human rights risks • Engagement with rightsholders to identify human rights risks • Risk analysis of human rights risks across locations, sectors, commodities etc. • Partnership with a human rights expert to conduct risk analysis • Human Rights Impact Assessment (HRIA) • Engagement with internal company functions and/or suppliers to understand human rights risks. The process covers the company's whole operations and involves identifying risks to people, not risks to business (e.g. reputation or financial). Furthermore, it should not only reference a specific human right risk (e.g. modern slavery or discrimination).

CSI 4: Assessing human rights risks and impacts

Pillar	Respect human rights
Indicator	**CSI 4. Assessing human rights risks and impacts** Having identified its human rights risks and impacts, the company assesses them and then prioritises its salient human rights risks and impacts.
Element a	**The company describes its process(es) for assessing its human rights risks and discloses what it considers to be its salient human rights issues. This description includes how relevant factors are taken into account, such as geographical, economic, social and other factors.**
	The company discloses an assessment of human rights risks which is the second step of the human rights due diligence process and follows the identification of human rights risks. The assessment should determine and disclose its salient human rights risks meaning the ones with most severe negative impacts on people in the company's activities. The company discloses the process for assessing its human rights risks and impacts by describing how it has determined which of its human rights risks are most salient, including the social, economic, geographical or other factors considered in the assessment. A materiality assessment alone is not sufficient as this is different to a saliency assessment.
Element b	**The company publicly discloses the results of its assessments, which may be aggregated across its operations and locations.**
	The company discloses an actual report or statement which outlines the results of its salient human rights assessment.

CSI 5: Integrating and acting on human rights risks and impacts

Pillar	Respect human rights
Indicator	**CSI 5. Integrating and acting on human rights risks and impacts** The company integrates the findings of its assessments of human rights risks and impacts into relevant internal functions and processes by taking appropriate actions to prevent, mitigate or remediate its salient human rights issues.
Element a	**The company describes its global system to take action to prevent, mitigate or remediate its salient human rights issues, AND this includes a description of how its global system applies to its supply chain.**
	The company discloses the third step of the human rights due diligence process which follows the identification and assessment of human rights risks. It refers to a global system across the whole company, not just in particular locations. There is a distinction between corrective action plan (often created a part of audits) which are created to address a specific negative impact that has occurred, and developing a global system for taking action more broadly to prevent and mitigate negative impacts across business activities. This means that having only a corrective action plan alone is not sufficient to meet element.
Note	To score the maximum point of 1, the 'global system' must cover its operations and supply chain; it can score 'partially met' (0.5) if it covers its operations or its supply chain, not both. In order to meet this element, the company must first meet indicator D4a.
Element b	**The company provides an example of the specific conclusions reached and actions taken or to be taken on at least one of its salient human rights issues as a result of assessment processes in at least one of its activities/operations in the last three years.**
	The company describes an example of the specific actions taken or to be taken on at least one of its salient human rights risks and the action is taken as a result of assessment processes in at least one of its activities/operations in the last three years.
Note	The company can meet D5b even if it does not meet D4, but it must be clear that the example is a salient human rights risk (i.e. the company has some sort of disclosure on its salient risks but not necessarily enough to meet D4).

CSI 6: Engaging with affected and potentially affected stakeholders

Pillar	Respect human rights
Indicator	<u>**CSI 6. Engaging with affected and potentially affected stakeholders**</u> As part of identifying and assessing its human rights risks and impacts, the company identifies and engages with stakeholders whose human rights have been or may be affected by its activities.
Element a	**The company discloses the categories of stakeholders whose human rights have been or may be affected by its activities.**
	The company engaged with stakeholders as part of the identification and assessment of its human rights risks and impacts. Therefore, it must be clear that the stakeholders affected are those identified as part of the due diligence process and not of a materiality assessment.
Element b	**The company provides at least two examples of its engagement with stakeholders whose human rights have been or may be affected by its activities (or their legitimate representatives or multi-stakeholder initiatives) in the last two years.**
	Engaging with potentially and actually affected stakeholders means engaging in a dialogue with the stakeholders who might be, or are, impacted by the company's activities and/or with its legitimate representatives and/or with multi-stakeholder initiatives. Depending on the nature of the company's operations, stakeholders can include (but are not limited to) workers, their families, local communities and any other person or group of people whose life and environment may be impacted.

