



# Concrete Sustainability Council

## Technical Manual - Version 3.0 (Recycled Aggregates)

The Concrete Sustainability Council (CSC)

Rue de la Cité 1  
1204 Geneva  
Switzerland

<https://www.csc.eco/>

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## CSC System for Recycled Aggregate Plants

### CSC Supplier Certificate - Aggregates

*Recycled aggregate plants:* Recycling plants are using secondary raw materials for producing sand and aggregates. Main material sources include construction and demolition materials(C&DM), concrete rubble, thermally cleaned asphalt, soil from excavation, and hardened returned concrete. The processing of these materials into sand and aggregates is similar as of hardrock and includes crushing, sieving and possibly other process steps such as sorting and washing. Unlike traditional aggregate producers, recycling plants do not maintain a quarry. If a recycled aggregate producer is the object of certification, the "recycled aggregate" system must be selected. This separate technical manual applies.



# Prerequisites

## P1 - Ethical and Legal Compliance

### Aim

To ensure compliance with all applicable legislation.

*This credit is a prerequisite for certification. No points can be achieved.*

**Total points achievable for this credit**

**Aggregate:** 0 points

### P1.01 Legal Compliance

**Criterion Type**  
Company

**Points achievable for this criterion**  
**Aggregate:** 0 points

**Prerequisite to obtain**

	Bronze	Silver	Gold	Platinum
Aggregate	x	x	x	x

The organization must declare that all efforts have been made that may reasonably be expected of the organization in order to ensure that all of its operations comply with all applicable legal legislation, requirements, regulations, laws and by-laws.

**Required evidence**

- Written declaration by senior management satisfying the assessment criteria not older than 3 years at the moment of certification.

---



## P1.02 Anti Corruption

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 0 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate	x	x	x	x

The organization must declare that all efforts have been made that may reasonably be expected of the organization and its suppliers in order to prevent corruption. The organization expects its suppliers to adhere to the highest standard of moral and ethical conduct, to respect local laws and not engage in any form of corrupt practices such as extortion, fraud, or bribery.

### Required evidence

1. Written declaration by senior management satisfying the assessment criteria not older than 3 years at the moment of certification.

**AND**

Evidence that the Company has a Supplier Code of Conduct in place.

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2. Company specific guidelines, directives, policies addressing the risk of corruption.

**OR**

B2 Ethical Business 'B2.01 Ethical risk assessment' or B2.02 'Policy or code for ethical business' is achieved.

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## P2 - Human Rights

### Aim

To ensure respect for all internationally recognized human rights in the "International Bill of Human Rights" which is based on the ICCPR, ICESCR and ILO Fundamental Conventions.

*This credit is a prerequisite for certification. No points can be achieved.*

### Total points achievable for this credit

**Aggregate:** 0 points

### P2.01 Human rights commitment

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 0 points

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate	x	x	x	x

The organisation must demonstrate its commitment to respect internationally recognized human rights in line with the UN Guiding Principles on Business and Human Rights or the OECD Guidelines, through policies and processes, including:

- a) a public commitment to meet their responsibility to respect human rights;
- b) a human rights due diligence process to identify, prevent, mitigate and account for how they address their impacts on human rights;
- c) processes to enable the remediation of any adverse human rights impacts they cause or to which they contribute.

The above should cover human rights impacts of the company's own operations and its value chain, including in particular its supply chain.

When local laws set lower standards than or conflict with the above requirements, refer to P2.02.



**Required evidence**

- Publicly available company commitment to comply with all internationally recognized human rights and follow the OECD Guidelines for Multinational Enterprises or the UN Guiding Principles on Business and Human Rights - which describes how they conduct due diligence and enable access to remedy for affected people, including through the provision of operational-level grievance mechanisms

**OR**

Declaration by senior management that the company has policies and processes appropriate to their size and circumstances, including:

- o (a) a public commitment to meet their responsibility to respect human rights and follow the OECD Guidelines or the UN Guiding Principles on Business and Human Rights
  - o (b) a human rights due diligence process to identify, prevent, mitigate and account for how they address their impacts on human rights
  - o (c) processes to enable the remediation of any adverse human rights impacts they cause or to which they contribute.
- 

**P2.02 Conflict with local laws**

**Criterion Type**

Company

**Points achievable for this criterion**

**Aggregate:** 0 points

**Prerequisite to obtain**

	Bronze	Silver	Gold	Platinum
Aggregate	x	x	x	x

When local laws conflict with, or set lower standards than the above requirements, the organisation should seek ways to honour the principles of internationally recognized human rights [to the fullest extent that does not place them in violation of the local law], and deliver credible alternative evidence of these efforts.

**Required evidence**

- Documented evidence of actions taken to seek to honour the higher international standards, i.e. relevant communication outputs, meeting minutes, photos, results of actions undertaken, or other proof of internal communication / implementation.

**OR**

Declaration by senior management of the actions taken by the Company

---

**P2.03 Labour Rights**





**Criterion Type**

Company

**Points achievable for this criterion**

**Aggregate:** 0 points

**Prerequisite to obtain**

	Bronze	Silver	Gold	Platinum
Aggregate	x	x	x	x

Notwithstanding the importance of considering potential impacts on all human rights, additional attention is given to labour rights impacts in the construction sector.

