BUSINESS PLAN

CEN/TC 348
FACILITY MANAGEMENT

EXECUTIVE SUMMARY

History and background of CEN/TC 348

The Facility Management (FM) committee was established in 2002 by the vote of the majority of European NSBs on an initiative of NEN. At the beginning, it was seen most important to establish common understanding and a framework for sourcing and agreements for FM in Europe. Thus, the first 2 standards were:

- EN 15221-1 Facility Management Terns and Definitions, including the FM Model
- EN 15221-2 Facility Management Agreements

While theses standards were developed, further work items got evident and were decided, which should cover principles and methods for FM, which were identified to be crucial for the FM practitioners.

- EN 15221-3 Quality in Facility Management
- EN 15221-4 Facility Management Taxonomy
- EN 15221-5 Processes in Facility Management
- EN 15221-6 Space Measurement in Facility Management
- EN 15221-7 Benchmarking in Facility Management

This resulted in the first delivery of FM standards EN 15221 called "the Magnificent Seven" published in 2006-2012.

Convinced, that these standards could also be used on a global stage, the CEN/TC 348 supported the foundation of the ISO committee ISO/TC 267 in 2012. The ISO committee adopted and developed further the first two standards in the EN 15221 family (part 1 and 2) into the first two standards in the ISO 41000 family (ISO 41011 and ISO 41012). We work together under the Vienna Agreement and CEN/TC 348 adopts the ISO 41000 series of FM standard as European Standards (EN ISO).

Today, as FM has matured and is further established, the work in CEN/TC 348 is aiming at bridging the ISO level into the NSBs and make sure that European interest and knowledge is further developed and integrated. FM must contribute to the competitiveness of the European Market and must deliver the best impact on sustainability. The work in CEN/TC 348 is one line of fire, which can create an effect.

Further developments and targets will also be integrated in the TC work, such as digitalisation, ESG (Environmental, Social, and (Corporate) Governance), well-being and prosperity of people, safety, and many more.

Business environment

- FM is a worldwide discipline that is both emerging and maturing in different countries. This creates enormous opportunity for developing countries to learn from those that are more established in their practice of FM.
- FM is a key contributor to the economy of most countries and a major employer.
- In those countries that have recognized its importance, major initiatives have been developed that today have a positive impact on their economies and which make a significant impact across government, industry and commerce.
- The focus on efficient operation of buildings is moving increasingly into the early design stages for new, refurbished and repurposed buildings because of the value it creates when buildings are taken into use.
- FM is a key consideration from a whole life cycle perspective and is informing decisions on how to achieve net zero carbon.

- Efficient space management is crucial for meeting net zero carbon and energy targets. It is reckoned that 25% of all space is either not used or is significantly under-utilized, representing a huge, wasted resource.
- The continuing pandemic has had a huge impact on the way we work and how the built environment is used, including greater use of home offices and virtualized workspaces.
- The global FM market was thought to be worth around €1,050 billion in 2020. The contribution of FM to economies is even larger when services sourced from within organizations is taken into account.

Benefits

FM integrates people, processes and places with the aim to improve the productivity of the core business. FM has a direct impact on the quality of life and productivity of every individual in the organisations. It also plays a role in the safety, security and well-being of people across the world. Standards support FM professionals and the owners and operators of facilities of many kinds in diverse ways:

- define and recommend common principles, concepts, terms and definitions used for FM;
- define the overall requirements for FM;
- provide tools for describing, allocating and improving the service levels for facility-related services to ensure core business support;
- create functional and motivating work environments;
- improve quality, productivity and financial transparency;
- provide principles and methods for assessment and measurement of performance;
- stimulate organizational maturity, complement and improve FM processes on the strategic, tactical and organisation levels;
- enhance sustainability and reduce negative environmental impact;
- maintain regulatory compliance and provide safe workplaces;
- optimize building life-cycle performance and costs;
- improve resilience and relevance; and
- enhance an organization’s identity and image.

