



# Concrete Sustainability Council

## Technical Manual - Version 2.1 (Recycled Aggregates)

The Concrete Sustainability Council (CSC)

Rue de la Cité 1  
1204 Geneva  
Switzerland

<https://www.concretesustainabilitycouncil.com/>

01.11.2021



# Table of Contents

|   |           |
|---|-----------|
| <b>Table of Contents</b>                        | <b>1</b>  |
| <b>Copyright</b>                                | <b>2</b>  |
| <b>CSC System for Recycled Aggregate Plants</b> | <b>3</b>  |
| <b>Prerequisites</b>                            | <b>4</b>  |
| P1 - Ethical and Legal Compliance               | 4         |
| P2 - Human Rights                               | 6         |
| P5 - Traced Materials                           | 9         |
| <b>Management</b>                               | <b>10</b> |
| M1 - Sustainable Purchasing                     | 10        |
| M2 - Environmental Management                   | 13        |
| M3 - Quality Management                         | 14        |
| M4 - Health & Safety Management                 | 16        |
| M5 - Benchmarking                               | 18        |
| <b>Environmental</b>                            | <b>20</b> |
| E1 - Life Cycle Impact                          | 20        |
| E2 - Land Use                                   | 23        |
| E3 - Energy & Climate                           | 25        |
| E4 - Air Quality                                | 30        |
| E5 - Water                                      | 31        |
| E8 - Transport                                  | 35        |
| <b>Social</b>                                   | <b>37</b> |
| S1 - Local Community                            | 37        |
| S3 - Occupational Health & Safety               | 42        |
| S4 - Labor Practices                            | 49        |
| <b>Economics</b>                                | <b>55</b> |
| B1 - Local Economy                              | 55        |
| B2 - Ethical Business                           | 56        |
| B3 - Innovation                                 | 59        |
| B4 - Feedback Procedure                         | 60        |



## Copyright

Any and all intellectual property and other rights (including, but not limited to, registered or non-registered trademark rights, copyrights, database rights, inventions, patent rights, design rights, know-how, etc.) ("Intellectual Property Rights") attaching to the Concrete Sustainability Council (CSC) System shall remain with and belong to CSC.

As set hereof, the CSC Manual is protected by International copyright laws. Reproduction and distribution of parts or all its content without written permission of the Concrete Sustainability Council is prohibited.

©2021 Concrete Sustainability Council



## CSC System for Recycled Aggregate Plants

### CSC Supplier Certificate - Aggregates

*Recycled aggregates plants:* Recycling plants are using secondary raw materials for producing sand and aggregates. Main material sources include construction and demolition waste (C&DW), concrete rubble 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.



# 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.



## 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

1A: Written declaration by senior management satisfying the assessment criteria.

#### AND

1B: Evidence that the Company has a Supplier Code of Conduct in place

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

#### OR

2B: B2 Ethical Business 'B2.01 Ethical risk assessment' or B2.02 'Policy or code for ethical business' is achieved.



## P2 - Human Rights

### Aim

To ensure compliance with human rights. 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

#### 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 the Universal Declaration of Human Rights (UDHR).

Topics that must be addressed in the declaration are:

- Human rights risk situations;
- Avoidance of complicity;
- Resolving grievances;
- Discrimination, vulnerable groups and equal opportunity for women and men in the world of work (ILO convention 100, 111);
- Civil and political rights;
- Economic, social and cultural rights;
- Fundamental principles and rights at work (ILO convention 87, 98, appendix D)
- Child labor (ILO convention 138 and 182)
- Forced labor (ILO convention 29, 105, 203)

#### Required evidence

Written declaration by senior management satisfying the requirements

**OR**

an SA8000 certificate covering the scope of this certification, not older than three years

**OR**

publicly available company commitment to follow the OECD guidelines for multinational enterprises.