Companies are expected to demonstrate how they address:

- child labour
- forced labour and human trafficking (including recruitment processes)
- freedom of association and collective bargaining
- Non discrimination of employees organized in labour unions or acting as labour representatives
- discrimination (including violence, harassment, equal opportunities for female and male employees)
- fair wages and salaries
- health and safety procedures
- working hours
- social security benefits

This is without prejudice to other potential human rights that may also be impacted by the plant’s activities, such as:

- Land rights
- Indigenous peoples rights

Scope of policies and processes should cover direct employees and contracted labour on-site. In the development of the above policies and processes the company should consult regularly with affected workers and/or their representatives.



## Required evidence

1. Formal internal or public policies and documented internal processes (including risk management, training, diversity inclusion programs) demonstrating how the company respects labour rights

**OR**

Written statement by the highest governing body of the organisation that the company has dedicated policies and processes relating to the labour rights issues in this prerequisite

**OR**

publicly available company commitment to uphold the ILO conventions, including signing of site manager at plant level, providing proof that they are conducting due diligence, there is access to remedy, and an effective grievance mechanism is in place so that stakeholders can raise their concerns (grievance mechanism, due diligence, impact assessment)

**OR**

a recognized third party assessment or audit that demonstrates compliance with the labour rights standards covering the scope of this certification, not older than three years at corporate level, including a remedy plan specifically at site level.

---



## P5 - Traced Materials

### Aim

To ensure that all materials are from traceable sources.

*This credit is a prerequisite for certification. No points can be achieved for this credit.*

### Total points achievable for this credit

**Aggregate:** 0 points

### P5.01 Traceability of materials

#### Criterion Type

Plant

#### Points achievable for this criterion

**Aggregate:** 0 points

The plant must demonstrate (via Environmental Management System or similar) that solid constituent materials (by mass) are from traceable sources.

The materials of all tier one suppliers have to be included in the scope.

CSC Bronze/Silver:  $\geq 90\%$  of materials must come from traceable sources

CSC Gold/Platinum:  $\geq 98\%$  of materials must come from traceable sources

#### Required evidence

1. Exemplary material list giving an overview on the suppliers

**AND**

Written declaration by senior management satisfying the assessment criteria.

---



# Management

## M1 - Sustainable Purchasing

### Aim

To ensure an embedded long-term focus on and implementation of responsible sourcing.

**Total points achievable for this credit**

**Aggregate:** 10 points

**M1.01 Purchasing policy**

**Criterion Type**  
Company

**Points achievable for this criterion**  
**Aggregate:** 2 points

**Prerequisite to obtain**

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

The company has a purchasing policy covering social and environmental aspects. The policy is valid & operational. In case of continuous non-compliance with sustainability related aspects, the policy mentions performance improvement requirements and/or that business relations with suppliers can consequently be terminated. The purchasing policy has been approved by the management responsible for the scope of this assessment.

**Required evidence**

1. A copy of the purchasing policy, with reference to social and environmental aspects including “performance improvement requirement” clause and/or a “business termination” clause and evidence that senior management has formally approved the policy.

---



## M1.02 ESG Supplier assessment and performance monitoring

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company has a process in place of assessing (by online tool/on site audit or similar) the compliance of its main suppliers with social standards, environmental standards, and business ethics meeting the values of this standard.

The company updates assessments of critical suppliers on an annual basis and ensures that appropriate processes are in place to mitigate identified shortcomings.

### Required evidence

1. A copy of the assessment process description.

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2. A copy of the supplier questionnaire template

**OR**

Description of the assessment software.

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3. Exemplary documentation of supplier assessments not older than 1 year at the moment of certification.

---

## M1.03 Training on responsible sourcing

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company applies learning by and development of its employees to cover the principles of responsible sourcing in introduction programs and in all relevant professional and functional training.

### Required evidence

1. Evidence that the principles of responsible sourcing (e.g. content of criteria M1.01 to M1.03) are communicated to relevant employees.

---



## M1.04 Promotion of responsible sourcing

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company promotes, where applicable, responsible sourcing in public communications, such as websites and (financial) reporting.

### Required evidence

1. Evidence of promotion, for example, website links and copies of reports, publications, etc.
- 

## M1.05 Responsible sourcing as a criterion in the procurement process

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company includes responsible sourcing as a criterion in its procurement process.

### Required evidence

1. Evidence of practical implementation of the purchasing policy/plan
-



## M2 - Environmental Management

### Aim

To promote the use of an environmental management system (EMS in the supply chain).

### Total points achievable for this credit

**Aggregate:** 4 points

### M2.01 Environmental management system (EMS)

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 1 point

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company has a documented EMS in place.

The EMS shall include the relevant scope: the key processes for raw material extraction and primary material production and/or production of concrete.

#### Required evidence

1. Validation by the auditor that the company has a documented EMS (see the Annex).
- 

### M2.02 Certified environmental management system (EMS)

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 3 points

The company has a certified EMS in place (see the annex).

#### Required evidence

1. Copy of the valid EMS certificate.
-



## M3 - Quality Management

### Aim

To promote the use of a quality management system in the supply chain.

### Total points achievable for this credit

**Aggregate:** 4 points

### M3.01 Quality management system (QMS)

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 1 point

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company has a documented quality management system in place.