CSI 7: Grievance mechanisms for workers

Pillar	Respect human rights
Indicator	**CSI 7. Grievance mechanisms for workers** The company has one or more channels/mechanisms (its own, third party or shared) through which workers can raise complaints or concerns, including in relation to human rights issues.
Element a	**The company indicates that it has one or more channel(s)/mechanism(s), or participates in a shared mechanism, accessible to all workers who may be adversely impacted by the company (or individuals or organisations acting on their behalf or who are otherwise in a position to be aware of adverse impacts), to raise complaints or concerns.**
	The company discloses one or more formal channel(s)/mechanism(s) that can be used also to raise human rights complaints or concerns related to the company and which is accessible to all workers. Moreover, the channel must ensure both anonymous and non-anonymous reporting. Grievances can be made via a webpage, phoneline, online portal, or by mail or email, or a combination. The complainant can report on all aspects of human rights, not only specific rights (e.g. discrimination).
Note	The company can score partially met if one or more of the following parts are met: - • The company discloses data about the practical operation of the channel(s)/mechanism(s), including the number of grievances about human rights issues filed, addressed or resolved • The company indicates that the channel(s)/ mechanism(s) is available in all appropriate languages • The workers in its supply chain have access to either: The company's own channel(s)/ mechanism(s) to raise complaints or concerns about human rights issues at the company's suppliers or the company expects its suppliers to establish a channel/mechanism for their workers to raise such complaints or concerns • The company expects its suppliers to convey the same expectation on access to grievance channel(s) / mechanism(s) to their own suppliers.

CSI 8: Grievance mechanisms for external individuals and communities

Pillar	Respect human rights
Indicator	**<u>CSI 8. Grievance mechanisms for external individuals and communities</u>** The company has one or more channels/mechanisms (its own, third party or shared) through which individuals and communities who may be adversely impacted by the company can raise complaints or concerns, including in relation to human rights issues.
Element a	**The company indicates that it has one or more channel(s)/mechanism(s), or participates in a shared mechanism, accessible to all external individuals and communities who may be adversely impacted by the company (or individuals or organisations acting on their behalf or who are otherwise in a position to be aware of adverse impacts), to raise complaints or concerns.**
	The company discloses one or more formal channel(s)/mechanism(s) that can be used also to raise human rights complaints or concerns related to the company and which is accessible to all external stakeholders. Moreover, the channel must ensure both anonymous and non-anonymous reporting. Grievances can be made via a webpage, phoneline, online portal, or by mail or email, or a combination. The complainant can report on all aspects of human rights, not only specific rights (e.g. discrimination). It is sufficient for the company to state that its grievance channel/mechanism(s) are open to 'anyone' or the public. It must be clear it is open to all stakeholders, not only specific groups e.g. suppliers. The mechanism is to be available in all appropriate languages: e.g. if the channel is only available in one language, the company should indicate the reason behind that choice.
Note	The company can still score partially met (0.5) if one or more of the following parts are met: • The company also describes how it ensures the channel(s)/ mechanism(s) is accessible to all potentially affected external stakeholders at all its own operations, including in local languages • The company describes how it ensures external individuals and communities have access to either: the Company's own channel(s)/ mechanism(s) to raise complaints or concerns about human rights issues at the Company's suppliers • The company expects its suppliers to establish a channel/ mechanism for them to raise such complaints or concerns, and to convey the same expectation on access to grievance channel(s) / mechanism(s) to their suppliers.

Provide and promote decent work

CSI 9: Health and safety fundamentals

Pillar	Provide and promote decent work
Indicator	**CSI 9. Health and safety fundamentals** The company publicly commits to respecting the health and safety of workers and discloses relevant data. It also places health and safety expectations on and monitors the performance of its business relationships.
Element a	**The company has a publicly available policy statement committing it to respect the health and safety of workers.**
	The company's policy statement includes a commitment to providing a healthy and safe workplace, respecting the health and safety of its workers or equivalent language. A commitment to comply with health and safety laws is not by itself sufficient to meet the element. The commitment must cover occupational health and safety in a broad sense, not a specific aspect of health and safety e.g. security, discrimination or use of hazardous materials. If the commitment language is weak, it is accepted if it is supported by evidence of the company's process(es) or system(s) for ensuring a healthy and safe work environment. Examples of accepted weak language is: • We strive to ensure • We work to ensure • We promote • We encourage
Element b	**The company discloses quantitative information on health and safety for its workers.**
	The company discloses health and safety information in line with GRI 403-9: par • The number and rate of fatalities as a result of work-related injuries • The number and rate of high-consequence work-related injuries (excluding fatalities) • The number and rate of recordable work-related injuries • The main types of work-related injuries • The number of hours worked
Element c	**The company has a publicly available statement of policy that expects its business relationships to commit to respecting the health and safety of their workers.**
	The company discloses a policy statement which expects its suppliers to commit to providing a healthy and safe workplace, respecting the health and safety of their workers, or the equivalent. The commitment should be in a policy document (e.g. policy/code of conduct) and the language must be strong e.g.: • Suppliers should commit to respect • We expect suppliers to respect

