



Concrete Sustainability Council

Technical Manual - Version 2.1 (Recycled Aggregates)

The Concrete Sustainability Council (CSC)

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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		
Concrete: 0 points	Cement: 0 points	Aggregate: 0 points

P1.01 Legal Compliance

Criterion Type
Company

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

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 0 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points

Cement: 0 points

Aggregate: 0 points



P2.01 Human rights

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points **Cement:** 0 points **Aggregate:** 0 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 0 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 0 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
Aggregate	x	x	x	x

The company has appropriate 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

Concrete: 0 points

Cement: 0 points

Aggregate: 0 points

P5.01 Traceability of materials

Criterion Type

Plant

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 0 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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		
Concrete: 0 points	Cement: 0 points	Aggregate: 14 points

M1.01 Purchasing Policy

Criterion Type
Company

Points achievable for this criterion
Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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		
Concrete: 0 points	Cement: 0 points	Aggregate: 4 points

M2.01 Environmental management system (EMS)

Criterion Type
Company

Points achievable for this criterion
Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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
Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points

Cement: 0 points

Aggregate: 4 points

M3.01 Quality management system (QMS)

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points

Cement: 0 points

Aggregate: 3 points

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

Score at least 2 points to obtain Platinum.

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

Concrete: 0 points

Cement: 0 points

Aggregate: 4 points

M4.01 Health and safety management system

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points

Cement: 0 points

Aggregate: 3 points

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

Score at least 2 points to obtain Platinum.

Required evidence

Copy of the valid Health & Safety certificate



M5 - Benchmarking

Aim

Publish actual performance data.

Total points achievable for this credit

Concrete: 0 points

Cement: 0 points

Aggregate: 7 points (+1EP)

M5.01 Publishing annual performance data (KPIs)

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 5 points

The company publishes annual performance data (KPIs) on a regular basis by publishing an annual sustainability report or by joining an industry benchmark.

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.

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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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. 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.

Required evidence

Evidence of participation in a benchmark.



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		
Concrete: 0 points	Cement: 0 points	Aggregate: 6 points (+1EP)

E1.01 Sectoral environmental product declaration

Criterion Type
Company

Points achievable for this criterion
Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points

Cement: 0 points

Aggregate: 5 points

E2.02 Responsible land use

Criterion Type

Plant

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 3 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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 (see the annex).

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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points

Cement: 0 points

Aggregate: 22 points

E3.01 Climate policy

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 5 points

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%

Score at least 1 point to obtain Platinum.

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

Concrete: 0 points

Cement: 0 points

Aggregate: 4 points

E4.09 Process and fugitive dust reduction measures

Criterion Type

Plant

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 4 points

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

Score at least 2 points to obtain Platinum.

Points achievable for this criterion:

- Concrete

- Cement

- Aggregates

up to 4:

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

up to 4:

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

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

Concrete: 0 points

Cement: 0 points

Aggregate: 13 points

E5.01 Water scarcity and impact

Criterion Type

Plant

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points

Cement: 0 points

Aggregate: 5 points (+2EP)

E8.01 Transport policy

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Exemplary Performance:

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

Points achievable for this criterion:

Concrete	Cement	Aggregates
Up to 2 Points		
2 points if the innovative technology drives the main engine and drum.	2 Points If the innovative technology drives the main engine.	2 Points If the innovative technology drives the main engine.
1 point if the innovative technology drives the rotating drum only.		

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		
Concrete: 0 points	Cement: 0 points	Aggregate: 14 points

S1.01 Policy	
Criterion Type	Company
Points achievable for this criterion	Concrete: 0 points Cement: 0 points Aggregate: 4 points
<p>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).</p>	
Required evidence	A copy of the policy.



S1.02 Social investment

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points

Cement: 0 points

Aggregate: 21 points

S3.01 Risk analysis

Criterion Type

Plant

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 2 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points

Cement: 0 points

Aggregate: 8 points (+1EP)

S4.01 Policy on social protection

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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		
Concrete: 0 points	Cement: 0 points	Aggregate: 4 points

B1.01 Local Economy

Criterion Type
Plant

Points achievable for this criterion
Concrete: 0 points **Cement:** 0 points **Aggregate:** 4 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points

Cement: 0 points

Aggregate: 9 points

B2.01 Ethical risk assessment

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 3 points

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
Aggregate		x	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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points

Cement: 0 points

Aggregate: 9 points

B3.01 Innovative solutions and/or exemplary performance

Criterion Type

Company

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

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

Concrete: 0 points

Cement: 0 points

Aggregate: 3 points

B4.01 Feedback and complaints procedure for the local community

Criterion Type

Plant

Points achievable for this criterion

Concrete: 0 points

Cement: 0 points

Aggregate: 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
Aggregate				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

Concrete: 0 points **Cement:** 0 points **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

Concrete: 0 points **Cement:** 0 points **Aggregate:** 1 point

Prerequisite to obtain

	Bronze	Silver	Gold	Platinum
Concrete				
Cement				
Aggregate				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.