



IFMA
**World Workplace
Asia-Pacific**

Sustainable FM

via the ISO 41000 series

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AIQS rep. to Standards Australia & ISO/TC 267



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Today's agenda

- ❑ Defining "Sustainable FM"
- ❑ ISO/TC 267 and ISO 41000 series status for context
- ❑ ISO/TR 41019:2024 "FM's role in sustainability, resilience and adaptability"
- ❑ Towards "Sustainable FM" and its implications



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- Stephen's Sydney based consulting firm **In-Touch Advisory** connects stakeholders with solutions for the Built Environment across the property-construction-facilities life cycle.
- Current industry roles:
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 - IFMA's FM Consultant Council, Regional Director – Asia Pacific
 - 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).




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Information for attendees

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"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



ENVIRONMENT
E
SOCIAL
S
GOVERNANCE
G
ESG



Partnership
Sustainable Development
Prosperity
Planet
People



SUSTAINABLE DEVELOPMENT GOALS

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/)



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Sustainable Development Goals (SDGs)

| | | | | | |
|----------------------------------|--------------------------------------|--|--|--|--|
| 1 NO POVERTY | 2 ZERO HUNGER | 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 6 CLEAN WATER AND SANITATION |
| 7 AFFORDABLE AND CLEAN ENERGY | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 10 REDUCED INEQUALITIES | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION |
| 13 CLIMATE ACTION | 14 LIFE BELOW WATER | 15 LIFE ON LAND | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS | 17 PARTNERSHIPS FOR THE GOALS | 18 SUSTAINABLE DEVELOPMENT GOALS |

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)



Guidelines for contributing to the United Nations Sustainable Development Goals (SDGs)

ISO/UNDP PAS 53002:2024



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

Agenda 2030
Consensus across:
➢ 17 SDGs
➢ 169 targets
➢ 248 indicators

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

ISO/UNDP PAS 53002:2024
Guidelines for contributing to the United Nations Sustainable Development Goals (SDGs)



Other resources: [Sustainable Development Goals Report 2023: Special Edition | UN DESA](#)

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Defining "Sustainable FM"



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

Source: [Sustainable Development \(sdgs.un.org\)](https://sdgs.un.org)

... defining "Quality of Life"

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ISO/TC 267
FACILITY
MANAGEMENT

2026-05-01: official ISO/TC 267 website

This committee contributes with 15 standards to the following Sustainable Development Goals:

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

12

Published ISO standards *

5

ISO standards under development *

36

Participating members

18

Observing members



This week the ISO/TC 267 superheroes are all in Portugal at the 19th Plenary meetings

ISO/TC 267 is responsible for the ISO 41000 series of FM Standards, current ISO on FM status: [click here](#)
 Also refer for further background, downloads and links: [Insights & Downloads – In-Touch Advisory](#)

| | | |
|--|-------|------------------------|
| <p>✔ ISO 41001:2018 Facility management — Management systems — Requirements with guidance for use</p> | 90.92 | 03.080.10 03.100.70 |
| <p>✔ ISO 41001:2018/Amd 1:2024 Facility management — Management systems — Requirements with guidance for use — Amendment 1: Climate action changes</p> | 60.60 | 03.080.10 03.100.70 |
| <p>✔ ISO 41011:2024 Facility management — Vocabulary</p> | 60.60 | 01.040.03 03.080.10 |
| <p>✔ ISO 41012:2017 Facility management — Guidance on strategic sourcing and the development of agreements</p> | 90.92 | 03.080.10 |
| <p>✔ ISO/TR 41013:2017 Facility management — Scope, key concepts and benefits</p> | 60.60 | 03.080.10 |
| <p>✔ ISO 41014:2020 Facility management — Development of a facility management strategy</p> | 90.60 | 03.080.10 |
| <p>✔ ISO 41015:2023 Facility management — Influencing organizational behaviours for improved facility outcomes</p> | 60.60 | 03.080.10 |
| <p>✔ ISO/TR 41016:2024 Facility management — Overview of available technologies</p> | 60.60 | 03.080.10 |
| <p>✔ ISO 41017:2024 Facility management — Guidance on emergency preparedness and management of an epidemic</p> | 60.60 | 03.080.10 |
| <p>✔ ISO 41018:2022 Facility management — Development of a facility management policy</p> | 60.60 | 03.080.10 |
| <p>✔ ISO/TR 41019:2024 Facility management's role in sustainability, resilience and adaptability</p> | 60.60 | 03.080.10 13.020.20 |
| <p>✔ ISO/TR 41030:2024 Facility management — Existing performance management in facility management organizations — State of the industry</p> | 60.60 | 03.080.10 |

