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- ❑ He is the AIQS' representative to Standards Australia's MB-022 Committee for FM standards, and in turn an Australian delegate to ISO/TC-267 (ISO 41000 facility management since 2012), ISO/TC-267's global liaison to ISO/TC-251 (ISO 55000 asset management since 2013) and ISO/PC 343 (MSS for UN's SDGs since 2023).
- ❑ Stephen is currently the Regional Director – Australasia & Southeast Asia for IFMA's FM Consultant Council, and a member of the RICS Australasia Regional Advisory Board.
- ❑ He is also a Past Chair of FMA Australia, the IFMA Research Committee, and the IFMA Foundation, former Deputy Chair of the Australian Government's FM Action Agenda, and a former member IFMA's Global Board of Directors.

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**“Sustainable FM” via the ISO 41000 series**

- ❑ Defining “Sustainable FM”
- ❑ Sustainable Development Goals (SDGs)
- ❑ ISO/TC 267 and ISO 41000 series status
- ❑ ISO/TR 41019:2024 “*FM’s role in sustainability, resilience and adaptability*”
- ❑ Towards “Sustainable FM” and its implications



## Defining "Sustainable FM"

"Sustainable development" meets the needs of the present without compromising the ability of future generations to meet their own needs"

Gro Harlem Brundtland, Chair / Author, the UN's Our Common Future, also known as the Brundtland Report, October 1987



**Agenda 2030**  
 UN's 2015 report:  
**Transforming our world: the 2030 Agenda for Sustainable Development.**

Source: [United Nations, Dept. of Economic and Social Affairs \(un.org\)](https://www.un.org/sustainabledevelopment/)



## Sustainable Development Goals (SDGs)

<b>1</b> NO POVERTY	<b>2</b> ZERO HUNGER	<b>3</b> GOOD HEALTH AND WELL-BEING	<b>4</b> QUALITY EDUCATION	<b>5</b> GENDER EQUALITY	<b>6</b> CLEAN WATER AND SANITATION
<b>7</b> AFFORDABLE AND CLEAN ENERGY	<b>8</b> DECENT WORK AND ECONOMIC GROWTH	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE	<b>10</b> REDUCED INEQUALITIES	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION
<b>13</b> CLIMATE ACTION	<b>14</b> LIFE BELOW WATER	<b>15</b> LIFE ON LAND	<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS	<b>17</b> PARTNERSHIPS FOR THE GOALS	

