

# DIN EN ISO 41018:2022-12 (E)

## Facility management - Development of a facility management policy (ISO 41018:2022)

---

<b>Contents</b>	<b>Page</b>
European foreword .....	3
Foreword .....	4
Introduction .....	5
<b>1 Scope</b> .....	<b>7</b>
<b>2 Normative references</b> .....	<b>7</b>
<b>3 Terms and definitions</b> .....	<b>7</b>
<b>4 Defining the FM policy framework</b> .....	<b>8</b>
4.1 Key principles .....	8
4.2 Strategic intent .....	8
4.3 Expected impacts .....	9
4.3.1 General .....	9
4.3.2 Expected outcomes .....	9
4.3.3 Unintended consequences .....	9
4.4 Sustainability goals .....	10
4.4.1 Environmental performance .....	10
4.4.2 Social performance .....	10
4.4.3 Economic performance .....	11
4.5 Leadership and commitment .....	11
4.5.1 Alignment with the demand organization .....	11
4.5.2 Management decision-making .....	11
4.5.3 Access, inclusiveness and equality .....	11
4.5.4 Health, safety and security .....	11
4.6 Governance .....	12
4.6.1 General .....	12
4.6.2 Authority and approval .....	12
4.6.3 Roles and responsibilities .....	12
4.6.4 Risk management .....	13
<b>5 Compiling the FM policy</b> .....	<b>13</b>
5.1 Operational requirements .....	13
5.2 Expected practices .....	14
5.2.1 General .....	14
5.2.2 Specific considerations .....	15
5.2.3 Support functions .....	16
<b>6 Implementing the FM policy</b> .....	<b>16</b>
6.1 Statement of expectations .....	16
6.2 User participation .....	16
6.3 Deviations from the policy .....	17
6.4 Lessons learned .....	17
<b>7 Review and revision of the FM policy</b> .....	<b>17</b>
7.1 Evaluation of lessons learned .....	17
7.2 Corrective and preventive actions .....	17
7.3 Revising the FM policy .....	17
7.4 Updating FM plans .....	18
<b>Annex A (informative) Example of an outline FM policy</b> .....	<b>19</b>
<b>Annex B (informative) Example of a health, safety, security and environment statement</b> .....	<b>21</b>
<b>Bibliography</b> .....	<b>22</b>