The Little Book of Sustainability

Helping you achieve your sustainability goals

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Welcome to the Little Book of Sustainability

The United Nations' 17 Sustainable Development Goals (UN SDGs) set out a blueprint for governments and organizations to follow, to achieve a fairer, more inclusive, and more sustainable future for people and the planet by 2030.

At BSI, our purpose is to create impact for a fair society and a sustainable world. Accelerating progress towards this goal is at the heart of everything we do – from how we run our own business to how we support organizations worldwide in making responsible, sustainable choices.

The need for action has never been more urgent. Decisions made today will define the world future generations inherit. That's why BSI is a proud and active participant of the United Nations Global Compact (UNGC), committing to its ten principles covering human rights, labour, environmental responsibility, and anti-corruption. By aligning our actions with the UN SDGs, we are not only driving positive change within our own organization, but empowering our clients to lead with confidence, innovate responsibly, and prosper in a more sustainable future.

Independent assurance and verified sustainability claims matter now more than ever, driven by rising regulatory scrutiny and growing expectations to prevent greenwashing and ensure trustworthy, evidence-based reporting

Our impact so far

16 products and services certified to the BSI Kitemark™ certification for carbon neutrality

500,000
tonnes
of CO_2e reduced in 2025 across certified clients

117,000
petrol cars
is the equivalent number of vehicles removed from the road

218
carbon footprint statements verified to ISO 14067 Carbon Footprint Verification

100 drug products and Active Pharmaceutical Ingredient (APIs) certified to the BSI Kitemark certification for Antimicrobial Resistance (AMR) across

21
countries
Reducing the risk of antibiotic-resistant bacteria in the environment – helping protect the effectiveness of life-saving treatments.

Download white paper:
Our Journey to Net Zero

How do we create impact for a fair society and sustainable world?

Fair society

A fair and inclusive society is built on the foundations of **good health and wellbeing for all**, **decent work and economic growth**, and **cities and communities designed around sustainable living**.

Good health and wellbeing

Healthcare and life sciences organizations face growing expectations to reduce environmental impact while continuing to deliver safe, high-quality care. Sustainability is both a responsibility and a strategic opportunity.

Across the healthcare ecosystem, organizations are strengthening data, engaging suppliers, and aligning on shared approaches to reduce greenhouse gas emissions.

Yet challenges remain – from antimicrobial resistance and sustainable product design to waste reduction, circularity, and supply chain transparency.

Through effective collaboration and trusted, independent verification, organizations can accelerate progress toward a more sustainable future for patients, populations, and the planet.

Decent work and economic growth

A fair society depends on inclusive, accessible services and meaningful, innovative work. Achieving this requires a holistic approach, embedding fairness, inclusion, and responsible technology into operations and service design. By fostering innovation and continuous improvement, organizations can enhance productivity, resilience, and sustainability, driving long-term economic growth that benefits both people and communities.

Sustainable cities and communities

With around 45% of the global population living in urban areas[1], cities play a critical role in shaping fair and climate-resilient societies. Yet the environmental impact is significant: the construction sector consumes 34% of global energy and accounts for 37% of global CO_2 emissions[2]. In 2023 alone, operational emissions from buildings reached nearly 9.8 billion tonnes of CO_2[3].

Smarter design, digital innovation, and effective resource management can help cities become safer, more resilient, and more sustainable – improving quality of life while reducing environmental impact.

34% of global energy consumed by the contruction sector

37% of global CO2 emissions accounted for by the construction sector

Sustainable world

A sustainable world is one where the climate is stable, ecosystems are healthy, and resources are conserved and used responsibly. Achieving this requires collective action to reduce environmental impact, protect natural systems, and redesign how products, services, and infrastructure are designed and delivered.

Climate stability

Limiting global warming and building resilience to climate impacts are among the most urgent challenges of our time. To stay on track towards the collective goal of limiting global temperature rise to 1.5°C[4], global greenhouse gas (GHG) emissions must be reduced significantly this decade, requiring decisive action across all sectors.

Healthy ecosystems

Healthy ecosystems underpin economic activity, human wellbeing, and climate resilience. Protecting them means reducing pollution, supporting the transition to cleaner technologies, and ensuring products and infrastructure are safe, secure, and fit for purpose.

