

~~ISO/DIS~~ **FDIS 20121:2023** (E)

ISO/PC 250/~~AWG 1~~

Secretariat: ~~AFNOR BSI~~

Date: 2023-09-15/2023-11-11

Event sustainability management systems — Requirements with guidance for use

Systèmes de management responsable appliqués à l'activité événementielle — Exigences et recommandations de mise en ~~œuvre~~ oeuvre

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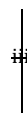
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Foreword

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 document 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).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

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 Project Committee ISO/PC 250, *Sustainability in event management*.

This second edition cancels and replaces the first edition (ISO 20121:2012), which has been technically revised.

The main changes are as follows:

- the text, clause sequence and relevant definitions have been aligned with the harmonized structure for management system standards in the ISO/IEC Directives, Part 1, 2022, Annex SL, Appendix 2;
- the text has been reviewed and improved to take into consideration: enhancement of environmental, social and governance (ESG) requirements; a reduction of negative impacts and maximization of positive ESG impacts; making the standard more user friendly and accessible.

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

Events are sometimes, by their nature, high profile and transient, with both positive and negative social, economic and environmental impacts. This document has been drafted to help organizations and individuals improve the sustainability of their event-related activities.

At the same time it requires organizations to recognize their relationship with and impact on society and society's expectations of events.

This document challenges an organization to improve its process and thinking to lead to continual performance improvement and allows the organization the flexibility to be more creative about the delivery of event-related activities without detracting from the aim of the event. This document is not a checklist or a reporting framework or a method of evaluating event sustainability performance. This document is intended to be applied flexibly and allows organizations that have not formally addressed sustainable development to start to implement an event sustainability management system. Organizations with existing management systems can integrate the requirements of this document into their existing systems. All organizations can benefit from the process of continual improvement over time (see Figure 1-).

This document has been designed to address the management of improved sustainability throughout the entire event management cycle.

Additional guidance and information is provided in ~~Annexes A~~ Annexes A to C to support its implementation.

The complexity of the system and the extent of documentation and the resources devoted to it are proportional to its defined scope, the size of the organization and the nature of the organization's activities, products and services. This is particularly the case for small and medium sized enterprises.

The success of the system depends on commitment from all levels and functions, especially from top management. In addition, in order for such a management system to be successful, it should be flexible and integrated within the event management process and not just regarded as a component to be added on. For maximum effectiveness, its influence should extend throughout the supply chain, as well as the identified interested parties.

This document can be used to prove compliance, as detailed in the Scope.

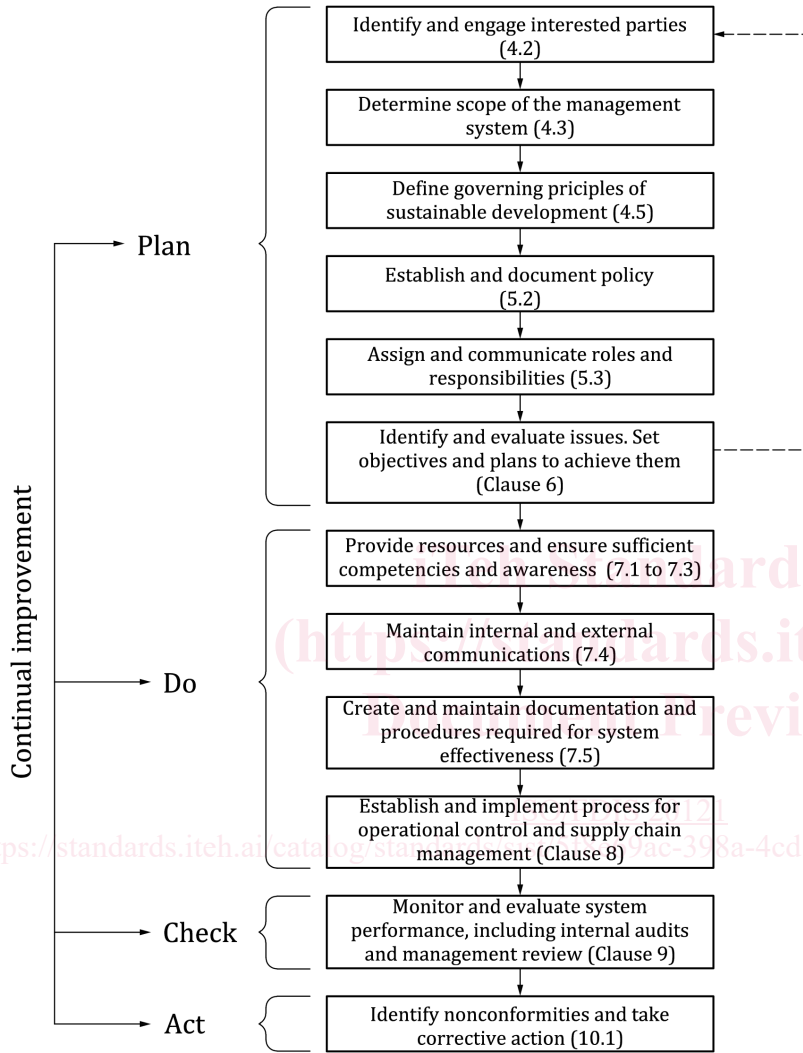


Figure —1— Event sustainability management system model for this ~~International Standard document~~

Event sustainability management systems — Requirements with guidance for use

1 Scope

This document specifies requirements for an event sustainability management system for any type of event or event-related activity, and provides guidance on conforming to those requirements.

