Latest Developments in FM Standards and SGD implementation

Latest News

- SABS/ISO Standards in FM
  - SANS in final stages of adoption of ISO41001 Facility Management System
  - 41011 FM Vocabulary, 41012 Sourcing and Agreements, 41014 Strategy, 41018 Policy
  - 41019 Tech Report on Sustainability and Resilience
  - SANS/ISO 41015, Influencing organizational behaviours for improved facility outcomes
  - ISO41017, Guidance on emergency preparedness and management of an epidemic
- ISO/SABS Working Groups
  - Sustainability, Technology, FM Organisation, Updating old standards.

SAFMA

Benefits of Standards in FM

- Improve local and international trade
- Improved workforce productivity, safety and health and well-being;
- Improved communication of requirements
- Improved efficiencies and effectiveness, thus improving cost benefits to the organisation
- Improved service consistency

SANS/ISO 4101 Facility management system requirements
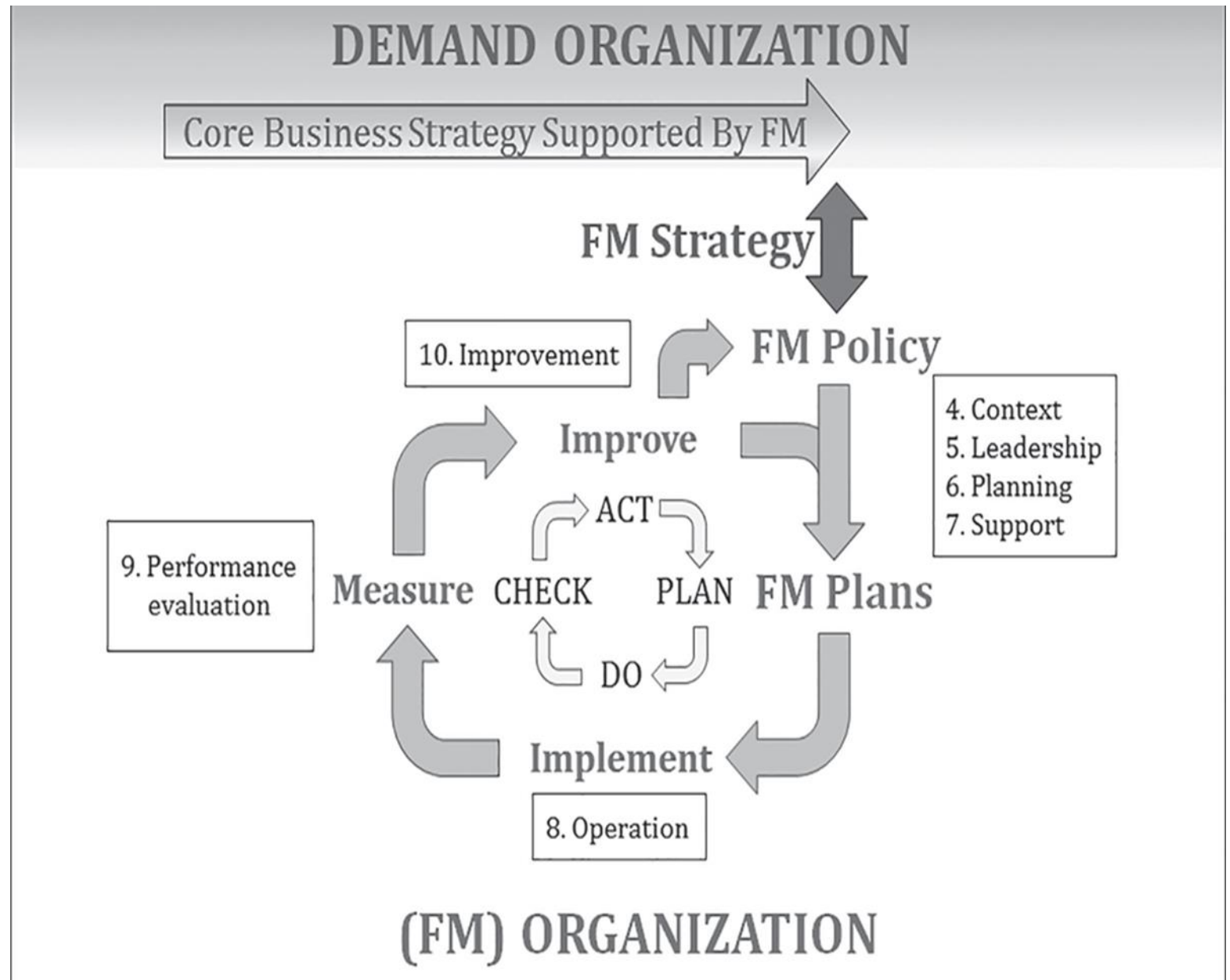
ISO DTR41019 Facility management's role in sustainability, resilience and adaptability

