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Facility management — Guidance on emergency preparedness and management of an epidemic



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Preface

This Standard was prepared by the Standards Australia Committee MB-022, Facilities Management.

The objective of this document is to provide general guidance to organizations on how to plan for, mitigate and/or manage the risks and impacts of an epidemic event to protect facility-related health, safety and well-being.

This document is applicable to all organizations, fully or partially operating, resuming or new to operating.

This document is identical with, and has been reproduced from ISO 41017:2024, *Facility management — Guidance on emergency preparedness and management of an epidemic*.

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The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a Standard, whereas an “informative” appendix or annex is only for information and guidance.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 267, *Facility management*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 348, *Facility Management*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

Any feedback or questions on this document should be directed to the user’s national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

0.1 Purpose

In order to protect facility users and other interested parties as well as to provide reassurance and protect the demand organization's assets and reputation, an organization should include plans for mitigating the effects of an epidemic in its overall emergency preparedness and business continuity plans.

This document serves as guidance to organizations for effective preparedness for and management of an epidemic. The organization should create its own formal documentation detailing what actions and responses should be followed.

By implementing the guidance in this document, an organization should be able to:

— take effective action to protect facility users and other interested parties from the risks related to an epidemic event;

— demonstrate that it is addressing risks related to an epidemic event using a systematic approach;

— put in place a framework to enable effective and timely adaptation to the changing situation;

— create an emergency response plan (ERP) for an epidemic and integrated it into its overall risk management, emergency preparedness and business continuity plans.

NOTE It is not the intent of this document to reproduce ISO 31000:2018, but rather to provide a framework identifying the assessment processes specifically needed to mitigate the impact of an epidemic on facility management.

0.2 Principle

The safety and the quality of life of facility users and other interested parties is a requirement of the demand organization and organization. At all times, the demand organization and organization should act in a responsible manner to protect the facility users and other interested parties. Specifically, in response to an outbreak or epidemic event, the following examples of principles can be considered:

— the demand organization should conduct an assessment of their requirements and capabilities during the outbreak or epidemic event;

— risk factors and impacts should be anticipated and identified even before an outbreak or epidemic event is confirmed by an authoritative body;

— risk factors and impacts should be reviewed once an outbreak or epidemic event is confirmed by an authoritative body;

— gaps should be identified quickly for resolution;

— a plan should be developed and approved by the organization's interested parties, placed in effect and updated as needed;

— the verified evidence, data and facts should be used in developing facility policies and guidelines; unsupported information from rumours or speculations should not be used in any determining factors;

— the chain of leadership and management should be clearly defined in the organization's ERP;

— collaboration between supporting organizations and departments should start at the planning stage and be maintained during the epidemic event;

— information should be made available as soon as possible with regular updates to all interested parties;

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— information should be distributed to the appropriate interested parties; some information can be sensitive and can only be distributed to approved personnel;

— temporary protocols should be implemented at the beginning of the outbreak or epidemic event to promote facility user safety;

— training and education should be provided to enable effective implementation;

— the regulatory variances should be considered.

0.3 Exposure risks

During a normal business day, facility users and other interested parties can be exposed to pathogens before entering and while staying in the building. The guidance in this document addresses those pathogens to which the facility users and other interested parties reasonably are or can be exposed during normal business activities (e.g. transmission via direct/indirect contact, airborne, droplet).

0.4 Challenges

An organization can face challenges if it has to continue operating or return to business during or after an epidemic event.

The guidance in this document can enable the organization to prepare for an epidemic event and provide reasonable certainty regarding the safe conditions of the facility, by:

— protecting the facility user of the managed facility;

— maintaining occupied and unoccupied buildings;

— engaging with facility user reluctant to return to the building;

— managing the economic impact on businesses;

— communicating with internal and external interested parties;

— undertaking cleaning and decontamination activities;

— providing isolation/quarantine spaces as required or directed;

— maintaining the availability of personal protective equipment (PPE), which can be uncertain;

— screening people before they enter the building;

— maintaining the supply chain and logistics;

— controlling communications so that either multiple communications or conflicting information, or both, are not distributed.

0.5 Structure

Figure 1 illustrates the framework structure detailed in Clauses 4 to 10 and its relationship to the development stages of an epidemic.