	• Suppliers shall adhere to • Suppliers are expected to abide/comply with Weak commitment language is not accepted e.g.: • Suppliers are encouraged to • Suppliers are directed to A commitment to comply with health and safety laws is not by itself sufficient to meet the element. The commitment must cover occupational health and safety in a broad sense, not a specific aspect of health and safety e.g. security, discrimination or use of hazardous materials.
Element d	**The company discloses how it monitors the health and safety performance of its business relationships.**
	The company discloses how it monitors its suppliers' performance on health and safety. For instance, it can state in its supplier code of conduct (or another equivalent policy document that includes health and safety expectations) that it audits its suppliers on it. Only 'reserving the right' to conduct an audit or view supplier documents (or similar) is not sufficient.

CSI 10: Living wage fundamentals

Pillar	Provide and promote decent work
Indicator	**CSI 10. Living wage fundamentals** The company is committed to paying its workers a living wage and supports the payment of a living wage by its business relationships.
Element a	**The company discloses a time-bound target for paying all workers a living wage or that it has achieved paying all workers a living wage.**
	The company discloses that it pays a living wage to its employees or, where the company does not use the term 'living wage', it must disclose that the wage provides: • A decent standard of living or basic needs for employees and • The employees' family and/or dependents and • It includes some discretionary income. OR • The company discloses a target for paying a living wage across its operations which includes the year in which a company intends to achieve the goal. A commitment to pay wages in line with national legal standards or industry benchmark standards alone is not sufficient.
Element b	**The company describes how it determines a living wage for the regions where it operates.**
	The company should at least disclose how it has determined the living wage in those locations where it already pays living wage or is planning on paying a living wage. It is sufficient to disclose the planned methodology too. The company describes: • how it works with relevant trade unions (or equivalent worker bodies where the right to freedom of association and collective bargaining is restricted under law) to determine a living wage OR • the methodology it uses to determine a living wage (e.g. the Anker Methodology for Estimating a Living Wage, the Massachusetts Institute of Technology Living Wage Calculator). The BSR methodology is accepted but the ETI Base Code is not accepted.
Element c	**The company describes how it works to support the payment of a living wage by its business relationships.**
	The company either: • Requires its business relationships to pay their workers a living wage i.e. it is a contractual requirement. OR • Expects its business relationships to pay their workers a living wage AND provides a description of how it works with its business relationships.

	'Working with' goes beyond having a written expectation of a living wage in workers' codes or policy documents and can include interacting with suppliers through training, sharing expertise and collaborative working, as well as other activities.

CSI 11: Working hours fundamentals

Pillar	Provide and promote decent work
Indicator	**<u>CSI 11. Working hours fundamentals</u>** The company does not require workers to work more than the regular and overtime hours and places equivalent expectations on its business relationships.
Element a	The company publicly states that workers shall not be required to work more than 48 hours in a regular work week or 60 hours including overtime.
	The company either: • Discloses that workers shall not be required to work more than 48 hours in a regular work week OR • Discloses that workers shall not be required to work more than 48 hours in a regular work week and 60 hours including overtime. If the company commits to national legislation on working hours, it is only accepted where the national legislation requires workers to work no more than 48 hours in a regular work week in all locations of operation.
Element b	**The company publicly states that all overtime work must be consensual and be paid at a premium rate.**
	The company states that all overtime work must be consensual and that all overtime work is paid at a premium rate (or equivalent language).
Element c	**The company has a public expectation that its business relationships shall not require workers to work more than 48 hours in a regular work week or 60 hours including overtime.**
	The company either: • States that it expects its suppliers to require that their workers shall not be required to work more than 48 hours in a regular work week. OR • States that it expects its suppliers to require that their workers shall not be required to work more than 48 hours in a regular work week and 60 hours including overtime. An expectation that suppliers commit to national or local laws on working hours is not sufficient.

