HQ	No.	criterion	Application Notes	Verification Method			Points
				Document check	Visual inspection	Measurement	
Core Area: Management & Communication							
X	**1.1**	**The business has drafted a mission statement (corporate policy) for sustainable and responsible corporate governance**	N/A				**30**
		Yes	**Document check** - Mission, self-concept, vision, values, code of conduct **Potential evidence:** - Mission statement - Corporate identity	x			30
X	**1.2**	**The mission statement (corporate policy) addresses at least 50% of the following aspects of responsible conduct**	Review of each listed criterion component based on a mission statement (associated document containing continuous text or a list). To meet the mandatory criterion, at least 50% (5) of all the following subcriteria must have evidence that they are met. The selection of the subcriteria to be met is not predetermined.				**max. 30**
		Human Rights	**Document check** - Text passage in the mission statement/corporate identity that explicitly mentions the term “human rights” or similar (e.g., human dignity, respect and esteem, integrity)	x			5
		Labor Standards and Conditions	**Document check** - Passage in the mission statement/corporate identity that explicitly mentions the terms “fair working conditions,” “labor rights,” or similar (e.g., fair wages, working hours, freedom from discrimination)	x			5

HQ: Criteria that may be documented and verified at headquarters.

		Environmental Protection	**Document check** - Passage in the mission statement or corporate identity that explicitly mentions the terms “environmental protection,” “environmental responsibility,” or similar (e.g., environmental awareness, responsibility for the environment, environmentally sound business practices)	x			5
		Environmentally Friendly and Sustainable Procurement in All Areas	**Document check** - Passage in the mission statement/corporate identity that explicitly mentions the term “ecological procurement” or similar (e.g., sustainable supply chains, purchasing regional products)	x			5
		Risk and Crisis Management	**Document check** - Passage in the mission statement/corporate identity that explicitly mentions the term “risk and crisis management of environmental, social, or economic risks” or similar (e.g., risk management, crises, precaution)	x			5
		Social Engagement	**Document Check** - A passage in the mission statement or corporate identity that explicitly mentions the term “social engagement,” “support for initiatives,” or “socially sustainable development” or similar (e.g., social responsibility, societal responsibility)	x			5
		Sociocultural Aspects of the Value Chain	**Document check** - Passage in the mission statement/corporate identity that explicitly mentions the terms “local culture,” “traditions,” “community involvement,” or similar	x			5
		Economic Efficiency / Commitment to Continuous Improvement	**Document check** - Passage in the mission statement/corporate identity that explicitly mentions the terms “economic efficiency” or “continuous improvement” or similar (e.g., efficiency, innovation, long-term nature of investments)	x			5
		Quality Management	**Document check** - Passage in the mission statement/corporate identity that explicitly mentions the terms “quality,” “quality management,” or similar (e.g., quality improvement)	x			5

HQ: Criteria that may be documented and verified at headquarters.

		Measures for a Healthy and Safe Work Environment	**Document Check** - Passage in the mission statement/corporate identity that explicitly mentions the terms “health” or “safety” or similar (e.g., occupational safety and health)	x			5
	1.3	**The mission statement (corporate policy) is published on the website and accessible to all interested parties**	N/A				**10**
		Yes	**Visual inspection** - Business website regarding the publication of a mission statement/corporate identity		x		10
X	**1.4**	**The business has appointed a sustainability/environment/CSR officer and has documented this**	CSR = Corporate Social Responsibility stands for sustainability in corporate management with social responsibility regarding environmental and social measures that go beyond legal requirements. A “Yes” and one of the following two options are verified to meet the mandatory criterion.				**40**
		Yes	**Document check** - Official appointment of a sustainability/environmental/CSR officer **Potential evidence:** - Organizational chart - Job description	x			15
		As a primary role	**Document check** - Official appointment of a sustainability/environmental/CSR officer as a primary role **Potential evidence:** - Organizational chart - Job description	x			15
		Role is performed by senior management / a manager / a specialist	**Document check** - Official appointment of a sustainability/environment/CSR officer in a secondary role **Potential evidence:** - Organizational chart - Job description	x			10

X	**1.5**	**The business has a sustainability program that includes at least five defined goals, each with prioritized areas of action, associated objectives, measures, and responsibilities**	The sustainability program for the current year—including areas of action, objectives, measures, and responsibilities for the next three years leading up to recertification—serves as evidence here, unless specific reference is made to another form of evidence. At least five verified goals within the sustainability program are required to meet this mandatory criterion.				**40**
		Yes	**Document Check** - Prioritized areas of action (core area of the GreenSign Office criteria catalog) - Associated objectives, including specific measures and responsibilities for the business **Potential evidence:** - Sustainability program	x			15
		Yes, by facility group	**Document Check** - Prioritized areas of action (core area of the GreenSign Office criteria catalog) - Associated objectives, including specific measures and responsibilities for each operating group **Potential evidence:** - Sustainability program	x			15
		An annual written evaluation of the action areas is conducted	**Document Check** - Evaluation of implementation based on a compliance rating for each objective **Potential evidence:** - Previous year’s sustainability program - Previous year’s sustainability report	x			10

		Sustainability program	**Document check** - Only future objectives that have not yet been met - For each objective, an assigned action area, a measure, a timeframe, and responsibility(ies) in accordance with the template **Potential evidence:** - Sustainability program 5 points are awarded for a complete objective. The full score (60 points) requires at least one appropriate objective for each area of action (10 areas of action) and a total of 12 measures. Businesses belonging to centrally managed business groups must include at least 2 objectives specific to the business to achieve the full score; otherwise, the maximum is 50 points.	x			max. 60 (5 per measure)
X	**1.6**	**Staff must be involved, at a minimum, in the implementation of the sustainability program**	To meet this mandatory criterion, staff must be demonstrably involved in the implementation.				**10**
		Yes, in the development phase	**1. Document check** - Description of the opportunity to submit ideas for further developing operational sustainability **Potential evidence:** - Onboarding documents - Meeting minutes **2. Visual inspection** - The opportunity to submit ideas for further development is available in employee areas (e.g., suggestion box)	x	x		5
		Yes, during implementation	**Document check** - Description of the measures and specification of responsibilities (at least two departments) **Potential evidence:** - Sustainability program - Action plan	x			5

X	**1.7**	**The business informs stakeholders about sustainability activities via its website; optionally, this may also be done via a separate menu item**	Sustainability activities are existing measures that contribute to environmental, social, or economic goals and are described in a transparent manner. “Yes” must be verifiably met to satisfy the mandatory criterion.				**max. 20**
		Yes	**Visual inspection** - The business’s website regarding sustainability activities		x		10
		A separate menu item for sustainability activities is available on the business’s official website	**Visual inspection** - Business website regarding a separate menu item for sustainability (activities)		x		10
		Other	**The measure was not scored under other criteria of the conformity assessment program.** **Visual inspection** - Review of information shared with stakeholders regarding the business’s sustainability activities		x		10
X	**1.8**	**The business prepares an annual sustainability, environmental, or CSR report**	N/A				**30**
		Yes	**Document check** - Sections/chapters: Company profile, etc., sustainability strategy, etc., environment, etc., social issues, etc., corporate governance, etc., supply chain and value creation, etc., key performance indicators (KPIs), etc. **Potential evidence:** - Sustainability, environmental, or CSR report for the previous year - Draft sustainability, environmental, or CSR report for the current year (only for businesses that opened less than 12 months ago)	x			30
X	**1.9**	**A consistent, visual corporate design is implemented throughout the business**	Corporate design is the consistent visual representation of a company across all internal and external communication channels. It includes, in particular, the logo, colors, fonts, imagery, layouts, and tone of voice.				**10**
		Yes	**Visual inspection** - The business’s website regarding the uniform and consistent use of the logo, colors, fonts, imagery, layouts, and tone		x		5

		Sustainability is evident through sustainable partnerships	**Document Check** - Partnership between the business and a partner organization with a focus on sustainability - Visible sustainable added value of the business (e.g., forest ownership and associated maintenance) **Potential evidence:** - Partnership agreements - Partnership documentation	x			5
X	**1.10**	**Promotional materials and marketing communications are precise and transparent regarding sustainability**	N/A				**10**
		Images in promotional materials correspond to the activities actually offered	**Visual inspection** - The business's website and/or social media regarding the business's promotional materials - And their consistency with the activities actually offered by the business		x		5
		Advertising featuring nature experiences or cultural events is truthful	**Visual inspection** - The business's website and/or social media regarding the business's promotional materials on nature experiences - and their consistency with the actual nature experiences and cultural events offered by the business		x		5
X	**1.11**	**The business involves its key stakeholders in its operations through at least one measure per stakeholder group as part of its sustainability strategy.**	This measure was not scored under other criteria of the conformity assessment program. To meet the mandatory criterion, one measure per stakeholder group must be demonstrably fulfilled.				**30**
		Employees (heading)	N/A				
		Measure	**Document Check** - Description of the measure to involve employees in the business's sustainability strategy - Overview of the employees involved in the measure **Potential evidence:** - Measure description	x			4

		Measure	**Document Check** - Description of the measure to involve employees in the business's sustainability strategy - Overview of the employees involved in the measure **Potential evidence:** - Measure description	x			4
		Measure	**Document Check** - Description of the measure to involve employees in the business's sustainability strategy - Overview of the employees involved in the measure **Potential evidence:** - Measure description	x			4
		Customers (heading)	N/A				
		Measure	**Document Check** - Description of the initiative to involve customers in the business's sustainability strategy - Overview of the employees involved in the initiative **Potential evidence:** - Description of the initiative	x			3
		Measure	**Document Check** - Description of the initiative to involve customers in the business's sustainability strategy - Overview of the employees involved in the initiative **Potential evidence:** - Description of the initiative	x			3
		Measure	**Document Check** - Description of the initiative to involve customers in the business's sustainability strategy - Overview of the employees involved in the initiative **Potential evidence:** - Description of the initiative	x			3
		Partners/Suppliers (Heading)	N/A				

		Measure	**Document Check** - Description of the measure to involve partners/suppliers in the business's sustainability strategy - Overview of employees involved in the measure **Potential evidence:** - Description of the measure	x			3
		Measure	**Document Check** - Description of the measure to involve partners/suppliers in the business's sustainability strategy - Overview of employees involved in the measure **Potential evidence:** - Description of the measure	x			3
		Measure	**Document Check** - Description of the measure to involve partners/suppliers in the business's sustainability strategy - Overview of employees involved in the measure **Potential evidence:** - Description of the measure	x			3
X	**1.12**	**The business's CSR officer monitors and initiates improvement processes and measures in the area of sustainability and reports regularly in meetings**	N/A				**20**
		Yes	**Document Check** - Monitoring, initiation, and reporting on improvement processes and measures by the CSR officer - Documented participants: at least all department heads and the operational management team **Potential evidence:** - Meeting documentation (no older than 6 months) (e.g., minutes)	x			20
Core Area: Environment: Energy							

X	**2.1**	**The business regularly and systematically records energy consumption**	The systematic recording of energy consumption over a period of time (3 years for annual reporting / 12 months for monthly reporting (for new locations, starting from the year/month of opening)). Not applicable in cases where the business does not have its own energy supply contracts.				**max. 30**
		Yes	**Document Check** - Consumption data for the last year/last month - Electrical energy consumption (electricity) per year in kilowatt-hours (kWh) - Thermal energy consumption (heating energy) per year in kilowatt-hours (kWh) **Potential evidence:** - Extract from the energy management system with current operational data - Tabular overview of annual meter readings	x			5
		Monthly	**Document check** - Monthly consumption data listed in the document verified under “2.1 – Yes”	x			10
		Annual	**Document check** - Annual consumption data reported in the document verified under “2.1 – Yes”	x			5
		Please specify (annual consumption in kWh) (heading)	Recording of energy consumption over a period of time (3 years for annual reporting / 12 months for monthly reporting (for new accounts, starting from the year/month of account opening))				
		Total electricity	**Document check** - Last year’s consumption data - Annual electrical energy consumption (electricity) in kilowatt-hours (kWh) **Potential evidence:** - Extract from the energy management system with current operational data - Tabular overview of annual meter readings	x			5

		Electricity per workstation	**Document check** - Last year's consumption data - Electrical energy consumption (electricity) in kilowatt-hours (kWh) - Electricity consumption in kWh / number of workstations (or similar) = Electricity consumption per workstation (or similar) **Potential evidence for electricity:** - Extract from the energy management system with current operational data - Tabular overview of annual/monthly meter readings	x			5
		Total heating	**Document check** - Last year's consumption data - Thermal energy consumption (heating energy) per year in kilowatt-hours (kWh) or megajoules (MJ) **Potential evidence:** - Extract from the energy management system with current operational data - Tabular overview of annual meter readings	x			5
		Heating per workstation	**Document check** - Last year's consumption data - Thermal energy consumption (heating energy) in kilowatt-hours (kWh) - Thermal energy consumption in kWh / number of workstations (or similar) = Thermal energy consumption per workstation (or similar) **Potential evidence:** - Extract from the energy management system with current operational data - Tabular overview of annual meter readings	x			5
X	**2.2**	**The business records and performs an assessment of its energy suppliers, provided that energy is purchased directly by the business (and not billed on a flat-rate basis by the building owner).**	If electricity is purchased from energy brokers, the contract terms and the energy supplier are often unknown and can hardly be obtained from, for example, the business's lessor. However, brokers must comply with the provisions of the German Energy Industry Act (EnWG) regarding disclosure and transparency.				**30**

HQ: Criteria that may be documented and verified at headquarters.

