

International Workshop Agreement

IWA 9

Framework for managing sustainable development in business districts

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*Guide pour la gestion du développement durable
dans les quartiers d'affaires*





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ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). ISO's technical work is normally carried out through ISO technical committees in which each ISO member body has the right to be represented. International organizations, governmental and nongovernmental, in liaison with ISO, also take part in the work.

In order to respond to urgent market requirements, ISO has also introduced the possibility of preparing documents through a workshop mechanism, outside of ISO committee structures. These documents are published by ISO as International Workshop Agreements. Proposals to hold such workshops may come from any source and are subject to approval by the ISO Technical Management Board which also designates an ISO member body to assist the proposer in the organization of the workshop. International Workshop Agreements are approved by consensus amongst the individual participants in such workshops. Although it is permissible that competing International Workshop Agreements exist on the same subject, an International Workshop Agreement shall not conflict with an existing ISO or IEC standard.

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Workshop contributors

Australia

— Stan Rodgers — Standards Australia (SA)

Canada

— Rodney A. McPhee — Canadian Wood Council

— André Poulin — Destination Centre Ville

China

— Jennifer Ai — Beijing Central Business District

— Christina Du Yulian — Beijing Central Business District

— Robert Zhu — Shanghai Hongqiao Central Business District

— Pang Hongbo — Shenyang Central Business District

France

— Bernard Leservoisier — AFNOR Standardization

— Christophe Flotte — Bouygues Bâtiment

— Nathalie Vasseur — Dalkia

— Christophe Dedet — Dalkia China

— Sylvie Guyot — Epadesa La Défense Seine Arche

— Didier Lourdin — Epadesa La Défense Seine Arche

— Nathalie Mayet — Epadesa La Défense Seine Arche

— Gilles Soulie — Hermitage Immobilier

— Gauthier Belhomme — Oger International

— Philippe Maillard — Veolia Environnement

Italy

— Maurizio Nanetti — Kone Ascensori SPA

Namibia

— Ueritjua Kauaria — Namibian Standards Institute (NSI)

Poland

— Włodzimierz Sokol — Polish Standards Institute (PKN)

United Kingdom

— David Clark — Tarkett

— Paul Rice — Liverpool Commercial District Partnership

United States

— Wyndylyn Von Zharen — Texas A&M University

Introduction

This International Workshop Agreement establishes a framework for:

- managing sustainable development in both existing and new business districts and their different components;
- improving the contribution of business districts to sustainability and sustainable development;
- assessing the performance of business districts in contributing to sustainable development, as described in this International Workshop Agreement.

This International Workshop Agreement does not set benchmarks or expected levels of performance regarding the economic, environmental and social aspects and impacts of business districts.

Methods of assessment of the contribution of the built environment (buildings and civil engineering works) to sustainability and sustainable development are being developed. These developments have been prompted by:

- a recognition of impacts of the built environment on the economy, the society, and the environment ;
- an increased focus on sustainability and sustainable development across all sectors and especially in the construction sector;
- a need to meet the market demand for differentiation between different built environments and their activities, processes, and services, based on measured economic, environmental and social performance and related aspects and impacts;
- a shift from single performance measures to a more comprehensive set of economic, environmental and social considerations, and
- a recognition of the benefits of proactive voluntary measures, as developed in ISO standards.

Sustainability indicators and a core set of indicators for the built environment form a basis for the suite of ISO standards intended to address specific issues and aspects of sustainability relevant to construction works within a built environment. The issue of sustainable development is broad and of global concern, and, as such, involves all communities and affected and concerned parties. Both current and future needs define the extent to which economic, environmental and social aspects are considered in a sustainable development process.

The built environment is a key element in determining quality of life, and contributes to cultural identity and heritage. As such, it is an important factor in the appreciation of the quality of the environment in which those within society live and work.

The building and construction sector is highly important for sustainable development because:

- it is a key sector in national economies;
- it has a significant interface with poverty reduction, through the basic economic and social services provided in the built environment and the potential opportunities for the poor to be engaged in construction, operation and maintenance;

- it is one of the single largest industrial sectors and, while providing value and employment, it absorbs considerable resources, with consequential impacts on economic and social conditions and the environment;
- it creates the built environment, which represents a significant share of the economic assets of individuals, organizations and nations, providing societies with their physical and functional environment;
- it offers a significant opportunity to show improvement regarding its economic, environmental and social impacts.

Over its life cycle, the built environment within a business district consumes considerable resources and contributes to the transformation of the business district and its associated environs into a centre of wealth creation. As a result, it can create major economic and social consequences and impacts on the environment and human health.

While the challenge of sustainable development is global, the strategies for addressing sustainability in a business district are, to a large extent, local and may therefore differ in context and content from region to region. These strategies will reflect the context, the preconditions, priorities and needs, not only in the built environment, but also in the social environment. The latter includes social equity, cultural identity and traditions, heritage, human health, safety and comfort, and social infrastructure, such as poverty reduction and job creation.

This International Workshop Agreement defines a framework for managing sustainable development in both existing and new business districts. The use of this framework will help achieve the required technical performance with minimum adverse economic, environmental and social impacts, while also encouraging consideration of economic, social and cultural aspects, which could result in improvement (reduced adverse impacts) at a local, regional and global level. This International Workshop Agreement considers the general principles presented in ISO 15392, ISO 26000 and the standards on environmental management prepared by ISO/TC 207.

