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Sustainable development in communities — Management system for sustainable development — Requirements with guidance for use

Développement durable des communautés — Système de management pour le développement durable — Exigences et lignes directrices pour son utilisation

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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The committee responsible for this document is Technical Committee ISO/TC 268, *Sustainable development in communities*.

Introduction

This International Standard adopts a holistic approach to the establishment of the requirements of a management system for sustainable development in communities, including cities, and provides guidance aimed at:

— improving the contribution of communities to sustainable development;

— fostering smartness and resilience in communities, while taking into account the territorial boundaries to which it applies;

— assessing the performance of communities in progressing towards sustainable development.

It sets out to establish a coherent framework to enable the community to develop its purposes and vision.

This International Standard sets out requirements and guidance to help communities achieve a framework that will allow them to become more sustainable. It does not set benchmarks or expected levels of performance.

While the challenge of sustainable development is global, the strategies for achieving it at community level are local, to a large extent, and can therefore differ in context and content from country to country and region to region. Community strategies need to reflect the context, preconditions, priorities and needs, particularly in the social environment, e.g. social equity, cultural identity and traditions, heritage, human health, safety and comfort, and social infrastructure.

In order to become more sustainable, communities also face the challenge of respecting planetary boundaries and taking into account the limitations these boundaries impose.

NOTE 1 The concept of "planetary boundaries" describes a framework within which humanity needs to live in order to continue to develop and thrive for generations to come. Climate change, freshwater consumption, land-use change and loss of biodiversity are examples of planetary boundaries. Crossing these boundaries could generate abrupt or irreversible environmental changes, while respecting them significantly reduces risks. Planetary boundaries can be broken down in order to select measures that can be addressed at community level, while taking into account the specific situation.

The management of sustainable development in communities encompasses a wide range of issues, e.g. issues related to the economic, social and natural environment of communities and their interactions. Those issues can have strategic, operational and competitive implications.

NOTE 2 The capacity to foster cross-discipline harmony and common purpose is fundamental to achieving a community's objectives effectively and efficiently.

This International Standard is designed to empower communities and to build on local initiatives. It targets environmental, social and economic issues, including improved community services and socio-economic benefits, as well as supporting clear purposes for sustainable development in communities and encouraging sound planning systems to achieve them.

This International Standard focuses on communities as stepping stones towards sustainability of society as a whole. Although each community has values and interests of its own, all communities can derive mutual benefits from agreeing upon ownership of shared values and objectives without exonerating individual actors from their respective responsibilities. This can be achieved only if the community applies a long-term view on planning, while respecting the Earth's overall capacity and the needs of current and future generations, including the capability and resources to provide resilience.

This International Standard fosters the establishment of a multi-actor process in communities, through a holistic approach that facilitates the cooperation of all interested parties and avoids a silo approach. It is intended to provide guidance for organizations that implement other management systems that are compatible with this International Standard, such as ISO 14001, ISO 45001, ISO 50001, ISO 20121, ISO 14046 and ISO 26000, whether involved directly or indirectly in sustainable development in communities at different stages in their life cycles.

Involvement of interested parties through a multi-actor process can take different forms, such as:

— participatory partnerships;

— public participation;

— community based collaboration.

They all aim at involving interested parties in a cooperative dialogue for more sustainable solutions.

The successful implementation of this International Standard can help communities elaborate holistic and integrated strategies for sustainable development that depart from usual business approaches. It can also help communities show interested parties that an appropriate management system is in place and encourage them to become proactive.

Successful implementation of this International Standard can:

— help to build consensus on sustainable development within communities;

— improve the sustainability, smartness and resilience of strategies, programmes, projects, plans and services conducted under the direct responsibility of communities, or on the territory they relate to;

— evolve cross-sector, multidisciplinary, life cycle value and total costing approaches;

— foster synergies between several actors through a holistic approach;

— increase the efficiency and attractiveness of communities.

The successful implementation of this International Standard is intended to establish a coherent framework to enable communities to develop their purpose and vision. Using relevant indicators and metrics, the outcome of strategies, programmes, projects, plans and services can be measured throughout communities. Metrics and indicators are connected, but often developed for different reasons. Metrics have a more technical focus, e.g. a parameter of the performance of a product, a process or an infrastructure element.