Priorities

- bring together common best practices in FM in Europe;
- build upon standards’ development on the national level to strengthen their applicability and usefulness on the European level;
- provide principles, processes and guidance that will enhance the value delivered to organizations that require FM;
- support sustainable development; and
- raise awareness and understanding of FM as the organizational function related to the management of the built environment and facility-related services through its members and liaisons.

1 BUSINESS ENVIRONMENT OF THE CEN/TC

1.1 Description of the business environment

The following political, economic, technical, regulatory, legal, societal and/or international dynamics describe the business environment of the industry sector, products, materials, disciplines, functions and practices related to the scope of this CEN/TC. They can significantly influence how the standards' development process is conducted and the content of the resulting standards. First, we start with the facility management (FM), its purpose and focus of attention.

The scope of FM

On the international level, FM is defined as:

> *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 (EN ISO 41011:2024)*

The practice of FM integrates multiple disciplines in order to have an influence on the efficiency, productivity and economies of societies, communities and organizations as well as the manner in which individuals interact with the built environment. FM affects the health, well-being and quality of life of much of the world's societies and population through the services it manages and delivers.

On a professional level, FM is a maturing discipline in its own right that applies in all countries and all organizations. The extent to which it is formally recognized and professionalized does, however, differ. Even within Europe, there are significant differences between countries in their comprehension of FM and its many contributions to the overall effectiveness and efficiency to industry, commerce and society.

FM supports many kinds of organizations including residential, educational, healthcare, commercial, transportation and industrial. As an enabling function, FM produces outcomes that extend across the entire economy. It makes a significant contribution to financial, operational, employment and environmental effectiveness and efficiencies of each and every built environment irrespective of the sector, purpose and level of maturity.

FM aligns with the goals and long-term strategies of the whole organizations, but it also translates into day-to-day services for individual people. Additionally, FM supports organizational units, such as business areas, departments or sites to achieve their core business outcomes. FM acts on three organisational levels: strategic, tactical and operational. It is a vertically integrated discipline that works with the top management of organizations to inform their business strategies and objectives, whilst ensuring that the spaces that the organizations need are delivering their full potential at the operational level.

FM and facility-related services support the achievement of core business objectives, providing support to the primary processes and activities of organizations. As FM is responsible for the quality of the built environment, it is arguably the most important conveyor of the organization's brand and culture to the outside world. Through the horizontal integration of business processes and the support that FM provides for them, it is the only discipline that can adequately represent and collectively support the built environment in a holistic and efficient manner.

Socio-economic impact
FM has a direct impact on the quality of life and productivity of every individual in the organisations. It also plays a role in the safety, security and well-being of people across the world. To be effective and efficient, there is a need to establish standards that enable FM to evolve in a coherent, coordinated and efficient manner and reach an appropriate level of maturity.

Although estimates vary, the global FM market was thought to be worth around €1,050 billion in 2020. The contribution of FM to economies is even larger when services sourced from within organizations is taken into account. Employment in the sector represents a significant proportion of total employment when all segments covered by it are aggregated. This means that FM is highly influential in both economic *and* societal terms. The downturn in economic activity due to the pandemic is expected to be offset by a bounce-back effect and greater focus on the quality of workplaces and other facilities, user well-being and sustainability goals. FM is therefore responding to, and catalysing, change as economies transition to a net zero carbon future.

Trends affecting FM
Include text describing the built environment in Europe. Old and existing buildings impact the operation of buildings. The built environment of Europe reflects a long and proud history. It is endowed with innumerable historic buildings and sites that must be protected for generations to come. At the same time, the renewal of buildings and other facilities deemed unfit for a modern, caring and dynamic society is a priority. FM has so much to offer Europe if it is both to preserve its history and contribute to a world in which sustainability goals are real and for which practical solutions are required now. As the custodians of *big data* on how buildings and other facilities are used and which ways, the FM professionals is in a strong position to show leadership and to take responsibility for the design, manufacture, construction and operation of the built environment.

