

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

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EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 15221-2:2006 sisaldab Euroopa standardi EN 15221-2:2006 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 24.11.2006 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 15221-2:2006 consists of the English text of the European standard EN 15221-2:2006.</p> <p>This document is endorsed on 24.11.2006 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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<p>Käsitlusala:</p> <p>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.).</p>	<p>Scope:</p> <p>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.).</p>
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ICS 03.080.99; 91.040.01

English Version

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.

CEN members are the national standards bodies of 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.



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COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

Management Centre: rue de Stassart, 36 B-1050 Brussels

Contents

Page

Foreword.....	3
Introduction	4
1 Scope	5
2 Normative references	5
3 Terms and definitions	6
4 Primary activities	7
5 Different types of Facility Management agreements	7
5.1 Introduction	7
5.2 Organisational needs	7
5.3 Investments strategy and ownership	8
5.4 Price and rate mechanisms	8
5.5 Performance based payments.....	8
6 Main characteristics of Facility Management agreements	9
6.1 Preparation time and resources	9
6.2 Mutuality and benefits	9
6.3 Strategic objectives	9
6.4 Necessary components of the Facility Management agreement.....	10
6.5 Considerations for preparing the Facility Management agreement.....	11
7 Preparation and implementation of Facility Management agreements	12
7.1 Preparation of Facility Management agreements.....	12
7.2 Implementation of Facility Management agreements	13
8 Facility Management agreement structure	15
8.1 General clauses structure and content	16
8.2 Service Level Agreement structure and content.....	33
Annex A (informative) Public procurement legislation.....	42

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*