



Sustainable FM:

Sustainable Facility Management via the ISO 41000 series

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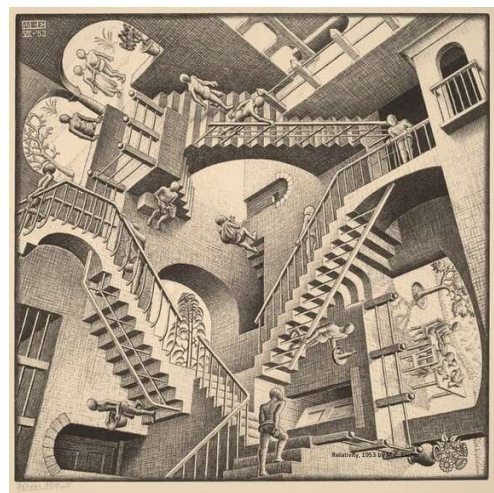
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Sustainable FM via the ISO 41000 series

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:
 - **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).
 - **IFMA's** FM Consultant Council, Regional Director – Asia Pacific
 - **RICS** Governing Council, Asia Pacific geographic seat

Acknowledgements: AIQS, Standards Australia, IFMA, RICS, ISO and the UN SDG's in making today's content possible.



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Information for attendees

This document has been prepared for virtual presentation at the EnviWorld 2026 hybrid event on 20 June 2026 in Barcelona, Spain. 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.

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Sustainable Development

"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://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)




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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Agenda 2030
Consensus across:

- 17 SDGs
- 169 targets
- 248 indicators

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

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Defining “Sustainable FM”

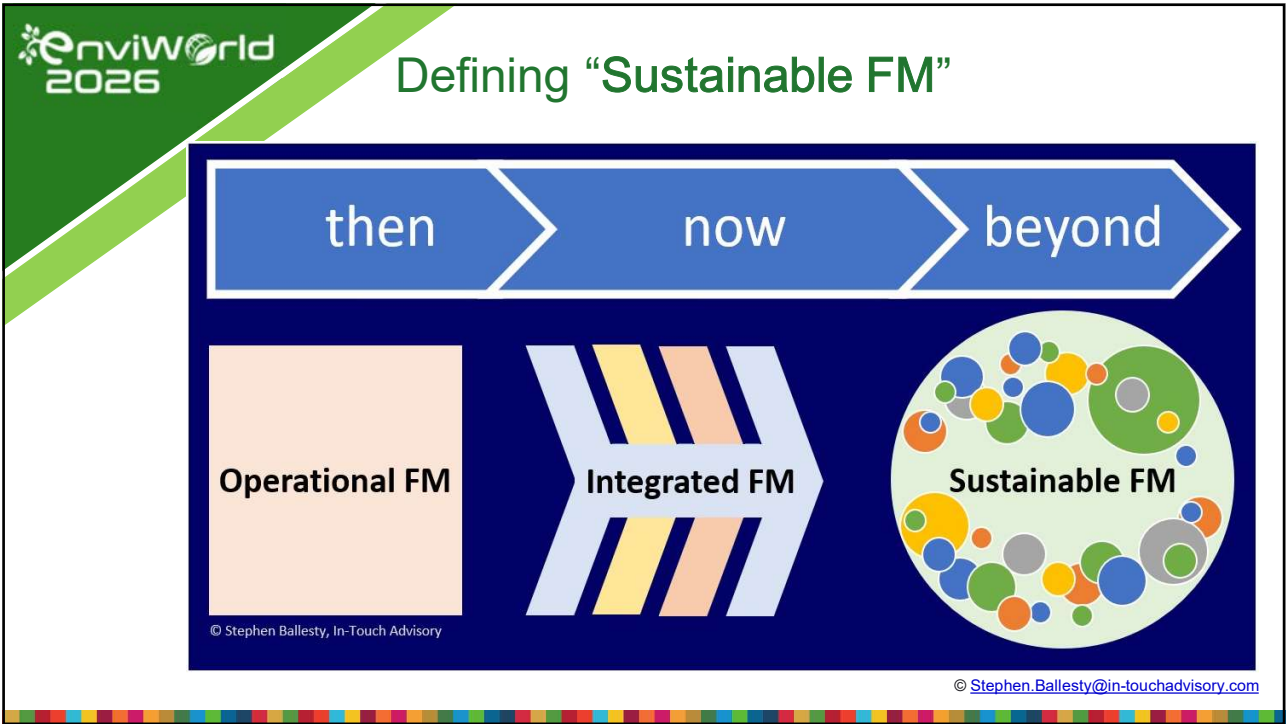


Our future
17 SDGs are interlinked goals for a "shared blueprint for peace and prosperity for people and the planet, now and into the future".

