

DIN ISO 20121:2013-04 (E)

Event sustainability management systems - Requirements with guidance for use (ISO 20121:2012)

| Contents | | Page |
|-------------------------|---|-------------|
| National foreword | | 3 |
| Introduction | | 4 |
| 1 | Scope | 6 |
| 2 | Normative references | 6 |
| 3 | Terms and definitions | 6 |
| 4 | Context of the organization | 12 |
| 4.1 | Understanding of the organization and its context | 12 |
| 4.2 | Understanding the needs and expectations of interested parties | 12 |
| 4.3 | Determining the scope of the event sustainability management system | 13 |
| 4.4 | Event sustainability management system | 13 |
| 4.5 | Sustainable development principles, statement of purpose and values | 13 |
| 5 | Leadership | 14 |
| 5.1 | Leadership and commitment | 14 |
| 5.2 | Policy | 14 |
| 5.3 | Organizational roles, responsibilities and authorities | 15 |
| 6 | Planning | 15 |
| 6.1 | Actions to address risks and opportunities | 15 |
| 6.2 | Event sustainability objectives and how to achieve them | 16 |
| 7 | Support | 17 |
| 7.1 | Resources | 17 |
| 7.2 | Competence | 17 |
| 7.3 | Awareness | 18 |
| 7.4 | Communication | 18 |
| 7.5 | Documented information | 19 |
| 8 | Operation | 20 |
| 8.1 | Operational planning and control | 20 |
| 8.2 | Dealing with modified activities, products or services | 20 |
| 8.3 | Supply chain management | 20 |
| 9 | Performance evaluation | 21 |
| 9.1 | Performance against governing principles of sustainable development | 21 |
| 9.2 | Monitoring, measurement, analysis and evaluation | 21 |
| 9.3 | Internal audit | 21 |
| 9.4 | Management review | 22 |
| 10 | Improvement | 23 |
| 10.1 | Nonconformity and corrective action | 23 |
| 10.2 | Continual improvement | 23 |
| Annex A (informative) | Guidance on planning and implementing this International Standard | 24 |
| Annex B (informative) | Supply chain management | 40 |
| Annex C (informative) | Evaluation | 44 |
| Bibliography | | 47 |