



Institut luxembourgeois de la normalisation
de l'accréditation, de la sécurité et qualité
des produits et services

ILNAS-EN 15221-2:2006

**Facility Management - Part 2: Guidance
on how to prepare Facility
Management agreements**

Facilities management - Partie 2 : Lignes
directrices sur la façon d'élaborer des
accords de facilities management

Facility Management - Teil 2: Leitfaden
zur Ausarbeitung von Facility
Management-Vereinbarungen

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National Foreword

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**Facility Management - Part 2: Guidance on how to prepare
Facility Management agreements**

Facilities management - Partie 2 : Lignes directrices sur la
façon d'élaborer des accords de facilities management

Facility Management - Teil 2: Leitfaden zur Ausarbeitung
von Facility Management-Vereinbarungen

This European Standard was approved by CEN on 16 September 2006.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

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Foreword

This document (EN 15221-2:2006) has been prepared by Technical Committee CEN/TC 348 “Facility Management”, the secretariat of which is held by NEN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by April 2007, and conflicting national standards shall be withdrawn at the latest by April 2007.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard : Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

Effective Facility Management brings value to an organisation and all associated stakeholders.

The objective of this European Standard is to provide guidance for preparing an effective Facility Management agreement. Such an agreement by nature, defines the relationship between an organisation that procures facility services (client) and an organisation that provides these services (Facility Management service provider).

Although Facility Management can vary from a combination of single facility services e.g. 'security' and 'cleaning' to fully integrated facility services and/or a functional approach to an organisation e.g. 'workplace' or 'mobility', this European standard is primarily written for organisations that adopt integrated facility services and/or a functional approach. In addition, as technical developments increase and economic systems mature, the demand for this type of facility services, both nationally and internationally, will increase.

It is therefore important that Facility Management agreements are approached in a structured and careful manner.

The purpose of this standard is to:

- Promote cross-border client/Facility Management service provider relationships within the European Union and to produce a clear interface between the client and the Facility Management service provider.
- Improve the quality of Facility Management agreements so that disputes and adjustments are minimised.
- Assist in the selection and scope of facility services and to identify options for their provision.
- Give assistance in, and advice on, the drafting and negotiation of Facility Management agreements and specify arrangements in case of dispute.
- Identify types of Facility Management agreements and make recommendations for the attribution of rights and obligations between the parties of the agreement.
- Simplify comparisons between Facility Management agreements.

This document is a working and standardised tool intended for parties who wish to draw up the Facility Management agreement within the European Common Market. It offers headings, which are not exhaustive. Parties may or may not include, exclude, modify and adapt these headings to their own agreements.

EN 15221-1 is a lead document in terms of standards in Facility Management as it gives relevant terms and definitions in the area of Facility Management and also provides insight into the scope of Facility Management.

This standard is a guidance document and does not oblige the parties to use any part of its content.

Not all the clauses discussed in this standard will be applicable to every Facility Management agreement.

The Facility Management agreement shall follow the European, national and local legal and fiscal rules and should consider social issues where the agreement will apply. Each individual agreement should be drafted, and negotiated where appropriate, to take into account the requirements of the parties involved.

1 Scope

This European standard provides guidance on the preparation of agreements for Facility Management work.

This European standard is applicable to:

- Facility Management agreements for both public and private European Union cross-border, as well as domestic, client/Facility Management service provider relationships;
- full range of facility services;
- both types of Facility Management service providers (internal and external);
- all types of working environments (e.g. industrial, commercial, administration, military, health etc.).

This European standard is applicable to services that are primarily characterised by the following properties:

- business to business services;
- managed by the Facility Management service provider;
- recurring type operations greater than a one year duration;
- performance oriented;
- prices or mechanisms to determine prices for services, which are closely linked to performance.

In EN 15221-1 the scope of Facility Management is described.

This standard is primarily written for Facility Management agreements between a client and an external Facility Management service provider. However, a large part of this standard can be applied to cases where the Facility management service provider is an internal entity within the client's organisation and be very helpful to set up an approach based on Services Level Agreements (SLA).

This standard does not replace any specialized standards related to services within the scope of the Facility Management agreement. Applicable standards should be followed.

The standard does not:

- provide standard forms for Facility Management agreements;
- determine rights and obligations between the client and the Facility Management service provider;
- detail employment conditions in regard to Facility Management agreements, although such details are extremely important;
- give detail concerning the management of environmental issues.

2 Normative references

The following referenced documents are indispensable for the application 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.

EN 15221-1:2006, *Facility Management – Part 1: Terms and definitions*

3 Terms and definitions

For the purposes of this European Standard, the terms and definitions given in EN 15221-1:2006 and the following apply.

3.1

asset

anything considered by an organisation as having a positive value, especially financial

3.2

demobilisation

phase to transfer facility services back to the client or to a new Facility Management service provider as specified in the Facility Management agreement

3.3

due diligence

compilation, comprehensive appraisal and validation of information of an organisation at the appropriate stage of the Facility Management agreement required for assessing accuracy and integrity at the appropriate stage of the agreement process

3.4

escalation path

procedure to ensure that when problems can't be resolved within an agreed time frame, they are rapidly brought to the appropriate level of responsibility for adequate resolution

3.5

exclusivity

fact that the client, within the framework of the Facility Management agreement, grants to its partner a single and exclusive right to provide the facility service concerned

3.6

functional approach

approach to Facility Management that focuses on integration of individual services to attain the required output

3.7

letter of intent

note or memorandum setting a clear intention to take a certain course of action or enter into a formal agreement

3.8

mobilisation

phase to establish and implement all resources, systems, data and procedures prior to taking full responsibility for the facility services to be delivered as specified in the Facility Management agreement

3.9

open-book

transparent exchange of relevant information between the client and the Facility management service provider

3.10

performance based payment system

method of payment based on agreed output criteria

3.11

reversibility

when the client decides to end the Facility Management agreement with the existing provider and receive facility services from an internal provider