The focus on the efficient operation of buildings of all kinds is now moving increasingly into the eary design stages for new, refurbished and repurposed buildings because of the value it creates when the buildings are taken into use. Input to decisions on design, manufacture and construction are all the better when supported by understanding and experience on the operation and use of buildings over the full life cycle.

The efficient use of buildings is a recurrent theme in FM and translates into a focus on the efficient and effective use of space. Consequently, space management has become a priority area for attention. It is currently reckoned that 25% more space is available than is needed and, on average, 25% of space is empty. A reduction in the use of space from greater efficiency directly supports the pursuit of sustainability goals.

The pandemic has had a huge impact on the way we work and how the built environment is used including the greater use of home offices and virtual workspaces. In the latter case, there is a firm place for FM because of human factors and the integration of processes for which a wide range of supporting measures are necessary.

Supporting the EU and CEN strategy
The work of CEN/TC 348 Facility Management is in line with the strategy of EU and CEN for the service sector with the aim of an open and transparent market where competitiveness, efficiency and cross-border trade can be improved. Standards are a vital tool to support these aims – see https://www.cencenelec.eu/areas-of-work/cen-sectors/services/ , CEN's Strategic Plan on Services Standardization to implement the ambitions 2020 (CEN/TC 348 **N 748**), EU Annual Work Program for service standardization (CEN/TC 348 **N 749**), the new 'An EU Strategy on Standardisation - Setting global standards in support of a resilient, green and digital EU single market' (CEN/TC 348

N 750) and the European Green deal. The EU Digital transformation strategy defines goals for EU https://ec.europa.eu/docsroom/documents/53854 (CEN/TC 348 **N 891**) where FM play an important role, see aich are relevant FM and especially WG 10.

1.2 Quantitative indicators of the business environment

The following list of quantitative indicators describes the business environment in order to provide adequate information to support actions of the CEN /TC: See clause 1.1.

2 BENEFITS EXPECTED FROM THE WORK OF THE CEN/TC

The objective of CEN/TC 348 is to make a valid contribution to this process, on a strategic level, in a manner that will be useful and relevant to all countries that are members of CEN as well as those beyond. As the European Committee on Facility Management, it defines the common ground for FM in Europe and describes the common framework and a harmonized way of working. CEN/TC 348 represents a solid base and a bridge between national and international standards.

Organizations rely on support processes, which are often critical to their core business. FM integrates and optimises a broad spectrum of support processes and delivers their output, i.e. working environment, safe and secure buildings, and optimized energy consumption, to enable them to focus on their primary processes and activities. Ensuring that this support is available in line with the organization's business strategy and objectives is the responsibility of FM.

The development and implementation of FM standards:

— define and recommend common principles, concepts, terms and definitions used for FM;

— define the overall requirements for FM;

— provide tools for describing, allocating and improving the service levels for facility-related services to ensure core business support;

— create functional and motivating work environments;

— improve quality, productivity and financial transparency;

— provide principles and methods for assessment and measurement of performance;

— stimulate organizational maturity, complement and improve FM processes on the strategic, tactical and organisation levels;

— enhance sustainability and reduce negative environmental impact;

— maintain regulatory compliance and provide safe workplaces;

— optimize building life-cycle performance and costs;

— improve resilience and relevance; and

— enhance an organization's identity and image.

Standards are not just to support FM organizations, they also create benefits in terms of the development and maturity of providers of services, assets, IT systems and manufacturers of workplace equipment. Furthermore, construction-related companies will benefit from using FM standards, so they all will have a better understanding of the pinciples, methods and terminology. The purpose of standardization is common understanding, which leads to better ideas, streamlined solutions and effective innovation.

The main benefits of formally implementing FM as a support function in organizations are as follows.

— Enhanced quality and safety of the built environment.

— Delivering compliance within the responsibility and scope of FM.

— Improved life cycle approach of facilities and services.

— Create awareness of organizational functions influencing FM and to understand the role of FM better.

— A simple and manageable concept of internal and external responsibilities for the use of resources and services, based on strategic decisions, which lead to systematic collaboration and aligned procedures.

