# ISO 41018:2022-07 (E)

## Facility management - Development of a facility management policy

## Contents

Page


Foreword ..... iv

Introduction ..... v

1 Scope ..... 1

2 Normative references ..... 1

3 Termsanddefinitions ..... 1

4 DefiningtheFMpolicyframework ..... 2
4.1 Key principles ..... 2
4.2 Strategic intent ..... 2
4.3 Expected impacts ..... 3
4.3.1 General ..... 3
4.3.2 Expected outcomes ..... 3
4.3.3 Unintended consequences ..... 3
4.4 Sustainability goals ..... 4
4.4.1 Environmental performance ..... 4
4.4.2 Social performance ..... 4
4.4.3 Economic performance ..... 5
4.5 Leadership and commitment ..... 5
4.5.1 Alignment with the demand organization ..... 5
4.5.2 Management decision-making ..... 5
4.5.3 Access, inclusiveness and equality ..... 5
4.5.4 Health, safety and security ..... 5
4.6 Governance ..... 6
4.6.1 General ..... 6
4.6.2 Authority and approval ..... 6
4.6.3 Roles and responsibilities ..... 6
4.6.4 Risk management ..... 7

5 CompilingtheFMpolicy ..... 7
5.1 Operational requirements ..... 7
5.2 Expected practices ..... 8
5.2.1 General ..... 8
5.2.2 Specific considerations ..... 9
5.2.3 Support functions ..... 10

6 ImplementingtheFMpolicy ..... 10
6.1 Statement of expectations ..... 10
6.2 User participation ..... 10
6.3 Deviations from the policy ..... 11
6.4 Lessons learned ..... 11

7 ReviewandrevisionoftheFMpolicy ..... 11
7.1 Evaluation of lessons learned ..... 11
7.2 Corrective and preventive actions ..... 11
7.3 Revising the FM policy ..... 11
7.4 Updating FM plans ..... 12

Annex A (informative) Example of an outline FM policy ..... 13
Annex B (informative)Exampleofahealth,safety,securityandenvironmentstatement ..... 15

Bibliography ..... 16