Resource conservation

The traditional “make-use-dispose” model is no longer viable. Circular economy principles, designing for durability, repair, reuse, and recycling, help keep materials in circulation, reduce environmental impact, and create long-term value.

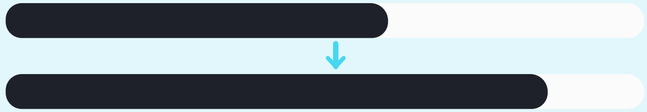
Water and wastewater

Poorly managed waste and wastewater can pose serious environmental and public health risks. One of the most urgent challenges is **antimicrobial resistance (AMR) –** identified by the World Health Organization as one of the top global public health threats[5].

AMR can arise from environmental sources including hospital and community wastewater, pharmaceutical manufacturing effluent, and agricultural run-off. Strengthening controls across these waste streams is essential to protect ecosystems, safeguard water supplies, and preserve the effectiveness of life-saving antibiotics. The BSI Kitemark™ for Minimized Risk of AMR has been developed to provide independent third-party verification to ensure that emissions from antibiotic manufacturing waste streams are effectively controlled.

Water stewardship is also a growing priority in consumer industries. In cosmetics, water can account for 60-85% of formulations, and up to 95% in rinse-off products.[6] As a result, businesses are investing in reuse, recycling, and more sustainable supply chain practices[7].

60-85% of formulations in cosmetics are accounted for by water



Consumers too are demanding a more water secure world. BSI's 'Thirst for change' survey found that 73% of people want water labelling to enable them to make more sustainable purchasing decisions[8].

BSI is supporting businesses to improve their waste management strategies. In 2025, we announced a revision of our waste resource management specification, **PAS 402:2025 Waste resource management – Performance Reporting – Specification**, to provide waste management organizations with guidelines for performance reporting, focusing on landfill diversion and material recovery.

How PAS 402:2025 is driving change in waste resource management.

"The BSI Kitemark for Minimized Risk of AMR goes one step further through external validation and independent verification of GSK's responsible manufacturing practices and commitment to protecting public health and the environment. Our aim is for all our global antibiotics manufacturing sites to be certified by the end of 2026."

Lorraine Cancro, Senior Director – Environmental Compliance and Remediation, GSK

“The revised PAS 402:2025 specification is designed to offer a critical step in advancing waste resource management and supporting the transition to a more circular economy. This updated standard provides organizations with the opportunity to build trust by enhancing operational performance, improving recycled quality, and streamlining compliance processes.”

Sebastiaan Van Dort, Director of Sustainability and Energy, BSI

Inclusivity and innovation

Inclusivity and innovation are fundamental to delivering service excellence that meets the needs of everyone, including vulnerable and under-represented customers. Regulators and industry bodies such as Ofwat[9], Ofgem[10], and the FCA[11] consistently highlight the importance of inclusive service design, strong diversity and inclusion practices, and fair customer outcomes. These principles reinforce that high-quality services must be not only efficient, but also accessible, equitable and responsive.

A 2024 survey found that 73% of consumers consider customer experience an important factor in their purchasing decisions[12], so delivering a high level of service is also good for business.

Frameworks such as the **BSI Kitemark™ certification for innovation management** provide structured ways to deliver consistent, customer-focused services, while innovation management standards enable organizations to evolve in line with changing customer expectations.

In 2025, **OKI** became the first company in Japan, and the first manufacturer in its sector, to achieve the **ISO 56001 BSI Kitemark™ certification for innovation management**, establishing its innovation system as a driver of sustainable growth[13]. Building a fair society also means supporting employees.

There are many measures an organization can take to cultivate a fair and ethical workplace, including investing in social sustainability strategies and tackling slave labour.

Standards such as **BS 30416** provide guidance on supporting employees who menstruate or experience menopause, helping organizations create fairer workplaces. Meanwhile, **BS 30417:2023 – Provision of Inclusive PPE** supports manufacturers in meeting diverse workforce needs and advancing occupational health, safety and wellbeing.

How standards are shaping occupational health, safety and well-being.

Consumer, retail and food

As markets evolve and regulatory and consumer expectations increase, sustainability and innovation have become big priorities for organizations in the food and retail industries.