[click here](#)


Also refer for further background, downloads and links: [Insights & Downloads – In-Touch Advisory](#)

| | | |
|------------------------------------|-------|------------------------|
| ISO/DIS 41001 [Under development] | 40.20 | 03.080.10 03.100.70 |
| ISO/FDIS 41002 [Under development] | 50.20 | 03.080.10 |
| ISO/DIS 41012 [Under development] | 40.20 | 03.080.10 |
| ISO/AWI 41020 [Under development] | 20.00 | |
| ISO/AWI 41021 [Under development] | 10.99 | |

Structure Liaisons Meetings

Date ↑ Month Location TC/SC

8 May 2026 Amadora (Portugal) ISO/TC 267



ISO/TC 267 is responsible for the ISO 41000 series of FM Standards, current ISO on FM status: [click here](#)
 Also refer for further background, downloads and links: [Insights & Downloads – In-Touch Advisory](#)



Sustainable FM

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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 ➔ ISO 41011:2024
- ❑ **Demand Organization:** the *"entity which has a need and the authority to incur costs to have requirements met"*
ISO 41011:2017 ➔ ISO 41011:2024
- ❑ **FM Organization:** the *"entity responsible for facility management"*
ISO 41014:2020 ➔ ISO 41011:2024

PDCA




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Source: Adapted from ISO 41001: 2018


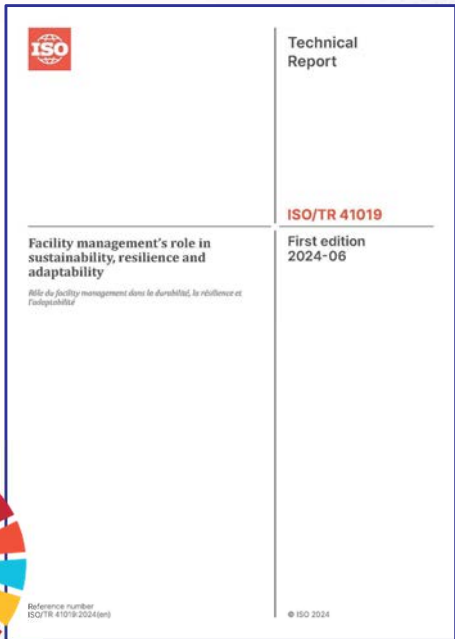
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Sustainable FM via ISO/TR 41019:2024

- ❑ “Facility Management’s role in sustainability, resilience and adaptability”
- ❑ One of 12 publications within the ISO 41000 series.
- ❑ ISO/TR 41019:2024 demonstrates the wide-ranging and positive contributions that FM can make through responsible management.
- ❑ Inspired by the FM Action Agenda (2004-2008) “Managing the Built Environment” in the pursuit of ESG principles and the 2015 SDG framework for Agenda 2030.

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Sustainable FM

via ISO/TR 41019:2024


Concise and practical guidance for FM professionals

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Sustainable FM

via ISO/TR 41019:2024


Concise and practical guidance for FM professionals

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Sustainable FM via ISO/TR 41019:2024

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 UNDRR is concerned with the increasing number of people affected by natural hazards, and the growing recognition by governments and organizations that building resilient communities and reducing disaster risk is a core initiative.

The Sendai Framework for Disaster Risk Reduction 2015–2030 ("Sendai Framework")^[80] 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^[52]. 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
- Example and sample
- FM context

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Sustainable FM via ISO/TR 41019:2024

Table 2 — SDGs and potential FM contributions

| SDG icon | SDG descriptor ^a | Potential FM contributions |
|----------|---|--|
| | No poverty 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. |
| | Zero hunger 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. |
| | Good health and well-being Ensure healthy lives and promote well-being for all at all ages. | Indoor environment quality including air, temperature, humidity, noise, light, odours, CO ₂ 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). |
| | Quality education 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. |
| | Gender equality 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. |
| | Clean water and sanitation 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. |


^a Source: Reference [92].