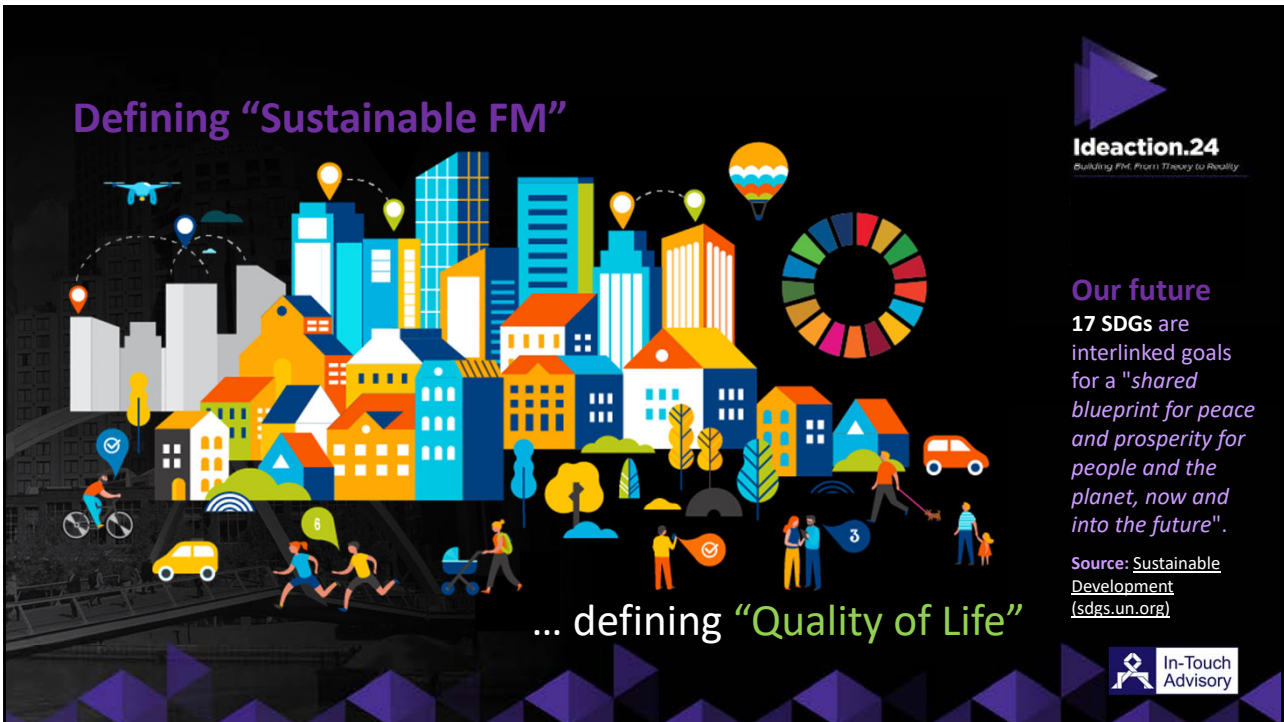
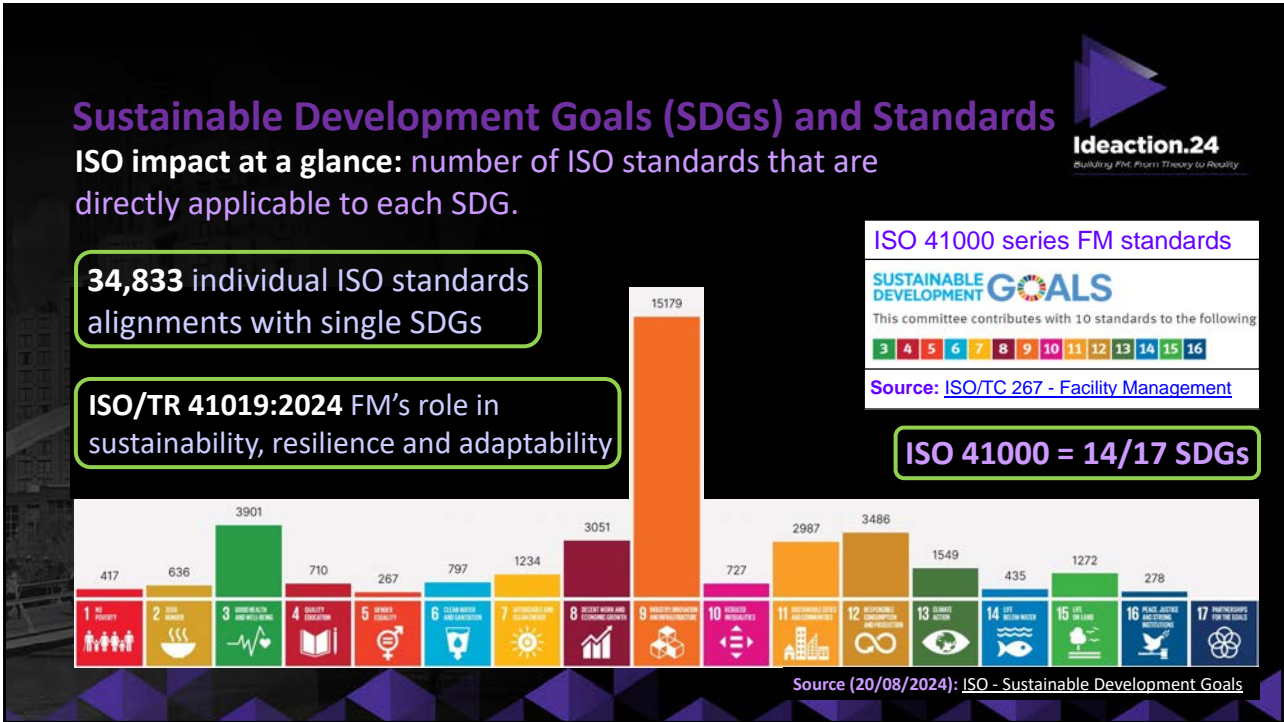