#### Required evidence

1. Validation by the auditor that the company has a documented quality management system.
-





## M3.02 Certified quality management system (QMS)

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 3 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate				2 points

A certified quality management system is in place (see the annex).

### Required evidence

1. Copy of the valid QMS certificate.
-



## M4 - Health & Safety Management

### Aim

To promote the use of health and safety management systems.

### Total points achievable for this credit

**Aggregate:** 4 points

### M4.01 Health and safety management system

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 1 point

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company has a health and safety management system in place (see the annex).

#### Required evidence

1. Validation by the auditor that the company has a documented health and safety management system
-



## M4.02 Certified health and safety management system

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 3 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate				2 points

The company has a certified health and safety management system in place (see the annex).

### Required evidence

1. Copy of the valid Health & Safety certificate
-



## M5 - Benchmarking

### Aim

Publish actual performance data.

### Total points achievable for this credit

**Aggregate:** 7 points

### M5.01 Publishing annual performance data (KPIs)

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 5 points

Sector Association on behalf of the Company or Plant: (3 Points)

The company publishes annual performance data (KPIs) on a regular basis by publishing an annual sustainability report (see the annex) . *Note: Publication by the sector association on behalf of the company enables only 3 out of 5 points.*

The performance data must cover the following relevant topics with a minimum of five of the listed topics (if the company offers concrete or aggregates, at least one indicator must also address concrete, respectively aggregates):

- Use of secondary materials;
- Use of fossil fuels;
- Production of renewable energy/ % of renewable energy;
- Carbon dioxide emissions;
- Clinker content (if applicable);
- % of transport (raw material and or to client) within total emissions;
- Use of potable water;
- Incidents/injuries/accidents;
- Employee health & well-being.
- Returned concrete (%reused/returned, %reused/produced)
- Waste (%hazardous, %non-hazardous, %sent to recovery operations, %sent to disposal operations)

#### Required evidence

1. Copy of / link to a sustainability report with full calendar year data published no later than the previous year of certification. The report must include data from the calendar year prior to the publishing year of the report.

#### **AND**

In the case of a Sector Association sustainability report: Written confirmation by the Sector Association that the Company provided all required data for the Sector Association's sustainability report.



## M5.02 Externally verified KPIs

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

### Required evidence

1. Evidence of the publicly available external verification. Publicly available means that the information is available to anyone on the web, without the need for special qualifications, permissions, or privileges.

**AND**

Evidence of performed KPI reporting to Government, if applicable (see the annex)

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# Environmental

## E1 - Life Cycle Impact

### Aim

Provide transparency and encourage the use of products and materials with an improved life-cycle impact.

**Total points achievable for this credit**

**Aggregate:** 6 points (+1EP)

### E1.01 Sectoral environmental product declaration

**Criterion Type**  
Company

**Points achievable for this criterion**  
**Aggregate:** 2 points

**Prerequisite to obtain**

	Bronze	Silver	Gold	Platinum
Aggregate				x

The company contributes to the generation of sectoral Environmental Product Declarations (EPD) in the region of the assessed plant(s) for their products by providing representative average LCA data. The EPD's are conforming to national EPD standards.

**Required evidence**

- Evidence confirming that the company has contributed - by providing data - to the generation of at least one industry-wide concrete/Cement/Aggregate EPD in the country where the plant requesting certification is located. The EPD needs to be either valid or in the preparation phase. The requested evidence needs to be issued or confirmed by the sectoral EPD owner or coordinator.

**OR**

Confirmation by the local sector association that no EPD is available or in the preparation phase in the country where the plant requesting certification is located.

**OR**

E1.03 is fulfilled.



## E1.02 Reporting of product specific carbon emissions to customers

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company offers product specific carbon calculations to customers on request.

### Required evidence

1. (1a) Exemplary product carbon calculation provided to customer

**AND**

(2a) Related communication with customer

**OR**

(1b) Product specific EPD

**AND**

(2b) Publicly available link to the EPD. Publicly available means that the information is available to anyone on the web, without the need for special qualifications, permissions, or privileges.

---

## E1.03 Release of environmental product declarations (EPDs)

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company has released at least one EPD. The EPD follows international or national standards and is third party verified (see the annex).

### Required evidence

1. Electronic copy of the EPD

**AND**

Publicly available internet link to the EPD. Publicly available means that the information is available to anyone on the web, without the need for special qualifications, permissions, or privileges.

---



## E1.04 (EP) Release of environmental product declarations (EPDs) on plant level

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

The company has released at least one product specific EPD on plant level. The EPD follows international or national standards and is third party verified (see the annex).

### Required evidence

1. Electronic copy of the EPD

**AND**

Publicly available internet link to the EPD. Publicly available means that the information is available to anyone on the web, without the need for special qualifications, permissions, or privileges.

---





## E2 - Land Use

### Aim

To ensure land is used in a rightful way, that impacts on recognized sites of natural culture are minimized, and that the land is reclaimed at the end of use in accordance with the planning consent or, if there are no requirements in the planning consent, reclaimed in a way that meets the approval of the local community.

### Total points achievable for this credit

**Aggregate:** 4 points

### E2.02 Responsible land use

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 3 points

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The plant ensures the responsible use of land.