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

... defining “Quality of Life”

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ISO ISO/TC 267
FACILITY MANAGEMENT

SUSTAINABLE DEVELOPMENT GOALS 2026-06-12: 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	5	36	19
Published ISO standards *	ISO standards under development *	Participating members	Observing members

* number includes updates

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](#)



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

2026-06-12: official ISO/TC 267 website

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](#)



ISO/DIS 41001 [Under development]	Facility management — Management systems — Requirements with guidance for use	40.20	03.080.10 03.100.70
ISO/FDIS 41002 [Under development]	Facility management — Development of the facility management organization	50.20	03.080.10
ISO/DIS 41012 [Under development]	Facility management — Guidance on strategic sourcing and the development of agreements	40.20	03.080.10
ISO/AWI 41020 [Under development]	Facility management — Performance management framework and measurement	20.00	
ISO/AWI 41021 [Under development]	Facility Management — Guidance on maintenance management	10.99	

2026-06-12: official ISO/TC 267 website

Structure Liaisons Meetings

Date ↑	Month	Location	TC/SC
8	May 2026	Amadora (Portugal)	ISO/TC 267

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

3 4 5 6 7

ISO/TC 267 is responsible for the ISO 41000 series of FM Standards, current ISO on FM status: [click here](#)
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ISO 41000 series

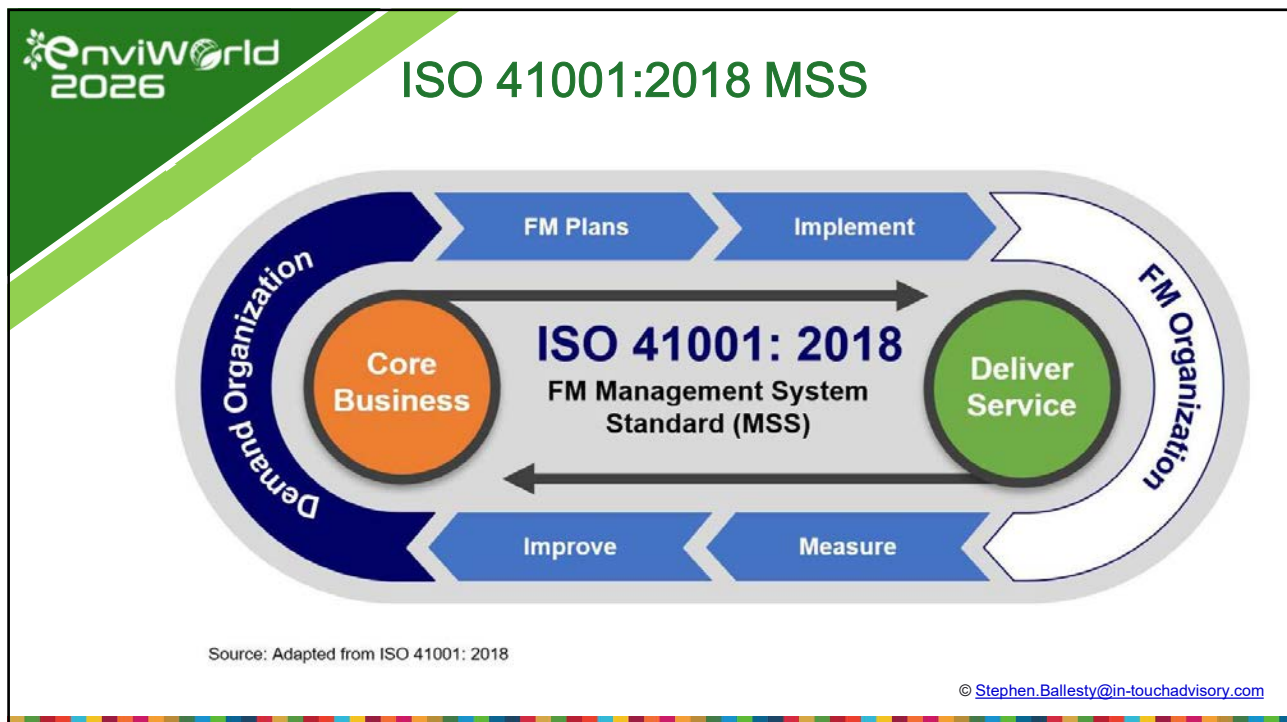
Defining FM, for improved understanding ...