## P2.02 Fair wages

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 0 points

### Prerequisite to obtain

|           | Bronze | Silver | Gold | Platinum |
|-----------|--------|--------|------|----------|
| Aggregate | x      | x      | x    | x        |

In order to address the topics mentioned in ILO Convention 131 wages and salaries paid by the organization must meet the following requirements:

- Wage and salary rates
  - Wage and salary rates in all circumstances meet or exceed legal minimum rates, where such rates exist.
  - Wherever applicable, wage and salary rates for permanent and agency workers meet or exceed: i. minimum concrete, cement or aggregates industry, respectively, minimum standards; or ii. other recognized industry wage agreements; or iii. living wages if these are higher than legal minimum wages.
  - When no minimum wage levels exist, wages are established through culturally appropriate engagement with workers and/or formal and informal workers organizations.
- Wages and salaries are paid on time.

### Required evidence

Written declaration by senior management satisfying the assessment criteria.

**OR**

publicly available company commitment to follow the OECD guidelines for multinational enterprises.





## P2.03 Safety Procedures

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 0 points

### Prerequisite to obtain

|           | Bronze | Silver | Gold | Platinum |
|-----------|--------|--------|------|----------|
| Aggregate | x      | x      | x    | x        |

The company has documented health and safety procedures in place.

### Required evidence

Validation by the auditor that the company has documented health and safety procedures in place.

OR

Criterion M4.01 is met.



## 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

#### Prerequisite to obtain

|           | Bronze | Silver | Gold | Platinum |
|-----------|--------|--------|------|----------|
| Aggregate | x      | x      | x    | x        |

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: >= 90% of materials must come from traceable sources

CSC Gold/Platinum: >= 98% of materials must come from traceable sources

#### Required evidence

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:** 14 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**  
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 Supplier assessment

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company has a process of assessing its main suppliers regarding the social, and environmental aspects in the sense of this system (by online tool/on site audit or similar).

### Required evidence

Documentation that the process has taken place (e.g. minutes, assessment results, used tools or similar).

## M1.03 Monitoring performance of suppliers

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company can provide evidence that the performance of its suppliers regarding the social and environmental aspects of this system are being maintained or improving.

### Required evidence

Documentation of the results of an assessment process (e.g. minutes, assessment results, used tools or similar).

## M1.04 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

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



## M1.05 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

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

## M1.06 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

Evidence of practical implementation of the purchasing policy/plan

## M1.07 Sample check

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

Random sample by the auditor, defined by the auditor, on the site(s) visited, to check if one current material available at the location matches with the material list in the administration and that the material can be traced back to its origin. In case of a multiple site assessment, the criteria is awarded for all plants in the scope of assessment.

### Required evidence

Statement from the auditor/assessor that constituent check has been performed and that it matches with the constituent list.



## 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

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

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

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 |

### Score at least 2 points to obtain Platinum.

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

### Required evidence

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.

#### Required evidence

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 |

### Score at least 2 points to obtain Platinum.

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

### Required evidence

Copy of the valid Health & Safety certificate



## M5 - Benchmarking

### Aim

Publish actual performance data.

### Total points achievable for this credit

**Aggregate:** 7 points (+1EP)

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

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 5 points

The company publishes annual performance data (KPIs) on a regular basis by publishing an annual sustainability report (see the annex).

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

Copy of / link to the latest sustainability report (not older than 1 1/2 years) available upon certification

## M5.02 Externally verified KPIs

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The KPIs are externally verified (see the annex).

### Required evidence

Evidence of the publicly available external verification

OR

Evidence that the company has been audited against the CSI/GCCA Charter within the last five years.

## M5.03 (EP) Participation to a benchmarking study

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

Exemplary Performance criteria:

The company participates in the region of certification in an annual benchmark that covers at least 20% of the market, see the annex. The performance data must cover the following relevant topics with a minimum of five of the listed topics:

- 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

Evidence of participation in a benchmark, for accepted schemes see the annex.



# 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 Implementation of life cycle assessment (LCA)

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

### Prerequisite to obtain

|           | Bronze | Silver | Gold | Platinum |
|-----------|--------|--------|------|----------|
| Aggregate |        | x      | x    | x        |

The company performs company-specific LCA's.

### Required evidence

Subscription and demonstrated use of the GCCA Industry EPD Tool.