		Yes	**Document Check** - List of all energy suppliers for the past 12 months - Energy category of all energy suppliers - Assessment of all energy suppliers based on criteria (e.g., price, share of renewable energy, transparency of certificates of origin, provider certifications, supplier's commitment to climate protection measures, contract terms, and ability to switch) **Potential evidence:** - Overview of energy suppliers	x			20
		Employees are informed and can provide information about energy suppliers upon request	**Document Check** - List of all energy suppliers over the past 12 months - Energy category of all energy suppliers - Information for key staff members **Potential evidence:** - Training materials on energy suppliers - Information materials on energy suppliers	x			10
	2.3	**The business ensures, through a documented procurement guideline or purchasing policy, that energy-efficient alternatives are used when purchasing new electronic devices**	N/A				**max. 20**
		Energy-efficient alternatives	EU energy labels are only required in the EU **Document check** - Intention to select a technically energy-efficient device that is available for new purchases, taking into account the thresholds set by the business - Consideration of the EU energy label for devices subject to labeling requirements **Potential evidence:** - Procurement guideline specifying the procurement of energy-efficient electronic devices	x			10

		Consideration of service life, ease of repair, and recyclability	**Document Check** - Consideration ofthedevice's lifespan, ease of repair, and recyclability when making new purchases **Potential evidence:** - Procurement policy that references the lifespan, ease of repair, and recyclability of new devices	**x**			10
		Electronic devices are certified as sustainable	**Document Check** - Intention to select a sustainably certified device for new purchases **Potential evidence:** - Procurement policy referencing the procurement of sustainably certified devices The following certificates are accepted: Blue Angel, TCo Certified, EU Ecolabel, EPEAT, or similar.	x			10
	2.4	**The business has a policy governing the environmentally responsible use of and handling of office equipment**	Examples: Shared use of equipment by multiple people, use of the printer's "toner-saving mode" or "draft mode," use of devices with less than 3 Wh of power consumption in standby mode, turning off computers, monitors, and printers after work is completed, avoiding screen savers, avoiding standby mode				**max- 50**
		Yes	**Document Check** - Guidelines or policies for the environmentally responsible use of and handling of office equipment **Potential evidence:** - Work instructions - Training materials or records - Policies	**x**			50
	2.5	**The business is located in a building that has received building certification**	N/A				**40**

		Yes	**Document check** - Validity of the sustainable building certification - Name of the sustainable building certification - Certificate identification number - Name of the business **Potential evidence:** - Energy performance certificate - Building acceptance notice - Building permit **The following certificates are accepted:** DGNB (German Sustainable Building Council). LEED (Leadership in Energy and Environmental Design), BREEAM (Building Research Establishment Environmental Assessment Method), Living Building Challenge (LBC), ISO 50001 (Energy Management Systems), low-energy house, energy-efficient house, passive house, WELL Building Standard, Green Star, and similar.	x			30
		The building is constructed according to sustainable principles	Sustainable construction can refer, for example, to thermal insulation, efficient heating systems, energy self-sufficiency, material efficiency, durability, resource conservation, and air quality. **Document Check** - Documentation of sustainable construction aspects - Name of the business **Potential evidence:** -- Energy Performance Certificate - Certification document	x			10

	2.6	**The business ensures that all electrical systems are regularly serviced and maintained. Optionally, this is monitored via a digital log**	The systematic recording of maintenance and repairs of electrical systems over a period of time (3 years for annual reporting / 12 months for monthly reporting (for new openings, starting from the year/month of opening)) Electrical systems include: electric heating systems, lighting systems, electrical installations, air conditioning and ventilation systems, elevator systems, security and surveillance systems, emergency power systems and UPS systems, charging stations for electric vehicles, energy meters and metering systems, etc. To meet this mandatory criterion, evidence must be provided that the requirement is met.				**30**
		Yes	**1. Document Check** - Maintenance data from the last year/last month - Maintenance and servicing of electrical systems with specified inspection intervals - Information on the responsible specialized companies or internal personnel in charge **Potential evidence:** - Tabular overview of monthly/annual maintenance - Maintenance log/report on performed maintenance - Invoices for maintenance and repair work - Contracts for maintenance and repair work - Repair and maintenance records in the event of malfunctions - Extract from the digital maintenance and repair system **2. Visual inspection** - Technical building management system, including maintenance and repair records - Maintenance notices or inspection stickers on electrical systems, equipment, and installations	x	x		20

		Maintenance and repairs are documented via a digital record	The following are accepted as digital records: monitoring software and spreadsheet programs (e.g., Excel, Numbers) **1. Document check** - Maintenance data from last year/last month - Maintenance and repairs of electrical systems with specified inspection intervals **Potential evidence:** - Extract from the digital maintenance and repair system **2. Visual inspection** - Technical building management system, including maintenance and repairs	x	x		10
	2.7	**The business obtains electricity from renewable sources to improve its carbon footprint**	Renewable energy sources are natural sources such as the sun, wind, water, biomass, and geothermal energy, which are constantly replenished and provide climate-friendly electricity or heat. If the business alternatively generates 100% of its own electricity (for example, via a PV system), the full number of points is also awarded.				**max. 60**

		At least 75% in the electricity mix (electricity mix)	**1. Document check** - Electricity consumption for the last 12 months - Name of the electricity provider - Electricity labeling in accordance with §42 EnWG (electricity mix) showing a share of renewable energy of > 75% - If applicable, information on self-generated renewable electricity **Potential evidence:** - Electricity bill - Guarantees of Origin (GO) for green electricity from registered systems - Certificates from the electricity provider regarding the share of green electricity - Screenshot of the energy management system showing the proportion of renewable electricity - Overview of yield data or feed-in data for self-generation **2. Visual inspection** - Own system for generating electricity from renewable sources (e.g., 75% self-generated electricity: 30 kW photovoltaic system + 10 kW CHP unit + geothermal energy) - Extract from an energy management system showing the proportion of renewable electricity **Energy sources not accepted for CHP units:** - Coal (hard coal and lignite) - Heating oil - Liquefied petroleum gas (fossil) - Fossil natural gas (without transition to green gases) - Non-sustainable biomass (e.g., monocultures, problematic imports) - Waste with a high fossil content (e.g., plastics) **Acceptable energy sources for CHP plants:** - Biogas (produced sustainably) - Hydrogen (green, from renewable sources) - Wood from sustainable forestry - Residue-based biomass (e.g., wood waste, agricultural residues) - Waste with a high biogenic content (e.g., organic waste)	x	x		30

		100% of the electricity mix	**Document Check** - Name of the electricity provider - Electricity labeling in accordance with § 42 EnWG (electricity mix) including the share of renewable energy **Potential evidence:** - Electricity bill - Guarantees of Origin (GOs) for green electricity from registered systems - Certificates from the electricity provider regarding the share of green electricity	x			60
		Electricity Provider	**Document Check** - Name of the electricity provider - Electricity labeling in accordance with § 42 EnWG (electricity mix) including the share of renewable energy **Potential evidence:** - Electricity bill - Guarantees of Origin (GOs) for green electricity from registered systems - Certificates from the electricity provider regarding the share of green electricity	x			
	2.8	**The business uses heating energy from resource-conserving sources**	**N/A**				**60**
		Yes	**Document Check** - Evidence of the origin or type of heating energy used **Potential evidence:** - Heat supply contract - Information from the heat supplier regarding the energy source used - Contract or supply documents	x			60
	2.9	**To further improve energy efficiency, at least three of the following measures must be implemented in the business, at least one of which must fall under the "Lighting Concept" category.**	To meet the mandatory criterion, at least three of the described measures must be verifiably implemented, at least one of which must be verifiably implemented under "Lighting Concept."				**max. 60**

		Energy Audit/Energy Management System (Heading)	N/A				
		An energy audit conducted by a specialist consultant or expert has been completed	An energy performance certificate is valid for a maximum of 10 years, as required by law. An energy audit conducted by an energy consultant is a voluntary energy consultation performed every 3–5 years that goes beyond the scope of the energy performance certificate. Businesses are subject to DIN EN ISO 50001 (standard for energy management systems) if their average annual total energy consumption exceeds (currently) 7.5 GWh, which requires energy audits every three years. This applies primarily to retail chains. The following is not accepted: An energy check with a specialist consultant/expert has been commissioned but has not yet been conducted. **document check** - The date of the energy audit must not be more than 3 years old - Information on the results of the energy audit (e.g., renovation recommendations, cost-benefit analyses, analysis of the building's current energy status, suggestions for improving energy efficiency, information on potential subsidies) provided by a**specialist**consultant or**expert** **Potential evidence:** - Written report or confirmation from the specialist consultant or expert	x			10

		An energy management system in accordance with ISO 50001 (or alternatively, the EMAS environmental management system) has been implemented	ISO 50001 is an international standard for energy management systems that helps organizations systematically improve their energy-related performance and increase energy efficiency. EMAS is a voluntary EU environmental management system that goes beyond ISO 14001 and also integrates measures to improve energy efficiency into continuous environmental performance The following is not accepted: An energy management system in accordance with ISO 5001 is under development but has not yet been implemented. **Document Check** - Validity of the energy management certification - Name of the certification (ISO 50001 or EMAS) - Evidence of the implementation and application of the energy management system - Documentation on energy savings and improvement measures - Certificate identification number - Name of the business **Potential evidence:** - Certificate certificate	x			10
		An energy manager has been appointed at the business	An energy manager is a person with technical responsibility within an organization who coordinates and oversees the planning, implementation, and monitoring of measures to increase energy efficiency. **Document check** - Official appointment of an energy manager - Job description and scope of responsibility **Potential evidence:** - Organizational chart - Job description	x			10