- Climate change, net zero emissions and the circular economy

- Sustainability, resilience and adaptability

- Sustainable Development Goals (SDGs)

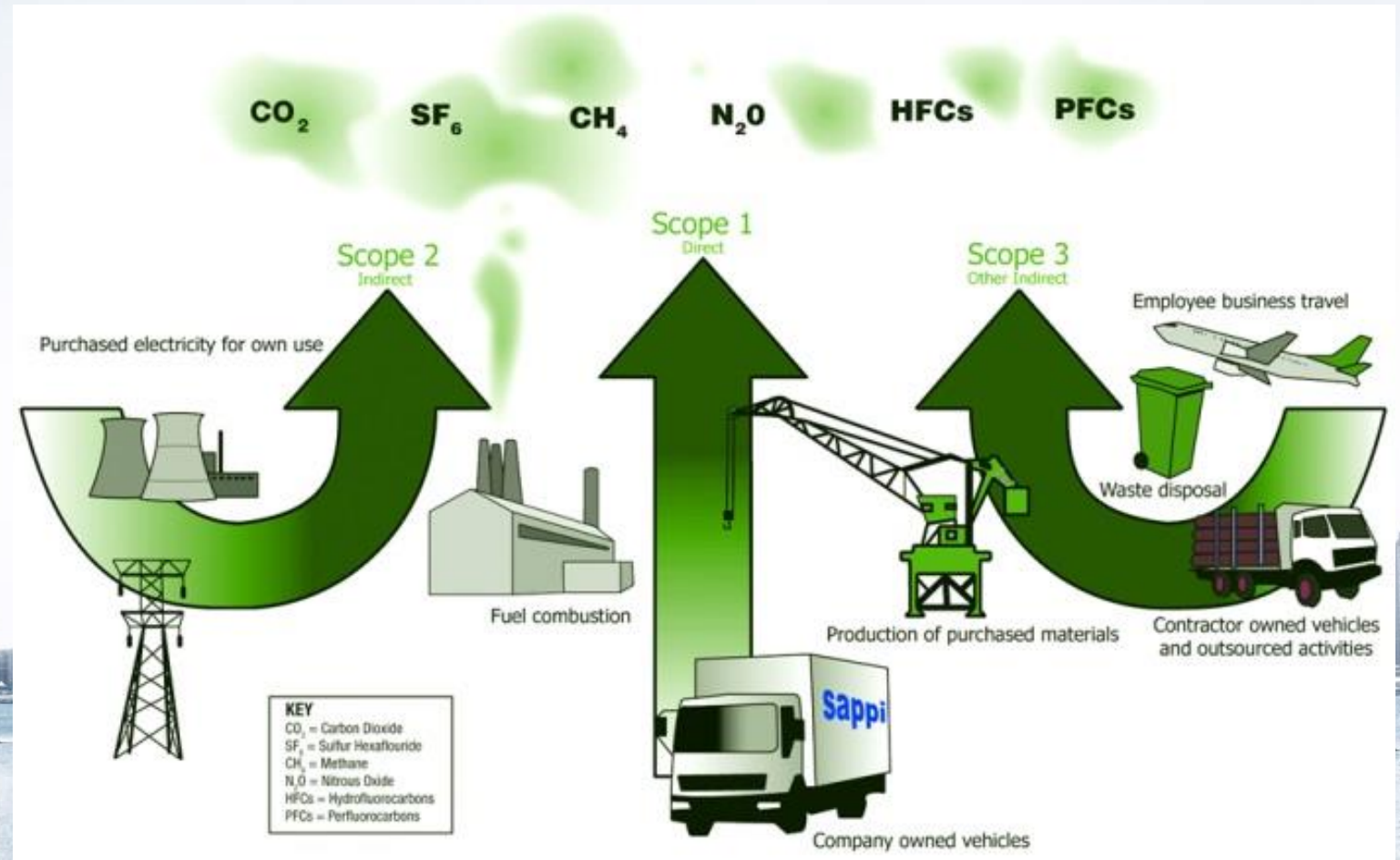- Role of International Standards in supporting the SDGs