— Clear and transparent communication between the demand side and the supply side by dedicating personnel as single points of responsibility for all measures.

— Efficient and effective use of synergies amongst different parties, which will help to improve performance and reduce costs of an organization in alignment with its strategic goals.

— Reduction of conflicts between internal and external providers due to fewer and better managed interfaces.

— Integration and coordination of all required support processes ensuring quality and efficiency as well as flexibility and adaptability.

— Transparent knowledge and information on requirements, demands and their specification in workplaces, utility of resources, service levels and costs, which can be clearly communicated to users to ensure that quality and performance meet expectations.

— Improvement of the sustainability of an organization by the implementation of sustainable use of facilities and by effectively managing organizational risks.

— Support for the reputation and desired perception of the organization that it wants its stakeholders to have and improve the accountability of the organization to the communities that it serves.

Overview of the FM standards
The European standards on FM consist of two series, EN 15221 and EN ISO 41000. Find the overview of published standards and ongoing projects at the CEN committee website https://standards.cen.eu/dyn/www/f?p=204:7:0::::FSP_ORG_ID:414882&cs=156A652FFCAB02BB22F6023CC723DB6F1

Table 1 gives the current overview of the existing European and international FM standards and ongoing work items grouped into 4 groups:

1) Common basis
2) Management (PLAN)
3) Execute (DO)
4) Control and improve (CHECK and ACT)

Table 1 – Overview of EN and EN ISO standards in FM

Standard number	Title (shortened)	Status	Common basis	Management PLAN	Execute DO	Control & Improve CHECK & ACT
EN 15221-3	Quality	Published. Merged into prEN 15221-8	x	x		x
EN 15221-4	Taxonomy	Published. Merged into prEN 15221-8	x	x	x	x
EN 15221-5	Processes	Published. Merged into prEN 15221-8		x	x	
EN 15221-6	Area and space measurement	Published. Under revision	x		x	
EN 15221-7	Benchmarking	Published. Merged into prEN 15221-8		x		x
EN 15221-8	Principles and Processes	Under development	x	x	x	x
CEN TR 15221-xx	Area and space standards in Europe	Under development	x			
EN 15221-xx	Digital transformation	Under development	x	x	x	x
EN ISO 41001	FM Management System	Published. Under revision	x	x		
ISO 41002	Development of the facility management organization (FMO)	Under development		x	x	
EN ISO 41011*	Terms and Definitions	Published	x			
EN ISO 41012*	Sourcing and Agreements	Published. Under revision		x		x
CEN ISO TR 41013*	Fundamentals, scope and key concepts	Published	x			
EN ISO 41014	FM Strategy	Published		x		
EN ISO 41015	Influencing organizational	Published		x	x	x

	behaviours					
CEN ISO TR 41016	FM Technology	Published			x	
EN ISO 41017	Emergency preparedness and management of an epidemic	Published			x	
EN ISO 41018	FM Policy	Published		x		
CEN ISO TR 41019	Sustainability, resilience and adaptability	Under development	x		x	
ISO TR 41030	Performance measurement	Under development		x		x
ISO/IEC TS 17021-11	Competence for auditing and certification	Published	x			
* EN ISO 41011 replaces EN 15221-1. EN ISO 41012 replaces EN 15221-2. CEN ISO TR 41013 replaces EN 15221-1						

In addition to common European FM standards, there exists national standards in the FM area (see 4.1 b)) and related standards from our liaisons (see 4.3).

A model of the FM standards based on the FM definition is shown in Figure 1. FM integrates people, place and process and the application of technology. These elements form the basis for the whole series of FM standards.