CSI 12: Bargaining fundamentals

Pillar	**Provide and promote decent work**
Indicator	**<u>CSI 12. Bargaining fundamentals</u>** The company discloses information about collective and bargaining agreements covering its workforce and its approach to supporting the practices of its business relationships in relation to freedom of association and collective bargaining.
Element a	**The company discloses the proportion of its total direct operations workforce covered by collective bargaining agreements.**
	It is not sufficient for the company to disclose the proportion of its total direct operations workforce that are part of a union or another workers' group as this element refers specifically to collective bargaining agreements - written agreements regarding working conditions and terms of employment concluded between one or more employers or employers' organizations, on the one hand, and one or more representative workers' organizations or duly elected and authorised representatives of the workers (according to national laws and regulations), on the other. The company could also disclose it is not a party to any collective bargaining agreements.
Element b	**The company describes how it works to support the practices of its business relationships in relation to freedom of association and collective bargaining.**
	The company discloses how it supports suppliers to facilitate freedom of association and collective bargaining by, for example: • Providing training to suppliers • Conducting joint projects to support suppliers • Supporting unionisation, workers' groups or worker empowerment • Doing more than observing or monitoring its business relationships in relation to freedom of association and collective bargaining.

CSI 13: Workforce diversity disclosure fundamentals

Pillar	Provide and promote decent work
Indicator	**<u>CSI 13. Workforce diversity disclosure fundamentals</u>** The company discloses the percentage of employees for each employee category by at least four indicators of diversity.
Element a	**The company discloses the proportion of its total direct operations workforce for each employee category by age group.**
	The employee category breakdown can be by level (such as senior management, middle management) and/or function (such as technical, administrative, production). In accordance with GRI 405, the suggested age groups for reporting on this disclosure are: under 30 years old, 30-50 years old and over 50 years old. It is sufficient for the company to disclose: • Total workforce disclosure breakdown • Two employee categories The company should include total workforce if it does not include categories that cover the entire total workforce. Reporting on the 90% of total workforce is sufficient.
Element b	**The company discloses the proportion of its total direct operations workforce for each employee category by gender.**
	The employee category breakdown can be by level (such as senior management, middle management) and/or function (such as technical, administrative, production). It is sufficient for the company to disclose: • Total workforce disclosure breakdown • Two employee categories The company should include total workforce if it does not include categories that cover the entire total workforce. Reporting on the 90% of total workforce is sufficient.
Element c	**The company discloses the proportion of its total direct operations workforce for each employee category by race or ethnicity.**
	The employee category breakdown can be by level (such as senior management, middle management) and/or function (such as technical, administrative, production). It is sufficient for the company to disclose: • Total workforce disclosure breakdown • Two employee categories The company should include total workforce if it does not include categories that cover the entire total workforce. Reporting on the 90% of total workforce is sufficient.

	It is sufficient to report on one country or region of operation only (not at the group level), if the breakdown by race/ethnicity and employee category covers only one country e.g. US, Latin America, South Africa.
Note	If the company explains it is unable to meet element (c) because of legal restrictions on the collection of ethnic or racial data in certain jurisdictions, it can still fully meet this indicator by satisfying elements (a) (b) and (d).
Element d	**The company discloses the proportion of its total direct operations workforce for each employee category by one or more additional indicators of diversity (e.g. disability, sexual identity and marital and family status, etc.).**
	The employee category breakdown can be by level (such as senior management, middle management) and/or function (such as technical, administrative, production). It is sufficient for the company to disclose: • Total workforce disclosure breakdown • Two employee categories The company should include total workforce if it does not include categories that cover the entire total workforce. Reporting on the 90% of total workforce is sufficient.