**Agenda 2030**  
 Consensus across:

- > 17 SDGs
- > 169 targets
- > 248 indicators

Source: United Nations <https://sdgs.un.org/goals>





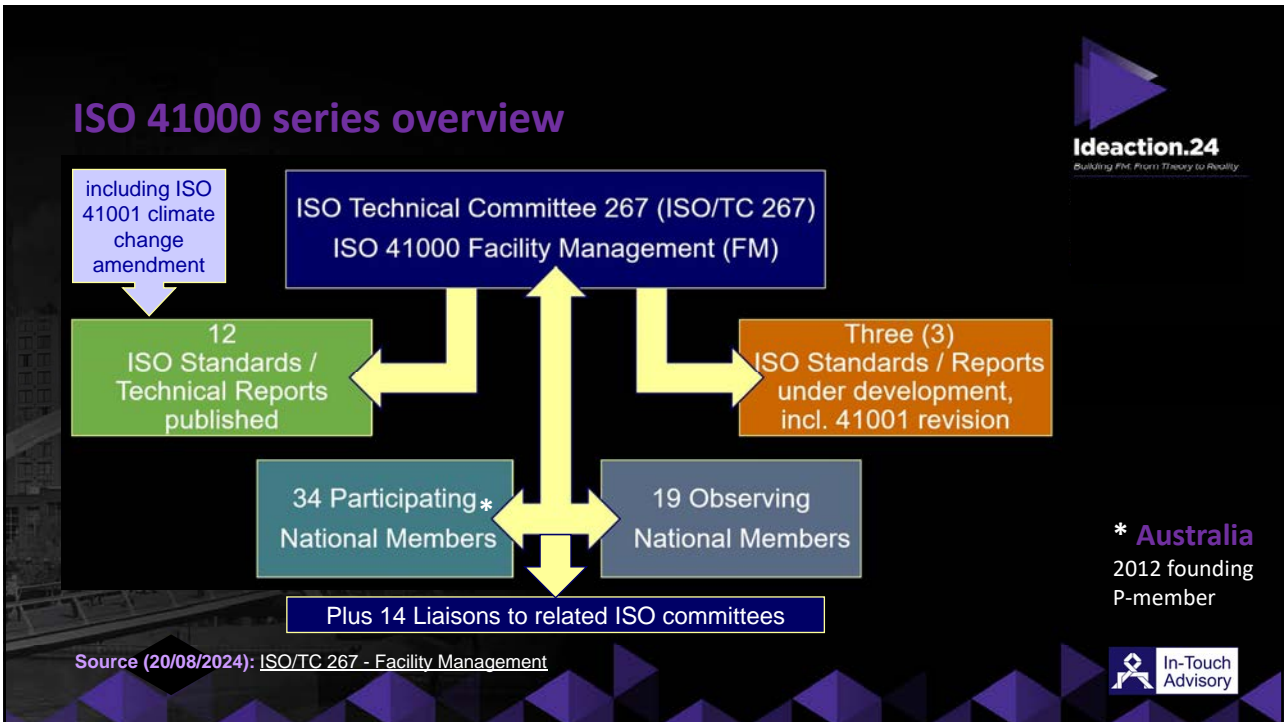
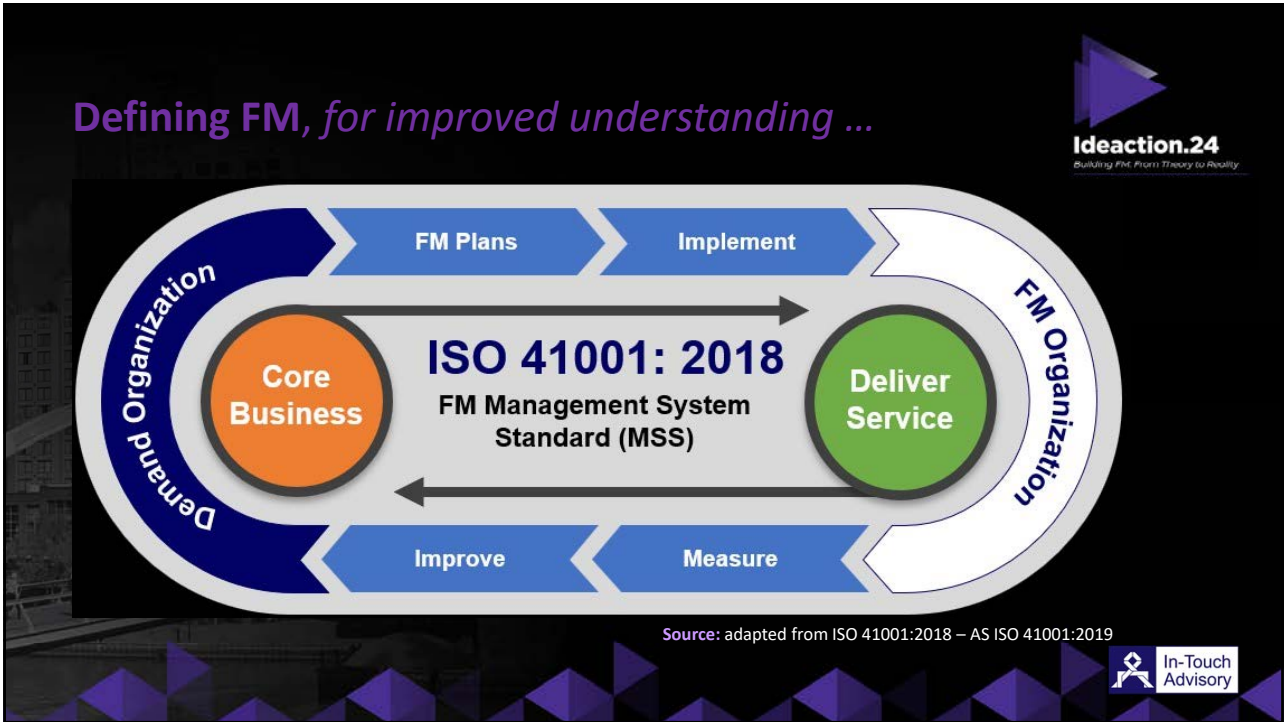