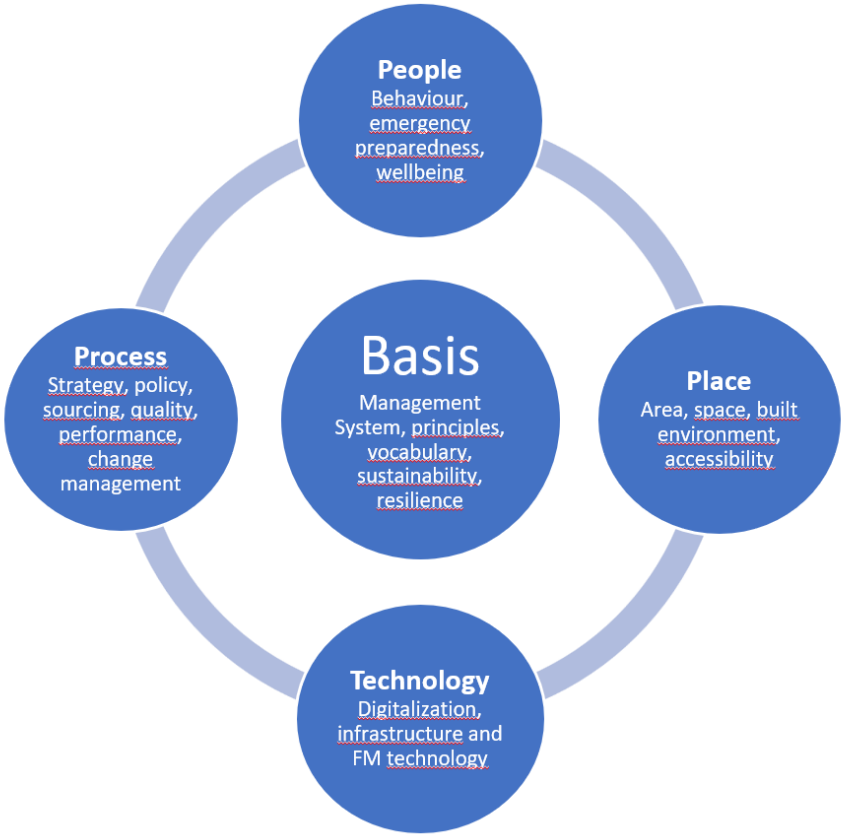

Figure 1 – Model of FM standards in relation to the FM definition

Structure of the work:
There are 26 national member bodies of CEN represented in CEN/TC 348 in additions to our liaisons and observers given in 4.3, see Figure 2:

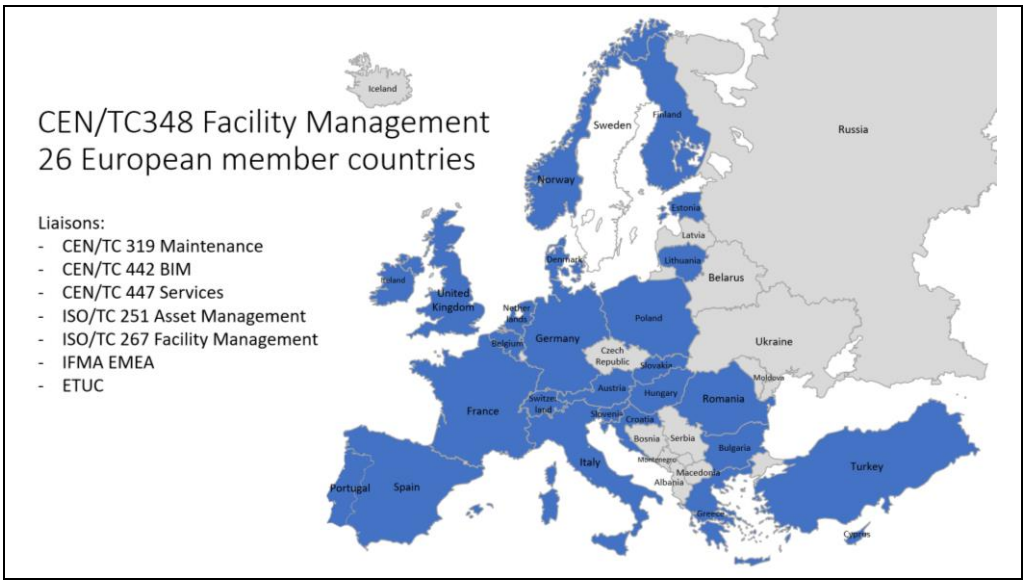

Figure 2 – Overview of CEN/TC 348 members and liaisons

The structure of the committee is as follows.