CSI 14: Gender equality and women's empowerment fundamentals

Pillar	Provide and promote decent work
Indicator	**<u>CSI 14. Gender equality and women's empowerment fundamentals</u>** The company publicly commits to gender equality and women's empowerment and discloses quantitative information on gender equality and women's empowerment.
Element a	**The company has a public commitment to gender equality and women's empowerment.**
	The company can provide evidence from any type of public document or webpage belonging to the company. The company either: • Is a signatory to the UN Women's Empowerment Principles in all locations of operation • Commits to gender equality and women's empowerment in a broad sense not only in a specific setting, location, or function • Discloses at least one programme/initiative/target on gender equality and at least one programme/initiative/target on women's empowerment. Being a signatory to other external initiatives or programs as well as disclosure related to external gender equality or women's empowerment rankings or scores is not sufficient for this element.
Element b	**The company discloses one or more time-bound targets on gender equality and women's empowerment.**
	The company discloses one or more targets on gender equality or women's empowerment e.g.: • Representation (e.g. gender equality in leadership) • Closing the gender pay gap • Improving women's health and well-being • Preventing violence and harassment. The target(s) is time-bound, forward-looking or was achieved in the reporting year of the assessment, and can be at the subsidiary level.
Element c	**The company has at least 30% women on the highest governance body.**
	The company can provide evidence from any type of public document or webpage belonging to the company. The company discloses that it has at least 30% women on its highest governing body. Diagrams and pictures that display the proportion of women are accepted.
Element d	**The company discloses the ratio of the basic salary and remuneration of women to men in its total direct operations workforce for each employee category, by significant locations of operation.**
	The company discloses the ratio of the basic salary or remuneration of women to men in its total direct operations workforce for each employee category, by locations of operation. The company can refer to 'employees' or 'workers' instead of 'total direct operations workforce'. 'Employee category' refers to seniority or function.

	'Function' can be defined in the company's own terms e.g. technician, production, administrative. 'Seniority' can be defined in the company's own terms e.g. junior, senior management, middle management. 'Locations of operation' must include all countries of operation.

Act ethically

CSI 15: Personal data protection fundamentals

Pillar	Act ethically
Indicator	**CSI 15. Personal data protection fundamentals** The company publicly commits to protecting personal data and has a global approach to data privacy.
Element a	**The company has a public commitment to protecting personal data.**
	The company discloses a commitment to respecting the right to data privacy, or a commitment to protecting personal data or information. A commitment to protect personal data should relate to all stakeholders whose personal data is being processed by the company which include at a minimum employees and customers. The commitment must be part of a policy document and needs to be global so applicable to all of the group/company activities.
Element b	**The company has a global publicly available privacy statement in relation to the collection, sharing and access to personal data.**
	The commitment must be part of a policy document and needs to be global so applicable to all of the group/company activities. A policy is not global if it has different location-specific privacy laws cited which are not consistently applied to the highest standard across all locations. Furthermore, it should apply at minimum to employees and customers. The company at least: • Discloses the types of user information it collects • Discloses the types of third parties that user information is shared with, and • Allows a user to retrieve a copy of user information collected by the company.

CSI 16: Responsible tax fundamentals

Pillar	Act ethically
Indicator	**<u>CSI 16. Responsible tax fundamentals</u>** The company has a public global tax approach and discloses its corporate income tax payments on a country-by-country basis.
Element a	**The company has a publicly available global tax strategy, which is approved by the highest governance body.**
	The company discloses a global tax strategy which can include details on, among other things: • Tax oversight/governance • Tax risk management • Financial/tax auditing processes • Approach to dealing with tax authorities The policy applies to the whole company at the global level, not to a specific subsidiary, region or jurisdiction
Element b	**A governance body or executive-level position is tasked with accountability for compliance with the company's global tax strategy.**
	The company discloses that a governance body or executive-level position is tasked with accountability for compliance with the company's global tax strategy.
Element c	**The company clearly discloses the amount of corporate income tax paid for each tax jurisdiction where the company is a resident for tax purposes.**
	The company should report 100% taxes paid in each jurisdiction they are resident for taxes purposes and if the disclosure contains an 'other' category, the company should disclose the tax jurisdictions and taxes paid per jurisdiction, even if the tax paid is zero. Disclosure of taxes per region instead of per tax jurisdictions (countries) is not accepted. Tax jurisdictions are identified according to where the entities included in the organization's audited consolidated financial statements or in the financial information filed on public record, are resident for tax purposes.

