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Buildings and civil engineering works — Vocabulary —

Part 4: Facility management terms

*Bâtiments et ouvrages de génie civil — Vocabulaire —
Partie 4: Termes relatifs de gestion des installations*

ICS: 01.040.93; 91.010.01; 93.010; 03.080.10; 01.040.91

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

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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 59, Buildings and civil engineering works, Subcommittee SC 2, Terminology and harmonization of languages

A list of all parts in the ISO 6707 series can be found on the ISO website.

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

With the growth in the number of international construction projects and the development of the international market in construction products, there is an increasing need for agreement on a common language. The objective of the ISO 6707 series is to provide a consistent language for use by the various professions involved in the construction industry.

ISO 6707-1 defines general terms related to buildings and civil engineering works. This part of ISO 6707 establishes preferred terms and concepts related to facility management for buildings and other types of construction works.

Technical committee ISO/TC267 was set up as a focus for standardization in the field of facility management aiming to be the foremost contributor to a more productive workplace, a sustainable environment and an improved quality of life for all. This document, whilst it is placed within the general context of the ISO TC59 SC2 vocabularies, is also intended as a complement to ISO 41011, *Facility management – Vocabulary*. Some terms from that vocabulary of particular relevance to this standard have been reproduced. It is assumed that users will continue to use that document as reference for facility management terms generally.

For this document reference is made to existing ISO definitions, particularly those in TC59 standards. Deviations maintain the original intention, whilst facilitating their interpretation in the context of facility management related to buildings and civil engineering works.

Consideration has also been given to the way in which electronic processes are being increasingly employed and how this has an impact on the work of those engaged in facility management.

International preferred terms are listed in boldface type. Where a preferred term is specific to a particular English-speaking country, e.g. the United States of America, it is given below the international preferred term and is annotated with the relevant country code. Where no preferred terms are listed indicating usage in a specific geographical location, this signifies that the international preferred term is the accepted term in English-speaking countries. A term beneath the preferred term not given in boldface type is an admitted (non-preferred) synonym. A country code is assigned to an admitted term if it is specific to a particular English-speaking country.

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Buildings and civil engineering works — Vocabulary —

Part 4: Facility management terms

1 Scope

This document provides terms and definitions for facility management in relation to buildings and civil engineering works. These terms and definitions reflect standardized terminology relevant to construction works needed by those having a responsibility for facility management.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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/>

For the purposes of this document the terms and definitions in ISO 6707-1, *Buildings and civil engineering works – Vocabulary – Part 1: General terms* and the following apply:

3.1 Terms from high level structure

3.1.1

facility management
facilities management
FM

organization function which integrates people, place and process within the *built environment* (3.2.2) with the *purpose* (3.6.7) of improving the quality of life of people and the productivity of the core business

[SOURCE: ISO 41011:2017, 3.1.1]

3.1.2

asset

item, thing or entity that has potential or actual value to an organization

[SOURCE: ISO 55000:2014, 3.2.1, modified – Notes to entry have been removed]

3.1.3

asset management

coordinated activity of an organization to realize value from *assets* (3.1.2)

[SOURCE: ISO 55000:2014, 3.3.1, modified – Notes to entry have been removed]

3.1.4

manageable asset

asset (3.1.2) able to be dealt with using management standard and approaches

3.1.5

asset portfolio

assets (3.1.2) that are within the scope of the *asset management* (3.1.3) system

Note 1 to entry: A portfolio is typically established and assigned for managerial control purposes.

Note 2 to entry: An asset management system can encompass multiple asset portfolios.

Note 3 to entry: An asset portfolio may consist of real assets, *built environment* (3.2.2), individual buildings or structures, *technical building systems* (3.4.2), equipment, furniture and fixtures.

[SOURCE: ISO 55000:2014, 3.2.4, modified – 2nd sentence of note 1 to entry omitted; 2nd sentence of note 2 to entry omitted; Note 3 to entry added]

3.1.6

facility

collection of *assets* (3.1.2) which is constructed, installed or established to serve an entity's need

[SOURCE: ISO 41011:2017, 3.2.3.2, modified – “is built” changed to “is constructed”]

3.1.7

landscape

all the visible features of an area of land, often considered in terms of their aesthetic appeal such as public and private gardens, parks, and road vegetation including lawns and turfed recreational areas

[SOURCE: ISO 16075-1:2015, 3.2.2]

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3.1.8

information model

set of structured and unstructured information containers related to construction works

3.1.9

zone

space or spaces with a stated function

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3.1.10

performance

measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to the management of activities, processes, products (including services), systems or organizations.

[SOURCE: ISO 41011:2017, 3.8.3]

3.1.11

requirement

need (3.6.8) or expectation that is stated, generally implied or obligatory

Note 1 to entry: “generally implied” means that it is a custom or common practice for the organization and *interested parties* (3.1.13) that the need or expectation under consideration is implied.

Note 2 to entry: A specified *requirement* (3.1.11) is one that is stated, for example in documented information.

[SOURCE: ISO 41011:2017, 3.1.4.1]

3.1.12

feature

distinct or outstanding part, quality or characteristic of an entity or element

3.1.13 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 14050:–, [3.1.2](#)]

3.1.14 agent

whatever acts on a *facility* ([3.1.6](#)) or its parts to adversely affect its *performance* ([3.1.10](#))

EXAMPLE Person, water, load, heat.

[SOURCE: ISO 15686-2:2012, 3.1.4, modified – “facility” substituted for building.]

3.1.15 risk

effect of uncertainty

Note 1 to entry: An effect is a deviation from the expected – positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential “events” (as defined in ISO Guide 73:2009, 3.5.1.3) and “consequences” as defined in ISO Guide 73:2009, 3.6.1.3) or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated “likelihood” (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.