Sustainability in consumer and retail

The need for ethical and environmentally responsible practices has never been greater in the consumer and retail industry, as it faces growing pressure from regulators, investors, and increasingly socially conscious consumers.

Embedding sustainability across operations, from responsible sourcing and supply chains to energy-efficient stores and waste reduction, helps organizations reduce their environmental impact while strengthening brand trust and long-term resilience.

The luxury fashion sector alone is estimated to account for 8-10% of global carbon emissions[14], highlighting the urgency for change.

8-10%

Food loss and waste account for 8-10% of annual global greenhouse gas emissions

Our white paper, **Sustainable Fashion: From Source to Shelf**, provides a roadmap to a greener, more ethical future.

These sustainability challenges in consumer and retail are mirrored in the food and agriculture industry, where the need for responsible production and reduced environmental impact is just as urgent.

Sustainability in food and agriculture

Sustainability is fast becoming a defining ingredient for success in the food industry. Across the full lifecycle, from farm to fork, organizations must reduce emissions, manage water and waste responsibly, and ensure fair, ethical supply chains while maintaining quality and safety.

Food loss and waste account for 8-10% of annual global greenhouse gas emissions – nearly five times the emissions of the aviation sector[15] – so transitioning to a circular food system is critical.

In partnership with the Foodservice Equipment Association[16], BSI is exploring how **AI-enabled foodservice equipment** can reduce waste, lower emissions, and improve resource efficiency, to strengthen environmental performance and operational resilience.

Agriculture also sits at the centre of the net zero challenge. Agri-tech solutions, powered by data and digital innovation, support more efficient, lower-carbon farming. But technology alone is not enough. Trusted standards, supportive policy, and scalable finance are essential to deliver measurable impact and long-term resilience.

Explore more

White paper – AI in Foodservice: The Path to a Circular Food System?

Webinar – Agri-Tech and Standards: Transitioning to Net Zero

White paper – Beyond the ESG Compliance Rush: Traceability's Next Era

Carbon

The stages of carbon management

Carbon footprint
Measuring your outgoing emissions to determine your carbon footprint; using this information to act across operations and supply chains to reduce your carbon output.

Carbon neutral
Not only reducing and removing emissions, but also offsetting what you cannot eliminate, e.g. planting trees to compensate for emissions from air travel.

Net zero
Actively putting measures in place to ensure your operations have no negative impact on the environment; aligning with pathways, committing to milestones, and engaging your supply chain in the transition.

Frameworks and certifications are valuable assets to organizations looking to reduce their environmental impact.

ISO 14067:2006 Carbon Footprint Verification

BSI's Carbon Footprint Verification provides independent, globally recognized assurance of the carbon footprint of products and services. Verified against ISO 14067, this assessment covers greenhouse gas emissions across the entire lifecycle, from raw material extraction to end use, using internationally accepted methods defined in ISO 14040:2006 and ISO 14044:2006.

Once verified, products can display the **ISO 14067 Carbon Footprint Verified Mark of Trust**.

It also serves as a gateway to achieving the **BSI Kitemark certification for carbon neutral products and services.**

BSI Kitemark certification for carbon neutral products and services

The BSI Kitemark for Carbon Neutral Products and Services demonstrates that a product or service has been independently assessed against international best practice, in line with **ISO 14067** and **ISO 14068-1**. Certification requires compliance with rigorous criteria, showing your customers, partners, and stakeholders that your carbon neutrality claims are credible, verified, and transparent.

Visit bsigroup.com to find out how you can secure sustainable status with the BSI Kitemark.

60% reduction in the carbon footprint of Morrison's free-range eggs

Client success stories

Morrisons
Achieved a 6**0% reduction** in the carbon footprint of its free-range eggs and became the first UK retailer to certify carbon neutral food products with the BSI Kitemark.

Visit bsigroup.com to read the full story.

Yamato Transport
Verified carbon neutral parcel delivery under **ISO 14068-1:2023**, reducing emissions through electric vehicles and renewable energy while offsetting residual emissions.

Discover how Yamato Transport is advancing sustainable delivery.

Carbon management in buildings and infrastructure

The construction sector is a major driver of global emissions, making it critical to carbon reduction efforts.

PAS 2080: Carbon Management in Buildings and Infrastructure was updated by BSI in 2023 to reflect the need for a more sustainable approach not just to buildings, but to infrastructure as a whole.