- **WG 6 Space measurement in Facility Management**
  22 experts from 14 NSBs: Austria, Belgium, Estonia, Finland, France, Germany, Hungary, Ireland, Norway, Romania, Slovakia, Slovenia, Spain and UK.
- **WG 9 Facility Management – Principles and processes**
  16 experts from ETUC and 11 NSBs: Austria, Denmark, Germany, Ireland, Norway, Poland, Portugal, Romania, Switzerland, The Netherlands and UK.
- **WG 10 FM digital transformation**
  14 experts from 5 NSBs: Denmark, Norway, Switzerland, Spain and UK

In addition a

- **Task Force Furniture as a service**
  15 experts from 7 NSBs: Denmark, Finland, Hungary, Latvia, Norway, Spain and UK and CEN/TC 207 Furniture.

Following CEN/TC 348 Plenary decisions in February 2020, all working groups without activity and a work item, were disbanded, or set to dormant.

EN ISO 41000 series of standards is developed in ISO/TC 267 Facility management. The structure of active working groups is given here https://www.iso.org/committee/652901.html.

3 PARTICIPATION IN THE CEN/TC

All the CEN national members are entitled to nominate delegates to CEN Technical Committees and experts to Working Groups, ensuring a balance of all interested parties. Participation as observers of recognized European or international organizations is also possible under certain conditions. To participate in the activities of this CEN/TC, please contact the national standards organization in your country.

4 OBJECTIVES OF THE CEN/TC AND STRATEGIES FOR THEIR ACHIEVEMENT

4.1 Defined objectives of the CEN/TC

The CEN/TC 348 committee objectives are to develop and provide FM standards for Europe that:

a) bring together common best practices in FM in Europe;

b) build upon standards' development on the national level to strengthen their applicability and usefulness on the European level;

c) provide principles, processes and guidance that will enhance the value delivered to organizations that require FM;

d) support sustainable development; and

e) raise awareness and understanding of FM as the organizational function related to the management of the built environment and facility-related services through its members and liaisons.

4.2 Identified strategies to achieve the CEN/TC's defined objectives

CEN/TC 348 has used and intends to use the following actions to support its objectives.

1) Promote standardization of processes as the means to support the competiveness of the European market.

2) Attract experts in FM to the CEN/TC 348 work to contribute their knowledge and experience of appropriate concept, principles and practices.

3) Review and, where necessary, update the existing European FM standards in the EN 15221 series.

4) Identify and evaluate the need for new EN 15221 standards in areas in connection with the objectives. New standards could be based on national FM standards or international standards.

5) Influence and involvement in the standards being developed at ISO/TC 267 level and in the other liaised committees.

6) Give guidance on practical measures to achieve sustainable development goals.

To support item 1) and 4)

— See the committee work on digitalization in clause 4.5

To support item 1), 4) and 6)

— See the committee work on circularity and furniture in clause 4.4.

To support item 2, 3 and 4):

— When developing standard, involve SME's and use the principles described in CEN-CENELEC GUIDE 17 Guidance for writing standards taking into account micro, small and medium-sized enterprises (SMEs) needs (CEN/TC 348 **N 747**)

To support item 5):

— CEN/TC 348 DECISION 107 taken at the CEN/TC 348 Plenary meeting 2019-01-31: CEN/TC 348 recognizes the value in creating new standards in close cooperation with ISO/TC 267 under the Vienna Agreement. It asks the secretariat to send all approved new work items on ISO/TC 267 automatically on vote in CEN/TC 348.

To support item 6):

— The work on CEN ISO/WD TR 41019 on sustainability, resilience and adaptability will address all 17 SDGs in order to justify alignments and understand the extent of direct and indirect alignments. See more in clause 4.4.