- Table 2 based on 17 "SDGs provide an overarching framework that can inform FM's contribution to a more sustainable, resilient and adaptive built environment".
- plus "Table A.1 — SDG alignment summary as at 2023-08-30", that details the direct and indirect FM contributions by publication for ten (10) ISO 41000 series releases.

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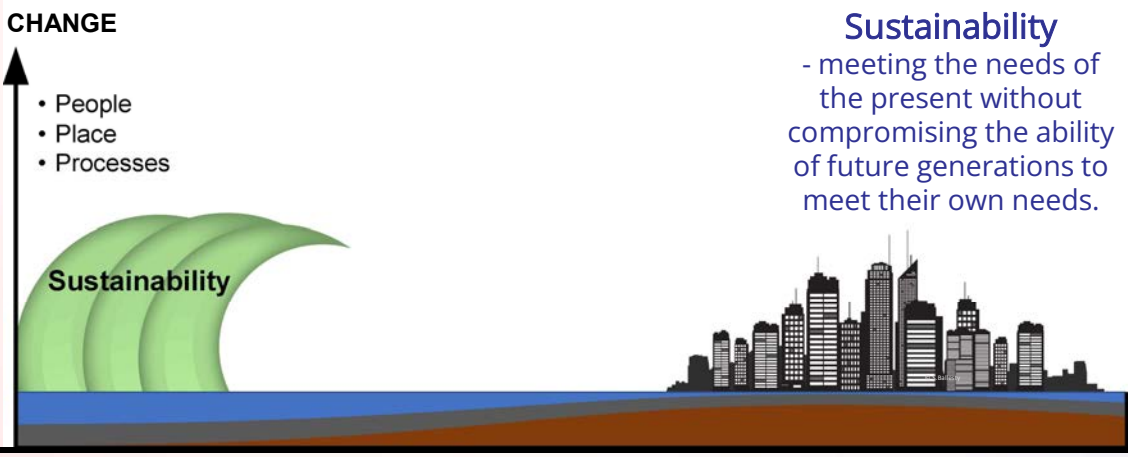
FM challenges: the FIRST wave ...

CHANGE

- People
- Place
- Processes

Sustainability


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



TIME →

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FM challenges: the SECOND wave ...

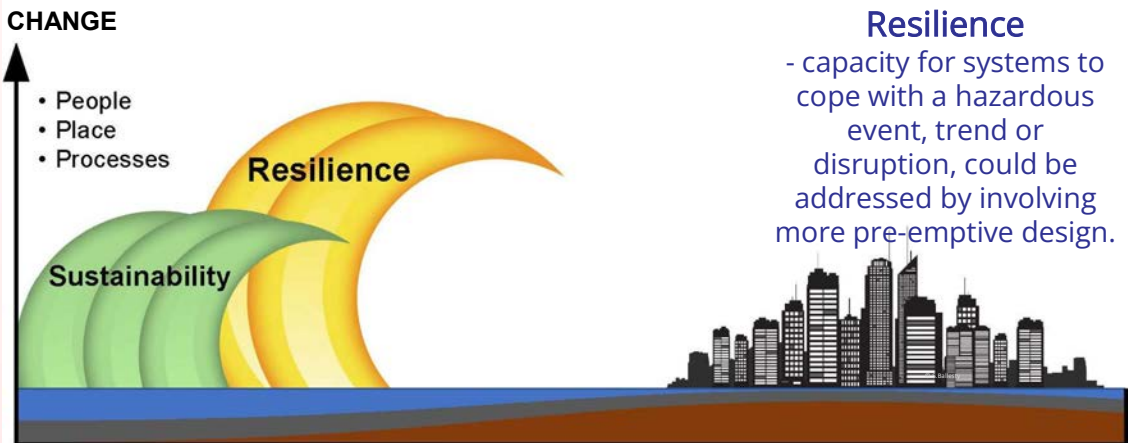
CHANGE

- People
- Place
- Processes

Sustainability

Resilience


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



TIME → →

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FM challenges: the THIRD wave ...