In order to manage sustainable development within a business district, it is necessary to measure the outcome of potential and actual changes. Indicators are used as quantitative, qualitative or descriptive measures of performance that enable information on complex phenomena, like: economic, environmental and social impacts, to be simplified and presented in a form that is relatively easy to use and understand.

The three main functions of indicators are quantification, simplification and communication. Targets can also be set with the help of indicators. Changes in a business district over time, and the development of changes in relation to stated objectives, can be monitored with the help of indicators. As to decision-making, indicators play an important function in highlighting trends.

When developing and selecting indicators, the starting point is the identification of the main users and of their respective needs. Sustainability indicators for business districts are needed in decision-making by a number of affected and concerned parties, including:

- developers, builders and owners of business districts or of buildings and other types of construction works in business districts;
- designers and city planners;
- contractors;
- administrative and regulatory bodies;
- tenants and property managers;
- users, including visitors, residents and employees.

Business districts need sustainability indicators, both for their own decision-making in designing, constructing and managing buildings and for indicating to the public and clients the overall economic, environmental or social impact of the activities, processes and services in the business district.

Indicators, as well as sets and systems of indicators, for the specification, appraisal and representation of the contribution of the business district to sustainable development, can be used in many different ways. For example, their application can support the following:

- designing and decision-making during the planning stage of a business district (e.g. design for environment, design for sustainability);
- developing and using assessment methods and certification systems (e.g. labelling);
- showcasing the performance of a business district (e.g. marketing);
- specifying and confirming requirements in the context of procurement (e.g. sustainable procurement);
- monitoring or evaluating the achievement of objectives over time (e.g. continuous improvement);
- accepting responsibility for impacts on the economy, society and environment; and
- illustrating activities and results in the context of responsibility towards the economy, society and environment (e.g. sustainability reporting).

Framework for managing sustainable development in business districts

1 Scope

This International Workshop Agreement provides a framework for managing sustainable development in a business district, including the evaluation, comparison and improvement of its performance. It also identifies and describes factors to be considered when developing and evaluating the economic, environmental and social performance of new and existing business districts.

This International Workshop Agreement can also be used to compare or assess the performance of business districts regarding the provisions described within it.

This International Workshop Agreement does not set benchmarks or expected levels of performance regarding the impacts of business districts.

This International Workshop Agreement is intended to be used in conjunction with, and in accordance with the principles set out in, ISO 15392, ISO 26000 and the standards on environmental management prepared by ISO/TC 207 (see Clause 4).

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 6707-1, *Building and civil engineering — Vocabulary — Part 1: General terms*

ISO 14050, *Environmental management — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 6707-1, ISO 14050 and the following apply.

3.1

affected and concerned party

person or organization with an interest in or a concern about a **business district** (3.8) or any of its **facilities** (3.10)

NOTE 1 The interest can include a financial interest and can be continuing or temporary, as that of a visitor.

NOTE 2 Adapted from ISO 15686-10:2010, definition 3.30.

3.2

access to services

availability and accessibility of services both within and outside the **business district** (3.8)

NOTE 1 Services can include public amenities, transportation, parking, entertainment, health-care, water supply, energy supply, waste management, etc.

NOTE 2 Adapted from ISO 15392:2008, definition 3.1.

3.3

accessibility

ability of a space to be entered with ease

NOTE 1 Requirements for accessibility depend on the **user's** (3.26) needs and on the activities undertaken during the **life cycle** (3.16) of the **business district** (3.8) and of its **facilities** (3.10), e.g. public events, construction work, maintenance and deconstruction.

NOTE 2 "Barrier-free use of business districts and specific facilities" would relate to requirements for accessibility related to the needs of users with reduced mobility.

NOTE 3 Adapted from ISO 6707-1:2004, definition 9.3.80.

3.4

accountability

state of being answerable for decisions and activities to organizations, governing bodies, legal authorities and, more broadly, the **affected and concerned parties** (3.1) in the **business district** (3.8)

NOTE Adapted from ISO 26000:2010, definition 2.1.

3.5

aspect

element of a **business district** (3.8) activity, product or service, related to its **life cycle** (3.16), that can interact with the economy, society or environment

NOTE 1 An example of an economic aspect is the availability of project funding.

NOTE 2 An example of a social aspect is the use of medical services.

NOTE 3 An example of an environmental aspect is greenhouse gas emissions.

3.6

asset

whole building, structure or unit of construction works, or a system or component or part thereof

[ISO 15686-10:2010, definition 3.1]

3.7

built environment

collection of man-made or man-induced physical objects located in a particular area or region

NOTE 1 When treated as a whole, the built environment typically is taken to include buildings, external works (landscaped areas), infrastructure and other construction works within the area under consideration.

NOTE 2 Derived from the definition of "environment" in ISO 6707-1.

[ISO 15392:2008, definition 3.5]

3.8

business district

built environment (3.7) consisting of mixed-use occupancies, the majority of which (by any criteria) are offices, characterized by some high-density occupancies and usually large in- and out-flows of persons and freight

NOTE 1 A business district is typically located either within the city centre or the suburbs.

NOTE 2 Mixed uses generally include academic, residential, office, trade and entertainment.

NOTE 3 A concentration of multi-storey buildings is a typical characteristic of business districts located in city centres which have a high level of occupant density.

NOTE 4 In this International Workshop Agreement, an industrial park is not considered to be a business district.