#### Required evidence

1. **Concrete:**

Site layout showing the locations of the main plant installations including roadways, stormwater drains, retention basins, etc. The layout plan includes an explanation as to why/how the site layout enables using the land in a particularly efficient way (e.g. biodiversity, efficient traffic flow, stormwater management, efficient storage / processing of materials).

**Cement / Aggregates:**

A quarry development plan is in place which includes the extraction plan, soil management plan, and reclamation plan.

**AND**

Evidence that progressive reclamation is pursued where reasonably practical and permitted under local requirements (see the annex).

---



## E2.03 Protection from pollution

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The plant has facilities where chemicals (including fuels) are stored in conditions where any spillage, including accidental, does not contaminate the land.

### Required evidence

1. Photographs of the storage facilities for chemicals and fuels

**OR**

The plant is ISO 14001 certified.

**OR**

The criterion is awarded by default if no chemicals and fuels are used and stored on the site.

---



## E3 - Energy & Climate

### Aim

To promote the responsible use of energy and the reduction of Greenhouse Gas (GHG) emissions.

### Total points achievable for this credit

**Aggregate:** 16 points

### E3.01 Climate policy

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 2 points

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate				x

The company is committed to measuring and reporting its GHG emissions and has set a publicly available GHG emission reduction target.

#### Required evidence

1. Publicly available policy / commitment to measuring, reporting and reducing the company's greenhouse gas emissions. Publicly available means that the information is available to anyone on the web, without the need for special qualifications, permissions, or privileges.

**OR**

Membership to a sector organization (e.g. GCCA) that is publicly committed to measuring, reporting and reducing GHG emissions, and were committing to these principles is required to join the organization.

**OR (for aggregates only)**

A publicly available policy / commitment to measuring, reporting and reducing the company's energy consumption. Publicly available means that the information is available to anyone on the web, without the need for special qualifications, permissions, or privileges.

---

2. Evidence for the commitment to measure GHG emissions is automatically covered via a reporting commitment.

---

3. Publicly available GHG emission reduction target.

---

## E3.02 Monitoring of GHG emissions

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 3 points

The company monitors its relevant GHG emissions.

**Concrete:** GHG emissions relating to own operations and concrete delivery.

**Cement:** GHG emissions as defined in the GCCA protocol or equivalent (see the annex).

**Aggregates:** GHG emissions relating to own operations and aggregate delivery.

### Required evidence

1. Extract of the monitoring results and the related GHG emission calculations

**OR (for cement and concrete only)**

Proof that the Company was successfully audited against the GCCA charter within the last five years

---

## E3.03 Public reporting of monitoring results

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company reports monitoring results on a yearly basis.

### Required evidence

1. Copy of the latest publication / link to the latest publication referring to data not older than 1 1/2 years at the moment of certification.

**OR (for cement and concrete only)**

Proof that the Company was successfully audited against the GCCA charter within the last five years.

---



## E3.04 Externally verified reporting of GHG emissions

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The GHG reporting according to E3.03 has been externally verified according to accepted standards (see the annex) and to at least a level of limited assurance.

### Required evidence

1. Copy of the verification statement
- 

## E3.08 Achievement of CO2 emission reduction target

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

The company is on track to meet its CO2 reduction target according to E3.01 (1 Point) and E3.07 (2 to 6 Points, depending on the ambition level specified), respectively.

### Required evidence

1. Externally verified proof (e.g. externally audited annual report) that the company is on track to achieve its CO2 reduction target (= in line with published reduction path).
-



## E3.09 Energy saving awareness creation

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

Relevant workers have been made aware of

- the biggest drivers for energy (thermal/electricity) consumption
- and how they can contribute to reducing energy consumption.

### Required evidence

1. Copy of relevant e-mail, notice or other information channel.
-



## E3.11 Use of renewable electrical energy

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 5 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate				2 points

The plant uses renewable electrical energy.

- P = 1 if share of renewable electrical energy  $\geq 30\%$
- P = 2 if share of renewable electrical energy  $\geq 40\%$
- P = 3 if share of renewable electrical energy  $\geq 60\%$
- P = 4 if share of renewable electrical energy  $\geq 80\%$
- P = 5 if share of renewable electrical energy = 100%

### Required evidence

1. Applicable national energy mix

**OR**

Company specific confirmation such as contract or invoice(s) specifying renewable energy (share)

---



## E4 - Air Quality

### Aim

To minimize emissions of air pollutants and particulate matter from exhaust gases.

### Total points achievable for this credit

**Aggregate:** 4 points

### E4.09 Process and fugitive dust reduction measures

#### Criterion Type

Plant

#### Points achievable for this criterion

**Aggregate:** 4 points

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate				2 points

Dust suppression measures (see the annex) have been implemented to effectively reduce process and fugitive dust emissions.

#### Concrete

up to 4:

- 2 for one measure
- 4 as of two measures implemented

#### Cement

up to 4:

- 2 for one measure
- 4 as of two measures implemented

#### Aggregates

up to 4:

- 2 for one measure
- 4 as of two measures implemented

#### Required evidence

1. Photographic evidence
-





## E5 - Water

### Aim

To optimize water use and to ensure that discharged water is of a quality that does not harm the environment.

### Total points achievable for this credit

**Aggregate:** 12 points

### E5.01 Water Policy

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 1 point

Companies have a publicly available policy that ensures the optimal use of water and that the impact of discharged water on the environment is minimised.

