

DIN EN ISO 41018:2022-12 (E)

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

Contents	Page
European foreword	3
Foreword	4
Introduction	5
1 Scope	7
2 Normative references	7
3 Terms and definitions	7
4 Defining the FM policy framework	8
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
5 Compiling the FM policy	13
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
6 Implementing the FM policy	16
6.1 Statement of expectations	16
6.2 User participation	16
6.3 Deviations from the policy	17
6.4 Lessons learned	17
7 Review and revision of the FM policy	17
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
Annex A (informative) Example of an outline FM policy	19
Annex B (informative) Example of a health, safety, security and environment statement	21
Bibliography	22