

DIN EN ISO 41017:2025-10 (E)

Facility management - Guidance on emergency preparedness and management of an epidemic (ISO 41017:2024)

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