UN General Assembly Resolution 70/1, 2015

— **People**: We are determined to end poverty and hunger, in all their forms and dimensions, and to ensure that all human beings can fulfil their potential in dignity and equality and in a healthy environment.

— **Planet:** We are determined to protect the planet from degradation, including through sustainable consumption and production, sustainably managing its natural resources and taking urgent action on climate change, so that it can support the needs of the present and future generations.

— **Prosperity:** We are determined to ensure that all human beings can enjoy prosperous and fulfilling lives and that economic, social and technological progress occurs in harmony with nature.

— **Peace**: We are determined to foster peaceful, just and inclusive societies which are free from fear and violence. There can be no sustainable development without peace and no peace without sustainable development.

— **Partnership:** We are determined to mobilise the means required to implement this Agenda through a revitalised Global Partnership for Sustainable Development, based on a spirit of strengthened global solidarity, focused in particular on the needs of the poorest and most vulnerable and with the participation of all countries, all stakeholders and all people."

SUSTAINABLE DEVELOPMENT GOALS

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

Emissions, Waste

FM impact on SDG

SDG icon	SDG descriptor[a]	Potential FM contributions
1 NO 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, smell, 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 usage and quality of water within organizations and across the built environment, to ensure access to clean water and sanitation promoting safe and healthy lifestyles.
7 AFFORDABLE AND CLEAN ENERGY	**Affordable and clean energy** Ensure access to affordable, reliable, sustainable and modern energy for all.	The design, delivery and maintenance of affordable, reliable, sustainable and modern energy services and infrastructure. FM plays an active role in the sustainable utilization of energy within organizations, interacting with supply agencies, monitoring consumption, promoting smart metering and achieving performance ratings.
8 DECENT WORK AND ECONOMIC GROWTH	**Decent work and economic growth** Promote sustained, inclusive	The design, delivery and maintenance of workplace strategies, appropriate facilities and space management. FM supports the workplace across various sectors and industries