The updated standard brings the full value chain into the fold, including asset owners, designers, constructors and product/materials suppliers, to support carbon reduction and a resilient built environment[17].

HS2 was the first transport sector organization, and one of the first organizations overall, to become PAS 2080 certified[18].

Enabling low-carbon mobility

EV charging infrastructure supports cleaner transport by reducing emissions and improving air quality.

The **BSI Kitemark certification for EV Chargers** provides independent certification that charging equipment is safe, reliable, and fit for purpose.

The **BSI Kitemark certification for Accessible EV Chargers and Charging Bays** applies a structured, accessibility-driven approach to EV charging design, addressing the requirements of 2.35 million UK Blue Badge holders and 1.35 million disabled users of public charging networks.

Find out more about EV charging at bsigroup.com.

> By offering a low-carbon alternative to road and air travel, HS2 will play a key role in driving forward the UK's green economic recovery and our transition to net zero carbon emissions by 2050."
>
> **Andrew Stephenson, HS2 Minister**

Sustainability in the built environment

The buildings and construction sector is by far the largest emitter of greenhouse gases, accounting for a staggering 37% of global emissions[19]

37%

Sustainability must be embedded at every stage of the built environment lifecycle. Through responsible sourcing, ethical practices, and strong environmental management, construction can deliver lasting value for society, the economy, and the planet.

Global forces, such as decarbonization, rapid urbanization, biodiversity loss, circular economy demands, and rising public expectations, are reshaping the sector. To respond effectively, organizations must combine digital innovation with recognized standards and certification.

Digital foundations for a low-carbon future

Building Information Modelling (BIM) is central to Construction 4.0[20] , enabling smarter, more efficient and more sustainable buildings and infrastructure. By connecting data across the asset lifecycle, BIM supports better decision-making, whole-life carbon reduction and environmental, social, and governance (ESG) integration.

BIM also strengthens circular economy practices by enabling:

- Accurate material planning
- Sustainable product selection
- Energy performance simulation
- Digital twins for real-time performance insights

Digital twins combine operational data and predictive intelligence to identify decarbonization opportunities and optimize performance.

Read our white paper: Achieving Sustainability Goals with BIM.

Whole-life carbon management

PAS 2080:2023 Carbon Management in Buildings and Infrastructure provides structured guidance for managing carbon across the entire lifecycle of projects, from early design through to operation.

By promoting collaboration across asset owners, designers, contractors and suppliers, PAS 2080 helps organizations:

- Reduce emissions and costs
- Strengthen tender competitiveness
- Demonstrate leadership in decarbonization

Discover more about PAS 2080 at bsigroup.com

Together, standards and BSI Kitemark certification provide the capability and confidence to lead the transition to a resilient, sustainable built environment.

Sustainable Cities and Communities

As urban populations grow, cities must become more integrated, resilient, and citizen-focused. Solutions that combine sustainability and digitalization, such as adaptive reuse of buildings and low-carbon innovation, are key to long-term success.

International standards such as **ISO 37106:2021 Sustainable Cities and Communities** provide practical frameworks for smarter governance, services, and data management.

The **BSI Kitemark™ certification for Smart Cities and Communities**, based on ISO 37106 and ISO 37120:2018, offers independent certification to help cities deliver:

- secure, resilient and sustainable urban development
- improving quality of life.

Download our white paper: Sustainable Cities and Communities: ISO 37106 Explained

Healthcare

The healthcare and life sciences sector is increasingly expected to meet sustainability goals set by governments, investors, and patients, from reducing greenhouse gases to improving product design, tackling waste, and strengthening supply chain practices.

Navigating these complex challenges requires collaboration, robust data and trusted frameworks. BSI brings deep industry insight, risk management expertise, and tools to help organizations align with stakeholder expectations and drive sustainable growth.

Through independent assurance, training, certification and support services, healthcare organizations can enhance their practices, strengthen resilience, and contribute to a healthier future for communities and the planet.

Discover more about sustainability in healthcare at bsigroup.com

“Achieving this BSI Kitemark certification, we show our commitment to addressing AMR and minimising the risk of antimicrobial waste in the environment.”

Lorraine Cancro, Senior Director, Environmental Compliance and Remediation, GSK.