CHANGE

- People
- Place
- Processes

Sustainability

Resilience

Adaptability


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

TIME → → → →

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The diagram illustrates the progression of FM challenges over time. It features a vertical axis labeled 'CHANGE' with a list of 'People', 'Place', and 'Processes'. Three waves of increasing height and width represent 'Sustainability' (green), 'Resilience' (yellow), and 'Adaptability' (blue). A city skyline is shown on the right. Below the waves, a horizontal axis labeled 'TIME' shows four arrows of increasing length pointing right.



Sustainable FM via ISO/TR 41019:2024

FM challenges: the THIRD wave ...

CHANGE

- People
- Place
- Processes

Sustainability

Resilience

Adaptability

... FM's role?

FM: proactively mitigate risks and respond to CHANGE.

TIME → → → → **FUTURE?**

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This diagram is similar to the one above but includes a large purple arrow pointing left towards the 'Adaptability' wave, with the text 'FM: proactively mitigate risks and respond to CHANGE.' and the question '... FM's role?'.

Sustainable FM via ISO/TR 41019:2024
 FM challenges: the **THIRD** wave ...

CHANGE

- People
- Place
- Processes

Adaptability

Resilience

Sustainability

Quality of Life

New FM metrics:

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

TIME → → → → → **FUTURE**

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Sustainable FM via ISO/TR 41019:2024

- 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**.

Society

UN Sustainable Development Goals (SDGs) → **Demand Organization** ← Environmental, Social & Governance (ESG)

Built Environment

FM Strategies → **FM Policies** → FM Operations

Performance Management, Measurement and Continuous Improvement

↓ ↓ ↓


Efficiency & Productivity **Liveability & Affordability** **Resilience & Adaptability**

Quality of Life

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

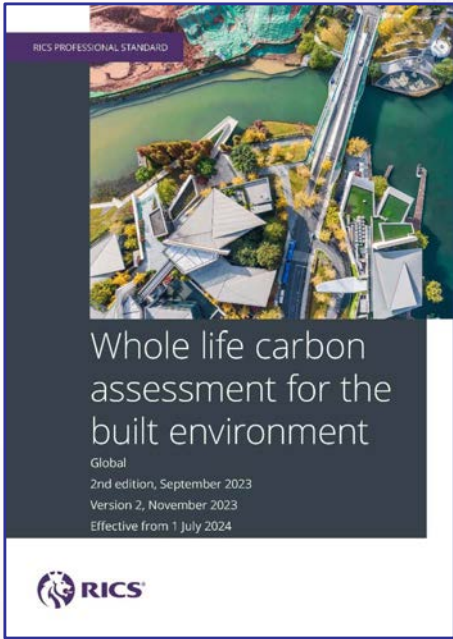
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Sustainable FM via Whole Life Carbon Assessment

- ❑ RICS' WLCA tool is a leading standard for consistent and accurate carbon measurement for the built environment.
- ❑ The 2nd edition (2024) covers all building 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.



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What People Think FM is



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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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.

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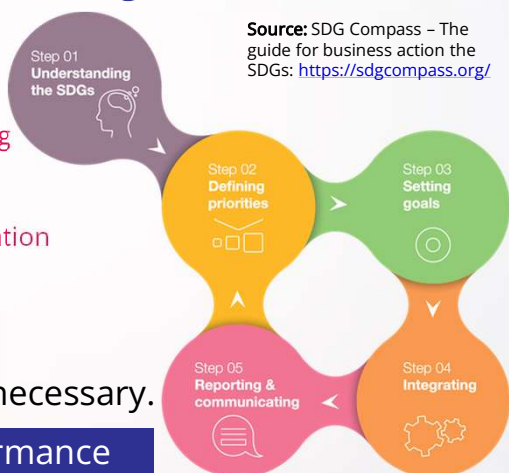
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FM's role = Transformation, by embracing:

- 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 will **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/>

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ISO/TR 41019:2024
"Facility Management's
role in sustainability,
resilience and
adaptability"



*"FM as the foremost contributor to a more productive,
sustainable and liveable Built Environment for all"*
Australian FM Action Agenda, 2008



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**thank you &
questions ...**

... special thank you to the following:



... this presentation and more available at:



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