- ☐ **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

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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** in pursuit of **ESG principles** and application of the **SDG framework** demonstrates the wide-ranging and positive contributions that FM can make through **responsible management**.
- ❑ Inspired by the Australian **FM Action Agenda (2004-2008)** “*Managing the Built Environment*”
- ❑ **AS ISO/TR 41019:2025** identical adoption by Standards Australia.





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Sustainable FM via ISO/TR 41019:2024

Concise and practical guidance for FM professionals

- ❑ Technical Report, only **24-pages** and a single diagram plus the following (**44-pages total**)
- ❑ Annex A (informative): **ISO 41000 series alignment** with the United Nations (UN) 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 **96 useful references**)

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Sustainable FM via ISO/TR 41019:2024

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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")^[63] 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^[64]. 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

'concise and practical guidance for FM professionals'

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Table 2 — SDGs and potential FM contributions

SDG icon	SDG descriptor*	Potential FM contributions
1 POVERTY	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.
2 ZERO HUNGER	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.
3 GOOD HEALTH AND WELL-BEING	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).
4 QUALITY EDUCATION	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.
5 GENDER EQUALITY	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.
6 CLEAN WATER AND SANITATION	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.

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".

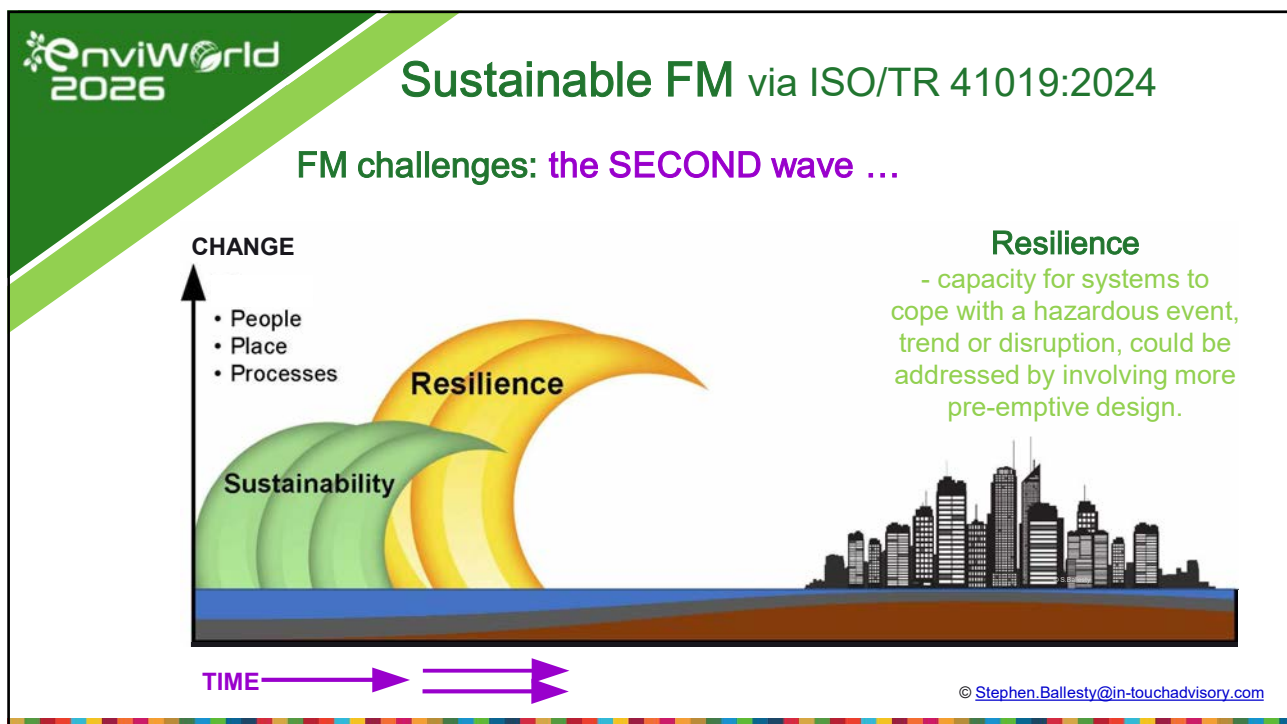
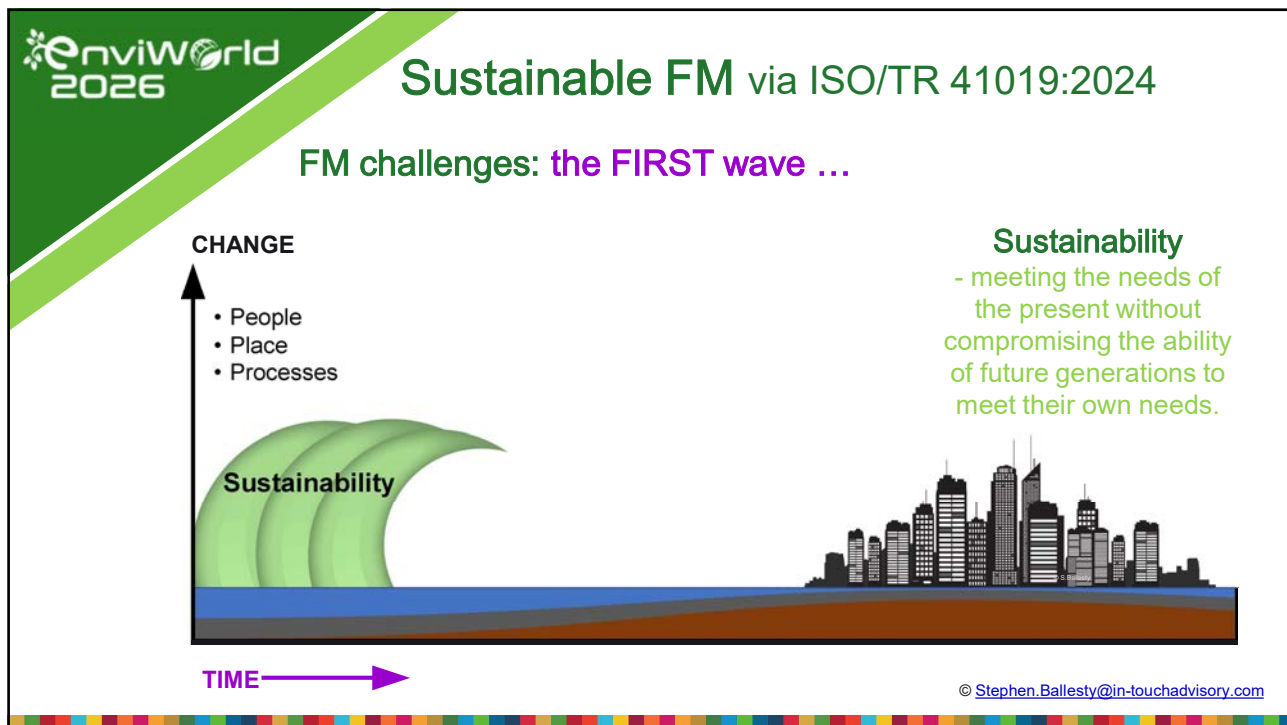
'concise and practical guidance for FM professionals'