Take me back to the contents

Manufacturing

Manufacturing is central to the transition from a linear “make-use-dispose” model to a circular economy – where products are designed to last, be restored, and remain in use for longer.

Remanufacturing

Remanufacturing involves carefully disassembling a used product, restoring and rigorously re-testing each individual component, and then reassembling it into a device that performs as well as – if not better than – new. BSI can inspire trust in manufacturers operating a circular economy with **Kitemark Certified Remanufacture**r status.

Circular Computing was the world’s first organization to achieve this certification. Through its 360-step Circular Remanufacturing Process, each laptop is restored to at least original performance and backed by a warranty equal to, or better than, new[21].

This confidence in remanufacturing led the Irish Government to award a **€30 million, four-year contract** for approximately 60,000 remanufactured laptops – representing around 12% of Ireland’s total laptop market[22].

> Our work with BSI means that the industry is empowered to change the way that ICT products are purchased. We can now finally, after all these years, provide an alternative to new, that is in full compliance with the circular economy, and all the benefits that society needs.”
>
> **Scott Mac Meekin, CEO, Circular Computing**

Reconditioning

Reconditioned (refurbished) products extend product life through inspection, cleaning, and repair. While not restored to “like-new” specification, they remain fully functional and cost-effective.

BSI Kitemark™ Certified Reconditioner status demonstrates a manufacturer’s commitment to quality, transparency, and sustainability.

Learn more about remanufacturing and reconditioning at bsigroup.com

Designing for sustainability

The EU’s new **Ecodesign for Sustainable Products Regulation (ESPR)** places sustainability and circularity at the heart of product design across the European market[23].

A key element is the **Digital Product Passport (DPP)**, which provides accessible lifecycle data, including materials, sourcing, carbon footprint, and end-of-life guidance, to be included on a product’s packaging. This transparency supports informed purchasing decisions and improved recycling outcomes.

Discover more about this landmark regulation at bsigroup.com

BSI blog:
Commercial Possibilities of the Circular Economy

Training and qualifications

Sustainability is complex and constantly evolving. By acting across ESG priorities, organizations can drive meaningful, long-term change. BSI training equips you with the knowledge and practical skills to lead these initiatives with confidence.

With BSI training and qualifications, you can develop the capability to turn sustainability goals into action, while opening up new professional opportunities. Choose a learning format that suits you best – **live online, in person, or self-paced on-demand eLearning**.

Featured sustainability courses

ISO 14001
Environmental Management

Embed best practice and support your organization's commitment to protecting the climate, natural resources, habitats and communities.

ISO 50001
Energy Management

Learn how to reduce energy consumption, cut costs and implement an effective energy management system in line with ISO 50001.

ISO 14068
Carbon Neutrality

Develop the expertise your organization needs to plan, manage and achieve carbon neutrality through informed, collaborative action.

For the full list of courses visit bsigroup.com

Key benefits:

- Raise internal standards and embed recognized best practice
- Accelerate career progression with learning pathways tailored to your experience
- Strengthen team capability through broader and deeper skills development
- Navigate challenges, uncertainty and change with greater confidence
- Close knowledge gaps and build practical expertise
- Gain formal recognition through a BSI qualification, validating your skills and experience

BSI Kitemark certification

For more than 125 years, the BSI Kitemark has been recognized as a symbol of outstanding quality, safety and trust across a wide range of products and services.

Kitemark certification confirms that a product or service’s claim has been independently and repeatedly tested by experts, meaning that you can have trust and confidence in products and services that are BSI Kitemark certified.

Discover more at bsigroup.com

Why BSI?

A purpose-led organization

Impact for a fair society and a sustainable world.

- For more than 125 years BSI has benefitted the world in a profound and unique way. Our independence, global reach and cess to leading-edge experts sets is apart.
- Due to the unique way we are incorporated, we invest our profits to foster progress and partnership, increasing trust between consumers, governments and organizations.
- Global reach: Operating across multiple regions and markets, we bring consistent, trusted best practice to organizations worldwide, helping accelerate responsible growth at scale.
- Technical expertise: With access to world-class specialists, standards-makers and sector experts, we provide authoritative insight and rigorous assurance that organizations can rely on.
- Ultimately, we help business and society thrive together accelerating progress towards a fair society and a sustainable world.

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