		Other	This measure was not scored under other criteria of the conformity assessment program. **Document check** - Description of the measure for implementing energy efficiency in the business **Potential evidence:** - Description of the measure	x			10
		Lighting Concept (Heading)	N/A				
		Timer switches and/or motion detectors in outdoor areas	**Visual inspection** - Timers in outdoor areas - Motion detectors in outdoor areas - Control unit for lighting control		x		10
		Timers and/or motion detectors in indoor areas	**Visual inspection** - Timers in indoor areas - Motion detectors in indoor areas - Control unit for lighting regulation		x		10
		Use of Daylight in Room Planning	**Visual inspection** - Bright rooms thanks to daylight illumination - Window areas and room layout optimized for daylight use - Light-directing elements such as skylights, light-directing louvers, or glass blocks		x		10
		Other	This measure was not scored under other criteria of the conformity assessment program. **Document check** - Description of the measure for implementing energy efficiency in the business **Potential evidence:** - Description of the measure	x			10
		Miscellaneous (heading)	N/A				
		Use of reusable cloth towel rolls in public areas	**Visual inspection** - Cloth towel rolls in public areas		x		10

		Use of recycled paper for hand drying in public restrooms and staff areas	**1. Document check** - Evidence of the use of certified recycled paper **Potential evidence:** - Delivery documentation **2. Visual inspection** - Recycled paper towel dispensers in public restrooms and staff areas - Eco-labels on recycled paper The following certificates are accepted: FSC Recycled, PEFC Recycled, Cradle to Cradle Certified	x	x		10
		Turning off computers, monitors, and printers at the end of the workday	**1. Document check** - Policies or guidelines regarding turning off computers, monitors, and printers at the end**of the workday** **Potential evidence:** - Work instructions - Training materials or records **2. Visual inspection** - Computers, monitors, and printers turned off outside of working hours - Notices regarding turning off computers, monitors, and printers at the end of the workday	x	x		10
		Information to raise employee awareness about energy efficiency	**1. Document Check** - Information on energy efficiency **Potential evidence:** - Information and training materials on energy efficiency (e.g., work instructions, communication tools, employee onboarding) **2. Visual Inspection** - Information and training materials on energy efficiency for employees in areas of the business accessible to employees (e.g., bulletin board)	x	x		10
	2.10	**The business takes (additional) measures to continuously reduce energy consumption and conserve energy resources**	N/A				**10**

HQ: Criteria that may be documented and verified at headquarters.

		Measure […]	This measure was not scored under other criteria of the conformity assessment program. **Document check** - Description of the measure for the continuous reduction or conservation of energy **Potential evidence:** - Description of the measure	x			10
Core area: Environment: Water							
X	**3.1**	**The business regularly and systematically records water consumption by type, provided that water is purchased by the business (and is not billed on a flat-rate basis by the building owner). Optionally, this can be done using a digital monitoring tool.**	Systematic recording of water consumption over a period of time (3 years for annual reporting / 12 months for monthly reporting (for new establishments, starting from the year/month of opening)). Not applicable in cases where the business does not have its own water supply contracts.				**max. 30**
		Yes	**Document Check** - Consumption data for the last year/last month - Water consumption in cubic meters (m³) **Potential evidence:** - Extract from the water management system with current operational data - Tabular overview of monthly/annual meter readings	x			5
		Monthly	**Document check** - Reporting of monthly consumption data in the document reviewed under “3.1 – Yes”	x			10
		Annual	**Document check** - Annual consumption data shown in the document reviewed under “3.1 – Yes”	x			5
		Please specify: (Heading)	Recording of water consumption over a period of time (3 years for annual reporting/12 months for monthly reporting (for new locations, starting from the year/month of opening))				

		Total water consumption	**Document Check** - Consumption data for the past year - Water consumption in cubic meters (m³) **Potential evidence:** - Extract from the water management system with current operational data - Tabular overview of annual meter readings	x			5
		Water consumption per workstation	**Document check** - Last year's consumption data - Water consumption in cubic meters (m³) - Water consumption in cubic meters (m³) / number of workstations × 100 = water consumption per workstation **Potential evidence for water:** - Extract from the water management system with current operational data - Tabular overview of annual meter readings	x			5
		Note: The business uses a digital monitoring tool for this purpose	The following are accepted as digital monitoring tools: digital measuring devices (smart meters/sub-meters, etc.) and monitoring software (app/dashboard) where data is transmitted via Wi-Fi or a smart meter gateway. Connection to water utilities with real-time measurement. The following are not accepted as digital monitoring tools: spreadsheet programs (e.g., Excel, Numbers) **1. Document Check** - Last year's consumption data - Water consumption in cubic meters (m³) **Potential evidence:** - Extract from the digital water management system showing current operational data **2. Visual Inspection** - Digital water management system showing current operational data	x	x		10

	3.2	**The business ensures that water installations and systems are regularly serviced and maintained. Optionally, this is monitored via a digital record.**	Systematic documentation of maintenance and repairs of water-carrying systems over a period of time (3 years for annual reporting / 12 months for monthly reporting (for new facilities, starting from the year/month of opening)) Water installations include: pipes, fittings, tanks, pumps, filter systems, etc. To meet this mandatory criterion, evidence must be provided that the “Yes” requirement is fulfilled.				**30**
		Yes	**1. Document check** - Maintenance and repair data for the past year/month - Maintenance and repairs of water-carrying systems and installations with specified inspection intervals - Information on the responsible specialized companies or internally designated personnel **Potential evidence:** - Tabular overview of monthly/annual maintenance - Maintenance documentation - Maintenance contracts - Proof of repairs and maintenance in the event of malfunctions **2. Visual inspection** - Technical building management system, including maintenance and repairs - Maintenance notices or inspection stickers on water-carrying systems and installations	x	x		20

		Maintenance and repairs are documented via a digital record	The following are accepted as digital records: monitoring software and spreadsheet programs (e.g., Excel, Numbers) **1. Document check** - Maintenance data from last year/last month - Maintenance and repairs of electrical systems with specified inspection intervals **Potential evidence:** - Extract from the digital maintenance and repair system **2. Visual inspection** - Technical building management system, including maintenance and repairs	x	x		10
	3.3	**The following measures to conserve water and reduce water consumption have been implemented in the business**	To meet the mandatory criterion, at least the sub-criteria “Faucets (max. 4–6 liters/min.),” “Toilet function with flush-stop button/water-saving button,” and one additional criterion component—the selection of which is not specified—must be demonstrated to be met.				**max. 60**
		Technology/Standards: (Heading)	N/A				
		Use of flow restrictors/aerators	Flow restrictors/aerators are devices installed on faucets that reduce water flow and thus lower water consumption. **1. Document Check** - Information on the use of flow restrictors/aerators **Potential evidence:** - Delivery documentation - Installation documentation - Maintenance documentation - Manufacturer specifications on product data sheets or packaging - Test reports **2. Visual Inspection** - Flow restrictors/aerators on faucets	x	x		10
		Water flow rate is: (heading)	N/A				

		Faucets (max. 4–6 liters/minute)	**1. Document check** - Information on the water flow rate of the faucets (maximum 4–6 liters/minute) **Potential evidence:** - Installation or manufacturer documentation **2. Measurement** - Measurement of the water flow rate of the faucets using a water flow meter (maximum 4–6 liters/minute)	x		x	10
		Toilet Flush (max. 4.5 liters/flush)	**1. Document check** - Information on the water flow rate of toilet flushes (maximum 4.5 liters per flush) **Potential evidence:** - Installation or manufacturer documentation **2. Measurement** - Measurement of the water flow rate of toilet flushes using a water flow meter (maximum 4.5 liters per flush)	x		x	10
		Urinals (max. 2 liters per flush)	**1. Document check** - Information on the water flow rate of urinals (maximum 2 liters per flush) **Potential evidence:** - Installation or manufacturer documentation **2. Measurement** - Measurement of the water flow rate of urinals using a water flow meter (maximum 2 liters per flush)	x		x	10
		Use of sensor-activated faucets	**Visual inspection** - Faucets with sensor technology in the business's public restroom areas - Functional test of the sensors		x		10
		Toilet function with flush-hold feature/water-saving button	**Visual inspection** - Toilet flushes with a flush-stop function/water-saving button in the business's restroom areas - Functional test of the flush-stop function		x		10

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		Central water softening system is in place	**1. Document check** - Type, capacity, and location of the central water softening system **Potential evidence:** - Delivery documentation - Installation documentation - Maintenance documentation - Technical product information/system description **2. Visual inspection** - Central water softening system, including nameplate, in business	x	x		10
		Cleaning (heading)	N/A				
		Use of Environmentally Friendly Cleaning Agents/Chemicals	**1. Document check** - List of cleaning agents/chemicals used over the past 12 months - Information on the environmental friendliness of the cleaning agents/chemicals used - Calculation and result as follows: Number of environmentally friendly cleaning agents / Total number of cleaning agents × 100 - Verifiable result of the calculation is above 50% **Potential evidence:** - Overview of purchased cleaning agents/chemicals - Documentation of the calculation - Certificates - Safety data sheets **2. Visual inspection** - Storage and use of environmentally friendly cleaning agents with sustainability certification in the business The following certifications are accepted: EU Ecolabel, Nordic Swan Ecolabel, BlueAngel, Cradle to Cradle Certified, IGöB cleaning agent list, Maya, Oecoplan, Austrian Ecolabel, or similar.	x	x		10
		Miscellaneous (heading)	N/A				

		Information on raising employee awareness about water conservation	**1. Document check** - Information on water**conservation** **Potential evidence:** - Information and training materials on water conservation (e.g., work instructions, communication tools, employee onboarding) **2. Visual inspection** - Information and training materials on water conservation for employees in areas of the business accessible to employees (e.g., bulletin board)	x	x		10
	3.4	**The business is taking (additional) measures to continuously reduce water consumption**	N/A				**20**
		Measure […]	This measure was not scored under other criteria of the conformity assessment program. **Document check** - Description of the measures for the continuous reduction of water consumption and conservation of water resources **Potential evidence:** - Description of the measures	x			20
Core Area: Environment: Waste							
X	**4.1**	**The business regularly and systematically collects and monitors data on waste generation. Optionally, this is done using a digital monitoring tool.**	Systematic recording of waste generation over a period of time (3 years for annual analysis / 12 months for monthly analysis (for new facilities, starting from the year/month of opening))				**30**
		Yes	**Document check** - Waste generation last year/last month - Waste generation in metric tons (t) **Potential evidence:** - Extract from the waste management system with current operational data - Tabular overview of monthly/annual measurements	x			5
		Monthly	**Document check** - Reporting of monthly consumption data in the document reviewed under “4.1 – Yes”	x			10

		Annual	**Document Check** - Annual consumption data reported in the document reviewed under "4.1 - Yes"	x			5
		The business uses a digital monitoring tool for this purpose.	The following are accepted as digital monitoring tools: digital meters (smart meters/sub-meters, etc.) and monitoring software (app/dashboard) where data is transmitted via Wi-Fi or a smart meter gateway. The following are not accepted as digital monitoring tools: spreadsheet programs (e.g., Excel, Numbers) **1. Document check** - Last year's consumption data - Waste volume in cubic meters (m^3) **Potential evidence:** - Extract from the digital waste management system showing current operational data **2. Visual inspection** - Digital waste management system showing current operational data	x	x		10
X	**4.2**	**Waste is sorted by recyclable material type in the business**	N/A				**30**
		Yes	**1. Document check** - Disposal/collection by recyclable material category **Potential evidence:** - Contract - Invoice **2. Visual inspection** - Waste containers labeled with the respective recyclable material categories	x	x		30
	4.3	**Recyclable materials are returned to the recycling cycle after use**	N/A				**30**

