

ISO 41017:2024-03 (E)

Facility management - Guidance on emergency preparedness and management of an epidemic

Contents		Page
Foreword		v
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	1
4	Context of the demand organization	3
4.1	General.....	3
4.2	Operation impact.....	4
4.2.1	General.....	4
4.2.2	Operational impact.....	4
4.2.3	Employee impact.....	5
4.2.4	Other interested party impact.....	5
5	Leadership	6
5.1	Leadership and commitment.....	6
5.1.1	General.....	6
5.1.2	Emergency management principles.....	6
5.1.3	Scope of FM.....	6
5.1.4	Overall objectives.....	7
5.2	Policy.....	7
5.3	Roles, responsibilities and authorities.....	7
6	Planning	8
6.1	General.....	8
6.2	Actions to address risks.....	8
6.3	Emergency preparedness for an epidemic.....	9
6.4	Emergency response plan considerations.....	9
6.5	Emergency response team and structure.....	10
6.6	Exercise programme.....	10
7	Support	11
7.1	Resources.....	11
7.1.1	General.....	11
7.1.2	People.....	11
7.1.3	Materials.....	11
7.1.4	Finance.....	12
7.1.5	Information.....	12
7.1.6	Facility aspects.....	12
7.2	Capacity of resources.....	12
7.3	Mechanisms for obtaining resources.....	13
7.4	Communication.....	13
7.4.1	General.....	13
7.4.2	Communication applicable to internal interested parties.....	13
7.4.3	Communication applicable to external interested parties.....	13
8	Operational planning and control	14
8.1	Situational monitoring.....	14
8.1.1	General.....	14
8.1.2	Incident detection.....	14
8.1.3	Regular monitoring of an incident/event.....	14

8.1.4	Response to a warning or alert	15
8.1.5	Alerting interested parties	15
8.2	Response to an epidemic event	15
8.2.1	ERP clarification	15
8.2.2	Process and procedures	15
8.2.3	Escalation procedures	15
8.2.4	Implementation of the appropriate response	15
8.3	Recovery	15
8.3.1	Facility conditions	15
8.3.2	Updating service level expectations	16
8.3.3	Relaxation of epidemic policies	16
9	Evaluation	16
9.1	Monitoring measurement and evaluation	16
9.2	Review of preparedness	17
9.3	Review of response and recovery	17
10	Improvement	17
10.1	Nonconformity	17
10.2	Corrective action	17
10.3	Continual improvement	18
10.4	Action plan for lessons learned	18
	Annex A (informative) Example of epidemic control actions within an office facility	20
	Bibliography	21