



SDG 11 - MAKE CITIES INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE

INTERNAL ACTIONS:

- respect and integrate towns and cities into corporate operations, using local labour, training employees about cultural diversity while preserving the local culture, or investing part of the salaries in the development of urban areas;
- employ and train people from disadvantaged groups;
- use vehicles which meet the criteria of energy efficiency, clean energy and that are affordable;
- establish flexible hours for employees and promote telecommuting to reduce pollution;
- encourage the use of public transport or bicycles among the employees and those in the supply-chain;
- create green areas and common areas;
- invest in technology, products and services designed to support smart city models and infrastructures, sustainable transport and public services;
- transform the corporate offices and facilities into green and resilient structures, improving safety and energy efficiency, reducing the consumption of paper and water, and recycling materials.
- reduce energy and water consumption, so that the people living in urban areas have more resources available for their needs;
- manage water residues and the wastage of water in an efficient and sustainable way, raising the awareness of employees on this issue.

EXTERNAL ACTIONS:

- use business operations to have a positive impact on urban areas and other human settlements;
- create training programmes and jobs for people living in outlying areas or affected by environmental disasters in order to promote social mobility;
- avoid any direct or indirect impact on UNESCO World Heritage sites or protected areas;
- invest in innovation, technology and development in order to contribute to the development of smart and sustainable cities;
- invest in projects to improve the resilience of infrastructures in urban areas or other human settlements faced with natural disasters;
- support events and workshops on sustainable and resilient cities;
- implement development cooperation projects and humanitarian aid;
- enable public-private partnerships with NGOs, governments and local authorities, and other firms to carry out projects for the development of sustainable and smart cities.