		Yes	**Document check** - Recyclable paper and/or glass is disposed of separately and thus made available for recycling **Potential evidence:** - Labeling of the containers - Work instructions	x			30
	4.4	**The business has an action plan for reducing/preventing waste generation in the following areas**	To meet the mandatory criterion, at least one measure from each category must be verifiably implemented—that is, documented in the action guidelines.				**max. 60**
		Suppliers/Manufacturers (Heading)	Examples: Supplier uses reusable systems, supplier accepts packaging returns, use of refillable soap dispensers/dosing aids				
		Yes	**Document Check** - Evidence that at least one measure for waste prevention or reduction among suppliers/manufacturers is specified in the action plan **Potential evidence:** - Action plan for waste prevention/reduction - Purchasing or procurement policy with corresponding guidelines	x			
		Reuse of Work Materials and Equipment (Heading)	Examples: Donating or selling used binders, discarded office furniture and chairs to second-hand users, social organizations, schools, etc., or to recycling companies				
		Yes	**Document Check** - Evidence that at least one measure for waste prevention or reuse of work materials and equipment has been established **Potential evidence:** - Policy on waste prevention and reduction - Guidelines for the reuse or transfer of work materials and equipment	x			
		Company Mail and Package Shipping (Heading)	Examples: Plastic-free shipping, recyclable packing materials, packaging sizes tailored as closely as possible to the contents, climate-friendly shipping with DHL GoGreen or similar services, digital shipping codes instead of paper stamps				

		Yes	**Document Check** - Evidence that at least one measure for waste prevention or reduction in mail and package shipping is specified in the action guidelines **Potential evidence:** - Action guidelines for waste prevention/reduction - Shipping or procurement guidelines with corresponding requirements	x			
	4.5	**Paper consumption in the business is tracked regularly**	Systematic tracking of paper consumption (printing/copying) over a period of time (3 years for annual tracking/12 months for monthly tracking (for new locations, starting from the year/month of opening)) To meet this mandatory criterion, the response “Yes” and either “monthly” or “annually” must be supported by evidence.				**max. 10**
		Yes	**Document check** - Paper consumption (printing/copying) for the last year/month - Cost (euros) or weight (kg) **Potential evidence:** - Tabular overview of monthly/annual paper consumption (printing/copying)	x			5
		Monthly	**Document check** - Reporting of monthly consumption data in the document verified under “4.6 – Yes”	x			5
		Annual	**Document check** - Annual consumption data listed in the document verified under “4.6 – Yes”	x			3
	4.6	**The business uses products made from recycled paper sourced from sustainably managed forests in the following areas.**	N/A				**max. 30**

		Entire business	**1. Document Check** - Information on the use of recycled paper or sustainability certification for paper throughout the entire business **Potential evidence:** - Supply documentation (contracts, invoices, delivery notes, order lists, correspondence) **2. Visual inspection** - Certified recycled paper products throughout the entire business The following certificates are accepted: FSC Recycled, Blue Angel, EU Ecolabel, Cradle to Cradle Certified, PEFC Recycled, or similar.	x	x		**30**
		Office spaces/reception	**1. Document check** - Information regarding the use of recycled paper or sustainability-certified paper in office spaces/reception **Potential evidence:** - Delivery documentation (contracts, invoices, delivery notes, order lists, correspondence) **2. Visual inspection** - Certified recycled paper products in office spaces/reception or warehouse The following certificates are accepted: FSC Recycled, Blue Angel, EU Ecolabel, Cradle to Cradle Certified, PEFC Recycled, or similar.	x	x		15

		Restrooms	**1. Document Check** - Information regarding the use of recycled paper or sustainability certification for paper in restrooms **Potential evidence:** - Supply documentation (contracts, invoices, delivery slips, order lists, correspondence) **2. Visual Inspection** - Certified recycled paper products in restrooms or storage areas The following certificates are accepted: FSC Recycled, Blue Angel, EU Ecolabel, Cradle to Cradle Certified, PEFC Recycled, or similar.	x	x		15
	4.7	**The business implements the following measures to reduce paper consumption**	To meet this criterion, at least five of the following subcriteria must be demonstrated to be met. The selection of subcriteria is not prescribed.				**max. 40**
		No printing of email correspondence	**1. Document Check** - Guidelines for paperless handling of email correspondence - Description of internal policies regarding the avoidance of printouts **Potential evidence:** - Internal work instructions - Digitization or sustainability guidelines - Screenshots from email or document management systems - Training materials 2**. Visual inspection** - Email correspondence is processed and archived exclusively in digital form - There are no printed email documents in the work areas	x	x		5

		Printer default setting: Double-sided printing and copying	**1. Document check** - Evidence of standard printer settings - Description of the business's printing policies **Potential evidence:** - Screenshots of printer settings - IT or printer policies - Administrator settings - Manufacturer or system documentation **2. Visual inspection** - Printers are set to double-sided printing and copying by default - Print settings can be verified on-site	x	x		5
		Quotes are sent online	**1. Document check** - Information on sending quotes online **Potential evidence:** - Email templates or PDF quotes - Screenshots from the digital booking or quoting system used to send quotes online - Internal work instructions for online communication with customers **2. Visual inspection** - Digital booking or quoting system	x	x		5
		Invoices are sent online	**1. Document check** - Information on online invoice submission **Potential evidence:** - Email templates or PDF quotes - Screenshots from the digital booking or quote system used for online invoice submission - Internal work instructions for online communication with customers **2. Visual inspection** - Digital booking or quote system	x	x		5

		Transactions are electronically archived	**1. Document check** - Information on the electronic archiving of transactions **Potential evidence:** - Screenshots from digital operational software - Internal work instructions **2. Visual inspection** - Digital operational software	x	x		5
		An email signature with, for example, “Thinking before printing” has been set up	**1. Document check** - Information for employees on reducing paper use **Potential evidence:** - Information materials for employees - Training materials for employees **2. Visual inspection** - Information materials on avoiding printing	x	x		5
		Printed materials are available online	**Visual inspection** - Printed materials include a reference to the online version (e.g., QR codes) - Information from the printed materials is available on the company website		x		5
		Employees are encouraged to print as little as possible	**1. Document check** - Information for employees on reducing paper use **Potential evidence:** - Information materials for employees - Training materials for employees **or 2. Visual inspection** - Information materials on avoiding printing	x	x		5

		Internally, scrap paper and recycled paper are preferred	**1. Document check** - Guidelines or instructions regarding the preferred use of scrappaperor recycled paper - Description of internal procurement or usage policies**Potential evidence:** - Purchasing policies - Order summaries - Company policies - Delivery documentation **2. Visual inspection** **-** Scrap paper or recycled paper is used in day-to-day work - Recycled paper is available in relevant work areas	x	x		5
	4.8	**The business takes (additional measures) to continuously reduce waste**	N/A				**30**
		Measure […]	**This measure was not scored under other criteria of the conformity assessment program.** **Document check** - Description of the measure for the continuous reduction of waste. **Potential evidence:** - Description of the measure	x			30
Core Area: Purchasing							
X	**5.1**	**The business has a purchasing policy that gives preference to environmentally sustainable suppliers and products**	N/A				**max. 50**

		Yes	**Document Check** - Description of environmental criteria within the purchasing policy - Description of the preference given to sustainable suppliers and products **Potential evidence:** - Purchasing guidelines - Sustainability guidelines - Supplier codes of conduct - Procurement guidelines	x			40
		The purchasing policy covers office supplies and furniture as well as promotional materials	**Document Check** - Description of the procurement areas covered by the purchasing policy - Inclusion of office supplies, office furniture, and promotional materials within the purchasing policy **Potential evidence:** - Purchasing guidelines - Procurement overviews - Sustainability guidelines - Product category overviews	x			10
X	**5.1.1**	**The purchasing policy addresses the following principles (heading)**	N/A				**max. 50**
		Sustainably Certified Office Supplies	**Document Check** - Description of sustainably certified office supplies within the purchasing policy - Inclusion of sustainably certified office supplies in purchasing **Potential evidence:** - Purchasing guidelines - Sustainability guidelines - Supplier requirements The following certifications are accepted: FSC, EU Ecolabel, Blue Angel, Cradle to Cradle Certified, GOTS, or similar.	x			10

		Sustainably certified promotional materials	**Document Check** - Description of sustainably certified promotional materials within the procurement policy - Consideration of sustainably certified promotional materials in procurement **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements The following certifications are accepted: FSC, EU Ecolabel, Blue Angel, Cradle to Cradle Certified, GOTS, or similar.	x			10
		Office Furniture: (Heading)	N/A				
		Sustainably Certified Office Furniture	**Document Check** - Description of sustainably certified office furniture within the procurement policy - Consideration of sustainably certified office furniture in procurement **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements The following certifications are accepted: FSC, EU Ecolabel, Blue Angel, Cradle to Cradle Certified, GOTS, or similar.	x			10
		Wood Surface Treatment with Natural, Plant-Based Products	**Document check** - Description of wood surface treatment using natural, plant-based agents for office furniture within the procurement policy - Consideration of wood surface treatment using natural, plant-based agents for office furniture in procurement **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements	x			10

		Recyclable design (no composite materials)	**Document check** - Description of designs suitable for recycling without composite materials for office furniture within the procurement policy - Consideration of designs suitable for recycling without composite materials for office furniture in procurement **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements	x			10
		Complete material labeling	Material identification standardizes the identification of materials (primarily metals) using abbreviations or material numbers in accordance with DIN EN. Material numbers consist of 5 to 7 digits (e.g., 1.4301 for stainless steel) and are assigned centrally. In modern materials science, a distinction is generally made between five material groups: 1. Metals (e.g., iron, aluminum), 2. Nonmetals (e.g., graphite), 3. Organic materials (e.g., wood, plastic), 4. Inorganic nonmetallic materials (e.g., ceramics, glass), 5. Semiconductors (e.g., silicon) **Document Check** - Description of the complete material designation in the purchasing policy - Consideration of the possibility of replacing covers (e.g., on office chairs or armchairs/sofas) in purchasing **Potential evidence:** - Purchasing guidelines - Sustainability guidelines - Supplier requirements	x			10

		Upholstery and padding materials made from natural materials	**Document Check** - Description of cover and upholstery materials made from natural materials in the purchasing policy - Consideration of cover and upholstery materials made from natural materials in purchasing **Potential evidence:** - Purchasing guidelines - Sustainability guidelines - Supplier requirements	x			10
		Replaceable covers	**Document Check** - Description of the option to replace covers (e.g., on office chairs or armchairs/sofas) in the purchasing policy - Consideration of the option to replace covers (e.g., on office chairs or armchairs/sofas) in purchasing **Potential Evidence:** - Purchasing Guidelines - Sustainability Guidelines - Supplier Requirements	x			10
		Office furniture and chairs with a minimum 5-year warranty	**Document check** - Description of the minimum 5-year warranty for office furniture and chairs in the procurement policy - Consideration of the minimum 5-year warranty for office furniture and chairs in procurement **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements	x			10

		Office furniture and chairs with a minimum of 10 years of guaranteed spare parts availability	**Document Check** - Description of the guaranteed spare parts availability for at least 10 years for office furniture and chairs in the procurement policy - Consideration of the guaranteed spare parts availability for at least 10 years for office furniture and chairs in the procurement process **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements	x			10
		Modular design of office furniture with expandability	**Document Check** - Description of the modular design with expandability of office furniture in the procurement policy - Consideration of the modular design with expandability of office furniture in procurement **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements	x			10
		Procurement of Used Furniture and Office Chairs	**Document Check** - Description of the purchase of used furniture and office chairs in accordance with the procurement policy - Consideration of the purchase of used furniture and office chairs in the procurement process **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements	x			10

		Supplier/Manufacturer Take-Back Guarantee	**Document Check** - Description of the supplier's/manufacturer's take-back guarantee for office furniture within the procurement policy - Consideration of the supplier's/manufacturer's take-back guarantee for office furniture in the procurement process **Potential evidence:** - Procurement guidelines - Sustainability guidelines - Supplier requirements	x			10
	5.2	**Various items (e.g., hand towels and kitchen towels) are laundered at a laundry facility located within ≤ 30 km of the site**	**Document check** - Information on whether the laundry service is in-house (on-site laundry) or external - Location of the external laundry facility - Distance from the business's location **Potential evidence:** - Contract or invoice from the laundry service - Proof of the laundry facility's location				**max. 40**
		In-house washing machine	**Visual inspection** - Company-owned washing machine available		x		40
		10 km	Laundry service ≤ 10 km away	x			30
		20 km	Laundromat ≤ 20 km away	x			20
		30 km	Laundromat ≤ 30 km away	x			10
		The laundry facility is certified as sustainable	**Document Check** - Valid certificate from the laundry - Name of the certification - Certificate identification number - Name of the business **Potential evidence:** - Laundry's certification certificate The following certifications are accepted: EU Ecolabel, Blue Angel, ISO 14001, EMAS, Nordic Swan Ecolabel, RAL Quality Mark "Textile Care" in conjunction with environmental or sustainability certifications, German Institute for Sustainability & Economy, or similar.	x			10