SDG icon	SDG descriptor[a]	Potential FM contributions
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	**Industry, innovation and infrastructure** Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.	The design, delivery and maintenance of resilient infrastructure, and sustainable facilities, services and technologies fostering innovation. FM can be used leverage innovations and fundamentally infuse sustainable initiatives into an organization's operations.
10 REDUCED INEQUALITIES	**Reduced inequality** Reduce inequality within and among countries.	Ensure access and equity for all in terms of organizations, procedures and facilities across locations. FM employment and contracting can be a practical mechanism for reducing inequality in the workplace.
11 SUSTAINABLE CITIES AND COMMUNITIES	**Sustainable cities and communities** Make cities and human settlements inclusive, safe, resilient and sustainable.	The design, delivery and maintenance of an inclusive, safe, resilient and sustainable built environment to optimize facility life cycles. FM is directly responsible for managing the built environment impacting on liveability, sustainability, resilience and affordability.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	**Responsible consumption and production** Ensure sustainable consumption and production patterns.	Ensure supply chains and procurement practices as a basis for effective decision-making for efficient demand and supplier management. FM can influence the use of alternative products and mitigating waste by taking a holistic view of supply chains and their place in the circular economy.
13 CLIMATE ACTION	**Climate action** Take urgent action to combat climate change and its impacts.	Contribute to climate action planning to ensure appropriate technologies, responsible consumption, efficient energy use and carbon accounting.
14 LIFE BELOW WATER	**Life below water** Conserve and sustainably use the oceans, seas and marine resources for sustainable development.	Contribute to responsible water use, waste water treatment and management of sustainable waterways, while respecting aquatic and marine ecosystems. How people manage the built environment impacts directly on the consumption and pollution of water as an essential resource for life.
15 LIFE ON LAND	**Life on land** Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.	Contribute to responsible land use, rehabilitation, waste streams and a sustainable built environment management, while respecting terrestrial ecosystems. After climate change, diminishing biodiversity is the next great challenge. FM can prioritize approaches that provide for enhanced harmony between the built environment and nature.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	**Peace, justice and strong institutions** Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.	Contribute to sustainable development by reporting locally, regionally and globally. Feeling insecure, vulnerable and uncertain has a significantly negative impact on people's perceptions of their quality of life.
17 PARTNERSHIPS FOR THE GOALS	**Partnerships for the goals** Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.	Support partnerships for sustainable development locally, regionally and globally. ISO recognizes the importance of global partnerships. International Standards are developed with the collaboration and consensus of a wide range of stakeholders worldwide, including representatives from government, industry and standardization bodies.

[a]   Source: Reference [91].

Resilience

- 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

- Rehabilitation and reconstruction.

- Accordingly, specific climate-induced hazards require enhanced resilience and recovery capabilities.

- 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

Adaptability

(i) increasing the standard of protection to compensate for the increased magnitude of extreme events;

(ii) increased maintenance to cope with increased frequency of extremes and changes in ambient

conditions;

(iii) changed maintenance regimes from narrower maintenance windows e.g. as assets are used more

frequently;

(iv) land use planning and management to reduce exposure and manage hydrological flows, and

(v) raising awareness, preparedness, and incident management."

SDG Laws, Regulations, and Standards (South Africa)

SDG	Description	FM Area	Applicable SA Acts, regulations and standards
1	No poverty	Planning - resourcing, employment	Basic Conditions of Employment Act, BBBEE Act
2	Zero Hunger	Planning - resourcing, employment	BBBEE Act, Minimum Wages Act
3	Good health and well-being	Operations - Health and Safety Management	Occupational Health and Safety Act and its regulations
4	Quality Education	Planning - training	Basic Conditions of Employment Act, Employment Equity Act
5	Gender equality	Planning - resourcing	BBEEE Act, Employment Equity Act
6	Clean water and sanitation	Projects, operations - utility management	National Environmental Management Act, National Water Act, SANS 241-1 Water quality
7	Affordable and clean energy	Operations - Energy Management	SANS 1544:2014 Energy performance certificates

SDG related Laws, Regulations, and Standards (South Africa)

SDG	Description	FM Area	Applicable SA Acts, regulations and standards
8	Decent work and economic growth	Planning - resourcing	Basic Conditions of Employment Act, BBBEE Act
9	Industry, innovation and infrastructure	Planning, continuous improvements	National Building Regulations, SANS 204:2014, and SANS 10400 X, XA
10	Reduce inequality	Planning - resourcing	BBBEE Act, Employment Equity Act
11	Sustainable cities and communities	Planning, projects	Climate Change Act, National Building Regulations, Disaster Management Act, SANS 22301:2020 Business Continuity
12	Responsible consumption and production	Operations - Procurement, Energy Management, Utility management	Green Building Council, SANS 1544:2014 Energy performance certificates, NEMA Waste Act

SDG related Laws, Regulations, and Standards (South Africa)