#### Required evidence

1. Copy of the publicly available policy. Publicly available means that the information is available to anyone on the web, without the need for special qualifications, permissions, or privileges.
-



## E5.02 Water scarcity and impact

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

For the area of the plant, water scarcity is assessed using recognized assessments (see the annex).

### Required evidence

1. A copy of the water scarcity analysis incl. risk category.  
OR  
A copy of the ESIA including a water assessment.
- 

## E5.03 Water monitoring

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company monitors and reports water withdrawal, discharge and water consumption according to the GCCA Sustainability Guidelines for the monitoring of water in cement manufacturing or an equivalent water protocol (see the annex).

### Required evidence

1. Proof that the company monitors and reports according to the GCCA Sustainability Guidelines for the monitoring and reporting of water in cement manufacturing or an equivalent water protocol  
**OR**  
Proof that the company was successfully audited against the GCCA charter within the last five years.
-



## E5.04 Water target

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

### Prerequisite to obtain if the plant is located in water scarce areas according to E5.02.

The company has at least one publicly declared improvement target related to water withdrawal and regularly reports on its implementation progress. Possible targets include, but are not restricted to, the key performance indicators defined in the “GCCA Sustainability Guidelines for the monitoring and reporting of water in cement manufacturing” or an equivalent water protocol (see the annex).

### Required evidence

1. Copy of a non-confidential document stating the target or link to the public statement detailing the water related target.
- 

## E5.05 Verification of water reporting

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company carries out assurance at least once every three years using recognized, independent assurance practitioners and the scope of assured data covers at least the total water withdrawal according to the “GCCA Sustainability Guidelines for the monitoring and reporting of water in manufacturing” or an equivalent water protocol (see the annex).

### Required evidence

1. Certification / Assurance report  
OR  
Proof that the company was successfully audited against the GCCA charter within the last five years.
-



## E5.06 Report on water use and quality of discharged water

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 2 points

The plant reports water in terms of quantity of use, quality of the discharged water to its stakeholders on at least an annual basis.

The criterion is also awarded if - at the exception of sanitary water - no water is discharged.

### Required evidence

1. Copy of the public report or link to the public website

**OR**

Minutes, letters or similar communication to stakeholders.

**OR**

Evidence that - at the exception of sanitary water - no water is discharged.

---

## E5.07 Water treatment

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The plant operates a water treatment facility that reduces the amount of fresh water consumed and increases the quality of discharged water.

The criterion is also awarded if - at the exception of sanitary water - no water is discharged.

### Required evidence

1. Evidence that a water treatment facility is in place, e.g.
  - Photographic evidence
  - Water flow diagrams

**OR**

Evidence that - at the exception of sanitary water - no water is discharged.

---



## E6 - Biodiversity

### Aim

To maintain or enhance the biodiversity value and the ecosystems throughout the value chain, taking particular consideration of the often unique biodiversity in karst areas.

### Total points achievable for this credit

**Aggregate:** 2 points

### E6.06 Additional Action for Nature

#### Criterion Type

Plant

#### Points achievable for this criterion

**Aggregate:** 2 points

The plant has implemented voluntary actions for nature at the site, engaging the workforce and/or local stakeholders. These actions are additional to any required during the permit approval process or by applicable laws and regulations (see the Annex).

#### Required evidence

1. Summary report of the actions

**OR**

Relevant communication outputs, photos, results of actions undertaken

---



## E8 - Transport

### Aim

To minimize the environmental impact of transportation.

### Total points achievable for this credit

**Aggregate:** 10 points

### E8.01 Transport policy

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 1 point

The organization has a policy that addresses the environmental impacts of the transport of materials and products to customers.

#### Required evidence

1. A copy of the policy. If an external company takes over the transport service, it must be ensured that the policy also takes this into account.
-



## E8.02 Transport management system

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The plant has a dispatching system in place that contains e.g. operations related transportation data in terms of modes of transportation and distances covered. Distances travelled by contractors are also covered.

### Required evidence

1. Extract of the transportation management system (or logistical disposition system) showing that it contains the required items.
- 

## E8.03 Fuel saving awareness training

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

The organization performs training of its own and/or external drivers to create awareness for fuel efficient driving.

### Required evidence

1. Copy of relevant training material/information  
**AND**  
participant list.
-



## E8.04 Low emission transportation modes

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 6 points

The plant uses low CO2 emission transportation modes.

- F = 1 if at least one vehicle (owned and contracted) that is a permanent, integral part of the fleet uses low CO2 emitting fuels/technologies.
- F = 2 if at least 50% of the vehicles (owned and contracted) that are permanent, integral part of the fleet use low CO2 emission fuels/technologies.
- F = 3 if 100% of the vehicles (owned and contracted) that are permanent, integral part of the fleet use low CO2 emission fuels/technologies.
  
- D = 1 for vehicles where CO2 emission reducing fuels/technologies only apply to the drum.
- D = 2 for vehicles where CO2 emission reducing fuels/technologies apply to the main engine and, if applicable, also to the drum.