		Only sustainable detergents are used in our own washing machine	**1. Document Check** - List of detergents used over the past 12 months - Information on the environmental friendliness of the detergents/chemicals used - Calculation and result as follows: Number of environmentally friendly detergents / Total number of detergents × 100 - Verifiable result of the calculation is over 50% **Potential evidence:** - Overview of purchased cleaning products - Documentation of the calculation - Certificates - Safety data sheets **2. Visual inspection** - Storage and use of environmentally friendly cleaning products with a sustainability certificate in the business The following certifications are accepted: EU Ecolabel, Nordic Swan Ecolabel, Blue Angel, Cradle to Cradle Certified, IGöB cleaning product list, Maya, Oecoplan, Austrian Ecolabel, or similar.	x	x		10
X	**5.3**	**When purchasing, leasing, or renting, the business prioritizes sustainably produced textiles and raw materials**	N/A				**max. 40**

		Towels in restroom areas	**Document Check** Documentation must include: - A list of all textiles purchased, leased, or rented during the audit period - Evidence of the sustainability certifications used or proof of the raw materials' sustainability - A breakdown of the proportion of textiles procured sustainably **Potential supporting documents:** - Invoices or delivery notes with certification details - Product or supplier certificates The following certifications are accepted: GOTS (Global Organic Textile Standard), OEKO-TEX MADE IN GREEN, EU Ecolabel, Blue Angel, Cradle to Cradle Certified, Fairtrade Cotton, IVN Best (Naturtextil), or similar.	x			15
		Towels in the kitchen/cafeteria area	**Document Check** - List of all textiles purchased, leased, or rented during the audit period - Specification of the sustainability certifications used or evidence of raw materials - Breakdown of the proportion of textiles sourced sustainably **Potential supporting documents:** - Invoices or delivery notes with certification details - Product or supplier certificates The following certifications are accepted: GOTS (Global Organic Textile Standard), OEKO-TEX MADE IN GREEN, EU Ecolabel, Blue Angel, Cradle to Cradle Certified, Fairtrade Cotton, IVN Best (Naturtextil), or similar.	x			15

		Workwear	**Document Check** - List of all textiles purchased, leased, or rented during the audit period - Specification of the sustainability certifications used or evidence of raw materials - Breakdown of the proportion of textiles sourced sustainably **Potential supporting documents:** - Invoices or delivery notes with certification details - Product or supplier certificates The following certifications are accepted: GOTS (Global Organic Textile Standard), OEKO-TEX MADE IN GREEN, EU Ecolabel, Blue Angel, Cradle to Cradle Certified, Fairtrade Cotton, IVN Best (Naturtextil), or similar.	x			15
	5.4	**The procurement of sustainably certified products across various product categories is carried out through**	**Document check** - List of all purchased products (by product category) during the review period of the last 12 months - Identification of which products are sustainable - Calculation and result as follows: Number of sustainable products / Total number of purchased products × 100 **Potential evidence:** - Supplier overview - Certificates or product documentation - Documentation of the calculation The following certifications are accepted: Organic, Fairtrade, FSC, Ecolabel, Cradle to Cradle Certified, or similar.	x			**max. 40**
		Yes, specifically regarding (heading)	N/A				
		30% to 60%	**Document check** - Verifiable calculation result falls between 30% and 60%	x			20
		60% to 90%	**Document check** - Verifiable calculation result falls between 60% and 90%	x			30
		More than 90%	**Document check** - Verifiable calculation result is over 90%	x			40
X	**5.5**	**The business purchases organic or Fair Trade cocoa, tea, and coffee**	N/A				**20**

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		Yes	**1. Document check** - Overview of purchased cocoa, tea, and coffee products - Evidence that the products are either certified organic or Fair Trade **Potential forms of evidence:** - Purchase documents - Supplier or product lists - Product labels - Organic certificates - Fair Trade certificates or equivalent evidence **2. Visual inspection** - Organic or Fair Trade labels on the cocoa, tea, and coffee products used are clearly visible	x	x		20
Core Area: Regionality & Mobility							
	6.1	**At least half of the business's employees live within a radius of no more than 30 km from the business**	The employee list used must not be older than 12 months. "30 km" refers to kilometers driven.				**30**
		10 km	**Document Check** - Number of employees residing within a radius of < 10 km / Total number of employees × 100 **Potential evidence:** - Anonymized employee list (e.g., ZIP code) - Documentation of the calculation	x			20
		20 km	**Document check** - Number of employees residing within a radius of < 20 km / Total number of employees × 100 **Potential evidence:** - Anonymized employee list (e.g., ZIP code) - Documentation of the calculation	x			20

		30 km	**Document check** - Number of employees residing within a radius of < 30 km / Total number of employees × 100 **Potential evidence:** - Anonymized employee list (e.g., ZIP codes) - Documentation of the calculation	x			10
	6.2	**Information on employee mobility**	N/A				**max. 40**
		At least 40% of employees walk or bike to work	Calculation: Percentage of employees walking or biking = Number of employees walking or biking / Total number of employees × 100 **Document check** - Verifiable result of the calculation - Overview of employees' modes of transportation **Potential evidence:** - Employee surveys - Mobility analyses - Internal statistics	x			20
		At least 40% of employees commute to work by public transportation or carpooling	Calculation: Percentage of employees using public transportation or carpooling = Number of employees using public transportation or carpooling / Total number of employees × 100 **Document check** - Verifiable calculation result - Overview of the modes of transportation used by employees **Potential evidence:** - Employee surveys - Mobility analyses - Internal statistics	x			20
	6.3	**The business makes a significant contribution to the sustainable mobility of its employees and customers**	To meet the mandatory criterion, at least one of the following subcriteria must be demonstrably fulfilled. The selection of the subcriterion is not prescribed.				**50**

		The business offers sustainable transportation alternatives for employees	**Document check** - Description of the alternatives offered (e.g., JobRad, public transit subsidy, carpool programs) **Potential evidence:** - Internal guidelines - Employee information - Contract documents (e.g., ride-sharing platforms, bicycle leasing)	x			20
		The company's own vehicle fleet consists of vehicles with alternative drive systems (electric, hybrid, hydrogen)	**Document check** - List of all vehicles in the fleet, indicating the powertrain type (gasoline, diesel, hybrid, electric, hydrogen) **Potential evidence:** - Purchase or lease agreements for vehicles with alternative powertrains	x			15
		The company has its own electric charging stations	**Visual inspection** - Electric charging station(s) available		x		15
X	**6.4**	**The business has a business travel policy that prioritizes environmentally sustainable transportation and accommodations**	N/A				**max. 50**
		Yes	**Document check** - Description of sustainable mobility and lodging criteria within the business travel policy **Potential evidence:** - Business travel policy - Sustainability guidelines	x			50
X	**6.4.1**	**The business travel policy addresses the following principles (heading)**	N/A				**max. 50**
		Use of public transportation	**Document check** - Description of public transportation use within the business travel policy - Consideration of public transportation use for business travel **Potential evidence:** - Business travel policy - Sustainability guidelines	x			10

		Use of Carpooling	**Document check** - Description of carpooling in the business travel policy - Consideration of carpooling during business trips **Potential evidence:** - Business Travel Policy - Sustainability Guidelines	x			10
		Domestic flights are completely avoided	**Document check** - Description of the policy against domestic flights in the business travel policy - Consideration of the policy against domestic flights for business travel **Potential evidence:** - Business travel policy - Sustainability guidelines	x			10
		Unavoidable flights are offset	**Document check** - Description of the offsetting of unavoidable flights in the business travel policy - Consideration of the offsetting of unavoidable flights in business travel **Potential evidence:** - Business travel policy - Sustainability guidelines	x			10
		Selection of hotels or accommodations that are certified as sustainable	Accepted certifications: Bioscore, EarthCheck, EMAS, Green Key, GreenGlobe, GreenSign, Travelife, EU Ecolabel **Document Check** - Description of the selection of hotels or accommodations with sustainability certifications in the business travel policy - Consideration of the selection of hotels or accommodations with sustainability certifications for business trips **Potential evidence:** - Business travel policy - Sustainability guidelines	x			10

	6.5	**The business prioritizes accessibility for people with and without disabilities**	N/A				**max. 50**
		Parking Spaces	**Visual inspection** - Random inspection of parking spaces Sample size: Square root of the total number of parking spaces		x		15
		Access to public areas	**Visual inspection** - Random checks of entrances to public areas		x		15
		Clear and accurate information is accessible to everyone at all times	**1. Document check** - Description of how accessibility information is provided (e.g., website, customer brochures, posted notices, digital systems) **Potential evidence:** - Customer information (e.g., website excerpt, brochures, customer brochures) - Internal communication guidelines **2. Visual inspection** - Checking the availability and accessibility of information on-site (e.g., at the reception desk, in customer folders, via digital information boards)	x	x		15
		Accessibility has been certified or confirmed by relevant user groups or experts	**Document Check** - Evidence of certification (e.g., Reisen für Alle) or written confirmation of accessibility by relevant user groups or experts **Potential evidence:** - Certificate - Written confirmation from disability organizations, self-help groups, or specialized agencies The following certificates are accepted: Reisen für Alle, or similar	x			15
Core Area: Quality Management & Sustainable Development							
X	**7.1**	**Business processes and organizational structure are documented in a quality/environmental manual**	N/A				**max. 50**

		Yes	**1. Document check** - Information on business processes and organizational structures in a quality/management manual **Potential evidence:** - Quality or environmental manual **2. Visual inspection** - Quality or environmental manual on-site	x	x		10
		ISO 9001 quality certification is in place	**Document check** - Validity of the quality management certification - Name of the certification: “ISO 9001” - Certificate identification number - Name of the business **Potential evidence:** - Certification certificate The following certificates are accepted: ISO 9001	x			20
		An international environmental management system in accordance with ISO 14001 is in place	**Document check** - Validity of the environmental management certification - Name of the certification: “ISO 14001” - Certificate identification number - Name of the business **Potential evidence:** - Certification certificate The following certificates are accepted: ISO 14001	x			20
		A quality management representative has been appointed and documented within the business	A quality management representative is a person with technical responsibility within an organization who coordinates and oversees the planning, implementation, and monitoring of quality management measures. **Document check** - Official appointment of a quality management representative - Job description and scope of**responsibility** **Potential evidence:** - Organizational chart - Job description	x			10

HQ: Criteria that may be documented and verified at headquarters.