CSI 17: Anti-bribery and anti-corruption fundamentals

Pillar	Act ethically
Indicator	**CSI 17. Anti-bribery and anti-corruption fundamentals** The company publicly prohibits bribery and corruption and takes steps to identify and address bribery and corruption risks and incidents.
Element a	**The company has a publicly available policy statement prohibiting bribery and corruption.**
	The company discloses a policy commitment on prohibiting bribery or corruption, or it states that it has 'zero tolerance for bribery and corruption'. The policy applies to the whole company at the global level, not to a specific subsidiary, region or jurisdiction. If the company only discloses that it complies with national legislation on anti-bribery and anti-corruption, this is not sufficient because it is not clear then if all locations of operation have such legislation and the same standard applies globally. However, if companies include reference to compliance with legislation alongside a statement prohibiting bribery or corruption, then is sufficient.
Element b	**The company describes the process(es) to identify its bribery and corruption risks and impacts in specific locations or activities covering its own operations.**
	The company describes the process(es) to identify its bribery and/or corruption risks and impacts in specific locations or activities covering its own operations. A 'process to identify risks' must include an explanation and details of how the company identifies risks of bribery and/or corruption.
Element c	**The company includes anti-bribery and anti-corruption clauses in its contracts with business relationships.**
	The company either: • Discloses a contract it has with its suppliers which includes anti-bribery and anti-corruption clause(s) • Discloses in any kind of public document belonging to the company that its suppliers must sign and/or agree to a contract that includes anti-corruption and anti-bribery clause(s) • Discloses that it prohibits bribery and/or corruption in a policy document that outlines its requirements of its supplier (e.g. supplier code of conduct), and that the relationship with the supplier will be subject to review or terminated if the supplier is in breach of the same policy document.
Element d	**The company indicates that it has a confidential and anonymous channel/mechanism accessible to all stakeholders to raise bribery and corruption concerns and complaints without fear of reprisals.**
	The company provides evidence of a grievance mechanism(s) in which stakeholders can report bribery and/or corruption concerns against the company via a webpage, phoneline, online portal, or by mail or email, or a combination. The complainant can report on all aspects of bribery and/or corruption with the option to make reports anonymously.

	Anyone internal and external to the company can access and make reports through the grievance mechanism and reports can be made against the company itself. The channel must enforce a "non-retaliation" principle whereby individuals can report without fear of reprisals.

CSI 18: Responsible lobbying and political engagement fundamentals

Pillar	Act ethically
Indicator	**CSI 18. Responsible lobbying and political engagement fundamentals** The company has an approach to lobbying and political engagement and has related controls in place.
Element a	**The company has a publicly available policy statement(s) (or policy(ies) setting out its lobbying and political engagement approach.**
	The company discloses a policy on lobbying and political engagement which applies to the whole company in all locations of operation, not to a specific subsidiary, region or jurisdiction. The company describes its political engagement and lobbying approach by including at least two of the following: • The types or ways the company engages politically • The topics/issues covered in the company's political engagement • The basis or intention of the company's political engagement • The internal authorisation process or policies that must be followed to engage politically • Whether personal political engagement is prohibited/restricted • The types of stakeholders who the company engages with politically • Internal management or oversight of political engagement • Legal and reporting compliance around political engagement • Political contributions and exceptions to it • Political affiliation or neutrality.
Element b	**The company has a publicly available policy statement that specifies that it does not make political contributions.**
	The company discloses a policy statement that it does not make political contributions which applies to the whole company in all locations of operation, not to a specific subsidiary, region or jurisdiction. Moreover, it must be clear that it prohibits all political contributions, not just specific types of political contributions e.g. unlawful/improper payments. It is not sufficient if the company only has a statement that its workers may not make political contributions. Where a company allows political contributions, it must only allow them by exception and clearly state the criteria for making them: • It is not an exception if the company allows political contributions where the law allows or where there is approval from internal department e.g. Public Affairs or senior management • An exception must be an exceptional circumstance e.g. a one off scenario • An exception must include expressions of corporate responsibility and/or support of the genuine democratic process.
Element c	**The company discloses its expenditures on lobbying activities.**
	The company either: • Discloses its expenditures on lobbying activities covering all locations of operation

	• Discloses its expenditure on lobbying activities in some locations of operation where it lobbies and explains that it only lobbies in these specific locations • Discloses that it does not engage in any lobbying activities.
Element d	**The company requires third-party lobbyists to comply with its lobbying and political engagement policy (or policies).**
	The company either: • Discloses that it requires third-party lobbyists to comply with its lobbying and political engagement policy (or policies) • Disclose that it does not use third party lobbyists. • Discloses that it does not engage in any lobbying activities. 'Third party lobbyists' refers to any third party which may lobby on the company's behalf.

