

## Qualitative and quantitative indicators for cultural heritage

CULTURAL HERITAGE						
DIMENSION	No	MATERIALITY ISSUE	MAIN SDG IMPACT	GOAL	INDICATORS	
					QUALITATIVE	QUANTITATIVE
PERSONAS	1	Dissemination and awareness	SDG 4: Ensure inclusive and equitable, quality education and promote lifelong learning opportunities for all	4.7: By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development	Does your resource have, or take part in, any plan or strategy for outreach and education in sustainability based on cultural heritage? (If yes, indicate which one/ones and a brief description [name, goals, time frame, etc])	No. of dissemination and education activities carried out in the past year
						No. of dissemination channels the heritage resource has
						No. of people who attended the activities carried out in the past year
						No. of publications presented in the past year
						No. of monthly publications on social networks and dissemination channels
						No. of annual visits to the heritage resource.
	2	Training	SDG 4: Ensure inclusive and equitable, quality education and promote lifelong learning opportunities for all	4.7: By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development	Does your heritage resource have any education plans or strategies? If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame. Are training activities carried out for the people on the staff at the heritage resource? Are training activities carried out for people external to the heritage resource?	No. of training activities carried out in the past year
						Participation rate in the activities carried out in relation to the places offered
						No. of people who attended the training activities carried out in the past year.
3	Public health	SDG 3: Ensure healthy lives and promote well-being for all at all ages	3.4:By 2030, reduce mortality from non-communicable diseases by one-third through prevention and treatment, and promote mental health and well-being	Do you have, or take part in, any plan or strategy for assessment, monitoring or improvement to public health and user comfort at the heritage resource? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame). Are there elements at your heritage resource that improve user well-being and comfort?	Capacity for noise abatement inside the heritage resource.	
					No. of elements aiding user comfort (vegetation, water, air quality, and lighting, etc)	
					Summer/winter average humidity at the cultural heritage resource.	
					Allergen presence index (only in the case of heritage resources with gardens)	

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PLANETA	4	Biodiversity	SDG 15: Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss	15.5: Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity, and, by 2020, protect and prevent the extinction of threatened species	Is there a wide variety of plant species at your heritage resource? Do you have a strategy contributing to its maintenance and enhancement?	No. of different plant species at the heritage resource
	5	Procurement of services	SDG 12: Ensure sustainable consumption and production patterns	12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Does the heritage resource need and make use of external services?  Does your heritage resource have, or take part in, any plan or strategy for procurement of services and suppliers that complies with sustainable criteria? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame).	No. of external services under contract
						Proportion of local products and suppliers
						Proportion or number of sustainable suppliers
	6	Circular economy and waste management	SDG 12: Ensure sustainable consumption and production patterns	12.2: By 2030, achieve the sustainable management and efficient use of natural resources	Does your heritage resource have, or take part in, any plan or strategy for waste management that fosters selective collection and subsequent controlled waste management? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	Proportion of waste recycled.
7	Sustainable management of water resources	SDG 6: Ensure access to water and its sustainable management and sanitation for all	6.4: By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawal and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity	Does your heritage resource have, or take part in, any plan or strategy for sustainable management of water resources? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)  Do you have infrastructures for managing water collection and use? Are there any wells or reservoirs that irrigation water can be obtained from at your heritage resource?	Water consumption at the heritage resource over the past year	
					Proportion of water from wells or reservoirs used to irrigate plants or courtyards at the heritage resource	
					Proportion of efficient irrigation (for cultural heritage resources with large landscaped spaces)	
8	Sustainable management of equipment and fittings	SDG 12: Ensure sustainable consumption and production patterns	12.2: By 2030, achieve the sustainable management and efficient use of natural resources	Does your heritage resource have elements and fittings that are low maintenance and have long-term efficiency? Do you reuse elements in different activities or occasions at your heritage resource?	Proportion of materials and elements reused in different activities	

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PLANETA	9	Plant health	SDG 15: Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss	15.1: By 2030, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements		
	10	Energy transition and climate change	SDG 13: Take urgent action to combat climate change and its impacts	13.2: Include measures for climate change in national policies, strategies and plans	Does your heritage resource have, or take part in, any plan or strategy for energy efficiency? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	Electricity consumption during one year (bills)
						No. of passive air conditioning systems
PROSPERIDAD	11	Accessibility and inclusion	SDG 10: Reduce inequality in and among countries	10.2: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, gender, disability, race, ethnicity, origin, religion or economic or other status.	Do you have any accessibility and inclusion plan or strategy at the heritage resource? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	Proportion of the area that is accessible to disabled people
						Proportion of adapted equipment and fittings
PROSPERIDAD	12	Heritage conservation, protection and safeguarding	SDG 11: Make cities inclusive, safe, resilient and sustainable	11.4: Strengthen efforts to protect and safeguard the world's cultural and natural heritage	Does your heritage resource have, or take part in, any plan or strategy for natural heritage conservation, protection and/or safeguarding? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	Visitor level of satisfaction (surveys)
						No. of activities and actions aimed at the heritage resource's conservation, protection and safeguarding
PROSPERIDAD	12	Heritage conservation, protection and safeguarding	SDG 11: Make cities inclusive, safe, resilient and sustainable	11.4: Strengthen efforts to protect and safeguard the world's cultural and natural heritage	Does your heritage resource have, or take part in, any plan or strategy for natural heritage conservation, protection and/or safeguarding? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	Is preventive conservation work carried out at your heritage resource?
						Is specific work carried out on heritage elements at your heritage resource for their conservation?

