
**Zagotavljanje storitev - Smernice za organizacije, ki zagotavljajo sezname
predhodno kvalificiranih, kvalificiranih ali izbranih ponudnikov storitev**

Provision of services - Guidance for organizations which provide lists of prequalified,
qualified or shortlisted service providers

Erbringung von Dienstleistungen - Leitfaden für Organisationen, die Listen von
präqualifizierten, qualifizierten oder in die engere Wahl gezogenen Dienstleistern
bereitstellen

Prestation de services - Recommandations pour les organismes qui fournissent des
listes de prestataires préqualifiés, qualifiés ou présélectionnés

Ta slovenski standard je istoveten z: EN 18306:2026

ICS:

03.080.20

Storitve za podjetja

Services for companies

SIST EN 18306:2026

en,fr,de

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EUROPEAN STANDARD
NORME EUROPÉENNE
EUROPÄISCHE NORM

EN 18306

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English Version

**Provision of services - Guidance for organizations which
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Dienstleistern bereitstellen

This European Standard was approved by CEN on 14 July 2026.

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European foreword

This document (EN 18306:2026) has been prepared by Technical Committee CEN/TC 447 "Horizontal standards for the provision of services", the secretariat of which is held by BSI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by April 2027, and conflicting national standards shall be withdrawn at the latest by April 2027.

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Introduction

Pre-qualification or qualification systems exist to help buyers select service providers capable of meeting their needs and carrying out their projects.

These systems can be established and managed internally by buyers, but buyers can also use systems for pre qualifying or qualifying service providers that are established and managed by third parties.

The purpose of this document is to provide recommendations to harmonize:

- the service providers pre-qualification or qualification process
- the operation of organizations that provide lists of pre-qualified or qualified service providers.

It complements the recommendations of [EN 17371-1:2021 \[1\]](#).

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1 Scope

This document provides guidance for setting up and operating a service providers pre-qualification, qualification, or shortlisting process.

This document is applicable to:

- a) organizations which provide list of pre-qualified, qualified or shortlisted service providers;
- b) any interested parties who are directly or indirectly involved in or affected by a service providers pre-qualification, qualification, or shortlisting process.

This document is not applicable to business-to-consumer (B2C) service contracts or works contracts.

NOTE 1 “Works contracts” are contracts that have as their object the execution, or both the design and execution, of a work and are not covered in this document. Contracts having as their object only the design of a work are covered.

NOTE 2 “Work” means the outcome of building or civil engineering works taken as a whole which is sufficient in itself to fulfil an economic or technical function.

This document is also not applicable for contracts covering employment arrangements (whether formal or informal in nature).

2 Normative references

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 <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

appeal

contestation on behalf of the applicant against a qualification decision concerning it

3.2

(pre)qualification certificate

document attesting that a service provider meets all the requirements defined in the list of qualifications and in the qualification reference specifications

Note 1 to entry: In the document, the term (pre)qualification has been simplified to qualification.

3.3

service buyer

organization that implements a service procurement process and contracts with a service provider

Note 1 to entry: In public procurement, the service buyer may also be known as the contracting authority/entity [EN 17371-1:2021 \[1\]](#)

3.4

code of ethics

document specifying the rules of conduct and the values which its personnel undertake to abide by