The International Standards developed by ISO/TC 268 aim to make use of indicators and metrics for structured and consistent support of sustainable, smart and resilient management of communities. Indicators such as those used in ISO 37120 are quantitative, qualitative or descriptive measures defined for actual use in monitoring and evaluating the overall performance of a community. In contrast, metrics such as those used in ISO/TS 37151 are the measurement method and measurement scale defined for use in evaluating the technical performance of infrastructure elements (hardware and software), e.g. in energy, transport or waste management services.

Annex B provides a mapping of issues, indicators and metrics between this International Standard, ISO 37120:2014 and ISO/TS 37151:2015

This International Standard is based on the Plan-Do-Check-Act (PDCA) model, which can be briefly described as follows:

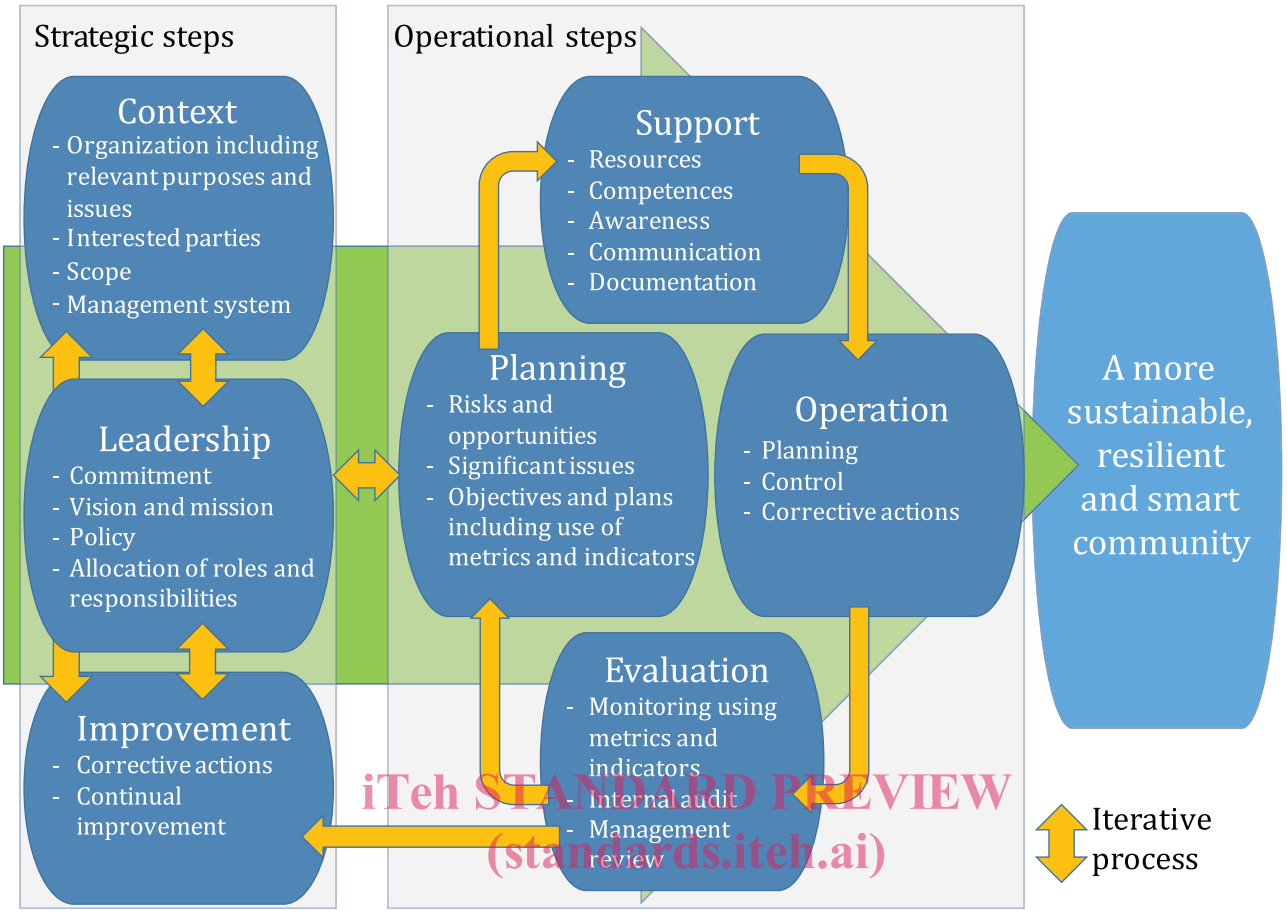
— Plan: establish objectives and processes necessary to deliver results in accordance with community purposes;

— Do: implement processes and achieve objectives;

— Check: monitor and measure processes against community policy, objectives and commitments, and report the results;

— Act: take necessary actions to improve performance.