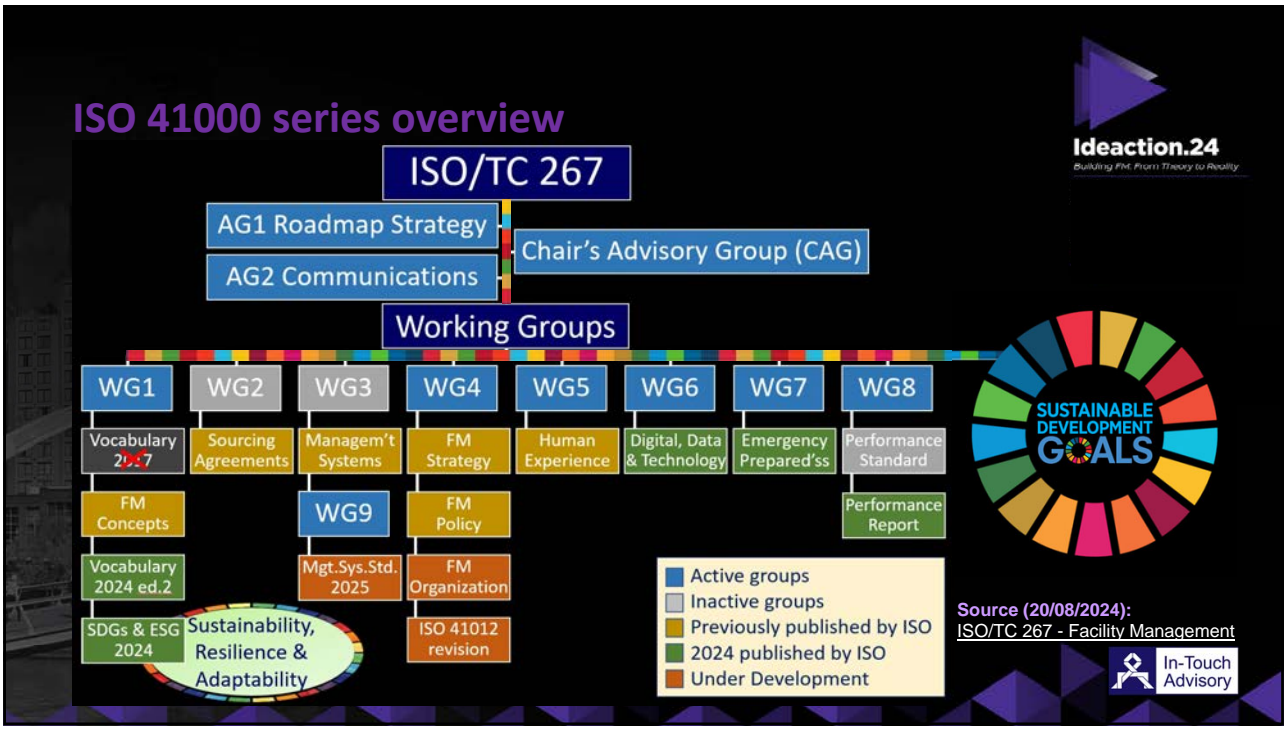
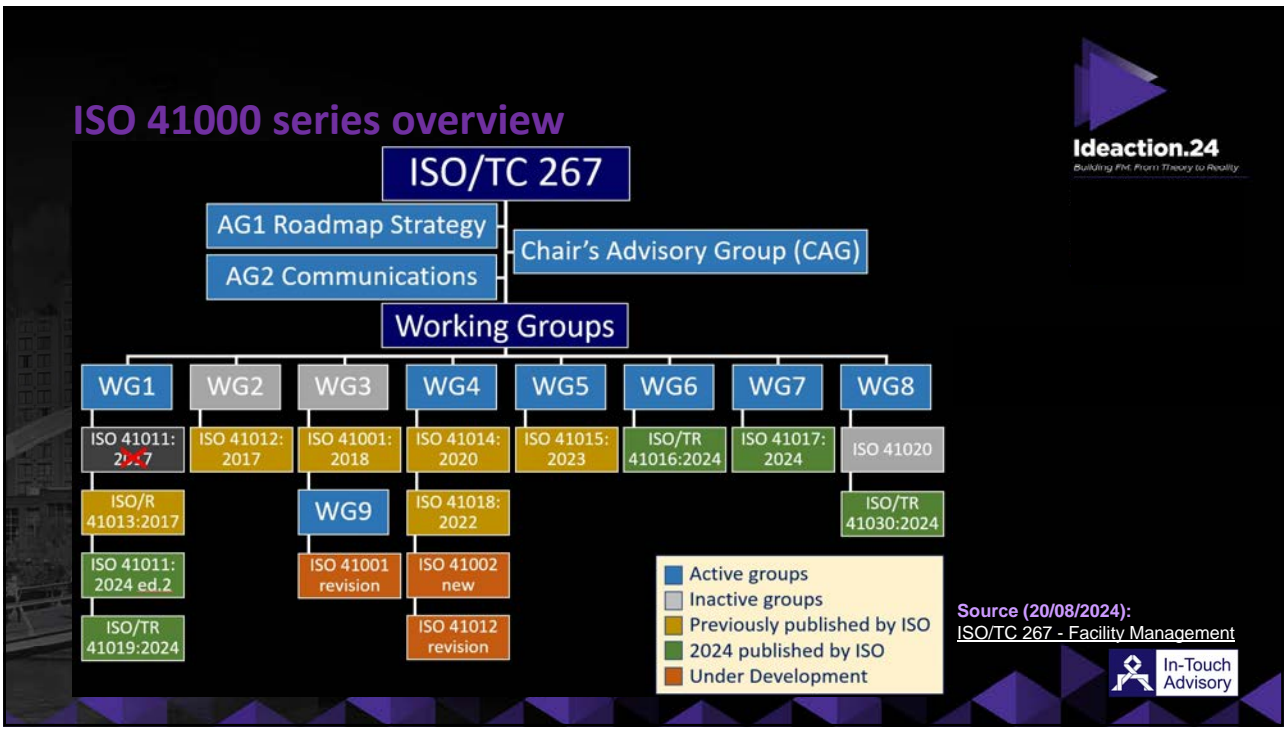
**Defining FM, for improved understanding ...**