X	**7.2**	**The business incorporates at least five of the United Nations' 17 Sustainable Development Goals (SDGs) into its sustainability activities**	N/A				**20**
		Yes	The United Nations' 17 Sustainable Development Goals (SDGs) form a global framework for economic, environmental, and social sustainability. A business that actively integrates at least five of these goals into its operational sustainability measures supports the global 2030 Agenda. **Document Check** - Overview of the selected SDGs with specific references to the respective company measures **Potential evidence:** - Sustainability strategy or report - Mission statement	x			20
X	**7.3**	**The business selects suppliers with a certified sustainability system (e.g., climate-neutral products, United Nations Global Compact Network) for at least 80% of its suppliers and conducts a supplier evaluation at least once a year based on the core criteria of quality, regionality, and sustainability**	N/A				**max. 50**

		Yes	**Document Check** - List of all suppliers from the past 12 months - Suppliers with certified sustainability systems - Calculation and result as follows: Number of suppliers with certified sustainability systems / Total number of suppliers × 100 - The verifiable result of the calculation is above 80% - Supplier evaluation system, including evaluation criteria: quality, regional sourcing, sustainability **Potential evidence:** - Supplier overview - Documentation of the calculation - Supplier certificates - Supplier evaluation The following sustainability certifications are accepted: ISO 14001, ISO 50001, ISO 26000, EMAS, Organic, B Corp, EcoVadis, Fairtrade, GOTS, Cradle to Cradle Certified, FSC, etc.		x		50
		If no: (Heading)	N/A				
		At least 50% of suppliers are regional	Regional suppliers are defined as companies located within a specified radius of ≤100 km from the company's location. The 100 km refers to kilometers traveled. The supplier's location is defined as the last stop before delivery to the business. **Document**Check - List of all suppliers over the past 12 months - Location of all suppliers - Distance from the company's location to all suppliers - Calculation and result as follows: Number of regional suppliers / Total number of suppliers × 100 - Verifiable result of the calculation is above 50% **Potential evidence:** - Supplier overview - Documentation of the calculation	x			20

		At least 50% of suppliers operate according to a sustainability concept	Suppliers are considered to operate sustainably if they have a documented sustainability plan or management system. This may be certified or take the form of a credible, internal sustainability strategy that takes environmental, social, and economic aspects into account. The key is that the plan is formulated in concrete terms, actively implemented, and, ideally, verifiable by an external party. **Document**Check - List of all suppliers from the past 12 months - Suppliers with a sustainability plan - Calculation and result as follows: Number of suppliers with a sustainability plan / Total number of suppliers × 100 - Verifiable result of the calculation is above 50% **Potential evidence:** - Supplier overview - Documentation of the calculation - Supplier sustainability plan	x			20
		At least 50% of suppliers are certified as sustainable	A supplier is considered sustainably certified if it holds a recognized external certificate attesting to environmental, social, and economic sustainability. **Document Check** - List of all suppliers from the past 12 months - Suppliers with certified sustainability systems - Calculation and result as follows: Number of suppliers with certified sustainability systems / Total number of suppliers × 100 - Verifiable result of the calculation is above 50% **Potential evidence:** - Supplier overview - Documentation of the calculation - Supplier certificates The following sustainability certifications are accepted: e.g., ISO 14001, ISO 50001, ISO 26000, EMAS, Organic, B Corp, EcoVadis, Fairtrade, GOTS, Cradle to Cradle Certified, FSC, etc.	x			20

HQ: Criteria that may be documented and verified at headquarters.

	7.4	**Suppliers comply with the rules of the Code of Conduct, including social, environmental, and ethical standards for the business's operations**	N/A				**10**
		Yes	**Document Check** - Information regarding compliance with the rules of the Code of Conduct, including the business's social, environmental, and ethical standards - List of suppliers with confirmation of their acceptance of this Code **Potential evidence:** - Code of Conduct signed by suppliers - Evidence of audits or reviews of suppliers in relation to the Code - Evidence of the Code's incorporation into supply contracts or terms and conditions	x			10
X	**7.5**	**Sustainability is viewed as a continuous improvement process within the business**	To meet the mandatory criterion, the criterion component "Yes" must be demonstrably fulfilled with evidence.				**20**
		Yes	The general sustainability program (criterion 1.5) is not sufficient for this purpose. **Document Check** - Information on sustainability as a continuous improvement process within the business - Evidence of implemented processes/regular agenda items in business meetings **Potential evidence:** - Sustainability report - Action plan - Valuation of environmental indicators - Minutes from sustainability teams or internal working groups - Process documentation	x			10

		The business has a sustainability working group that actively works on projects	**1. Document check** - Information regarding the existence of a sustainability working group with active projects - List of working group members and their responsibilities - Evidence of regular meetings (at least semiannually recommended) - Overview of completed or planned projects **Potential evidence:** - Meeting minutes - Organizational chart - Project overview with responsibilities and progress status - Internal presentations or reports from the working group - Action plan - Invitation letters or email threads regarding the meetings **2. Visual inspection** - Communication regarding the working group within the business	x	x		10
X	**7.6**	**Employees and new hires receive written information from the business regarding environmentally friendly behavior in the workplace**	N/A				**20**
		Yes	**1. Document Check** - Written information on eco-friendly tips/behavior in the workplace **Potential evidence:** - Information materials for employees (environmental guidelines, information sheets, employee handbook, emails, screenshots from the intranet) **2. Visual Inspection** - Information materials for employees at the business	x	x		20
X	**7.7**	**The business measures customer satisfaction through at least one of the following measures.**	The systematic measurement of customer satisfaction over a period of time (3 years for annual assessments/12 months for monthly assessments (for new locations, starting from the year/month of opening)). To meet this mandatory criterion, at least one of the following measures must be provided with evidence of fulfillment.				**20**

HQ: Criteria that may be documented and verified at headquarters.

		The process for measuring satisfaction is documented	**1. Document check** - Information (about the process) regarding the collection and monitoring of customer satisfaction from the previous year/month, such as details on the survey procedure, questions from the satisfaction survey, survey results, and valuation of the satisfaction survey **Potential evidence:** - Sample questionnaires - Screenshots of digital survey tools - Valuation reports - Documentation **2. Visual inspection** - Customer satisfaction survey conducted in the business - Digital survey tool	x	x		5
		The (complaint) process is regulated and documented	**Document check** - Information on the regulation and documentation of the complaint process - Designation of responsible persons or departments **Potential evidence:** - Operating instructions - Sample documentation of a customer complaint with action tracking	x			5
		Use of an evaluation tool	**1. Document check** - Name and type of the evaluation tool used - Information on the scope of**application** **Potential evidence:** - Proof of license or contract with the evaluation tool provider - Valuations **2. Visual inspection** - Evaluation tool in use at the business Evaluation tools include ProvenExpert, TrustPilot, Trustindex, in-house systems, etc.				10

HQ: Criteria that may be documented and verified at headquarters.

X	**7.8**	**The business regularly measures employee satisfaction levels**	The systematic collection of employee satisfaction data over a period of time (3 years for annual assessments / 12 months for monthly assessments (for new locations, starting from the year/month of opening))				**20**
		Yes	**1. Document Check** - Information on the collection and analysis of employee satisfaction data from last year/month - Information on the survey procedure - Questions from the satisfaction survey - Results of the satisfaction survey - Valuation of the satisfaction survey **Potential evidence:** - Sample questionnaires / screenshots of digital survey tools - Valuation reports **2. Visual inspection** - Employee satisfaction survey at the business - Digital survey tool at the business	x	x		5
		The (complaint) process is regulated and documented	**Document check** - Information on the policy and documentation of the complaint process - Designation of responsible persons or departments **Potential evidence:** - Operating instructions - Sample documentation of an employee complaint with follow-up actions	x			5
		Please specify: (Heading)	N/A				
		Employee satisfaction as a percentage	**1. Document check** - Valuation of employee satisfaction as a percentage for the past year/month **Potential evidence:** - Employee satisfaction valuation **2. Visual inspection** - Assessment tool at the business	x	x		5

		Average length of service in years	**1. Document check** - Number of years of average employee tenure - Anonymized list of employees with hire dates and length of service **Potential evidence:** - Valuation from the human resources management system - Employee roster **2. Visual inspection** - Human resources management system in the business	x	x		5
X	**7.9**	**Employees can submit suggestions for improvement within the business through a defined process. Optionally, an incentive system may also be in place for this purpose**	To meet this mandatory criterion, the existence of such a process must be verifiably documented.				**max. 10**
		A process is in place	**1. Document check** - List of submitted improvement suggestions or documentation of the established process for submission Potential evidence: - Form - Screenshot of a digital tool for improvement suggestions - List of improvement suggestions - Action plan **2. Visual inspection** - Physical suggestion box at the business - Digital tool for improvement suggestions - Posters informing employees about opportunities to participate	x	x		5

		An incentive system (monetary/material/non-material) is in place for this purpose	**1. Document check** - Description of the incentive system for submitting improvement suggestions (monetary/material/non-material) - Criteria for assessment and reward of suggestions - Information on responsibilities and decision-making processes **Potential evidence:** - Policy on the incentive system - Evidence of awards or recognition granted - Communications regarding the awarding of incentives **2. Visual inspection** - Notices for employees regarding the incentive system for submitting improvement suggestions	x	x		5
X	**7.10**	**The business has performed a CO_2 calculation.**	A CO_2 calculation (also known as a CO_2 footprint or carbon footprint) quantifies a company's direct and, potentially, indirect greenhouse gas emissions over a specified period.				**60**
		CO_2 calculation	**Document check** - Name of the CO_2 accounting provider from the last or second-to-last year - CO_2 accounting report or results documentation specifying the system boundaries (scope) - Data source, methodology, and time period of the assessment **Potential evidence:** - Complete CO_2 emissions report - Extract from CO_2 emissions calculation software - External certificates, reports, or service provider documentation regarding the CO_2 assessment	x			30

HQ: Criteria that may be documented and verified at headquarters.

		CO_2 calculation according to the full GHG (Greenhouse Gas Protocol)	**Document check** - Name of the CO_2 emissions accounting provider from the last or second-to-last year - CO_2 emissions report or documentation of results specifying the system boundaries (Scopes 1–3) - Data source, methodology, and time period of the survey **Potential evidence:** - Complete CO_2 emissions report - Extract from CO_2 emissions accounting software - External certificates, reports, or service provider documentation regarding CO_2 emissions data collection	x			30
	7.11	**The business offsets its CO_2 emissions for the following areas/products**	CO_2 emissions offsetting refers to the process by which greenhouse gas emissions caused by human activities are offset through the financing or implementation of measures to reduce or sequester emissions, in order to neutralize net emissions.				**max. 50**
		Business Travel	**Document Check** - Information on CO_2 calculations for business travel - Information on the type, location, and standard of the offset projects used - Time period and scope of CO_2 offsetting for business travel **Potential evidence:** - Certificates of completed CO_2 offsets - Invoices or contracts with offset service providers	x			10

		Printed Materials	**Document Check** - Information on CO_2 calculations for print products - Information on the project type, location, and standard of the offset projects used - Time period and scope of CO_2 offsets for print products **Potential evidence:** - Certificates confirming completed CO_2 offsets - Invoice or contract with offset service providers	x			10
		Web Hosting	**Document Check** - Information on CO_2 calculations for web hosting - Information on the project type, location, and standard of the offset projects used - Time period and scope of CO_2 offsets for web hosting **Potential evidence:** - Certificates confirming completed CO_2 offsets - Invoice or contract with offset service providers	x			10
		Website	**Document Check** - Information on the website's CO_2 calculation - Information on the type, location, and standard of the offset projects used - Time period and scope of the website's CO_2 offsets **Potential evidence:** - Certificates of CO_2 offsets made - Invoice or contract with offset service providers	x			10
		Purchasing of Goods	**Document Check** - Information on the CO_2 calculation for the purchase of goods - Information on the project type, location, and standard of the offset projects used - Time period and scope of the CO_2 offset for the purchase of goods **Potential evidence:** - Certificates confirming completed CO_2 offsets - Invoice or contract with offset service providers	x			10

HQ: Criteria that may be documented and verified at headquarters.