This document is applicable to any organization that wishes to:

- a) ~~a)~~ establish, implement, maintain and improve an event sustainability management system;
- b) ~~b)~~ ensure that it is in conformity with its stated sustainable development policy;
- c) ~~c)~~ achieve the intended result(s) of its event sustainability management system;
- d) ~~d)~~ demonstrate voluntary conformity with this document by:
 - first party (self-determination and self-declaration);
 - second party (confirmation of conformance by parties having an interest in the organization, such as clients, or by other persons on their behalf);
 - an independent third party (e.g. a certification body).

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/IEC TS 17021-4:2013, Conformity assessment — Requirements for bodies providing audit and certification of management systems~~

~~ISO 19011:2011, Guidelines for auditing management systems~~

~~There are no normative references in this document.~~

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

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

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://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 ~~(3.6(3.6))~~

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

Note 2 to entry: If the organization is part of a larger entity, the term “organization” refers only to the part of the larger entity that is within the scope of the *event* (3.7(3.7)) *sustainability* (3.2(3.2)) *management system* (3.22(3.23)). For organizations with more than one operating unit, a single operating unit may be defined as an organization.

3.2 sustainability

degree of *sustainable development* (3.3(3.3)) in the *context* (3.39(3.40)) of the *organization* (3.1(3.1)) or *event* (3.7(3.7)).

Note 1 to entry: —e.g.—For guidance on sustainability, refer to, for example, the United Nation’s Sustainable Development Goals (SDGs), applicable international standards on environmental and social issues, including the UN Guiding Principles on Business and Human Rights^[57] Rights^[42] and the Paris Agreement on climate change^[65]. See [Annex A](#)Annex A.

3.3 sustainable development

development that meets the needs of the present without compromising the ability of future generations to meet their own needs

Note 1 to entry: The *process* (3.25(3.26)) provides an enduring, balanced approach to economic activity, environmental responsibility and social impacts.

Note 2 to entry: Depending on the activity considered, the *organization* (3.1(3.1)) can take into account the most relevant SDGs when defining its sustainable development *policy* (3.5(3.5)).

[SOURCE: ISO 26000:2010, 2.23, modified — The original Note 1 to entry has been replaced by two new notes to entry.]

3.4 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 or knowledge 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) and consequences (as defined in ISO Guide 73), 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) of occurrence.

Note 5 to entry: In Notes 2, 3 and 4 to entry, the term “event” does not refer to the term “event” as defined in 3.73.7.

3.5 policy

intentions and direction of an *organization* (3.1(3.1)) as formally expressed by its *top management* (3.23(3.24)).

3.6 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 ~~economic, social~~financial, health and safety, and environmental) and can apply at different levels [such as strategic, organization-wide, project, product and process ~~(3.25(3.26))~~].

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, as a purpose, as an operational criterion, as an ~~event (3.7(3.7))~~sustainability ~~(3.2(3.2))~~ 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 event sustainability ~~management systems (3.22(3.23))~~, event sustainability objectives are set by the ~~organization (3.1(3.1))~~, consistent with the event sustainability ~~policy (3.5(3.5))~~, to achieve specific results.

3.7 event

planned physical, digital or hybrid gathering with respect to time and a place where an experience is created and/or a message is communicated.

3.8 event management cycle

stages and activities of an ~~event (3.7(3.7))~~ (including products and services involved), from research, conception and planning through to implementation, review and post-event activities.

3.9 event organizer

person or entity that produces and/or manages all or some aspects of an ~~event (3.7(3.7))~~.

Note 1 to entry: An event organizer can be an ~~organization (3.1(3.1))~~ or a body.

Note 2 to entry: The event organizer is not necessarily the ~~event owner (3.10(3.10))~~.

3.10 event owner

entity that commissions the ~~event (3.7(3.7))~~.

Note 1 to entry: For the purposes of this document, the event owner can be the ~~event organizer (3.9(3.9))~~.

3.11 end user

~~user taking the role of consumer.~~

EXAMPLE — User at the end of a value or delivery chain.

3.12 attendee

~~organization (3.1(3.1))~~ and/or individual that takes part in an ~~event (3.7(3.7))~~ for the primary purpose of receiving services or content.

~~3.13~~12

participant

organization ~~(3.1(3.1))~~ and/or individual that takes an active part in the contents of an *event* ~~(3.7(3.7))~~

~~3.14~~13

accessibility

usability and display of a product, service, information, environment or facility to enable the participation of people with the widest range of capabilities.

Note 1 to entry: This definition is related to the fundamental principle of universal accessibility in the United Nations Convention on the Rights of Persons with Disabilities, which outlines the *requirements* ~~(3.24(3.25))~~ to be fulfilled by environments, *processes* ~~(3.25(3.26))~~, goods, products and services, objects, instruments, tools and devices in order to be understandable, usable and viable for all people in safe and comfortable conditions, and as independently and naturally as possible.