$P = F \times D$

- F = Fleet Transformation level
- D = Drives using CO2 emission reduction technology
- P = Points achieved

### Required evidence

1. Evidence for the use of CO2 emission reducing fuel/technology as a permanent, integral part of the owned and contracted fleet. For accepted CO2 emission reducing fuels/technologies see the annex.  
\_\_\_\_\_
2. For vehicles using biodiesel or HVO (hydrotreated vegetable oil) all invoices for the year prior to certification demonstrating that at least 98% of all fueling was done with biodiesel/HVO.  
\_\_\_\_\_





# Social

## S1 - Local Community

### Aim

To contribute to create long-term value in the community in which the company operates.

### Total points achievable for this credit

**Aggregate:** 14 points

### S1.01 Policy

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 4 points

The company has a policy in place to engage with the local community on a regular basis (at least once every three years if there are no major changes affecting the local community).

#### Required evidence

1. A copy of the policy.
-



## S1.02 Social investment

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company has a written policy to invest resources in initiatives and programs aimed at improving the social aspects of community life through for example the following:

- taking into account the promotion of community development in planning social investment projects;
- avoiding actions that perpetuate a community’s dependence on the company’s philanthropic activities, ongoing presence or support;
- partnering with other organizations, including government, business or non-governmental organizations (NGOs) to maximize synergies and make use of complementary resources, knowledge and skills;
- contributing to programs that provide access to food and other essential products for vulnerable or discriminated groups and persons with low income;
- taking into account land devaluation and displacement;
- improving the local infrastructure

### Required evidence

1. A copy of the policy.
-



## S1.03 Communication & information

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

The plant actively communicates with and informs the local community on all aspects that have or could significantly impact on them, such as increase/decrease of economic activities (extension/reduction of the plant), pollution (land, air, water, noise) and traffic.

### Required evidence

1. Evidence of active communication and information, such as meetings with local authorities,, information sessions, flyers, folders and other forms of communication that actively seek to reach the local community.
- 

## S1.04 Noise/vibration management plan

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

- A noise and/or vibration management plan is in place.
- Stakeholders representing the local community have been informed when implementing the plan, unless no residential areas are affected.

### Required evidence

1. Copy of the noise and/or vibration management plan

**OR**

equivalent evidence such as e.g. national law or a building/operational permit with a reference to noise limits and/or noise management

---

2. Evidence of the stakeholder consultation

**OR**

equivalent evidence such as e.g. building/operational permit in case a dialogue is part of the requirements and if noise protection is covered by national law

**OR**

evidence that no residential areas are affected by noise from the plant (e.g. zoning plan or other suitable maps)

---



## S1.05 Implementation of the noise/vibration management plan

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 3 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

#### Concrete:

The strategies of the noise management plan have been implemented.

#### Cement and Aggregates:

The strategies of the noise management plan, and vibration management plan where blasting is involved, have been implemented.

If mining operations use blasting, the implemented management plan includes

- monitoring vibrations in nearby communities (measurements shall be done in appropriately selected internal and external points)

#### AND

- showing demonstrable efforts to reduce vibrations in nearby communities (e.g. use of ripping in most sensitive areas, use of pioneering blasting techniques to reduce vibrations beyond the site).

### Required evidence

#### 1. Concrete:

Evidence of the measures taken, e.g. photos.

#### Cement, aggregates:

Evidence of the measures taken, e.g. monitoring protocols or photos

#### OR

A management declaration, if no blasting is done

---



## S1.06 Safety around site for the local community

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 2 points

The plant has taken active safety measures such that risks of injuries to passerby are minimized, such as:

- proper fences or clear identification of the industrial area around the site;
- signs to warn of any risks (e.g. swimming, fishing, high voltage)
- communications for the local community explaining site safety hazards

### Required evidence

1. Evidence (photographs) of the measures taken.
- 

## S1.07 Transport to and from the site

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

Measures are taken to minimize the risk of accidents in the local community related to site transportation, such as:

- clear routing for trucks to the site(s)
- measures that reduce the risk of accidents (e.g. fences around play areas, accident prevention on trucks)

### Required evidence

1. Evidence (photographs) of the measures taken.
-



## S3 - Occupational Health & Safety

### Aim

- to ensure the inclusion of workers into occupational safety and health (OSH) matters
- to protect the physical, mental and social well-being of workers
- to prevent harm to health caused by working conditions

### Total points achievable for this credit

**Aggregate:** 20 points

### S3.01 Risk analysis

#### Criterion Type

Plant

#### Points achievable for this criterion

**Aggregate:** 3 points

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		2 points	2 points	2 points

The company analyses and controls the health and safety risks involved in its activities:

- at least once every two years = 2 points
- at least once every year = 3 points

#### Required evidence

1. Evidence of the analysis
    - not older than two years at the moment of certification (e.g. by providing exemplary documents covering plants within the scope of certification) = 1 point.
    - not older than one year at the moment of certification = 2 points.
-



## S3.02 Preventive actions

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

The company takes preventive actions based on the findings of S3.01 (see the annex), including specifying and making available appropriate personal protective equipment (PPE), where appropriate.

### Required evidence

1. Evidence that shows implementation actions, e.g. photographs of new equipments, educational documents, other documents providing evidence that measures have been taken.
-



## S3.03 Occupational health and safety policy

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company has an OHS policy in place which for example refers to:

- the scope of the policy
- training for health and safety
- toolbox instructions
- health and safety related measures
- registration of illness and safety incidents
- responsibilities
- insurance and liability

### Required evidence

1. Copy of the policy
-





### S3.04 Availability of the OHS policy

**Criterion Type**

Company

**Points achievable for this criterion**

**Aggregate:** 1 point

**Prerequisite to obtain**

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

The policy is shared with, and is available to every employee.

