

**8<sup>TH</sup> INTERNATIONAL CONFERENCE ON REAL ESTATE MANAGEMENT AND VALUATION**  
**ICREMV 2024 Hybrid Conference**  
 SMART REAL ESTATE: TOWARDS UN-MET SOCIO-ECONOMIC NEEDS  
 SUSTAINABLE AND HABITABLE REAL ESTATE: IMPROVING SOCIETY, ENHANCED WEALTH AND TRANSFORM ECONOMY

**Academic Session**  
**PLENARY SPEECH**

**In-Touch Advisory**

# Optimizing Asset Performance and User Experiences: Facility Management Standards for Sustainable Development and Enhanced Property Values

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- Stephen's consulting firm **In-Touch Advisory** connects stakeholders with solutions for the Built Environment across the property-construction-facilities life cycle.
- 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 the the Regional Director – Australasia & Southeast Asia and South Asia & Indian Ocean regions for **IFMA's** FM Consultant Council, and currently a member of the **RICS** Australasia Regional Advisory Board (elected to the 2025 RICS Governing Council).
- He is also is 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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This document has been prepared for the ICREMV 2024 event on 24 October 2024 in Nugegoda, Sri Lanka. It should be noted that this document represents a summary of the issues addressed and does not constitute advice. The author makes no representation as to its accuracy or completeness and the information should not be relied upon as such. Although care has been exercised in its preparation, the author accepts no legal responsibility for any loss or damage suffered as a result of any inadvertent inaccuracy. This document reflects the author's current and personal views only. This document should not be relied upon without seeking professional advice and obtaining the full version of the publications and sources referred to herein.

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**STANDARDS Australia**  
**AIQS**  
**IFMA**  
**RICS**  
**SUSTAINABLE DEVELOPMENT GOALS**

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## Optimizing Asset Performance and User Experiences: Facility Management Standards for Sustainable Development and Enhanced Property Values

- Defining “Sustainable Development”
- 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”




Relativity, 1953 by M.C. Escher

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## Defining “Sustainable Development”

since 1987 “... *meeting 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 \(un.org\)](http://www.un.org)

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## Sustainable Development Goals (SDGs)

**Agenda 2030**  
consensus across:

- 17 SDGs
- 169 targets
- 248 indicators

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

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## Sustainable Development Goals (SDGs)

FM focusing on ... "Quality of Life"

**17 SDGs** as interlinked goals for a "shared blueprint for peace and prosperity for people and the planet, now and into the future".

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

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## ISO Standards impact SDGs at a glance

Number of ISO Standards that are directly applicable to each SDG.

**36,926 individual ISO standards alignments with the SDGs** (Source 21/10/2024: <https://www.iso.org/sdgs.html>)

**ISO 41000 series FM standards**

**SUSTAINABLE DEVELOPMENT GOALS**

This committee contributes with 10 standards to the following

**3 4 5 6 7 8 9 10 11 12 13 14 15 16**

Source: ISO/TC 267 - Facility Management

**ISO/TR 41019:2024**  
FM's role in sustainability, resilience and adaptability

**ISO 41000 series = 14/17 SDGs**

| SDG | Number of ISO Standards |
|-----|-------------------------|
| 1   | 422                     |
| 2   | 651                     |
| 3   | 4010                    |
| 4   | 725                     |
| 5   | 274                     |
| 6   | 834                     |
| 7   | 1268                    |
| 8   | 3115                    |
| 9   | 15381                   |
| 10  | 735                     |
| 11  | 3039                    |
| 12  | 3577                    |
| 13  | 1600                    |
| 14  | 467                     |
| 15  | 1305                    |
| 16  | 289                     |
| 17  | 289                     |

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## Defining FM, for improved understanding ...

- 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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## Defining FM, for improved understanding ...




Source: adapted from ISO 41001:2018 – AS ISO 41001:2019





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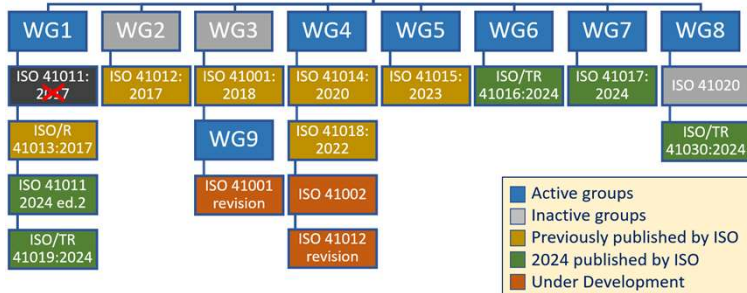
## ISO 41000 series overview & status

**ISO/TC 267**

AG1 Roadmap Strategy | Chair's Advisory Group (CAG)

AG2 Communications

**Working Groups**



**ISO 41000 series:**



**National Standards Bodies (NSBs):**

- 34 Participating (P-members)
- 19 Observing (O-members)
- plus 14 Liaisons to ISO Committees

**Outputs to date:**


- 12 ISO Standards / Technical Reports published, including 2024 ISO 41001 climate change amendment.
- 3 ISO Standards / Technical Reports under development.