Appendix

TABLE 1. ACCEPTED METRICS FOR MEASURING RELATIVE PROGRESS UNDER ELEMENT C, RELEVANT TO INDICATORS HC 2, HC 3, HC 4, HC 5, CC 1, CC2, CC 3, AND CC4.

Industry	Metrics
Architecture and design	Number of design projects undertaken Total square/cubic footage or area of properties
Construction	Total square footage or area built Total square/cubic footage or area of properties
Real estate	Total square/cubic footage or area of properties
Transport	Distance or mileage travelled per day or per year Number of journeys taken
Utilities (Energy)	Total energy distributed (GWh or MWh) Installed capacity, representing the maximum amount of energy the company can produce Number of households, communities or clients served
Utilities (Waste management and disposal)	Total volume of waste collected or processed Total volume of waste diverted from landfill through recycling, composting or similar
Utilities (Water and sanitation)	Total volume of water distributed or treated Number of households, communities or clients served

TABLE 2. LIST OF HIGH-RISK COMMODITIES AND ACCEPTED CERTIFICATION SCHEMES, RELEVANT TO ELEMENT CC 4D.

Commodity	Certification body	Certification scheme	Alignment
Palm oil	Roundtable on Sustainable Palm Oil (RSPO)	RSPO Identity Preserved (IP)	DC-F
		RSPO Segregated (SG)	DC-F
	International Sustainability and Carbon Certification (ISCC)	ISCC PLUS	DC-F
Soy	Round Table on Responsible Soy (RTRS)	RTRS Non-GMO	DC-F
		RTRS Zero Deforestation	DC-R
	ProTerra Standard		DC-F
	International Sustainability and Carbon Certification (ISCC)	ISCC PLUS	DC-F
Timber	Forest Stewardship Council (FSC)	FSC 100%	DC-F
		FSC Controlled Wood	DC-R
		FSC Chain of Custody	DC-R
	Programme for the Endorsement of Forest Certification (PEFC)	PEFC Certified	DC-F
		PEFC Controlled Sources	DC-R
Rubber	Global Platform for Sustainable Natural Rubber (GPSNR)		DC-F
	Forest Stewardship Council (FSC)	FSC 100%	DC-R
		FSC Controlled Wood	DC-R
	Fair Rubber Association		DC-R

Note: Under the 'Alignment' column, DC-F refers to certifications aligned with zero deforestation/conversion and DC-R refers to certifications aligned with reduced deforestation/conversion. This list is not exhaustive and alternative standards should be considered on a case-by-case basis.

Glossary

Active transport	Mode of transportation that involves physical activity, typically through human-powered means, such as cycling, walking or the use of non-motorised scooters or skateboards.
Air pollutants	Include, but are not limited to, nitrous oxides (NO_X), sulphur oxides (SO_X), persistent organic pollutants (POPs), volatile organic compounds (VOCs), hazardous air pollutants (HAPs) and particulate matter (PM).
Buffer zone	Area surrounding a property with legal and/or customary restrictions to its use and development, to give an added layer of protection to heritage sites (UNESCO, 2023).
Business continuity plan	Plans, principles, strategies and/or procedures to maintain continuity of critical and systematically important company processes during emergencies. In the Urban Benchmark, this is used specifically in the context of plans to manage natural disaster risks.
End-use efficiency & demand strategies	May include offering rebates for energy-efficient appliances, weatherising customers' homes, educating customers on energy-saving methods, offering incentives to customers to curb electricity use during times of peak demand ('demand response'), or investing in technology such as smart meters which allow customers to track their energy use (SASB Electric Utilities & Power Generation).
Heritage sites	Cultural and natural heritage, mixed cultural and natural heritage, cultural landscapes or movable heritage sites. Heritage sites may come in the form of landscapes, groups of buildings, individual monuments or other works of outstanding universal value. See UNESCO's full list of World Heritage sites: https://whc.unesco.org/en/list/.
Highest governance body	Formalised group of individuals with the highest authority in an organisation responsible for the strategic guidance of the organisation, the effective monitoring of management and the accountability of management to the broader organisation and its stakeholders. In some jurisdictions, governance systems consist of two tiers, where supervision and management are separated or where local law provides for a supervisory board drawn from non-executives to oversee an executive management board. In such cases, both tiers are included under the definition of highest governance body (GRI, 2021).
Land tenure	The relationship, whether legally or customarily defined, among people, as individuals or groups, with respect to land (FAO, 2012).