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PROSPERIDAD	13	Employment and working conditions	SDG 8: Foster sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.8: Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	Do you have, or take part in, any plan or strategy that promotes employment at the heritage resource? If yes, indicate which one/ones and give a brief description.  Does your heritage resource have a work/life balance plan?	No. of permanent employees at the cultural heritage resource
						No. of temporary employees at the cultural heritage resource
						Percentage variation from the minimum wage included in the collective agreement
	14	Sustainable economic management	SDG 8: Foster sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.4: Improve progressively, by 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead	Does your heritage resource have, or take part in, any plan or strategy for sustainable economic management? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)  Are there mechanisms for monitoring and controlling income and expenditure?	Annual percentage of income over expenditure
						Percentage of current expenditure for each relevant issue
						Percentage of annual expenditure received from external funding
	15	Sustainable land management	SDG 11: Make cities inclusive, safe, resilient and sustainable	11.6: By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management		
	16	Sustainable tourism management	SDG 12: Ensure sustainable consumption and production patterns	12b: Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products.	Is there a strategy at your heritage resource that helps to minimise the negative impact of tourism on the environment and, therefore, make it more sustainable?	No. of strategies or actions linked to promoting sustainable tourism
						Load Capacity at the heritage resource
						No. of visitors throughout the year taking the seasons into account
						Level of satisfaction of local residents with respect to tourism (surveys)
	17	Equal opportunities	SDG 8: Foster sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Does your heritage resource have, or take part in, any plan or strategy that promotes equal opportunities at your heritage resource? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	Gender parity index in the organisational structure (%)
						Proportion of people at risk of poverty and exclusion (PRPE) who regularly provide services (%)
						Proportion of people with a disability of 33%, or more, who regularly provide services (%)

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PROSPERIDAD	18	Investment and funding	SDG 11: Make cities inclusive, safe, resilient and sustainable	11.4: Strengthen efforts to protect and safeguard the world's cultural and natural heritage	Does your heritage resource have any plan or strategy for obtaining investment and alternative funding? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	Proportion of investment expenses
						Proportion of current expenditure in one year (%)
						Proportion of the annual budget coming from external funding (%)
	19	Digital transformation	SDG 9: Build resilient infrastructures, promote sustainable industrialisation and foster innovation.	9.4: By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.	Do you have any plan to include new technologies at the service of your heritage resource? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	No. of technological resources used in the heritage resource's management (computerised management of visitors, publications on social networks, website, etc.)
						Percentage of the archive digitised
						Percentage of heritage digitised (360o views, surveys, virtual recreations, etc.)
20	Users and local community	SDG 11: Make cities inclusive, safe, resilient and sustainable	11a: Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning	Is there any strategy for bonding with the community?	No. of activities carried out with the local community	
					Does your heritage resource have a plan that ensures users' health and safety? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)	Proportion of local visitors in comparison with the totals
					Is there a plan at your heritage resource to improve users' experience?	

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PAZ	21	Ethical management, good governance and transparency	SDG 16: Promote just, peaceful and inclusive societies	16.6: Develop effective, transparent and accountable institutions at all levels	<p>Does your heritage resource have a code of good practice, or similar instrument, for its management? (If yes, please attach it as an annex)</p> <p>Does it have a plan for information and communication about the heritage resource's status and management? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)</p> <p>Do you publish sustainability or progress reports? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)</p> <p>Is there transparency in making decisions about the heritage resource's management?</p>	
	22	Citizen participation	SDG 16: Promote just, peaceful and inclusive societies	16.7: Ensure responsive, inclusive, participatory and representative decision-making at all levels that meet needs	<p>Is there a plan to promote citizen participation in decision making at your heritage resource? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)</p> <p>Do you any plan or strategy for training volunteers at your heritage resource? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)</p> <p>Do you have any plan or strategy for integrating elderly people as volunteers or in participatory methodologies at your heritage resource? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)</p>	<p>No. of participatory processes and events carried out in the past year.</p> <p>No. of activities or work carried out at the request of the stakeholders</p> <p>No. of people actively doing volunteer work</p>
ALIANZAS	23	Public/private partnerships and collaborations	SDG 17: Revitalise the Global Partnership for Sustainable Development	17.7: Encourage and promote effective public, public/private and civil society partnerships, building on the experience and resourcing strategies of partnerships	<p>Do you have, or take part in, partnerships and collaborations with other bodies or public services with the aim of improving sustainable management of your heritage resource? (If yes, indicate specifically which one, the stage it is at (in preparation or current) and its time frame)</p> <p>Do you have, or take part in partnerships or collaborations with other private bodies in order to improve sustainable management?</p>	<p>No. of collaboration agreements or collaborative actions with public and private bodies</p> <p>No. of institutions or bodies the heritage resource collaborates with</p>