**Required evidence**

1. Evidence that the policy is available to all employees.
- 

### S3.05 Access to medical treatment

**Criterion Type**

Plant

**Points achievable for this criterion**

**Aggregate:** 1 point

**Prerequisite to obtain**

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The plant ensures quick access to medical treatment.

**AND**

If the plant regularly has more than five employees per shift on site, there should be at least one trained first aider in each shift.

**Required evidence**

1. Evidence about the availability of 1st aid or medical treatment within reasonable proximity.
2. Evidence that there is at least one trained first aider in each shift (e.g. shift plans, number of trained first aiders)

**OR**

Evidence that normally not more than five employees per shift are on site (e.g. shift plans).

---



## S3.06 Access to clean drinking water

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

Access to clean drinking water and sanitation for all workforces on site must be guaranteed.

### Required evidence

1. Evidence about the access to clean drinking water and sanitation, e.g. signed WASH pledge or photographs of facility or water quality report of municipality.
- 

## S3.07 Training on health and safety

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company provides information and training on health and safety risks and measures to all persons concerned, such as employees, third party workers and visitors.

### Required evidence

1. Minutes of training, scripts of educational training not older than two years at the moment of certification, or similar.
-



## S3.08 Recording of incidents

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company records:

- near misses\*;
- medical incidents\*;
- lost time injuries\*;
- fatalities\*

(\* equivalent terminologies may apply)

### Required evidence

1. Record/statistics not older than one and half years at the moment of certification.
-



### S3.09 Corrective actions based upon incidents

**Criterion Type**

Company

**Points achievable for this criterion**

**Aggregate:** 2 points

**Prerequisite to obtain**

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company analyses the following incidents and implements corrective actions:

- fatal incidents
- potential fatal incidents or near misses
- lost time incidents
- medical treatments

**Required evidence**

1. Documentation of the analysis and corrective actions, where applicable, taken after an incident
- 

### S3.10 No Lost Time Injuries (LTI) during the last three years

**Criterion Type**

Plant

**Points achievable for this criterion**

**Aggregate:** 2 points

The plant has had no Lost Time Injuries (LTI) during the last three years at the moment of certification.

**Required evidence**

1. Evidence in the record/statistics that no LTI incidents have occurred at the plant during the last three years at the moment of certification.
-



## S3.11 No fatality during the last three years

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate				x

The plant has had no fatality involving employees, contractors and third parties during the last three years at the moment of certification.

### Required evidence

1. Evidence in the record/statistics that no fatal incidents have occurred at the plant during the last three years at the moment of certification.
-



## S4 - Labor Practices

### Aim

To ensure the fair and equitable treatment of workers.

### Total points achievable for this credit

**Aggregate:** 8 points (+1EP)

### S4.01 Policy on social protection

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 1 point

Where changes in operations would have major employment impacts, the company has a written commitment to provide reasonable notice to the appropriate authorities and representatives of the workers so that the implications may be examined jointly to mitigate any adverse impact to the greatest possible extent.

#### Required evidence

1. Copy of a formal document containing this commitment

**OR**

Local law in case this fulfills the requirement.

---



## S4.02 Personal record for all employees

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

Every employee has a personal record dossier with proof of education and safety training relevant to the tasks the employees perform.

#### AND

All personal data and the privacy of the workers are protected against unauthorized access.

### Required evidence

1. Evidence of the existence of personal records for all employees, for example a picture of the cover of the records of different people with different functions, or a letter signed by the person responsible for human resources that explains that records are kept for all employees.

#### OR

Relevant local laws.

---

2. Explanation, where possible supported by photographic evidence (e.g. a locked room, filing cabinet or password protected program), of how personal data is protected.

#### OR

Relevant local laws.

---

## S4.03 Access to personal record for all employees

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

All employees are granted access to their personal record upon first request.

### Required evidence

1. Copy of a formal document containing this right to access.

#### OR

Relevant local laws

---



## S4.04 Personal evaluation

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

An appraisal procedure is in place which foresees regular evaluation meetings with the employee; the results of the meeting being signed off by the employee.

### Required evidence

1. Representative sample of cover sheets of current evaluation reports for different employees with different functions.  
\_\_\_\_\_
2. A copy of the appraisal procedure.  
\_\_\_\_\_

## S4.05 Availability of job profiles

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

A profile has been made for every job.

### Required evidence

1. A copy of a number of representative function profiles.  
\_\_\_\_\_





## S4.06 Skills development in the workplace

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

All workers at all stages of their work experience are provided with access to skills development, training and apprenticeships, and opportunities for career advancement.

### Required evidence

1. Evidence of access to skills development.
- 

## S4.07 Preventive medical examination

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

Regular preventive medical examination is offered to all employees at no cost at least every three years as recommended in the GCCA health management handbook.

### Required evidence

1. Evidence of preventive medical examination no older than three years.
-



## S4.08 Work-life balance

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

Work-life balance in terms of reasonable working hours, parental and family leave opportunities, overtime voluntary, overpaid and infrequent, and other social services.