4.3 Our strategic liaisons

CEN/TC 348 has established the following liaisons to support our objectives in the three areas ISO standardization in FM, common management techniques and interested associations. The liaised management techniques are commonly applicable for assets and services in the core business as well as for assets and services in FM (support processes).

Liaison committees:

— ISO/TC 251 Asset management: The work of ISO/TC 251 has been monitored sine the establishment of ISO/PC 251 in 2010 and formally established by the first liaison report in 2013. Asset management techniques are used in the core business (e.g. for production machinery) as well as in FM (e.g. for the building portfolio).

— ISO/TC 267 Facility management. The liaison was established in 2012 when the ISO committee was established and to follow closely the ISO development of EN 15221-1 and EN 15221-2 which led to EN ISO 41011, EN ISO 41012 and CEN ISO/TR 41013.

— CEN/TC 207 Furniture. The liaison was established in April 2024 in relation to the integrated role of FM and circularity of furniture (circular furnishing)

— CEN/TC 319 Maintenance: The liaison was established around 2013. Maintenance techniques are used in the core business (e.g. for production machinery) as well as in FM (e.g. for buildings).

— CEN/TC 442 Building Information Modelling (BIM): The liaison was decided already in 2017 and formalized in December 2020. The background was the revision of EN 15221-6 and considering the importance to liaise on space measurement on European level, and to bring in the perspective of FM in the development of BIM (Decision 97/2017). BIM enhances the coordination of stakeholders in building projects and improves the steering and controlling of such projects in order to achieve optimal results for owners and users.

— CEN/TC 447 Horizontal standards for the provision of services . The liaison was decided already in 2017 and formalized in October 2019. The background was their work on service standards acting as umbrella standards for services independent of sector.

— CEN/TC 473 Circular economy. The liaison was established in April 2024

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Liaisons organizations and associations:

- ETUC: The European Trade Union Confederation represents 45 million members from 90 trade union organisations in 38 European countries and has an interest in workplace health and safety. The liaison was established around 2016.
- IFMA EMEA: The liaison was established in 2021 upon a request from the International FM Association. IFMA is a worldwide acting association of FM professionals and directly involved in the standardisation work in FM.

4.4 Environmental aspects (sustainability and circularity)

FM has a significant, direct environmental, social and economic impact through its management of the built environment and the services needed to sustain it for future generations.

CEN/TC 348 contributes to sustainable transition of the built environment via several projects and actions:
We support the development of a new technical report CEN ISO/TR 41019 on the role of FM in sustainability, resilience and adaptability by offering our insights and recommendations. This technical report is developed in ISO/TC 267 under the Vienna agreement and provides a broad societal context for facility management (FM) to inspire organizations that wish to:

- establish and improve a sustainable integrated FM system;
- embrace the wide-ranging and positive contribution that FM makes in managing the built environment;
- support the United Nations (UN) Sustainable Development Goals (SDGs).

Secondly, the CEN/TC 348 Task Force “Furniture as a service” is developing a draft new work item on circular furnishing solutions to stimulate and increase cross border trade of facility services, and more specific services related to sustainable furniture and workplace design solutions. This could play an important role in the circular economy by increasing re-used, refurbished or rental of furniture, and a reduction of furniture waste as a result of changes in the workplace environment. The initiative would also be connected to EU 2022 Standardisation Strategysupport the circularity and sustainability.

In addition, CEN/TC 348 continuously strives to integrate sustainability as a quality criterion, whenever updating existing standards or developing new standards. The following guides apply when renewing or developing CEN and/or ISO guides where sustainability is within the scope:

- CEN Guide 4 on addressing environmental aspects in standards (2008)
- Environmental checklist https://boss.cen.eu/reference-material/formstemplates/pages/
- ISO Guide 82:2019 Guidelines for addressing sustainability in standards
- CEN CENELEC Guide 32:2016 Guide for addressing climate change adaptation in standards
- ISO Guide 84:2020 Guidelines for addressing climate change in standards

FM plays an everyday role in the implementation of sustainability principles by, for example:

- providing key input about an organisation’s need for space (historic, current and future use) to optimise the use of space and inform eventual changes in the building portfolio;
- providing key input to designers and taking responsibility for the required functional and operational performance of a facility before design is committed to manufacture and construction;
- raising awareness on the most appropriate end-of-life strategy for a new, refurbished or repurposed facility or another asset. This includes appropriate selection of materials and

components based on their regenerative capacity and providing feedback on the performance of materials and components in use through their life cycle;
- optimizing the performance of facilities in operation, use and maintenance, whilst minimizing their resource consumption and carbon footprint, and maximising biodiversity, health and well-being;
- maintaining an overview of assets and protecting organisational policies for acquisitions such as building assets, means of transportation and external services; and
- investigating the urgency of resilience planning and contributing to business continuity plans, including measures to protect people and building assets against weather-related risks such as floods, heat waves and draught.

Standards as a way to sustainable development

FM standards can guide FM professionals to improve their impact on sustainability as illustrated in Figure 3. The figure is from CEN ISO DTR 41019:2024 showing a alignment of the content of the EN ISO 41000-series of standard with the 17 UN Sustainable Development Goals (SDG). Each tick represents potential for achieving a positive impact on the specific SDG through the creation, operation, maintenance, renovation and repurposing of facilities and provision of FM services. More information about potential FM contributions to SDGs is given in CEN ISO TR 41019.

Sustainable Development Goals (SDGs)		ISO 41001: 2018	ISO 41011: —	ISO 41012: 2017	ISO/TR 41013: 2017	ISO 41014: 2020	ISO 41015: 2023	ISO/TR 41016	ISO 41018: 2022	ISO 41017	This document
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	Reducing inequality	•	•	•	•	✓	•	—	✓	—	✓
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	—	—	—		—	—	—	—	—	—

Figure 3 – Mapping of EN ISO 41000 standards to SDGs (per April 2024). Source is Table A.1 in CEN ISO DTR 41019:2024. "This document" refers to EN ISO TR 41019

4.5 Digitalization

The digitalization development will influence FM and FM have many answers to the EU strategy on digital transformation.

Artificial intelligence (AI) is a tool for collection and use of data from use of a facility and has an influence on methods for measuring.

The committee has several initiatives in support of digital transition of FM and the built environment:

- A new CEN ISO TR 41016 *Facility management — Overview of available technologies* published in 2024 defines and categorises systems, equipment, methodologies and software applications that are available. The framework in the Technical Report defines how facility managers can understand and integrate digital practice and technologies in the built

environment. The Technical Report aligns with ISO/TR 41013, the ISO 19650 series (see below) and the ISO 41000 series as part of an integrated framework to achieve FM best practice

— The revision of EN 15221-6 *Facility Management — Part 6: Area and Space Measurement in Facility Management*. The standard establishes a common basis for planning and design, area and space management, financial assessment, as well as a tool for benchmarking in the field of Facility Management. The aim of the revison is to develop the standard further for a better Building Information Modelling (BIM) integration and for the area and space measurement of BIM models.

— Development of a new standard EN 15221-Part X *Approach towards FM digital transformation*. This standard will specify a methodology on how an FM related organization or department can identify and define requirements towards selecting the most appropriate digital technologies to manage their FM operations in the most cost effective and efficient way. It will give recommendations on the digital transformation road map as the output on this process (methodology).

— Active liaison with CEN/TC 442 *Building Information Modelling* (BIM). This committee has developed and published the EN ISO 19650 standard series *Organization and digitization of information about buildings and civil engineering works, including building information modelling (BIM) — Information management using building information modelling*.

5 FACTORS AFFECTING COMPLETION AND IMPLEMENTATION OF THE CEN/TC WORK PROGRAMME

There are several challenges for CEN/TC 348, as follows.

— Underdeveloped appreciation of the benefits of standardization in the FM sector including facility owners and operators.

— Finite availability of experts at the European level.

— Competition from other management disciplines (e.g. real estate, asset management, logistics and support services management).