Local urban policy instruments	Land use plans, zoning plans and – when local instruments are not present – regional planning instruments.
Materiality assessment	Description of how a company identifies and prioritises its most relevant sustainability impacts and the outcome of its process in relation to relevant United Nations Sustainable Development Goals (SDGs), New Urban Agenda (NUA) points or local development objectives.
Meaningful engagement	Characterised by two-way communication and dependent on the good faith of participants on both sides. It is also responsive and ongoing and includes, in many cases, engaging with relevant stakeholders before decisions are made.
Neighbourhood character	Combination of various elements that give neighbourhoods their distinct 'personality'. These elements may include a neighbourhood's land use, urban design, visual resources, historic resources, socioeconomic situation, traffic situation and/or noise levels.
Open data standards	Standards that are implemented to make data openly accessible and usable by anyone. Often visualised spatially, an example of open data standards for showing disaster risks are the Open Geospatial Consortium (OGC) standards. Another example of data standards that may be pertinent for recording and publishing building information, and thus help in documentation of post-disaster damages and risk simulation, are the openBIM standards.
Property rights	In the Urban Benchmark, this refers specifically to formal property rights to land that are explicitly acknowledged by the state and may be protected using legal means. This is applicable to both statutory rights and customary rights, depending on the context.
Protected areas	Areas that are protected from any harm during operational activities, where existing ecosystems are to be maintained in their original condition (GRI 304-4).
Public open space	Undeveloped land or land with no buildings (or other built structures) that is accessible to the public and provides recreational area for residents and helps to enhance the beauty and environmental quality of neighbourhoods. It is also available to all without charge and is normally publicly owned and maintained (UN-Habitat, 2018).
Public transport	System of transportation that is available for use by the general public, typically consisting of vehicles and infrastructure operated by government or private entities. It is designed to provide efficient and affordable transportation services to individuals who do not use private vehicles or prefer shared transportation options.

Risk assessment	Overall process of risk identification, risk analysis and risk evaluation. Risk assessment should be conducted systematically, iteratively and collaboratively, drawing on the knowledge and views of stakeholders. It should use the best available information, supplemented by further enquiry as necessary (ISO 31000).
Stakeholder	Individual or group with interests that are affected or could be affected by an organisation's activities. Examples include business partners, civil society organisations, consumers, customers, employees and other workers, governments, local communities, non-governmental organisations, shareholders and other investors, suppliers, trade unions and vulnerable groups (GRI, 2021).
Value chain	Range of activities carried out by an organisation, and by entities upstream and downstream from the organisation, to bring the organisation's products or services from their conception to their end use. Entities upstream from the organisation (e.g. suppliers) provide products or services that are used in the development of the organisation's own products or services. Entities downstream from the organisation (e.g. distributors, customers) receive products or services from the organisation. The value chain includes the supply chain (GRI, 2021).
Waste	Anything that the holder discards, intends to discard or is required to discard (GRI 306). Waste can include residuals and by-products, excluding recovered materials, and may be solid, liquid or gaseous, and hazardous or non-hazardous.
Wastewater	Water that has been used in various human activities and has become contaminated with pollutants, impurities or other substances as a result. This water may originate from agricultural, commercial, domestic or industrial activities and typically contains a mixture of liquid and solid waste.
Water pollutants	Include, but are not limited to, biochemical oxygen demand (BOD), chemical oxygen demand (COD), heavy metals (e.g. lead, mercury, zinc), total suspended solids (TSS) and volatile organic chemicals (VOCs) (e.g. pesticides, solvents, synthetics).
Water-stressed area	Territory that withdraws 25% or more of its renewable freshwater resources (UN Water: https://www.unwater.org/water-facts/water-scarcity).
Water withdrawal	Also known as water abstraction, this refers to freshwater taken from ground or surface water sources, either permanently or temporarily, and conveyed to a place of use (OECD, 2023).
Zero conversion	In the Urban Benchmark, this refers to 'net-zero' conversion, meaning that companies may still develop new areas to accommodate urban growth, provided they compensate for the area that was developed.

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