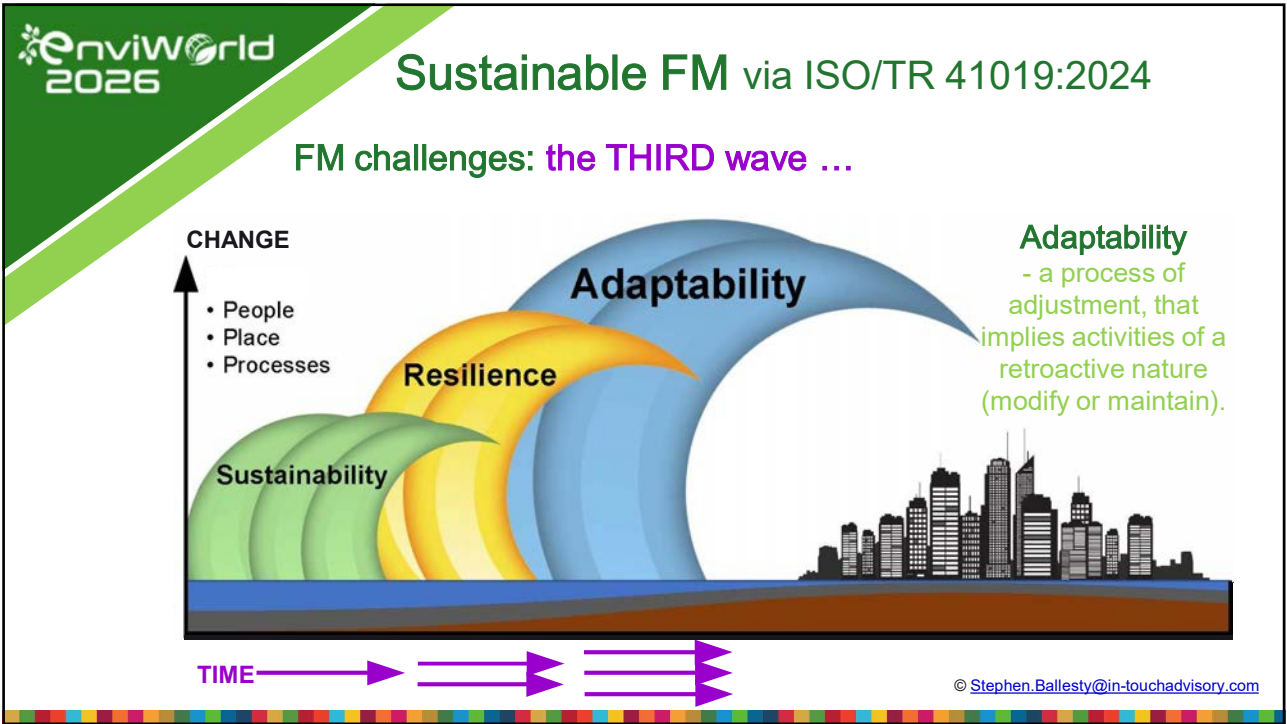
plus "Table A.1 — SDG alignment summary as at 2023-08-30", that details the direct and indirect FM contributions by publication for ten ISO 41000 series releases.