Figure 1 illustrates how this International Standard follows a PDCA approach to the management of sustainable development in communities.



NOTE Strategic steps are iterative, while operational steps are sequential. It is their combined implementation that helps communities become more sustainable, resilient and smart.

Figure 1 — Relationship between PDCA model and this International Standard

In this International Standard, the following verbal forms are used:

— “shall” indicates a requirement;

— “should” indicates a recommendation;

— “may” indicates a permission;

— “can” indicates a possibility or a capability.

Information marked as “NOTE” is intended to assist the understanding or use of the document. “Notes to entry” used in Clause 3 provide additional information that supplements the terminological data and can contain provisions relating to the use of a term.

Sustainable development in communities — Management system for sustainable development — Requirements with guidance for use

1 Scope

This International Standard establishes requirements for a management system for sustainable development in communities, including cities, using a holistic approach, with a view to ensuring consistency with the sustainable development policy of communities.

NOTE 1 Cities have become essential actors for sustainable development at local, national and international levels over the last century, due to the pressure of unprecedented urbanization.

The intended outcomes of a management system for sustainable development in communities include:

— managing sustainability and fostering smartness and resilience in communities, while taking into account the territorial boundaries to which it applies;

— improving the contribution of communities to sustainable development outcomes;

— assessing the performance of communities in progressing towards sustainable development outcomes and the level of smartness and of resilience that they have achieved;

— fulfilling compliance obligations.

NOTE 2 Smartness and resilience are embedded in the process of sustainable development: sustainable development is the overarching process, while smartness and resilience are characteristics.

This International Standard is intended to help communities become more resilient, smart and sustainable, through the implementation of strategies, programmes, projects, plans and services, and demonstrate and communicate their achievements.

This International Standard is intended to be implemented by an organization designated by a community to establish the organizational framework and to provide the resources necessary to support the management of environmental, economic and social performance outcomes. A community that chooses to establish the organizational framework by itself is considered to constitute an organization as defined in this International Standard.

This International Standard is applicable to communities of all sizes, structures and types, in developed or developing countries, at local, regional or national levels, and in defined urban or rural areas, at their respective level of responsibility.

This International Standard can be used in whole or in part to improve the management of sustainable development in communities. Claims of conformity to this International Standard, however, are not acceptable unless all its requirements are incorporated into an organization's management system for sustainable development in communities and fulfilled without exclusion.

2 Normative references

There are no normative references.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1
accountability
state of being answerable for decisions and activities to the *interested parties* (3.19) of an *organization* (3.27)

3.2
audit
systematic, independent and documented *process* (3.31) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the *organization* (3.27) itself, or by an external party on its behalf.

Note 3 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

3.3
city
urban *community* (3.4) falling under a specific administrative boundary

Note 1 to entry: A city is sometimes referred to as a municipality or a local government.

Note 2 to entry: Cities can help to alleviate increasing pressure on the environment and natural resources caused by global urbanization through the development of holistic and integrated *policies* (3.30).

[SOURCE: ISO 37120:2014, 3.1, modified — Definition has been modified and Notes 1 and 2 to entry have been added.]

3.4
community
group of people with an arrangement of responsibilities, activities and relationships

Note 1 to entry: In many, but not all, contexts, a community has a defined geographical boundary.

Note 2 to entry: A *city* (3.3) is a type of community.

[SOURCE: ISO/TS 37151:2015, 3.1, modified — Note 1 to entry has been modified and Note 2 to entry has been added.]

3.5
competence
ability to apply knowledge and skills to achieve intended results

3.6
compliance obligations (preferred term)
legal requirements and other requirements (admitted term)
legal *requirements* (3.32) that an *organization* (3.27) has to comply with and other requirements that an organization has to or chooses to comply with

Note 1 to entry: Compliance obligations are related to the *management system* (3.21) for *sustainable development* (3.36) in *communities* (3.4).

Note 2 to entry: Compliance obligations can arise from mandatory requirements, such as applicable laws and regulations, or voluntary commitments, such as organizational and industry standards, contractual relationships, principles of good governance and community and ethical standards.