[SOURCE: ISO 41011:2017, 3.7.3]

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3.2 works and parts of works

3.2.1

real estate

immoveable property including structures, grounds and undeveloped land

[SOURCE: ISO 41011:2017, 3.2.2]

3.2.2

built environment

collection of buildings, external works (landscaped areas), infrastructure and other construction works within an area

3.2.3

infrastructure

system of *facilities* ([3.1.6](#)), equipment and services needed for the operation of an organization

[SOURCE: ISO 9000:2015, 3.5.2]

3.2.6

base building

general-purpose building intended, but not yet adapted, to suit the operational requirements of a specific *user* ([3.7.3](#))

3.2.7

building envelope

physical boundary or barrier separating the interior volume of a building from the external unconditioned environment

[SOURCE: ISO 12569:2017, 3.5, modified – physical added to beginning; “outside” changed to “external unconditioned”]

3.2.8

building loss factor

percentage added to *building envelope* (3.2.7) to compensate for parts that reduce the usable area

Note 1 to entry: The part or *feature* (3.1.12) is described as “building loss feature” in ISO 6707-1.

Note 2 to entry: A *projection* (3.2.9) is an example of a part that reduces the usable area.

3.2.9

projection

something jutting out beyond the internal surface of a wall, ceiling or floor that prevents an internal space from being used for furniture, equipment, circulation or other functions

3.2.10

facility-in-service

facility (3.1.6) as completed, commissioned, handed over and in operation mode

3.2.11

general purpose facility

facility (3.1.6) which meets the initially designed functional *requirements* (3.1.11) of *occupants* (3.7.4) from different organizations doing similar work

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3.3 Space management

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3.3.1

built space

limited three-dimensional extent defined physically

3.3.2

workplace

physical location where work is performed

[SOURCE: ISO 41011:2017, 3.1.6]

3.3.3

workspace

zone (3.1.9) for completing a work task

Note 1 to entry: Might include more than one *workplace* (3.3.2)

3.3.4

work station

location containing furniture and supporting equipment (including telephony), IT and power connections), specifically designed or suitable for work-related activities and suitable for permanent use

[SOURCE: ISO 41011:2017, 3.1.6.1]

3.3.5

co-working area

area occupied by several workers not belonging to the same organization

3.3.6**security zone**

zone (3.1.9) that is continuously monitored and where access is controlled

Note 1 to entry: Security, in the context of this standard, applies to both the traditional physical security *risks* (3.1.15) as well as cyber security risks faced by many organizations. A security zone, as determined by the particular organization's risk assessment, may exist as risk mitigation measures.

3.3.7**high-security zone**

zone (3.1.9) that is continuously monitored and where access is limited to authorized personnel

Note 1 to entry: Security, in the context of this standard, applies to both the traditional physical security *risks* (3.1.15) as well as cyber security risks faced by many organizations. A high-security zone, as determined by the particular organization's risk assessment, may exist as risk mitigation measures.

3.3.8**operations zone**

zone (3.1.9) where access is limited to employees and to visitors with a legitimate reason for being there

3.3.9**reception zone**

zone (3.1.9) where visitors are greeted and, if appropriate, wait to receive attention

3.3.10**private space**

space for use by authorized individuals to which the public do not have right of access

3.3.11**public space**

space for use by the public or to which they have right of access

Note 1 to entry: Includes open access spaces.
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3.3.12**pressurized space**

space maintained at an air pressure higher than that in the surrounding space

3.3.13**atrium**

roofed space bounded on all sides that provides daylight and sometimes *ventilation* (3.4.8) of a building

3.3.14**dry area**

unroofed space below ground level that separates an external wall from adjoining ground to prevent lateral entry of water from the soil

Note 1 to entry: Usually a narrow space.

3.3.15**controlled area**

space where the air is required to be cleaner than that in the surrounding space, but not meeting the *requirements* (3.1.11) of a *clean room* (3.3.40)

3.3.16**danger area**

space where people and property may be exposed to, or vulnerable to, a specific hazard

3.3.17**concourse**

large open space for people to gather or a large open area inside or in front of a building

3.3.18

urban open area

vacant areas, public or private, within urban boundaries

Note 1 to entry: Urban open areas are all fringe open spaces and captured open spaces associated within the scope and parameters of the urban system.

Note 2 to entry: State parks, national parks or open areas in the countryside outside the parameters of the urban area are not considered as open areas in this document.

[SOURCE: ISO/TR 22370:2020, 3.25]

3.3.19

alcove

recess formed in a wall

3.3.20

niche

recess within the thickness of a wall

Note 1 to entry: Usually for a statue, vase or other *feature* ([3.1.12](#)).

3.3.21

laundry room

room where clothes are washed and dried

3.3.22

study

quiet *zone* ([3.1.9](#)) for acquiring knowledge and understanding by reading and other means

3.3.23

teaching zone

zone ([3.1.9](#)) where a group of pupils or students are taught or study together

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3.3.24

bedroom

private room for sleeping

3.3.25

dormitory

communal room for sleeping

3.3.26

ward

bedroom ([3.3.24](#)) or *dormitory* ([3.3.25](#)) in a hospital

3.3.27

study bedroom

large *bedroom* ([3.3.24](#)) that can be used as a study

3.3.28

living space

drawing room

zone ([3.1.9](#)) in a dwelling for relaxation and entertaining visitors

3.3.29

dining zone

zone ([3.1.9](#)) where meals are eaten

3.3.30

kitchen

zone ([3.1.9](#)) where food is prepared and cooked