



SLOVENSKI STANDARD
oSIST prEN ISO 41017:2023
01-januar-2023

Upravljanje objektov in storitev - Navodila za pripravljenost na izredne razmere in obvladovanje epidemije (ISO/DIS 41017:2022)

Facility management - Guidance on emergency preparedness and management of an epidemic (ISO/DIS 41017:2022)

Facility Management - Leitfaden für die Notfallvorsorge und Management einer Epidemie (ISO/DIS 41017:2022)

Facility management - Recommandations relatives à l'anticipation des situations d'urgence et au management d'une épidémie (ISO/DIS 41017:2022)

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Facility management – Guidance on emergency preparedness and management of an epidemic

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 267, Facility Management.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

0.1 Purpose

In order to protect facility users and other interested parties as well as to provide reassurance and protect the demand organization's assets and reputation, the organization should include plans for mitigating the effects of an epidemic in the organization's overall emergency preparedness and business continuity plans.

This document serves as guidance to organizations for effective preparedness for and management of an epidemic. As written, it is intended that the organization should create their own formal documentation detailing what actions, triggers and responses should be followed.

By implementing the guidance in this document, the organization should be able to:

- Take effective action to protect facility users and interested parties from the risks related to an epidemic event;
- Demonstrate that it is addressing risks related to an epidemic event using a systematic approach;
- Put in place a framework to enable effective and timely adaptation to the changing situation.
- Assist the organization in its emergency preparedness planning for an epidemic and should be integrated into the overall risk management, emergency preparedness and business continuity plans.

NOTE It is not the intent of this document to reproduce ISO 31000:2018 Risk management – Guidelines, but rather provide a framework identifying the assessment processes specifically needed in mitigating against the impact caused by an epidemic impact on facility management.

0.2 Principles

The safety and the quality of life of facility users and occupants is a requirement of the demand organization and organization. At all times, the demand organization and organization should act in a responsible manner to protect the facility users and occupants. Specifically, in response to an epidemic event, the following examples of principles could be considered:

- The demand organization should conduct assessment of their requirements and capabilities during the epidemic event;
- Risk factors and impacts should be anticipated and identified even before an epidemic event is confirmed by an authoritative body;
- Risk factors and impacts should be reviewed once an epidemic event is confirmed by an authoritative body;
- Gaps should be identified quickly for resolution;
- A plan should be developed and approved by the organization's stakeholders, placed in effect, and updated as needed;
- The verified evidence, data, and facts should be used in developing facility policies and guidelines. Unsupported information from rumours or speculations should not be used in any determining factors;
- Chain of leadership and management should be clearly defined in the organization's emergency response plan;
- Collaboration between supporting organisations and departments should start at the planning stage and be maintained during the epidemic event;
- Information should be made available as soon as possible with regular updates to all stakeholders;

- Information should be distributed to the appropriate stakeholders; some information may be sensitive and will only be distributed to approved personnel;
- Temporary protocols should be implemented at the beginning of the epidemic event to promote occupant safety;
- Training and education are important to enable effective implementation;
- Rationalize the regulatory variances.

0.3 Exposure risks

During a normal business day, facility users and interested parties can be exposed to pathogens while before entering and staying in the building. The guidance in this document addresses those pathogens to which the facility users might reasonably be exposed during normal business activities (i.e., transmission via direct/indirect contact, airborne, droplet, etc).

0.4 Challenges

The organization may face challenges if they have to continue operating or return to business during or after an epidemic event.

The guidance in this document will enable the organization to prepare for an epidemic event and provide reasonable certainty regarding the safe conditions of the facility.

For example:

- Protecting the occupants of the managed facility;
- Maintaining occupied and unoccupied buildings;
- Occupants reluctant to return to the building;
- Economic impact on businesses;
- Communicating with internal and external stakeholders;
- Cleaning and decontamination activities;
- Provision of isolation/quarantine space as required or directed;
- Availability of personal protective equipment may be uncertain;
- Screening people before entering the building;
- Maintaining supply chain and logistics.

0.5 Structure

[Figure 1](#) illustrates the structure of framework in [clauses 4](#) to [10](#) of this document and its relationship to the stage of development of an epidemic.

