ISO 37104:2019 (E)

Sustainable cities and communities — Transforming our cities — Guidance for practical local implementation of ISO 37101

Contents

Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Political commitment: leadership, responsibilities, organization and capacity building

- 4.1 Local leadership in context
- 4.2 Political decision-making
- 4.3 Organization and capacity building
- 4.3.1 Organization, roles and responsibilities
- 4.3.2 Capacity building within the management system's staff
- 4.4 Involving interested parties
- 4.4.1 The importance of engagement and partnership
- 4.4.2 Communicating effectively with interested parties
- 4.4.3 Involvement and communication throughout the process of managing sustainable development

5 Implementing a management system for sustainable development

- 5.1 Introducing the five-step process
- 5.2 Baseline review
- 5.2.1 Overview
- 5.2.2 Mapping the local situation
- 5.2.3 Establishing a diagnosis
- 5.2.4 Benchmarking against relevant comparators
- 5.3 Defining a strategy for sustainable development
- 5.3.1 Overview
- 5.3.2 Setting local priorities to achieve the policy
- 5.3.3 Defining objectives of sustainable development, corresponding to priorities
- 5.3.4 Setting long-term targets
- 5.3.5 Defining related key performance indicators (KPIs)
- 5.4 Establishing the action plan and planning its implementation
- 5.4.1 Overview
- 5.4.2 Establishing the action plan
- 5.4.3 Managing common risks and common enablers that cut across the areas of action
- 5.5 Conducting performance evaluation and continual improvement
- 5.5.1 Overview
- 5.5.2 Monitoring the city's progress towards sustainable development
- 5.5.3 Continually improving the management system for sustainable development
- 5.5.4 Record control
- 5.5.5 Management review

6 Support for the management system

- 6.1 Resources
- 6.2 Competence
- 6.3 Awareness
- 6.4 Communication
- 6.5 Documented information
- 6.5.1 General

6.5.2 Creating and updating
6.5.3 Control of documented information

Annex A (informative) ISO 37101 and ISO 37104 support the UN sustainable development goals (SDGs)

A.1 General
A.2 Introduction — Presentation of the two frameworks
A.3 Drawing parallels between the two frameworks
A.3.1 The purposes of sustainable development
A.3.2 Sustainability areas of action
A.3.3 “Operationalizing” the concept of sustainable development
A.3.4 Evaluating performances

Annex B (informative) Case studies

B.1 General
B.2 Case study — Hangzhou public bicycle system (China)
B.2.1 City profile
B.2.2 Key achievements
B.2.3 Good lessons to share
B.2.4 Contribution towards standardization
B.3 Case study — Les Parisculteurs, Paris, France
B.3.1 General
B.3.2 The main achievements of the Parisculteurs programme
B.3.3 This document's contribution to the Parisculteurs programme
B.3.4 Example of new goals and indicators for the programme
B.4 Case study — Achieving Saint-Fons socio-territorial resilience (France)
B.4.1 City description
B.4.2 Why this city?
B.4.3 Key achievements
B.4.4 What is being done? (PDCA process)
B.5 Case studies — Culture and community identity (United Kingdom)
B.5.1 Description
B.5.2 Background analysis
B.5.3 First case study: Maryport
B.5.3.1 Town description
B.5.3.2 What has been done
B.5.3.3 Targets and indicators
B.5.3.4 Good lessons to share
B.5.3.5 Implementation mechanism
B.5.4 Second case study: Penrith
B.5.4.1 General
B.5.4.2 Town description
B.5.4.3 What has been done
B.5.4.4 Targets and indicators
B.5.4.5 Good lessons to share
B.6 Case study — Sino-Singapore Tianjin Eco-city evaluation implementation
B.6.1 City profile
B.6.2 Why was the city chosen?
B.6.3 Benefits
B.6.4 What has been done?
B.6.5 Good lessons to share
B.7 Case study — Economic sustainable development in Hengqin, Zhuhai, China
B.7.1 City profile
B.7.2 Why was the city chosen?
B.7.3 What has been done?
B.7.4 Good lessons to share
B.8 Case study — “Reve de scenes urbaines”, Plaine Commune, France
B.8.1 City description
B.8.2 Project introduction
B.8.3 Application scope of ISO 37101
B.8.4 What has been done?
B.8.5 Creation of a tool, accelerating collaborative territorial innovation
B.8.6 Development of the association’s foresight committee
B.8.7 Establishment of the foreseeing committee of the association
B.8.8 Good lessons to share

B.9 Case study: City of Hannover — Protecting biodiversity in a structured and effective way
B.9.1 City description
B.9.2 Why was this city selected?
B.9.3 Key achievements
B.9.4 What is being done?

Annex C (informative) Example of the application of the ISO 37101 cross-analysis matrix

Page count: 61