Source 21/10/2024:  
[ISO/TC 267 - Facility Management](http://iso.tc267.org)





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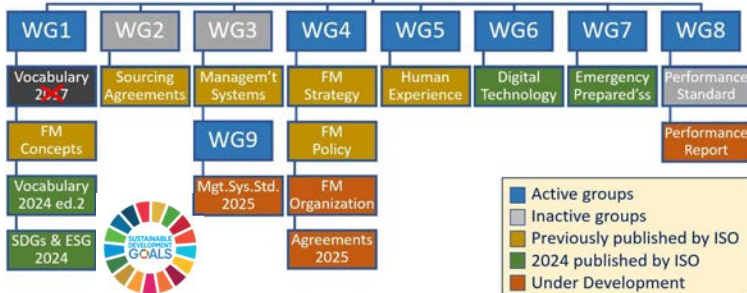
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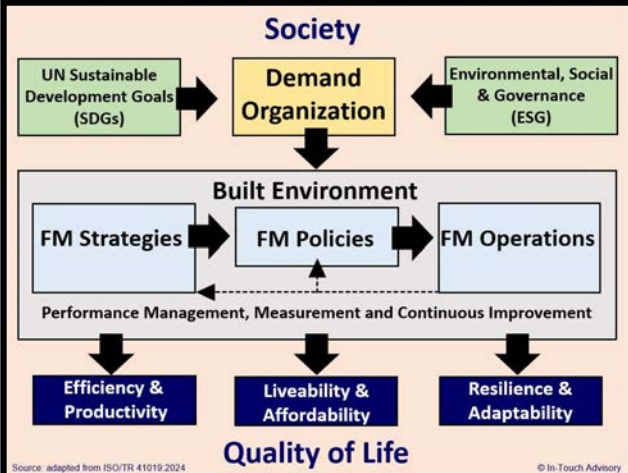


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## ISO/TR 41019:2024 scope



Source: adapted from ISO/TR 41019:2024 © In-Touch Advisory


|   |                  |
|---|------------------|
|   | Technical Report |
|   |                  |
| <b>ISO/TR 41019</b>   |                  |
| Facility management's role in sustainability, resilience and adaptability |                  |
| First edition 2024-08   |                  |

- ❑ **Style:** ISO Technical Report providing 'concise and practical guidance for FM and Built Environment professionals'.
- ❑ **Size:** 44 pages including nine (9) sections and three (3) Annexures.
- ❑ **Supplementary:** Bibliography with 96 relevant references.





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## ISO/UNNP PAS 53002:2024



[Download link](#)

|  |  |  |                                  |
|--|--|--|----------------------------------|
|  |  |  | Publicly Available Specification |
|  |  |  |                                  |
| <b>ISO/UNNP PAS 53002</b>  |  |  |                                  |
| Guidelines for contributing to the United Nations Sustainable Development Goals (SDGs)       |  |  | First edition 2024-09            |
| Signet d'adhésion pour identifier vos objets de développement durable (2022) de l'Union Nepe |  |  |                                  |

Reference number: ISO/UNNP PAS 53002:2024(09) © ISO 2024

- ❑ **NEW and FREE, 12 September 2024.**

### BENEFITS

- ❑ Aligns organizational strategies with the Sustainable Development Goals.
- ❑ Enhances stakeholder engagement and societal contribution.
- ❑ Improves reporting and transparency.
- ❑ Supports structured risk management related to sustainability issues.




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## 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.**



Global  
2nd edition, September 2023  
Version 2, November 2023  
Effective from 1 July 2024


Scan for a copy



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

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

9. BUILD RESILIENT INFRASTRUCTURE, PROMOTE INCLUSIVE AND SUSTAINABLE INDUSTRIALIZATION AND FOSTER INNOVATION

GLOBAL MANUFACTURING GROWTH SLOWED FROM 7.4% IN 2021 TO 3.3% IN 2022

ENERGY-RELATED CO<sub>2</sub> EMISSIONS REACHED 36.8 BILLION METRIC TONS IN 2022, A RECORD HIGH

LOCS ARE LIKELY TO MISS THEIR 2030 TARGET OF DOUBLING MANUFACTURING SHARE OF GDP

95% OF THE WORLD HAS DOUBLE-BANDWIDTH ACCESS TO THE INTERNET

11. MAKE CITIES AND HUMAN SETTLEMENTS INCLUSIVE, SAFE, RESILIENT AND SUSTAINABLE

SLUMS ON THE RISE: 1.1 BILLION URBAN RESIDENTS ARE LIVING IN SLUMS, AND 2 BILLION MORE ARE EXPECTED IN THE NEXT 30 YEARS

AIR POLLUTION IS NO LONGER AN EXCLUSIVELY URBAN PROBLEM: TOWNS EXPERIENCE POORER AIR QUALITY THAN CITIES IN EASTERN AND SOUTH-EASTERN ASIA

1 BILLION PEOPLE LACK ACCESS TO CLEAN-WEATHER BROADBAND

13. TAKE URGENT ACTION TO COMBAT CLIMATE CHANGE AND ITS IMPACTS


EARTH'S TIPPING POINT: STANDING AT THE BRINK OF CLIMATE CALAMITY

CALCULATED TO TRIGGER: GLOBAL CLIMATE CHANGE FLIES BEYOND AN ANNUAL AVERAGE OF 1.5°C IN 2019-2020

HIGHLY VULNERABLE REGIONS EXPERIENCE THE HIGHEST DEATH RATES FROM DISASTERS COMPARED TO LESS VULNERABLE REGIONS

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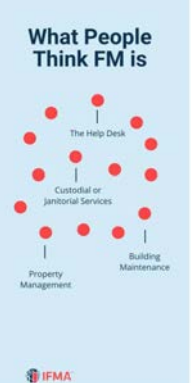



## Towards Sustainable FM




**More integrated & wholistic**

**Not too late**




**What People Think FM is**

The Help Desk  
Custodial or Janitorial Services  
Property Management  
Building Maintenance




**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.





**ACTION is required**

**Not alone**




**Sustainable FM focuses on Optimizing Asset Performance and User Experiences**





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# THANK YOU!



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

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