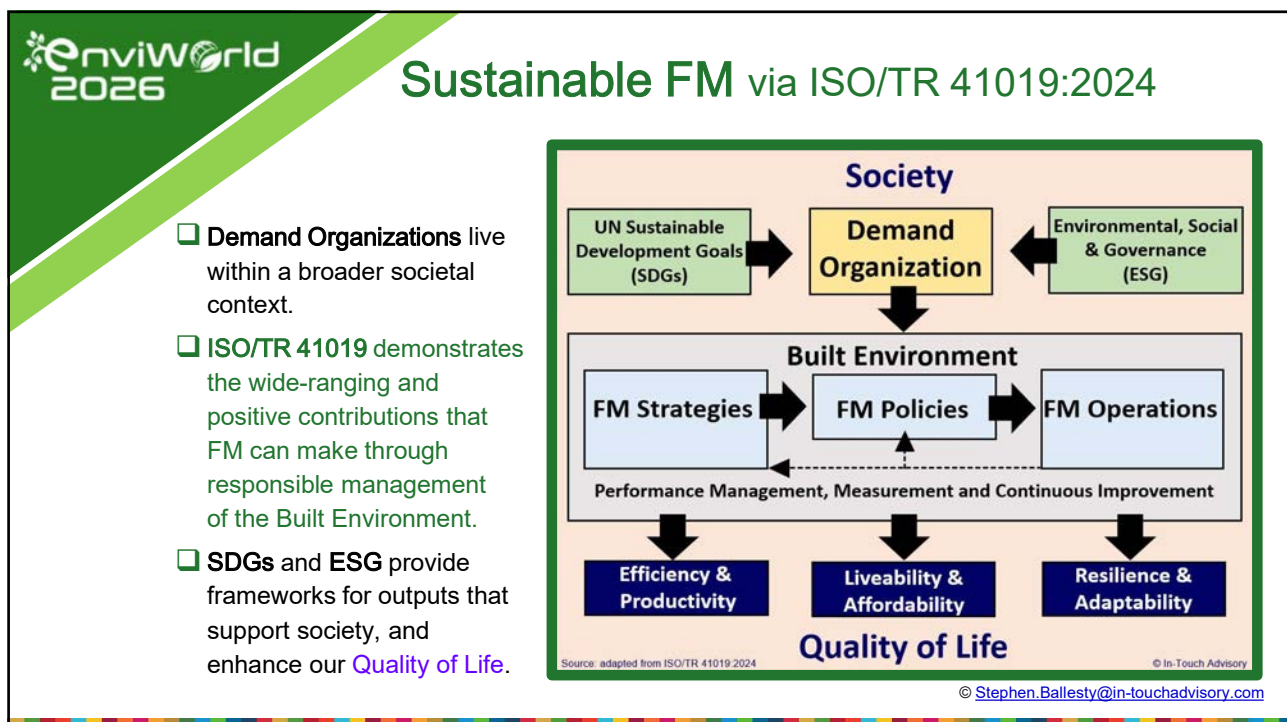
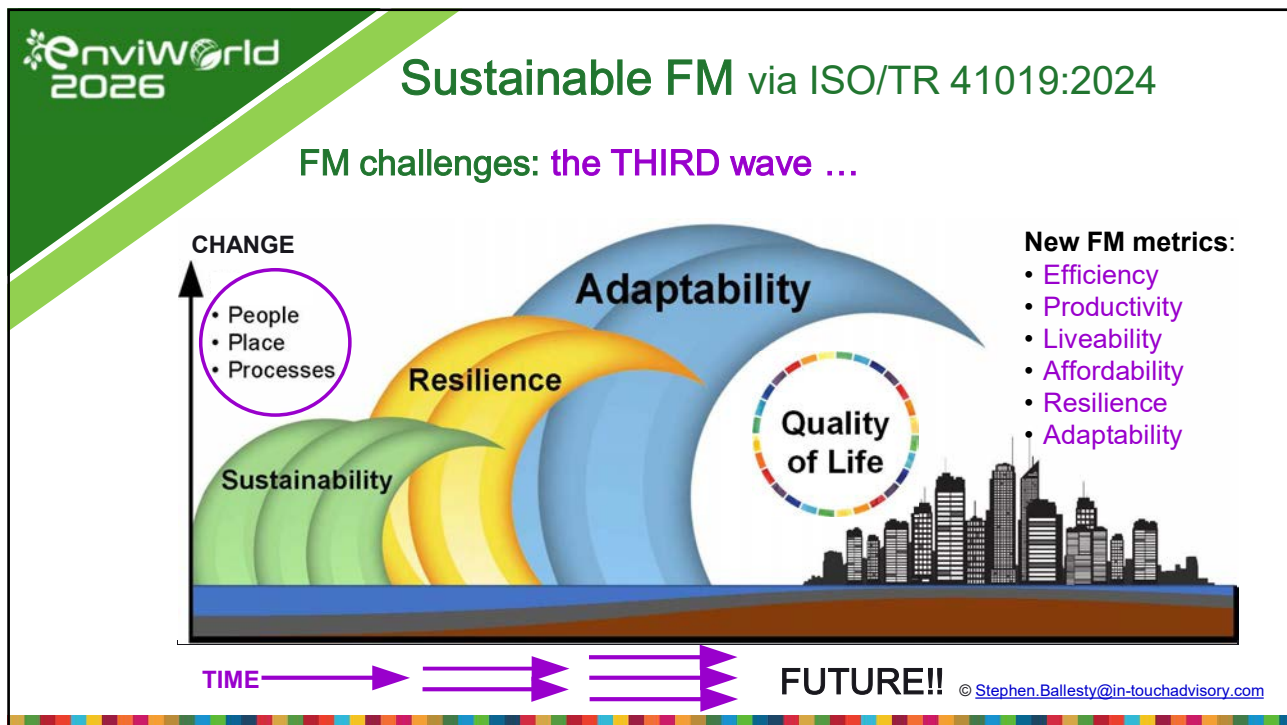
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What People Think FM is



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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'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 ...

... this presentation and more available at:
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