		Electricity Consumption	**Document Check** - Information on the CO_2 calculation for electricity consumption - Information on the project type, location, and standard of the offset projects used - Time period and scope of CO_2 offsets for electricity consumption **Potential evidence:** - Certificates confirming completed CO_2 offsets - Invoice or contract with offset service providers	x			10
X	**7.12**	**All CO_2 emissions generated are fully offset annually**	Full CO_2 offsetting means that all greenhouse gas emissions generated annually by the business (including direct, indirect, and, where applicable, upstream and downstream emissions in accordance with Scopes 1–3) are tracked and offset through certified climate protection projects. The following will not be accepted: An emissions inventory for the previous year that has not yet been fully finalized.				**50**
		Yes	**Document Check** - Information on the CO_2 emissions inventory for the entire business from the last or second-to-last year - Information on the project type, location, and standard of the offset projects used - Time period and scope of the CO_2 offsets **Potential evidence:** - Certificates of CO_2 offsets carried out - Invoice or contract with offset service providers	x			35
		Name of the offset provider	**Document**check - The name of the offset provider must be listed in the document reviewed under “7.11 – Yes”	x			5
		Please specify: (Heading)	N/A				
		CO_2 emissions in metric tons per year	**Document check** - Reporting of CO_2 emissions in metric tons (t) per year in the document reviewed under “7.11 – Yes”	x			10
	7.13	**The following measures are implemented in the business to promote biodiversity**	N/A				**30**

HQ: Criteria that may be documented and verified at headquarters.

		Active support for at least one biodiversity initiative per year	"Active support" refers to the direct involvement of company employees in biodiversity initiatives. To meet this criterion, at least				10
		Financial support for protected areas or nature conservation projects	**Document Check** - Details about the supported projects or areas - Description of the type of support (e.g., donation, sponsorship, membership fee) - Duration and amount of support **Potential evidence:** - Donation receipts - Contracts or agreements with nature conservation organizations - Payment receipts - Membership certificates	x			10
		The business uses a sustainable, biodiversity-promoting search engine on all end devices	Sustainable search engines include Ecosia, GoodSeach, MetaGer, Gexsi, and similar services. To meet this criterion, the search engine must be used on all business devices. **Visual inspection:** - Random inspection of devices showing clear evidence of a sustainable search engine being used		x		10
Core Area: Social Responsibility							
X	**8.1**	**The business defines principles for fair treatment of all stakeholders**	N/A				**20**
		Yes	**Document check** - Information on fair treatment of all stakeholders - Identification of all relevant groups (at least employees, suppliers, and customers) - Description of fair practices/definition of principles for interaction (e.g., equal treatment, collaborative partnership, transparent communication) - Binding nature of the document (e.g., approval by management, mandatory application, etc.) **Potential evidence:** - Code of Conduct - Guidelines	x			20

X	**8.2**	**The business supports initiative(s) or project(s) to promote the local community or cultural heritage**	There are no minimum financial, material, or time commitments required for support. The local community is defined as an area within a 30-kilometer driving radius. If no projects or initiatives are available within a 30-kilometer radius, regional projects or initiatives may also be considered. For groups, central support for local initiatives or projects may suffice.				**40**
		Yes	**Document Check** - Description of the initiative(s)/project(s), including the initiator/project organizer - Extent of financial, material, or personnel support provided over the past 12 months **Potential evidence:** - Contract				40
X	**8.3**	**Support for the aforementioned initiatives will be publicized**	N/A				**10**
		Yes	**Visual inspection** - The business's website and/or social media regarding clear identification of the project or initiative - Consistency of the information regarding financial/monetary/time investment (comparison with information in section 9.2)		x		10
X	**8.4**	**The business provides training**	**Document check** - Evidence of existing apprenticeship or internship positions - Overview of trainees or areas of assignment **Potential supporting documents:** - Apprenticeship contracts - Internship agreements - Organizational chart - Training plans				**30**
		Trainees	N/A	x			20
		Interns	N/A	x			5
		Working students	N/A	x			5

HQ: Criteria that may be documented and verified at headquarters.

X	**8.5**	**The business has written policies regarding working hours, overtime, vacation, tips, and compensation.**	To meet this mandatory criterion, at least the criterion component "Yes" must be verifiably fulfilled.				**50**
		Yes	**Document Check** - Policies regarding working hours, overtime, vacation, tips, and compensation **Potential evidence:** - Policy on working hours, overtime, vacation, and compensation. - Employment contract (sample, anonymized)	x			30
		Salary levels are monitored and regularly adjusted to meet the standards for a living wage in the country of employment	**Document Check** - Information regarding the review and adjustment of salary levels - Justification based on current standards for a living wage in the country of employment **Potential evidence:** - Salary adjustment records - Internal documentation regarding the review and adjustment of salary levels - Communication records confirming the alignment of salary levels with living wage standards	x			10
		Employment contracts include provisions for health insurance and/or social security	**Document Check** - Information on supplemental health insurance - Information on other voluntary social benefits (e.g., public transportation pass, gift card), including monetary value **Potential evidence:** - Employment contract of an employee from a lower hierarchical level (redacted if necessary)	x			10
	8.6	**The business strives to provide career opportunities for local residents as well**	N/A				**max. 30**

		Yes	**Document check** - Description of the specific recruitment of local employees who are native to the region or have permanent residence in the region (within a 100-km radius). The 100 km refers to kilometers driven. - Breakdown of the percentage of local employees **Potential evidence:** - Application guidelines - HR statistics	x			10
		The business gives preference to the regional market when searching for employees	**Document Check** - Description of the preference for the regional market as a source for recruiting employees **Potential evidence:** - Application guidelines	x			10
		Training programs are offered that increase entry opportunities for career changers	**1. Document check** - List of training programs for career changers - Description of training programs for career changers **Potential evidence:** - Training plan or program description - Internal policy - Program description **2. Visual inspection** - Training programs for career changers as listed on the business's official website	x	x		10
		Local employees receive regular continuing education and have equal opportunities for advancement (including leadership positions)	**Document Check** - Description of support for local residents,including regular continuing education and career advancement opportunities **Potential evidence:** - Code of Conduct - Internal policy	x			10

	8.7	**Employees regularly participate in training and professional development programs**	The systematic conduct of training sessions over a period of time (3 years when assessed annually / 12 months when assessed monthly (for new openings, starting from the year/month of opening)) The date of the most recent training session must not be more than 12 months ago.				**30**
		Yes	**Document Check** - Documentation of employee participation in training sessions - Conducted internally and/or externally **Potential evidence:** - Training calendar - Participant lists - Training minutes	x			30
	8.8	**These training sessions cover the following sustainability topics**	The date of the most recent training session must not be more than 12 months ago. **Potential evidence:** - Training calendar listing the training sessions and their topics - Minutes or records of the training sessions conducted - Invoices verifying that the training sessions were conducted To meet this mandatory criterion, at least two of the listed topic areas must be demonstrably covered in training sessions. The selection of topic areas is not prescribed.				**30**
		Environmental Practices	**Document Check** - Substantive alignment of a training session with the topic of “environmental practices” (e.g., resource management, waste management, energy efficiency, sustainable procurement, climate change, and CO2 reduction)	x			5
		Social and Cultural Practices	**Document Check** - Content alignment of a training session with the topic “Social and Cultural Practices” (e.g., cultural sensitivity, diversity and inclusion, community engagement, ethical labor practices)	x			5

		Economic and Quality Issues	**Document check** - Content alignment of a training program with the topic “Economic and Quality Issues” (e.g., cost management, quality assurance, economic sustainability, competitive analysis)	x			5
		Human rights issues	**Document check** - Content alignment of a training program with the topic “Human Rights Issues” (e.g., workers’ rights, fair trade, combating child labor and forced labor, equal opportunity)	x			5
		Health and Safety Practices	**Document check** - Verification that the content of a training program aligns with the topic “Health and Safety Practices” (e.g., safety regulations, ergonomics and working conditions, first aid training, mental health)	x			5
		Risk and Crisis Management	**Document check** - Verification that the content of a training program aligns with the topic of “Risk and Crisis Management” (e.g., risk management, crisis communication, emergency plans, business continuity management)	x			*5*
	8.9	**A system offering workplace health management programs is in place in the business**	N/A				**max. 40**
		A daily supply of fruits and vegetables is available in the employee area	**Visual inspection** - A selection of fruits and vegetables is visibly displayed and freely available in at least one of the employee areas		x		10

		Sports, relaxation, and nutrition programs for employees	**1. Document Check** - Information on sports, relaxation, and nutrition programs - Visible (description of how to sign up) - Date of a relevant program within the next 8 weeks **Potential evidence:** - Posters or flyers - Onboarding documents - Contracts with external service providers - Participant lists for programs **2. Visual Inspection** - Posters or digital displays are visible in the employee area and contain information on sports, relaxation, and nutrition programs, including a visible description of how to sign up	x	x		10
		An occupational physician is available	**Document Check** - A formal written agreement with a company physician that includes information on the frequency of visits (e.g., monthly, quarterly) or the physician's agreed-upon working hours, as well as the defined number of hours per month or year that the company physician is available to the company **Potential evidence:** - Contract - Cooperation agreement	x			10
		Physical and psychological risk assessments for workstations are available	**Document Check** - Presence of an individualized risk assessment for workstations - The risk assessment takes into account both physical and psychological hazards - The date of the risk assessment must not be more than 18 months old **Potential evidence:** - Current risk assessment of workstations	x			10

HQ: Criteria that may be documented and verified at headquarters.

		Optimally designed workstations to reduce physical and psychological strain	**Document check** - Description of the optimal design of workstations - Description of how this design reduces physical and psychological stress **Potential evidence:** - Documentation of measures - Test report	x			10
	8.10	**The business regularly collects data on the employment structure**	Evidence for data on the employment structure must be provided by personnel statistics that are no older than 6 months.				**max. 10**
		Yes	**Document Check** - List of data on the employment structure that has been verified and confirmed for at least five of the aspects listed below **Potential evidence:** - Employee overview	x			5
		Please specify: (Heading)	N/A				
		Number of employees (full-time equivalents)	Calculation of the number of employees in full-time equivalents	x			1
		Number of apprentices	Survey of the number of trainees	x			1
		Number of management positions	Survey of the number of management positions	x			1
		Percentage of women in management positions	Survey of the number of women in leadership positions	x			1
		Number of skilled workers	Survey of the number of skilled workers	x			1
		Number of temporary and seasonal workers	Survey of temporary and seasonal workers	x			1
		Number of local employees	Survey of the number of local employees	x			1
	8.11	**The business has a diversity*-focused management approach to equal opportunity**	Diversity refers to the recognition and appreciation that all people deserve equally, regardless of their social and ethnic background, gender, religious affiliation, sexual orientation, worldview, or mental and physical characteristics. Within a company, this means eliminating social barriers, promoting equal treatment, abolishing discrimination, and leveraging diversity in both personnel and social contexts. To meet the mandatory criterion, at least one “Yes” must be supported by evidence.				**60**

		Yes	**Document Check** - Description of a diversity management system for equal opportunity **Potential evidence:** - Mission statement - Diversity policy - Code of conduct	x			40
		The business takes into account groups at risk of discrimination in its workforce structure and recruitment practices	**Document Check** - Description of active consideration of groups at risk of discrimination - Recruitment measures to promote groups at risk of discrimination **Potential evidence:** - Recruitment policy - Description of the recruitment process - Action plan	x			10
		Internal promotions include these groups	**Document Check** - Description of active consideration of groups at risk of discrimination in internal promotions - Measures to integrate these groups into the internal promotion process **Potential evidence:** - Promotion policy - Description of the promotion process - Action plan	x			10
X	**8.12**	**The business has a policy against commercial, sexual, or other forms of exploitation and harassment**	The content (8.11, 8.12, 8.13) can be supported with the following documents: - Internal policy - Corporate mission statement - Code of conduct				**30**
		Yes	**Document Check** - Description of a policy against commercial, sexual, or other forms of exploitation and harassment - Description of measures and obligations to prevent such acts	x			30