3.7
conformity
fulfilment of a *requirement* (3.32)

3.8
continual improvement
recurring activity to enhance *performance* (3.29)

3.9
corrective action
action to eliminate the cause of a *nonconformity* (3.25) and to prevent recurrence

3.10
documented information
information required to be controlled and maintained by an *organization* (3.27) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media, and from any source.

Note 2 to entry: Documented information can refer to:

— the *management system* (3.21), including related *processes* (3.31);

— information created in order for the organization to operate (documentation);

— evidence of results achieved (records).

3.11
ecosystem
system of complex interactions between plants, animals, microorganisms and their *environment* (3.14), which functions as a unit

[SOURCE: ISO 13065:2015, 3.14, modified]

3.12
ecosystem services
benefits provided by *ecosystems* (3.11) that contribute to the viability and quality of human life

[SOURCE: ISO 13065:2015, 3.15, modified]

3.13
effectiveness
extent to which planned activities are realized and planned results achieved

3.14
environment
surroundings in which an *organization* (3.27) operates, including air, water, land, natural resources, flora, fauna, humans and their interrelations

[SOURCE: ISO 13065:2015, 3.16]

3.15
evaluation
systematic *process* (3.31) of determining how well individuals, procedures, systems or programmes have met formally agreed *objectives* (3.26) and *requirements* (3.32)

[SOURCE: ISO 10795, 2011, 1.90]

3.16
greenhouse gas emission
total mass of a greenhouse gas released to the atmosphere over a specified period of time

[SOURCE: ISO 14064-1, 2006, 2.5]

3.17
impact
positive or negative change to society, economy or the *environment* (3.14), wholly or partially resulting from an *organization's* (3.27) past and present decisions and activities

[SOURCE: ISO 26000:2010, 2.9]

3.18
indicator
quantitative, qualitative or descriptive measure

[SOURCE: ISO 15392:2008, 3.14]

3.19
interested party (preferred term)
stakeholder (admitted term)
person or *organization* (3.27) that can affect, be affected by, or perceive itself to be affected by a decision or activity

3.20
life cycle
consecutive and interlinked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal

Note 1 to entry: The life cycle stages include acquisition of raw materials, design, production, transportation/delivery, use, end-of-life treatment and final disposal.

[SOURCE: ISO 14001:2015, 3.3.3]

3.21
management system
set of interrelated or interacting elements of an *organization* (3.27) to establish *policies* (3.30) and *objectives* (3.26) and *processes* (3.31) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The system elements include the organization's structure, roles and responsibilities, planning and operation.

Note 3 to entry: The scope of a management system may include the whole organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

3.22
measurement
process (3.31) to determine a value

3.23
metric
defined *measurement* (3.22) method and measurement scale

[SOURCE: ISO/TR 37150:2014, 3.5, modified]

3.24
monitoring
determining the status of a system, a *process* (3.31) or an activity

Note 1 to entry: To determine the status, there may be a need to check, supervise or critically observe.

3.25
nonconformity
non-fulfilment of a *requirement* (3.32)

3.26
objective
result to be achieved

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels [such as strategic, organization-wide, project, product and *process* (3.31)].

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as an objective of *sustainable development* (3.36) in *communities* (3.4), or by the use of other words with similar meaning (e.g. aim, goal, or target)

Note 4 to entry: In the context of *management systems* (3.21) for sustainable development in communities, objectives for sustainable development in communities are set by the *organization* (3.27), consistent with the *policy* (3.30) for sustainable development in communities, to achieve specific results.

3.27
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.26)

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: In this International Standard, the concept of organization refers to an entity/institution inside the *community* (3.4) that is tasked with implementing the *management system* (3.21), e.g. the local government. The community identifies an organization that it entrusts with the implementation of this International Standard.

3.28
outsource (verb)

make an arrangement where an external *organization* (3.27) performs part of an organization's function or *process* (3.31)

Note 1 to entry: An external organization is outside the scope of the *management system* (3.21), although the outsourced function or process is within the scope.

3.29
performance
measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, *processes* (3.31), products (including strategies, programmes, projects, plans and services), systems or *organizations* (3.27).

3.30
policy
intentions and direction of an *organization* (3.27), as formally expressed by its *top management* (3.37)

3.31
process
set of interrelated or interacting activities which transforms inputs into outputs

3.32
requirement
need or expectation that is stated, generally implied or obligatory

Note 1 to entry: "Generally implied" means that it is custom or common practice for the *organization* (3.27) and *interested parties* (3.19) that the need or expectation under consideration is implied.