

DIN ISO 20121:2025-09 (E)

Event sustainability management systems - Requirements with guidance for use (ISO 20121:2024)

Contents		Page
Foreword		v
Introduction		vi
1 Scope		1
2 Normative references		1
3 Terms and definitions		1
4 Context of the organization		7
4.1	Understanding the organization and its context	7
4.2	Understanding the needs and expectations of interested parties	8
4.3	Determining the scope of the event sustainability management system	8
4.4	Event sustainability management system	9
4.5	Sustainable development principles and mission statement	9
5 Leadership		9
5.1	Leadership and commitment	9
5.2	Policy	10
5.3	Roles, responsibilities and authorities	10
6 Planning		10
6.1	Actions to address risks and opportunities	10
6.1.1	General	10
6.1.2	Issue identification and evaluation	11
6.1.3	Legal and other requirements	12
6.2	Event sustainability objectives and planning to achieve them	12
6.3	Planning of changes	12
7 Support		12
7.1	Resources	12
7.2	Competence	13
7.3	Awareness	13
7.4	Communication	13
7.5	Documented information	14
7.5.1	General	14
7.5.2	Creating and updating documented information	14
7.5.3	Control of documented information	14
8 Operation		15
8.1	Operational planning and control	15
8.2	Managing changes	15
8.3	Supply chain management	15
9 Performance evaluation		16
9.1	Monitoring, measurement, analysis and evaluation	16
9.2	Internal audit	16
9.2.1	General	16
9.2.2	Internal audit programme	16
9.3	Management review	17
9.3.1	General	17
9.3.2	Management review inputs	17
9.3.3	Management review results	17
9.3.4	Performance against governing principles of sustainable development	18

10	Improvement	18
10.1	Continual improvement.....	18
10.2	Nonconformity and corrective action.....	18
Annex A	(informative) Guidance on planning and implementing this document	19
Annex B	(informative) Supply chain management	37
Annex C	(informative) Evaluation	41
Annex D	(informative) Human and child rights	46
Bibliography	51