

Keeping Current: Your Guide to Recertification



This quick guide is designed to help you prepare for a smooth, successful recertification. By preparing now, you'll save time and set expectations for how to best proceed.



We're glad you're reaffirming your commitment to healthy, sustainable transport at your property. Recertification is an exciting milestone. It's a chance to renew focus on how your property supports sustainable transport, showcase progress, and validate the best practices that set your asset apart. It's also an important opportunity to ensure your property stays aligned with the latest standards and research, keeping your certification current for sustainability reporting and global ESG frameworks.

Every two to three years, depending on your license term, our team will invite you to renew your certification. This process confirms that the commitments made during your initial assessment remain active and effective, while also recognizing improvements and updates made since your last review. Recertification not only maintains your standing with ActiveScore or ModeScore but reinforces to investors, tenants, and the wider community that your asset's commitment to the well-being of people and planet is both enduring and evolving.



BLOC, Manchester, United Kingdom – Certified Gold.
Photo Courtesy of Bruntwood SciTech

ACTIVE SCORE MODE SCORE

Here are 4 key actions you can take to prepare:

1

Review Your Previous Assessment



The best place to start is where you last ended. Your Formal Report outlines your property's previous scoring and tailored recommendations. For properties certified during design or construction, we'll need to confirm that planned infrastructure and programming are now in place. This also applies to any intended measures that were provisionally approved, like signage, services, or surveying.

Note what's new or unchanged since the last certification, and flag where fresh documentation may be required or previous evidence may still suffice. If you no longer have access to previously supplied evidence, we can help locate and share those files upon request. Don't have your report? Reach out and we'll share a copy.

2

Track Any Updates or Planned Improvements



If you've made improvements, or you plan to, you may want to revisit our Formal Report recommendations to align your decisions and investments with our best practices. These updates may also help you earn additional credit within the certification.

TO DO: Referencing our [Best in Class](#) and [Recommended Services & Suppliers guide](#) can help inspire you to make select upgrades, guide those next steps, and highlight practical opportunities to strengthen your approach.

3

Confirm Your Recertification Team



Your team may have changed since the last submission. Identify everyone who will take part in the recertification, from the main contact who will receive billing and updates, to on-site staff who may need to gather new evidence, such as photographs. Establishing roles and responsibilities early streamlines communication and keeps everyone aligned, avoiding unnecessary delays.

TO DO: Please let us know of any new points of contact as soon as possible so we can keep all participants aligned and informed.

Get Acquainted with the Process



Recertification will be new, but the process will feel familiar. Here's what to expect:

- On your license expiration date, we'll issue an invoice for renewal. Once paid, your new term begins and you'll be invited to submit updated information and documentation.
- The submission process mirrors your original certification: answer a series of straightforward questions about your property's facilities and operations, and upload supporting evidence.
- Note what's changed, both in our standard and at your property. You may see new questions that reflect updated scoring criteria, and any new services or amenities at the building can help increase your score.
- Once submitted, our assessor's review begins. This iterative process starts with a first Preliminary Report, followed by up to two rounds of revisions and resubmissions—opportunities to clarify or add information. After the third and final Preliminary Report, your score will be confirmed and awarded, allowing you to renew focus on your property's transport successes.

TO DO: Share the recertification timeline with your team, set internal reminders, and prepare any key information in advance to keep the process on track.

A note on score changes: You may notice a slight change in your score at recertification. This often reflects updates to our assessment standard, which we revise annually to align with the latest research, best practices, and global benchmarks. These adjustments may shift scoring criteria, but don't typically affect award tiers. Many projects maintain or even improve their rating depending on enhancements made during the license term, while scores may decrease if no improvements have been made. This approach encourages continuous improvement and ensures that performance and results remain aligned with evolving standards.

TO DO: Connect with us if you're looking to boost your score. Our team can help identify quick, low-cost opportunities for improvement. Similarly, we invite you to consult with us if you have any questions about changes to our certification since your last submission, or if you feel your projected results don't reflect performance. We can review this together.



Questions or not sure where to start? We're here to help make recertification seamless. We invite you to review our **FAQs** where we've gathered other helpful answers to common questions.

Feel free to contact us any time before your renewal date—we'll guide you through it info@activetravelscore.com / info@modescore.com