OR

Subscription or ownership and use of other LCA-tools (see the annex).

OR

E1.03 is fulfilled.

## 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

Electronic copy of the EPD

OR

Publically available internet link to the EPD.



## E1.04 (EP) Reporting of product specific carbon emissions

### **Criterion Type**

Company

### **Points achievable for this criterion**

**Aggregate:** 1 point

Exemplary Performance credit:

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

### **Required evidence**

Exemplary product carbon calculation provided to customer

OR

Product specific EPD

OR

Publically available offer of product specific carbon calculation (e.g. brochure, mailing, internet page).



## E2 - Land Use

### Aim

To ensure land is used in a rightful way, that land-use conflicts 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

Plant

#### 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

##### 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 and reclamation plan.

##### AND

Evidence that progressive reclamation is pursued where reasonably practical and permitted under local requirements.





## 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

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:** 22 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, reporting and reducing its GHG emissions.

#### Required evidence

Publically available policy / commitment to measuring, reporting and reducing the company’s greenhouse gas emissions.

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 publically available policy / commitment to measuring, reporting and reducing the company’s energy consumption.

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



## 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 CSI/GCCA protocol or equivalent (see the annex).

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

### Required evidence

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 CSI/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

Copy of the latest publication / link to the latest publication (not older than 1 1/2 years) available upon certification.

OR (for cement and concrete only)

Proof that the Company was successfully audited against the CSI/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 has been externally verified according to accepted standards (see the annex) and to at least a level of limited assurance.

### Required evidence

Copy of the verification statement

## E3.06 CO2 emission reduction target

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

The company has a public CO2 reduction target.

### Required evidence

Publically available CO2 reduction target.

Cement: The criterion is automatically fulfilled if the company has a science based CO2 emission reduction target according to E3.07.

## E3.08 Energy reduction potentials

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 2 points

The plant has identified potential actions to reduce its energy consumption.

### Required evidence

Evidence of the site energy audit report or own analysis of energy consumption and energy reduction potentials.

OR

ISO 50001 certificate



## E3.09 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 E3.06 and E3.07, respectively.

### Required evidence

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).

## E3.10 Implementation of energy reduction potentials

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 3 points

The plant has implemented at least one of the energy reduction potentials identified in E3.08

### Required evidence

Proof of implementation including an evaluation of the (expected) energy savings.



## E3.11 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

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

## E3.13 Use of renewable electrical energy

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 5 points

### Prerequisite to obtain

|           | Bronze | Silver | Gold | Platinum |
|-----------|--------|--------|------|----------|
| Aggregate |        |        |      | 1 point  |

### Score at least 1 point to obtain Platinum.

The plant uses renewable electrical energy.

P = 1 if share of renewable electrical energy  $\geq$  20%

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

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 |

#### Score at least 2 points to obtain Platinum.

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

#### Points achievable for this criterion:

- 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

Photographic evidence of one measure taken.



## 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:** 13 points

### E5.01 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

A copy of the water scarcity analysis incl. risk category.

OR

A copy of the ESIA including a water assessment.





## E5.02 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 consumption according to the GCCA Sustainability Guidelines for the monitoring and reporting of water in cement manufacturing or an equivalent water protocol (see the annex).

### Required evidence

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/CSI charter within the last five years.

## E5.03 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 E5.01.

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

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



## E5.04 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 cement manufacturing or an equivalent water protocol (see the annex).

### Required evidence

Certification / Assurance report

OR

Proof that the company was successfully audited against the GCCA/CSI charter within the last five years.

## E5.05 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

Copy of the public report or link to the public website

OR

Minutes, letters or similar of the communication to stakeholders.

OR

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

## E5.06 Action for reduction of water consumption

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 2 points

The company has achieved the previous water improvement target (E5.03) or, if the target is in the future, can show that it is on track to meet it.

OR

The plant has a recycling facility, which treats rainwater and water from washing trucks.

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

### Required evidence

Proof that the target has been met, or, if the target is in the future, proof that the plant is on track to achieve it (=at least linear progress must be demonstrated)

OR

Evidence that a recycling facility for rainwater and water from washing trucks is in place, e.g.