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*Building FM From Theory to Reality*

- Facility Management, Facilities Management or FM:**  
*an "organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business"*  
ISO 41011:2017 – AS ISO 41011:2019 – ISO 41011:2024
- Demand Organization:** *the "entity which has a need and the authority to incur costs to have requirements met"*  
ISO 41011:2017 – AS ISO 41011:2019 – ISO 41011:2024
- FM Organization:** *the "entity responsible for facility management"*  
ISO 41014:2020 – AS ISO 41014:2022 – ISO 41011:2024

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## Sustainability, Resilience & Adaptability

### FM challenges: the First Wave

**Change:**

- People
- Place
- Processes

**Sustainability**

**Time**

**Sustainability** - meeting the needs of the present without compromising the ability of future generations to meet their own needs.

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## Sustainability, Resilience & Adaptability

### FM challenges: the Second Wave

**Change:**

- People
- Place
- Processes

**Resilience**

**Sustainability**

**Time**

**Resilience** - capacity for systems to cope with a hazardous event, trend or disruption, could be addressed by involving more pre-emptive design.

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## Sustainability, Resilience & Adaptability

FM challenges: **the Third Wave**

**Change:**

- People
- Place
- Processes

**Adaptability** - a process of adjustment, that implies activities of a retroactive nature (modify or maintain).

**FM: risk mitigation and response to change.**

**Time** →

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## Sustainability, Resilience & Adaptability

Is FM ready for the Third Wave? ..... time for **Sustainable FM**

**Change:**

- People
- Place
- Processes

**Quality of Life**

**New FM metrics:**

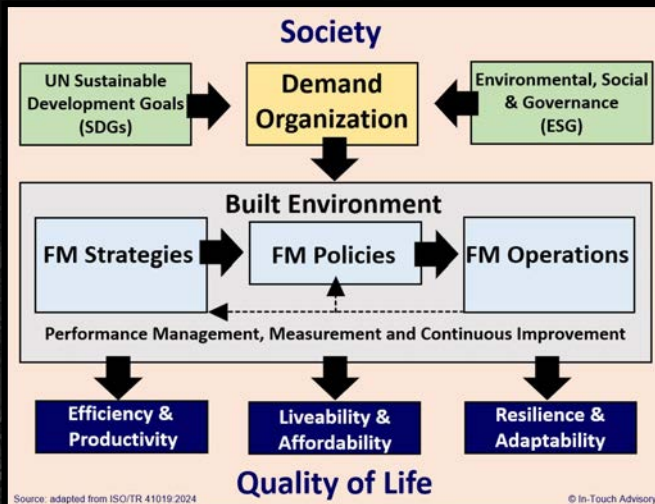
- Efficiency
- Productivity
- Liveability
- Affordability
- Resilience
- Adaptability

**Time** →

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## ISO/TR 41019:2024 scope



- ❑ Demand Organizations live within a broader societal context.
- ❑ ISO/TR 41019 demonstrates the wide-ranging and positive contributions that FM can make through responsible management of the **Built Environment**.
- ❑ SDGs and ESG provide frameworks to deliver outputs that support society, and enhance our **Quality of Life**



## ISO/TR 41019:2024 “Facility Management’s role in sustainability, resilience and adaptability”

- ❑ ISO/TR 41019:2024 demonstrates the wide-ranging and positive contributions that FM can make through responsible management of the **Built Environment**.





One of 12 publications within the ISO 41000 series




Source: ISO/TR 41019:2024

## ISO/TR 41019:2024 ... what's in it for you



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- ❑ **Status:** ISO publication 26 June 2024, Standards Australia adoption to follow.
- ❑ **Deliverable:** an ISO Technical Report (TR) supporting FM standards and the SDGs.
- ❑ **Scope:** Facility Management's role in sustainability, resilience and adaptability.
- ❑ **Style:** *concise and practical guidance for FM professionals.*



Source: ISO/TR 41019:2024

## ISO/TR 41019:2024 ... what's in it for you

**4.5.3 Resilience**

The United Nations Office for Disaster Risk Reduction (UNDRR) was created in 1999 and defines resilience as: "The ability of a system, community or society exposed to hazards to resist, absorb, accommodate, adapt to, transform and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions through risk management".