Conditions of work permit work-life balance in terms of reasonable working hours (overtime is voluntary and infrequent), parental leave and child care, and other services.

### Required evidence

1. Evidence that choices in work-life balance are possible, such as evidence of facilities, voluntary contractual agreements

**OR**

Evidence (e.g. exemplary time sheets), that working hours comply with contract or locals laws

**OR**

Reference to local law (where applicable).

---

## S4.09 (EP) External control of social standards and compliance with human rights

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

There is a reasonable level of external control of social standards and compliance with human rights via a dedicated external adequacy audit (see the annex).

### Required evidence

1. Adequacy investigation comprising the following elements of human rights management:
  1. Culture (includes "tone from the top")
  2. Objectives
  3. Risks (includes risk assessments, reporting, KPIs)
  4. Programme (includes policy, whistleblowing, case management, sanctions)
  5. Organisation
  6. Communication (includes communication concept and trainings)
  7. Controls (including audits)

(for adequate evidence see the annex)

---



# Economics

## B1 - Local Economy

### Aim

To promote the adoption of practices for the economic benefits of the local community.

### Total points achievable for this credit

**Aggregate:** 4 points

### B1.01 Local Economy

#### Criterion Type

Plant

#### Points achievable for this criterion

**Aggregate:** 4 points

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The plant serves the needs of- and supports the local economy.

#### Required evidence

1. Evidence where the local economy is supported, e.g. by local hire, local training, local suppliers, involvement of local businesses etc., taking into account the legal boundaries.
-



## B2 - Ethical Business

### Aim

To operate the business in a fair and ethical manner.

### Total points achievable for this credit

**Aggregate:** 9 points

### B2.01 Ethical risk assessment

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 3 points

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate		x	x	x

The company conducts and documents risk assessments of its operations focused on the avoidance of bribery and corruption, fair marketing, and respect of property rights, with maximum intervals of three years.

#### Required evidence

1. Evidence that a risk assessment has been performed less than 3 years before; this can be a confirmation that the auditor has seen the assessment or a copy of the assessment
-



## B2.02 Policy or code for ethical business

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 3 points

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

The company has a policy or code of business ethics in place. The policy (policies, code/codes, framework) includes procedures that cover anti-corruption, fair competition and marketing.

### Required evidence

1. A copy of the code, proving that suppliers are within the scope.
- 

## B2.03 Confidential investigation

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

The organization has a mechanism for confidential investigation, resolution and reporting of suspected cases of bribery and/or corruption in place.

### Required evidence

1. Evidence that a mechanism for confidential investigation (on company level) is in place. E.g.:
    - o a company hotline
    - o a publicly available telephone number to submit a complaint. Publicly available means that the information is available to anyone on the web, without the need for special qualifications, permissions, or privileges.
-



## B2.04 Responsible political involvement

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate				x

The company has training in place to secure the ethical business behaviour of its relevant employees.

### Required evidence

1. Evidence of the training procedure, program, exemplary certificates or similar.
- 

## B2.05 Respect for property rights

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

The company recognizes property rights, both physical and intellectual.

### Required evidence

1. A policy or statement addressing the respect of property rights.
-



## B3 - Innovation

### Aim

To stimulate

- the development and implementation of new solutions that contribute to the sustainability of the operations, its products, its suppliers or other parts of the value chain,
- execution of best practices in the field of sustainability that are not covered by this certification systems, and
- exemplary performance under any criterion in this system.

### Total points achievable for this credit

**Aggregate:** 9 points

### B3.01 Innovative solutions and/or exemplary performance

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 9 points

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate				1 point

The company develops, tests and/or implements innovative practices/products or demonstrates exemplary performance in the field of responsible sourcing in the sense of this CSC system and beyond.

#### Required evidence

1. The approval letter of the Innovation Committee, including the number of points to be awarded for the innovation or exemplary performance.  
The formal process of applying for the Innovation Credit is described in the Innovation Credit Guidelines (see the annex).





## B4 - Feedback Procedure

### Aim

To establish a channel that allows the local community, employees and customers to provide feedback to the company.

### Total points achievable for this credit

**Aggregate:** 3 points

### B4.01 Feedback and complaints procedure for the local community

#### Criterion Type

Plant

#### Points achievable for this criterion

**Aggregate:** 1 point

#### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

A feedback and complaint procedure and complaint facility is in place for the local community.

#### Required evidence

1. Link on website

**OR**

phone number

**OR**

Email address

**OR**

contact details of a responsible person to handle the complaints. The contact can also be on company level, as long as it covers local complaints/grievances.



## B4.02 Feedback and complaints procedure for employees

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

A feedback and complaint procedure and complaint facility is in place for employees.

### Required evidence

1. Link on website

**OR**

phone number

**OR**

Email address

**OR**

contact details of a responsible person to handle the complaints. The contact can also be on company level, as long as it covers local complaints/grievances.

---



## B4.03 Feedback and complaints procedure for customers

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 1 point

### Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Aggregate			x	x

A feedback and complaint procedure and complaint facility is in place for customers

### Required evidence

1. Link on website

**OR**

phone number

**OR**

Email address

**OR**

contact details of a responsible person to handle the complaints. The contact can also be on company level, as long as it covers local complaints/grievances.

---