
**Sustainable cities and communities —
Business districts — Guidance for
practical local implementation of ISO
37101**

*Villes et communautés territoriales durables — Quartiers d'affaires
— Recommandations pour la mise en œuvre pratique de l'ISO 37101
au plan local*



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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 268 *Sustainable cities and communities*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

In 2015, the United Nations (UN) committed to adopting 17 Sustainable Development Goals (SDGs) addressing a broad range of development issues. Each goal has specific targets to be achieved by 2030. However, UN SDG 11b specifies that by 2020 cities should embark on integrated policies and plans towards inclusion, resource efficiency, mitigation and adaptation to climate change, and resilience to disaster. Achieving these goals requires coordinated work by governments, the private sector, civil society and citizens.

Local governments play a key organizing role in building a more sustainable and desirable collective future. The SDGs can be seen as challenges but offer an opportunity for cities to find a new way to develop, minimizing their impact on the environment. As a Management System Standard (MSS), ISO 37101 represents a tool for achieving these goals by proposing a holistic approach to address the related challenges and is therefore consistent with this idea.

To enhance their economic dynamism, each country and metropolis concentrates headquarters, research and development (R&D), hotels and services in large business districts, flagships of their excellence. Even if these districts often include residential neighbourhoods, natural spaces and cultural amenities, they present singular characteristics regarding sustainable development. ISO 37101 provides a general framework for the cities as a whole. ISO 37104 offers practical guidance to all types of cities and other settlements on initiating, planning, implementing, measuring and managing sustainable development activities in a way that is holistic, inclusive and based on sustainability principles. The purpose of this document is to implement ISO 37101 and to provide guidance to business districts as specific urban districts (see [4.1](#)). This document can assist local governments and all relevant interested parties in integrating a more sustainable holistic approach at all steps of the lifecycle of the business district: planning, design, construction, maintenance, operations, and renovation.

Establishing and implementing a sustainable development strategy has a number of benefits for a business district, at the local and national or international levels, such as:

- to design and improve both the built environment and unbuilt areas, by promoting better use of resources, enhancing levels of reuse and recycling of existing resources when possible, optimizing mobility and accessibility and bolstering the business district's integration into the surrounding area;
- to encourage initiative and interaction between all interested parties;
- to promote economic development and job growth, including in the surrounding area;
- to improve working and living conditions;
- to balance short-term and long-term perspectives in setting priorities and decision-making processes;
- to ensure sound and balanced finances throughout the business district's lifecycle;
- to get a better return of investment for the future;
- to promote and encourage pooling of resources between similar activities in the business district and the surrounding area;
- to improve environmental performance;
- to create a distinct identity and cultivate a sense of belonging among interested parties;
- to increase satisfaction and productivity;
- to develop new opportunities for wealth creation;
- better adaptability to changing contexts.

- to apply sustainable energy use and communication technologies, especially water, waste, electric energy, ICT technologies.

It is based on ISO 37101 and on the Plan-Do-Check-Act (PDCA) model, which can be briefly described as follows:

- Plan: establish objectives and processes necessary to deliver a strategy for the sustainable development of business districts in accordance with city and community purposes;
- Do: implement processes and achieve objectives;
- Check: monitor and measure established processes against policy, objectives and commitments, and report the results;
- Act: take necessary actions to improve performance.

Figure 1 illustrates how this document follows a PDCA approach in the management of sustainable development in business districts.

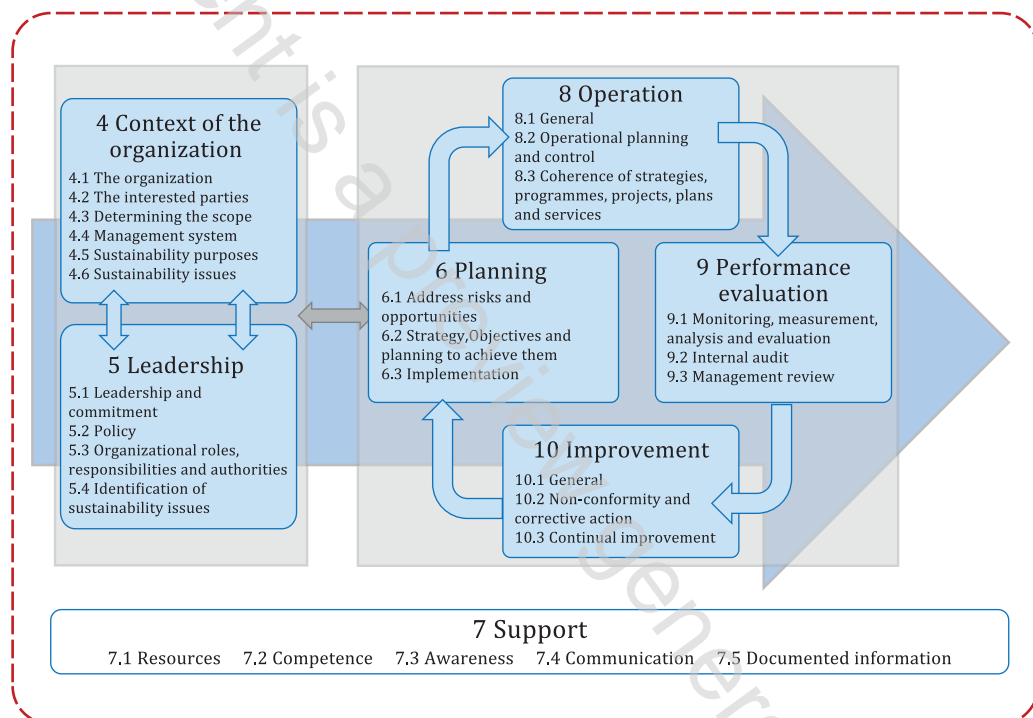


Figure 1 — Overview of the guidance contained in this document

NOTE [Clauses 1 to 3](#) (Scope, Normative references and Terms and definitions) are not shown in the figure as they are clauses that contain information not specifically related to the technical or guidance part of the document.

Sustainable cities and communities — Business districts — Guidance for practical local implementation of ISO 37101

1 Scope

This document provides guidance on how to implement and maintain a management system for sustainable development in cities and communities according to ISO 37101 in the context of a business district.

This document defines the business district and presents the procedure to follow to establish and implement a sustainable development policy and continuous improvement initiative for the duration of the business district's lifecycle.

This document identifies the general principles of sustainable development management and how to apply them in a business district, within both new developments and in operations to upgrade and renovate existing ones. It relates to all interested parties and all stages of the business district lifecycle, including planning, design, construction, operation, maintenance and renovation.

This document is intended to serve as the basis for assessing and improving economic, social, environmental, infrastructure, and governance outcomes and to provide guidance for conducting comparative analyses for business districts.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements 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 37101, *Sustainable development in communities — Management system for sustainable development — Requirements with guidance for use*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 37101 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1

accessibility

ease of reaching and using a service or facility

Note 1 to entry: The requirements relating to accessibility depend on the needs of the *users* (3.10) and the activities carried out over the course of the lifecycle of the business district and its facilities.

Note 2 to entry: Accessibility includes barrier-free access to the business district and its facilities for users with reduced mobility.

Note 3 to entry: Accessibility includes the access to services and their availability, e.g. water supply, energy supply, waste management, public amenities, transportation, parking, healthcare and recreational facilities.

[SOURCE: ISO 11620:2014, 2.2, modified — Notes 1, 2, and 3 to entry have been added.]