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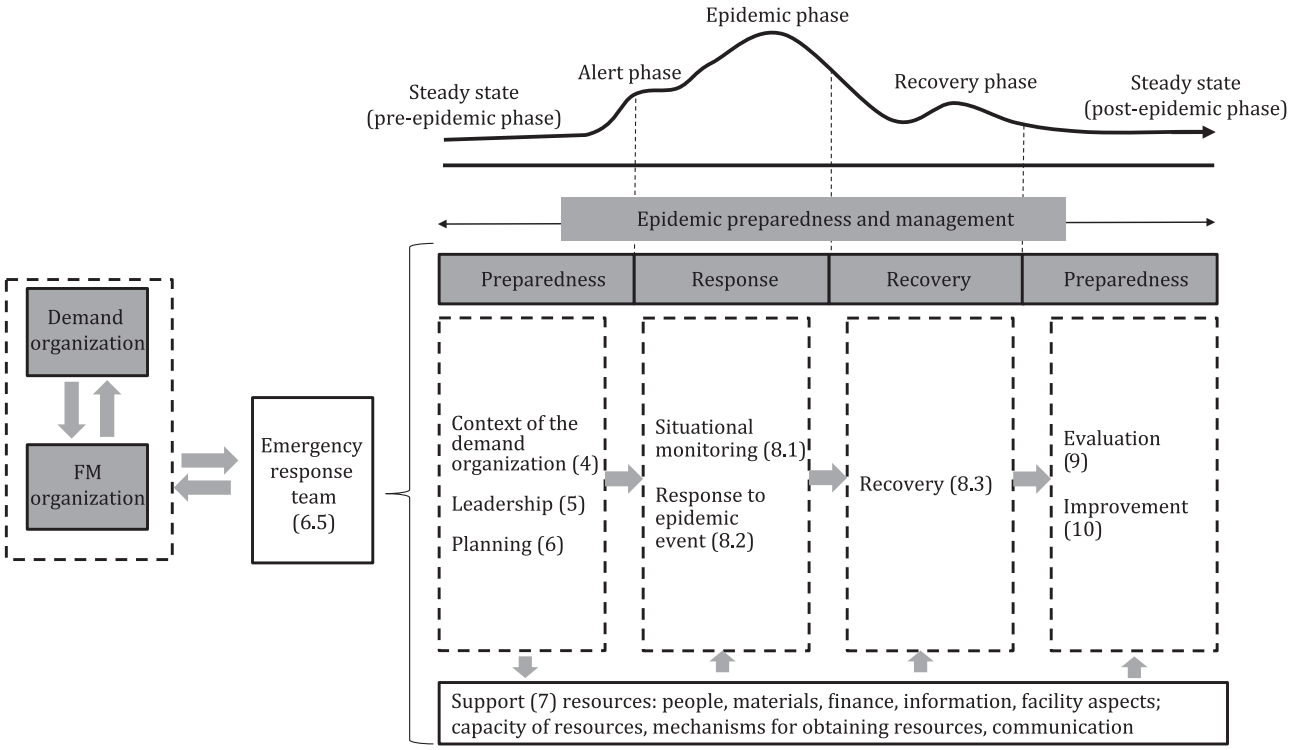


Figure 1 — Framework structure of this document

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1 Scope

This document provides general guidance to organizations on how to plan for, mitigate and/or manage the risks and impacts of an epidemic event to protect facility-related health, safety and well-being.

This document is applicable to all organizations, fully or partially operating, resuming or new to operating.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 41011, *Facility management — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 41011 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
organization
person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives

Note 1 to entry: The concept of organization includes, but is not limited to, sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

[SOURCE: ISO 41011:2017, 3.3.1]

3.2
facility management organization
FM organization
entity responsible for facility management

[SOURCE: ISO 41014:2020, 3.1.2]

3.3
policy
intentions and direction of an *organization* (3.1), as formally expressed by its top management

3.4
risk
effect of uncertainty on objectives

Note 1 to entry: An effect is a deviation from the expected. It can be positive, negative or both, and can address, create or result in opportunities and threats.

Note 2 to entry: Objectives can have different aspects and categories, and can be applied at different levels.

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