- Photographic evidence
- Water flow diagrams
- Stormwater management plan incl. the reference to the recycling plant

OR

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

## E5.07 Action for improving the quality of discharged water

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 2 points

The plant has a system in place to enhance the quality of water discharged, e.g. by filtration or sedimentation.

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

### Required evidence

Relevant evidence (e.g. photographic) that a system to enhance water quality is in place.

OR

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



## E8 - Transport

### Aim

To minimize environmental impact of transportation.

### Total points achievable for this credit

**Aggregate:** 5 points (+2EP)

### E8.01 Transport policy

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 2 points

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

#### Required evidence

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

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

Copy of relevant training material/information

AND

participant list.

## E8.04 (EP) Next generation trucks

### Criterion Type

Plant

### Points achievable for this criterion

**Aggregate:** 2 points

Exemplary Performance:

The plant uses trucks with innovative, CO2 emission reducing drive technology.

Points achievable for this criterion:

#### Concrete

Up to 2 Points

2 points if the innovative technology drives the main engine and drum.

1 point if the innovative technology drives the rotating drum only.

#### Cement

2 Points

If the innovative technology drives the main engine.

#### Aggregates

2 Points

If the innovative technology drives the main engine.

### Required evidence

Evidence that at least one truck with innovative drive technology is used as a permanent, integral part of the truck fleet.

For accepted innovative, CO2 emission reducing drive technologies see the annex.



# 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

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

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

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

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

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

Concrete:

The strategies of the noise management plan have been implemented.

Cement and Aggregates:

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

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

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**

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:** 2 points

#### Prerequisite to obtain

|           | Bronze | Silver | Gold | Platinum |
|-----------|--------|--------|------|----------|
| Aggregate |        | x      | x    | x        |

The company analyses and controls the health and safety risks involved in its activities at least once every two years.

#### Required evidence

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).

### S3.02 Risk analysis at least on an annual basis

#### Criterion Type

Company

#### Points achievable for this criterion

**Aggregate:** 1 point

The company analyses and controls the health and safety risks involved in its activities at least once every year.

#### Required evidence

Evidence of the analysis - not older than one year at the moment of certification.



### S3.03 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 and S3.02, including specifying appropriate personal protective equipment (PPE), where appropriate.

**Required evidence**

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

### S3.04 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

**Required evidence**

Copy of the policy



### S3.05 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**

Evidence that the policy is available to all employees.

### S3.06 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 has regularly more than five employees per shift on site, there should be at least one trained first aider in each shift.

**Required evidence**

Evidence about the availability of 1st aid or medical treatment within reasonable proximity.

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).



## S3.07 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

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.

## S3.08 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 employees receive an introduction and are regularly trained on health and safety issues related to their work. For example:

- by instructions
- meetings with employees addressing health and safety issues

### Required evidence

e.g. minutes of training, scripts of educational training not older than three years at the moment of certification.



## S3.09 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

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



## S3.10 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

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

## S3.11 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

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





## S3.12 No fatality during 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

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

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

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.

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

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

Representative sample of cover sheets of current evaluation reports for different employees with different functions

AND

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

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

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

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

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

Exemplary Performance criteria:

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

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

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

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

The company has a policy (or a number of policies) or code of business ethics (or a number of codes) in place. The policy (policies, code/codes) includes procedures that cover anti-corruption, fair competition and marketing, respect for property rights, responsible political involvement and confidential investigation.

#### Required evidence

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

Evidence that a mechanism for confidential investigation (on company level) is in place. E.g.:

- a company hotline
- a publicly available telephone number to submit a complaint

## B2.04 Responsible political involvement

### Criterion Type

Company

### Points achievable for this criterion

**Aggregate:** 1 point

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

### Required evidence

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**

A policy or statement addressing respecting 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

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

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

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/grievance.



## B4.02 Feedback and complaints procedure for employees

**Criterion Type**

Plant

**Points achievable for this criterion**

**Aggregate:** 1 point

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

**Required evidence**

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/grievance.

## 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**

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/grievance.