The Sendai Framework for Disaster Risk Reduction 2015-2030 ("Sendai Framework") was the first major agreement of the post-2015 agenda, supporting the SDGs, and is directly relevant to FM professionals. The Sendai Framework provides for actions to mitigate the risk of disasters. It outlines four priorities for action to prevent new and reduce existing disaster risks:

- understanding disaster risk;
- strengthening disaster risk governance to manage disaster risk;
- investing in disaster reduction for resilience;
- enhancing disaster preparedness for effective response and to "build back better" in recovery, rehabilitation and reconstruction.

Accordingly, specific climate-induced hazards require enhanced resilience and recovery capabilities. Instances include adapting to hotter temperatures, more severe storms, increased drought, warming oceans, rising sea levels, loss of species, food shortages, increased health risks, more poverty and population displacements. ISO/TR 22845:2020, while not specifically referencing FM, provides a range of information and assessment resources, noting that, in terms of climate-induced risks, there will be increased exposure and vulnerability brought about by urbanization.


One example of an operational tool is the Australian Institute of Refrigeration Air Conditioning and Heating (AIRAH) Resilience Checklist. This guide discusses technical concepts involved in improving the resilience of buildings and their heating, ventilation, and air conditioning (HVAC) systems from the perspective of a range of stakeholders, including facility managers. It also includes an eight-step process for developing a resilience action plan.

FM professionals will increasingly find themselves on the frontlines of the growing physical risks associated with climate change, and identifying and developing mitigation plans to reduce the direct and indirect impacts on assets, people and services compromising quality of life issues.

- ❑ **Scope and define**
- ❑ **Explain and expand**

*'concise and practical guidance for FM professionals'*

- ❑ **Example and sample**
- ❑ **FM context**



Source: ISO/TR 41019:2024

## ISO/TR 41019:2024 ... what's in it for you

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SDG icon	SDG descriptor*	Potential FM contributions
	<b>No poverty</b> End poverty in all its forms everywhere.	Job creation and ensure fair terms, conditions, remunerations and contract administration. FM, via direct employment and contract work, can affect a fairer and more inclusive society, because of its low threshold for participation and access to remunerations.
	<b>Zero hunger</b> End hunger, achieve food security and improved nutrition and promote sustainable agriculture.	Configuration of supply chains, food storage, catering services and waste management. FM can influence catering procurement, and in turn support sustainable supply chains, changed consumption patterns, healthy choices and reduced food waste impacting people's lifestyles.
	<b>Good health and well-being</b> Ensure healthy lives and promote well-being for all at all ages.	Indoor environment quality including air, temperature, humidity, noise, light, odours, CO <sub>2</sub> levels, etc. This directly contributes to the health, safety and workplace culture of end users. FM can promote a healthy, diverse and sustainable workplaces which enhance organizational vitality and support a positive culture and lead to better performance regardless of location (on-site or remote workplaces).
	<b>Quality education</b> Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	The design, delivery and maintenance of educational facilities, plus professional and technical competence development and training programmes. Campus FM can enhance the access to a quality educational and lifelong learning experience for all stakeholders across all academic and technical levels.
	<b>Gender equality</b> Achieve gender equality and empower all women and girls.	The design, delivery and maintenance of equitable facilities, contributing to human resource recruitment and retention, and promoting an appropriate workplace culture for teams, employees, contractors and end users.
	<b>Clean water and sanitation</b> Ensure availability and sustainable management of water and sanitation for all.	The design, delivery and maintenance of water services, sanitation and infrastructure. FM can monitor the quality and efficient usage of water within organizations and across the built environment, to ensure access to clean water and sanitation promoting safe and healthy lifestyles.

\* Source: Reference [92].

- 17 “SDGs provide an overarching framework that can inform FM’s contribution to a more sustainable, resilient and adaptive built environment”.

*‘concise and practical guidance for FM professionals’*

- plus “Table A.1 — SDG alignment summary as at 2023-08-30”, that details the direct and indirect FM contributions across ten ISO 41000 series publications.