SDG	Description	FM Area	Applicable SA Acts, regulations and standards
13	Climate change	Planning, projects	Climate Change Act, Disaster Management Act, SANS 22301:2020 Business Continuity
14	Life below water	Planning, Operations	National Environmental Management Act
15	Life on land	Planning, Operations	National Environmental Management Act, NEMA Waste Act.
16	Peace, justice and strong institutions	Operations	Compliance to Acts and regulations. Statutory reporting requirements
17	Partnerships and goals	Operations	Collaboration with FM Associations, Green Building Council, South African National Energy Development Institute (SANEDI)

Additional Slides on Standards

SANS 41015:2024 Facility management — Influencing organizational behaviours for improved facility outcomes

- **Developing key relationships**
  - — leadership;
  - — finance;
  - — procurement;
  - — human resources;
  - — information technology (IT);
  - — risk management;
  - — environment and sustainability;
  - — public relations;
  - — legal and regulatory requirements;
  - — government and community officials;
  - — service providers;
  - — customers and clients.

- **Stakeholder Management**
  - - Identifying key stakeholders
  - - Prioritizing stakeholders
  - - Systematic Programme of Engagement

Demonstrating and communicating value

Table 1 — Value drivers for organizational influence

Category	Value driver	Realization examples
People	1. Satisfaction	Establishing and maintaining reliable, accessible, even-handed, consistently applied, smoothly integrated, progressive, and objective policies and processes.
	2. Image	Advancing positive perceptions, internal and external, among interested parties, the public, the media and other organizations including competitors and government.
	3. Culture	Demonstrating human-centred culture by encouraging knowledge, proficiency, communication, collaboration, resilience, inclusion and diversity. Preferring process analysis and improvement over politics of blame. In interactions, communications and policies, emphasizing knowledge, proficiency, collaboration, resilience, inclusion and diversity. Utilizing analysis and process improvement to affect how people experience the facility.
	4. Wellness and safety in the workplace	Establishing and maintaining active health and safety policies and programmes responsive to staff, customers and contractors/suppliers, and anchored in mission.
[a] Product is synonymous with service.		
NOTE The value drivers are adapted from Reference [5].		

Demonstrating and communicating value

Category	Value driver	Realization examples
Process and product[a]	5. Risk and compliance	Recognizing, profiling and managing hazards as risks, prioritizing as to likelihood and severity.
	6. Productivity	Establishing and maintaining smoothly integrated systems and processes. Shepherding staff in the use of time and energy. Encouraging collaboration.
	7. Performance	Substantially involving staff in process design and implementation, especially leading indicators and due responses.
	8. Governance	Establishing and maintaining practical, steady, fair, open and transparent governance, conveniently engaged.
	9. Quality	Building a culture and capabilities of quality and reliability. Adopting technical provisions and engaging staff across disciplines.
	10. Agility/adaptability	Maintaining active awareness of changing demands, circumstances, priorities, opportunities, problems and challenges, within and outside of FM and demand organizations.
	11. Innovation and creativity	Encouraging individuals and collaborations that bring forward innovations and ideas. Tracking those implemented and the results.
Economy	12. Financial matters	Managing all costs attentively, adjusting spending, evaluating present options and informing budgeting.
	13. Value of assets	Calibrating all aspects of asset operations and maintenance (O&M) against market values, depreciation, whether critical for business, replacement cost and availability, and found reliability.
Society	14. Sustainability	Developing, managing, promoting and monitoring throughput of energy and materials and sustainable practices. Communicating with interested parties and maintaining liaison with the local community.
	15. Corporate social responsibility	Becoming a prominent community member and demonstrating good corporate citizenship with programmes, events and sponsorship.

[a]   Product is synonymous with service.

NOTE   The value drivers are adapted from Reference [5].

Change Management Process

- When behavioural change involves a high level of engagement from various interested parties, the

- organization should adopt a process approach to planning, coordinating and controlling the change process.

- The approach should include:

— plans to communicate the need for the change and the anticipated goals;

— what changes will occur and when they will be made;

— how interested parties will be affected and how they will benefit from the change;

— what are the CSFs to achieve the desired change outcome(s);

— how the CSFs will be measured and what measurement targets will constitute success;

— how and to whom the change metrics will be reported;

— plans to sustain the change behaviour.

Thank you