X	**8.13**	**The business's policy against commercial, sexual, or other forms of exploitation and harassment applies to children, adolescents, women, minorities, and other vulnerable groups**	N/A				**10**
		Yes	**Document Check** - Description of a policy against commercial, sexual, or other forms of exploitation and harassment - Description of the policy's applicability to vulnerable groups (children, adolescents, women, minorities, and others) - Description of protective measures for these groups regarding exploitation and harassment	x			10
X	**8.14**	**The policy is documented and followed by the organization.**	Assessable only if criteria 8.12 and 8.13 are met.				**10**
		Yes	**Document Check** - Evaluation of the implementation of the policy or measures - Date of evaluation no older than 12 months **Potential evidence:** - Evaluation documentation - Training records	x			10
	8.15	**The business offers employees the following benefits**	A point under this criterion can only be assessed if all employees (including part-time, seasonal, and cleaning staff, etc.) have equal access to the specified benefit (unless otherwise specified).				**max. 60**
		Overtime policy (e.g., time off in lieu, payment)	**Document Check** - An explicit policy governing the handling of overtime - Overtime pay or time off in lieu **Potential evidence:** - Employment contract (redacted where necessary) - Company agreement on overtime regulations - Internal guidelines on overtime regulations - Pay stubs	x			5

		Pay Above the Collective Bargaining Agreement	**Document Check** - Comparison of: the wages (actual pay received by employees) at the business - with: the minimum wages under collective bargaining agreements (industry-wide minimum wage) **Potential evidence:** - Pay stubs for three months - Internal reports - and collective bargaining agreements - References from state labor authorities	x			5
		Voluntary Social Benefits (e.g., VWL allowance)	**Document Check** - Policy governing the payment of voluntary social benefits, including associated conditions - Payment of a social benefit - and the monetary amount of the social benefit **Potential evidence:** - Employment contract (redacted if necessary) - Supplementary agreement	x			5
		Payment of Christmas and/or vacation bonuses	**Document check** - Policy governing the payment of Christmas and vacation bonuses, including associated conditions - Amount of the special payments - and payment terms for the special payments **Potential evidence:** - Employment contract (redacted if necessary) - Supplementary agreement (redacted if necessary)	x			5
		Job ticket for public transportation	**Document check** - Policy regarding the provision of a job ticket for local public transportation (ÖPNV) with associated conditions - Terms for providing the job ticket **Potential evidence:** - Employment contract (redacted if necessary) - Supplementary agreement (redacted if necessary)	x			5

		Family-Friendly Work Schedule Arrangements	**Document check** - Policy on family-friendly work schedules with associated conditions - Flexible work hours, part-time work, or work-from-home options **Potential evidence:** - Employment contract (redacted if necessary) - Supplementary agreement (redacted if necessary) - Internal policy on flexible work schedules	x			5
		Documented performance review	**Document check** - Documentation of employee reviews conducted, including related topics, goals, and actions - Standardized topics and goals to be discussed in employee reviews **Potential evidence:** - Standardized template form - Minutes (redacted if necessary)	x			5
		Appealing break rooms	**Visual inspection** - A break room is available and has the following amenities: at least one seating area (3 seats), natural ventilation (e.g., windows), adequate lighting, and refreshments (e.g., fruit, snack machine, or similar)		x		5
		Planning of Vacation (≥ 3 Weeks)	**Document Check** - Written provision allowing for vacation of at least 3 consecutive weeks - Written policy regarding consecutive vacation periods **Potential Evidence:** - Employment contract (redacted if necessary) - Supplementary agreement (redacted if necessary) - Internal vacation policy - Employee handbook - Vacation requests or confirmations (redacted if necessary) including vacation policies	x			5

		Support Program for Trainees	**Document Check** - Description of a support program for apprentices with clear regulations regarding the type of support (e.g., financial assistance, mentoring, continuing education) **Potential evidence:** - Internal guidelines - Program description(s) regarding support programs	x			5
		Granting of Educational Leave	**Document Check** - Description of the granting of educational leave, specifying the number of days and the conditions **Potential evidence:** - Company agreements that stipulate the granting of educational leave - Employment contract (redacted if necessary)	x			5
		Grants/Cost Coverage for Continuing Education	**Document Check** - Written documentation of the provision of a subsidy or cost coverage for continuing education, including the relevant conditions and the application process **Potential evidence:** - Standardized application form for continuing education subsidies or cost coverage - Internal policy regarding conditions and the application process	x			5
		In-House (Continuing Education) Academy	**1. Document check** - Business-owned (continuing education) academy - Current program schedule (at least one course offered in the last 6 months) - Description of the continuing education offerings **Potential evidence:** - Program schedule of the internal academy **2. Visual inspection** - Verification of the academy's existence and course offerings based on the business's official website	x	x		5

HQ: Criteria that may be documented and verified at headquarters.

		Partnerships with Providers for Continuing Education While Working	**Document check** - Existing partnerships with providers of continuing education for working professionals that define the conditions and the joint offerings **Potential evidence:** - Partnership agreement (redacted if necessary) - Contract (redacted if necessary)	x			5
		Career Development Programs	**Document check** - Description of career development programs, - List of available programs **Potential evidence:** - Career development plan - Human resources development strategy	x			5
		Financial Incentives for Meeting Targets	**Document check** - Description of financial incentives for achieving goals - Type and amount of incentives - Conditions for awarding incentives **Potential evidence:** - Bonus policy - Goal agreements - Bonus payments	x			5
		Monetary Benefits	**Document Check** - Description of monetary benefits - Type and amount of benefits - Conditions for granting benefits **Potential evidence:** - Employment contract (redacted if necessary) - Compensation policy - Employee benefits agreement	x			5

		Equipment such as cell phones/laptops for department heads	**Document Check** - Provision of cell phones and laptops to department heads, including assigned equipment and its use **Potential evidence:** - Equipment policy - Technology usage agreement - Record of company-issued equipment	x			5
		Option to Work from Home	**Document Check** - Policy on work-from-home options with associated conditions - Written description of work-from-home options **Potential evidence:** - Employment contract (redacted if necessary) - Supplementary agreement (redacted if necessary) - Internal policy on work-from-home options	x			5
		Employee Housing/Residential Buildings	**Document Check** - Description of the provision of employee housing or residential buildings - Conditions for the use of employee housing or residential buildings **Potential Evidence:** - Employment contract (redacted if necessary) - Housing policy - Employee housing agreement	x			5
		Attendance Allowance	**Document Check** - Description of the amount and conditions for (the payment of) attendance allowances **Potential evidence:** - Attendance allowance policy - Internal policy - Supplementary regulation	x			5

		Vegan or Organic Meals	**Document check** - Current selection of vegan or organic meals - Or general availability of vegan or organic options **Potential evidence:** - Daily menu - Meal plan policy	x			5
		Own Preschool/Daycare Center or Financial Support Therefor	**Document check** - Description of the company's own daycare center - or description of financial support for a childcare facility **Potential evidence:** - Cooperation agreement with a childcare facility - Internal policy - Supplementary regulation	x			5
		Company outing/company party	**Document check** - Clear evidence that a company outing or company party took place - Date within the last 12 months **Potential evidence:** - Invitation to employees (written or digital) - Photos	x			5
		Employee Meeting	**Document check** - Holding of employee meetings - Frequency specified in writing - Topics discussed - Participants **Potential evidence:** - Minutes of an employee meeting - Entries in the digital calendar	x			5

		Personal Mentor for Onboarding	**Document check** - Assignment of a personal mentor for onboarding new employees - Description of the process - Description of the mentor's role **Potential evidence:** - Onboarding guidelines - Mentoring agreement	x			5
		Flexible Work Schedules	**Document Check** - Policy on flexible work arrangements with associated conditions - Written description of flexible work arrangements **Potential evidence:** - Employment contract (redacted if necessary) - Supplementary agreement (redacted if necessary) - Internal policy on flexible work arrangements	x			5
		Other Measures	This measure is not mentioned elsewhere in the conformity assessment program. **Document check** **-** Description of the measure providing additional benefits for employees. **Potential evidence:** **-** Description of the measure	x			5
Core Area: Economic Responsibility							
X	**9.1**	**The business regularly collects economic and financial data and uses it to derive KPIs, which are documented.**	The systematic recording of economic and financial data over a period of time (3 years for annual reporting / 12 months for monthly reporting (for new locations, starting from the year/month of opening)) For confidentiality reasons, on-site document check is sufficient here, and no uploads are required.				**40**
		Yes	**Document Check** - Regular calculation of KPIs **Potential evidence:** - Management report - Tabular overview	x			40

X	**9.2**	**The business has a long-term investment plan**	Potential evidence includes a long-term (valid for at least 4 years) investment plan (no older than 2 years) and, if applicable, a minutes of the meeting or resolution by management approving the investment plan. This must confirm management approval (e.g., by signature, resolution note, or similar).				**30**
		Yes	**Document Check** - Specific investment measures with timelines and cost estimates **Potential evidence:** - Investment plan	x			20
		The investment plan takes environmental aspects into account	**Document Check** - At least 3 clearly identified investments related to environmental goals, including timelines and cost estimates	x			10
	9.3	**Employees are regularly informed about key performance indicators (e.g., in meetings)**	Regularly: Information on key performance indicators is provided at least once a year				**10**
		Yes	**Document Check** - Description of how key performance indicators are communicated to employees - Information on key performance indicators **Potential evidence:** - Confirmation from the company regarding the presentation and frequency	x			10
X	**9.4**	**The business has a risk management system in place for environmental, social, and economic business risks**	Risk management encompasses all measures for the systematic identification, analysis, assessment, minimization, and control of risks along the value chain within the business.				**40**
		Yes	**Document Check** - Overview of risk types (environmental, social, economic) - Conducting a risk analysis with assessment (e.g., probability of occurrence, extent of damage) - Specific measures for risk treatment by risk type **Potential evidence:** - Risk management system covering environmental, social, and economic risks - Overview of measures for risk assessment and control	x			40

X	**9.5**	**The business has opened its business accounts with banks that support social and environmental projects**	Sustainable banks include GLSBank, EthikBank, Umweltbank, Tomorrow, and similar institutions				**20**
		Yes	**Document Check** - Review of the business's use of sustainable business accounts **Potential evidence:** - Bank statement (redacted if necessary) - Review of the banking app (without sensitive data) - Company credit card (without sensitive data)	x			20
X	**9.6**	**Over the past 3 years, the business has demonstrated continuous improvement in the following areas**	Evidence of positive progress in the requested data over a period of time (3 years for annual analysis / 12 months for monthly analysis (for newly opened accounts, starting from the year/month of opening)) can be provided using an overview, comparison tables, or a KPI report. The data provided has been verified (e.g., through internal quality assurance, external confirmation, an audit note, or audit results).				**max. 60**
		Yes	At least six (33%) of all the key metrics listed below are verified. For confidentiality reasons, on-site document check is sufficient here, and no uploads are required.				10
		Please specify: (Heading)	Verification of a positive trend in the form of a quantitative increase based on comparable annual or monthly key figures.				
		Revenue	**Document Check** - Positive trend in revenue	x			5
		Profit	**Document check** - Positive trend in earnings	x			5
		Investment	**Document check** - Positive trend in investments	x			5
		Number of Employees	**Document check** - Positive trend regarding the number of employees	x			5
		Number of Apprenticeships	**Document check** - Positive trend regarding the number of apprenticeship positions	x			5
		Customer Satisfaction	**Document check** - Positive trend regarding customer satisfaction	x			5

		Employee satisfaction	**Document check** Documentation includes: - Positive trend regarding employee satisfaction	x			5
		Employee Training	**Document check** - Positive trend regarding employee training	x			5
		Level of Innovation	**Document check** - Positive trend regarding the level of innovation	x			5
		Quality Networks	**Document check** - Positive trend regarding the quality of networks	x			5
		Social Engagement	**Document check** - Positive trend regarding social engagement	x			5
		Regional Suppliers	**Document check** - Positive developments regarding regional suppliers	x			5
		Fair Trade Products	**Document check** - Positive trend regarding the use of Fairtrade products	x			5
		Environmental Indicators	**Document check** - Positive trend regarding environmental indicators	x			5