Source: ISO/TR 41019:2024

## ISO/TR 41019:2024 annexures

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- Annex A (informative): **ISO 41000 series alignment with the United Nations Sustainable Development Goals (SDGs)**
  - A.1 SDGs alignment summary for published ISO 41000 series outputs
- Annex B (informative): **Towards Sustainable FM via the ISO 41000 series**
  - B.1 Sustainable FM a 10-steps approach with ISO 41000
  - B.2 Demand Organization preparation assessment
  - B.3 Examples of FM actions striving for sustainable development
  - B.4 Support for Environmental, Social, and Governance (ESG) reporting
- Annex C (informative): **Related ISO committees and related standalone standards**
- Bibliography (includes over 96 useful references)



Source: ISO/TR 41019:2024

### SDGs challenges by the numbers (eg. 9, 11 & 13)

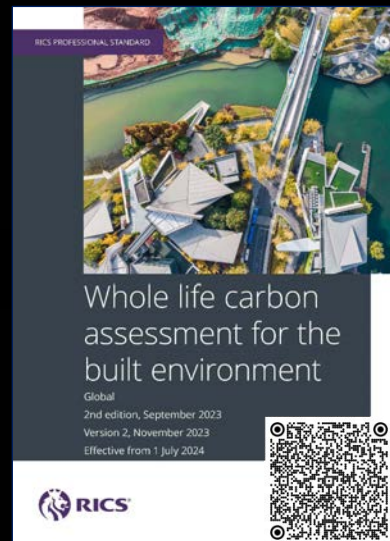


Source: The Sustainable Development Goals Report 2023: Special Edition | UN DESA

### Whole Life Carbon Assessment

**RICS' Whole Life Carbon Assessment (WLCA)** is set to become the world-leading standard for consistent and accurate carbon measurement in the built environment. This 220 page 2<sup>nd</sup> edition builds upon the success of the existing WLCA standard ready for 2024, having extended to cover all buildings and infrastructure throughout the built environment life cycle. Based on the carbon cost of different design choices, the standard aims to help manage carbon budgets, reduce lifetime emissions and deliver a net-zero.

Source: RICS' "Whole life carbon assessment for the built environment", 2<sup>nd</sup> edition (2023)



Scan for a copy.



## Towards Sustainable FM

**IMPORTANCE OF  
SMALL STEPS**

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## Towards Sustainable FM

### What People Think FM is

- The Help Desk
- Custodial or Janitorial Services
- Property Management
- Building Maintenance

**IFMA**

### What FM Actually is


Facility managers wear many hats, overseeing building operations, emergency response, sustainability planning, project management, and more. Their strategic contributions go beyond operations, influencing an organization's strategy and positively impacting the bottom line.

\*This does not fully encompass everything a facility manager does.

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## Towards Sustainable FM



- ❑ **FM should support Demand Organizations to achieve:**
  - Alignment with the **SDGs** and adoption **ESG** framework reporting.
  - **Compliance** with regulatory or statutory requirements.
  - **Compliance** with industry guides and best practice.
  - Demonstration of industry **leadership** and enhanced reputation.
  - **Increased value** for end-user amenity and return on investment (ability to charge).
  - **Increased productivity** and profitability (changes in processes / access to resources).
  - **Reduced capital costs** during the design and construction phases.
  - **Reduced life cycle costs** during the operational phases.
  - **Responsiveness to stakeholders** and our communities.



## FM's role = Transformation

- 1) Sustainable FM practices
- 2) Flexible workplaces and remote teams
- 3) Commitment to the SDGs and long-term thinking
- 4) Integrated data-driven decision-making process
- 5) Demand management and optimize asset utilization
- 6) Re-definition of success and new FM metrics
- 7) Recognition of quality of life: current and future

**Transformation may not be easy, but is necessary.**

**FM standards provide a useful performance framework for practical solutions.**





Source: SDG Compass – The guide for business action the SDGs: <https://sdgcompass.org/>



**ISO/TR 41019:2024**  
*“Facility Management’s  
role in sustainability,  
resilience and  
adaptability”*



**ISO/TR 41019:2024**  
*“Facility Management’s  
role in sustainability,  
resilience and  
adaptability”*







# challenges for Sustainable FM ...

... connecting you with solutions for your Built Environment



Relativity, 1953 by M.C. Escher



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*Building FM: From Theory to Reality*  
 Pullman Melbourne On The Park  
 2 - 4 September 2024



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# thank you & questions ...

... connecting you with solutions for your Built Environment



Still Life and Street, 1937 by M.C. Escher



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