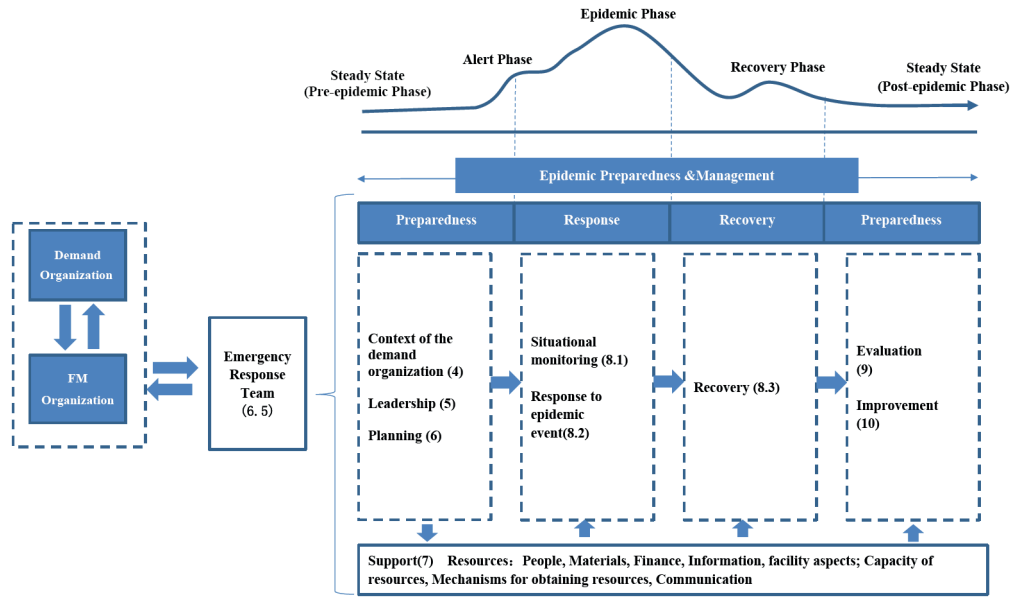


Figure 1 — The framework structure of this document

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Facility management – Guidance on emergency preparedness and management of an epidemic

1 Scope

This document provides general guidance to organizations on how to mitigate and/or manage the risks and impacts of an epidemic event to protect facility-related health, safety and well-being.

This document is intended for use by all organizations, fully or partially operating, resuming or new to operating.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 31000, *Risk management — Guidelines*

ISO 41011, *Facility management — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 41011 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.7)

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: For the purposes of this document, the term “organization” refers to the FM organization unless otherwise stated.

[SOURCE: ISO 41011:2017, 3.3.1]

3.2

demand organization

entity which has a need and the authority to incur costs to have requirements met

Note 1 to entry: This is typically an authorized representative within a functional unit of an organization.

[SOURCE: ISO 41011:2017, 3.3.1.1]

ISO/DIS 41017:2022(E)**3.3
facility management organization
FM organization**

entity responsible for facility management

[SOURCE: ISO 41014:2020, 3.1.2]

**3.4
top management**

person or group of people who directs and controls an organization at the highest level

Note 1 to entry: Top management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the management system covers only part of an organization, then top management refers to those who direct and control that part of the organization.

[SOURCE: ISO 41011:2017, 3.3.2]

**3.5
interested party
stakeholder**

person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

[SOURCE: ISO 41011:2017, 3.3.3]

**3.6
policy**

intentions and direction of an *organization* (3.1), as formally expressed by its *top management* (3.4)

[SOURCE: ISO 41011:2017, 3.7.2]

**3.7
objective**

result to be achieved

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels (such as strategic, organization-wide, project, product and process).

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, as a facility management objective, or by the use of other words with similar meaning (e.g. aim, goal, or target).

Note 4 to entry: In the context of facility management systems, facility management objectives are set by the organization, consistent with the facility management policy, to achieve specific results.

[SOURCE: ISO 41011:2017, 3.7.8]

**3.8
emergency preparedness**

capability to take actions that will effectively mitigate the consequences of an emergency

[SOURCE: ISO 41011:2017, 3.7.16]