Note 2 to entry: This definition also refers to ISO 26800, which states the extent to which products, systems, services, environments, and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified objective in a specified context of use.

~~3.15~~14

interested party

person or *organization* ~~(3.1(3.1))~~ that can affect, be affected by, or perceive itself to be affected by a decision or activity

Note 1 to entry: This can be an individual or group that has an interest in any decision or activity of an organization.

~~3.16~~15

inclusion

practice of fair treatment and meaningful involvement of all *interested parties* ~~(3.14(3.15))~~

Note 1 to entry: Inclusion refers to all interested parties, regardless of characteristics outlined in the Universal Declaration of Human Rights, including: race, age, gender, colour, religion, sexual orientation, culture, national origin, income, disability (mental, intellectual, sensorial and physical) or any other form of discrimination.

Note 2 to entry: For further information, see ISO 53800.

~~3.17~~16

integrity

adherence to ethical principles

~~3.18~~17

legacy

tangible and intangible enduring result(s) and *impact* ~~(3.41(3.42))~~ of an *event* ~~(3.7(3.7))~~

Note 1 to entry: Hard legacy is tangible and includes the enduring physical, economic, social and environmental impacts of an event or events.

Note 2 to entry: Soft legacy includes non-material elements, such as new capacities acquired as a consequence of events, e.g. new knowledge, training, standards, *best practices* ~~(3.27(3.28))~~, skills, *organizations* ~~(3.1(3.1))~~, systems, relationships, partnerships and innovations.

Note 3 to entry: Legacy includes planned and unplanned results of hosting an event on *interested parties* ~~(3.14(3.15))~~. Legacy can be of greater relevance to larger events and ~~has to~~should be considered in the issue identification and evaluation (see ~~A.8A.8~~ and ~~A.12A.12~~).

3.1918**stewardship**

responsibility, management and care for *sustainable development* (3.3(3.3)), shared by all those whose actions affect environmental *performance* (3.30(3.31)), economic activity, and social impact, reflected as both a value and a practice by individuals, *organizations* (3.1(3.1)), communities, and competent authorities.

3.2019**transparency**

openness about decisions and activities that affect society, the economy and the environment, and willingness to communicate these in a clear, accurate, timely, honest and complete manner.

Note 1 to entry: Transparency also includes openness about the outcomes of decisions and activities.

[SOURCE: ISO 26000:2010, 2.24, modified — Note 1 to entry has been added.]

3.2120**supplier**

organization (3.1(3.1)) providing products, services or facilities.

3.2221**supply chain**

sequence of activities or parties that provides products or services to the *organization* (3.1(3.1)).

[SOURCE: ISO 26000:2010, 2.22, modified — Note 1 to entry has been deleted.]

3.2322**management system**

set of interrelated or interacting elements of an *organization* (3.1(3.1)) to establish *policies* (3.5(3.5)) and *objectives* (3.6(3.6)), as well as *processes* (3.25(3.26)) to achieve those objectives.

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The management system elements include the organization's structure, roles and responsibilities, planning and operation, etc.

Note 3 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

3.2423**top management**

person or group of people who directs and controls an *organization* (3.1(3.1)) at the highest level ~~could also be known as executive leadership~~.

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* (3.22(3.23)) covers only part of an organization, then top management refers to those who direct and control that part of the organization.

3.2524

requirement

need or expectation that is stated, generally implied or obligatory.

Note 1 to entry: “Generally implied” means that it is custom or common practice for the *organization* [3.1(3.1)] and *interested parties* [3.14(3.15)] that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, e.g. in *documented information* [3.29(3.30)].

3.2625

process

set of interrelated or interacting activities that uses or transforms inputs to deliver a result.

Note 1 to entry: Whether the result of a process is called an output, a product or a service depends on the context of the reference.

3.2726

procedure

specified way to carry out an activity or a *process* [3.25(3.26)].

Note 1 to entry: A procedure may not always be formally documented.

[SOURCE: ISO 9000:2015, 3.4.5, modified — Note 1 to entry has been modified.]

3.2827

best practice

documented process [3.25(3.26)] or product shown by research and/or experience, and accepted or prescribed by the user community, which produces optimal results and is established or proposed as suitable for widespread adoption.

Note 1 to entry: Best practicepractices can apply to a process—(3.26), procedure, policy, approach, standard, guidelines, product or service, with reference, if applicable, to national and/or international conventions, laws, strategies and similar. SpecifiesA best practice specifies what ought to be done without regard to what is being done already.

3.2928

competence

ability to apply knowledge and skills to achieve intended results.

3.3029

documented information

information required to be controlled and maintained by an *organization* [3.1(3.1)] and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media and from any source.

Note 2 to entry: Documented information can refer to

- a) ~~a)~~ the *management system* [3.22(3.23)], including related *processes* [3.25(3.26)];
- b) ~~b)~~ information created in order for the organization to operate (documentation);
- c) ~~c)~~ evidence of results achieved (records).