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**Event sustainability management  
systems — Requirements with guidance  
for use**

*Systèmes de management responsable appliqués à l'activité  
événementielle — Exigences et recommandations de mise en œuvre*



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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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 20121 was prepared by Project Committee ISO/PC 250, *Sustainability in event management*.

## Introduction

Events are sometimes, by their nature, high profile and transient, with both positive and negative social, economic and environmental impacts. This International Standard has been drafted to help organizations and individuals improve the sustainability of their event-related activities.

This International Standard specifies the requirements of an event sustainability management system to improve the sustainability of events. It is applicable to all types and sizes of organizations involved in the design and delivery of events and accommodates diverse geographical, cultural and social conditions. At the same time it requires organizations to recognize their relationship with and impact on society and society's expectations of events.

A management system standard challenges an organization to improve its process and thinking to lead to continual performance improvement and allows the organization the flexibility to be more creative about the delivery of event-related activities without detracting from the aim of the event. A management system standard is not a checklist or a reporting framework or a method of evaluating event sustainability performance.

This International Standard is intended to be applied flexibly and will allow organizations that have not formally addressed sustainable development to start to implement an event sustainability management system. Organizations with existing management systems will be able to integrate the requirements of this International Standard into their existing systems. All organizations will benefit from the process of continual improvement over time.

The complexity of the system and the extent of documentation and the resources devoted to it will be proportional to its defined scope, the size of the organization and the nature of the organization's activities, products and services. This is particularly the case for small and medium sized enterprises.

The success of the system depends on commitment from all levels and functions, especially from top management. In addition, in order for such a management system to be successful, it needs to be flexible and integrated within the event management process and not just regarded as a component to be added on. For maximum effectiveness, its influence needs to extend throughout the supply chain, as well as the identified stakeholders. Figure 1 provides an overview of the event sustainability management system model for this International Standard.

This International Standard can be used to prove compliance, as detailed in the Scope.

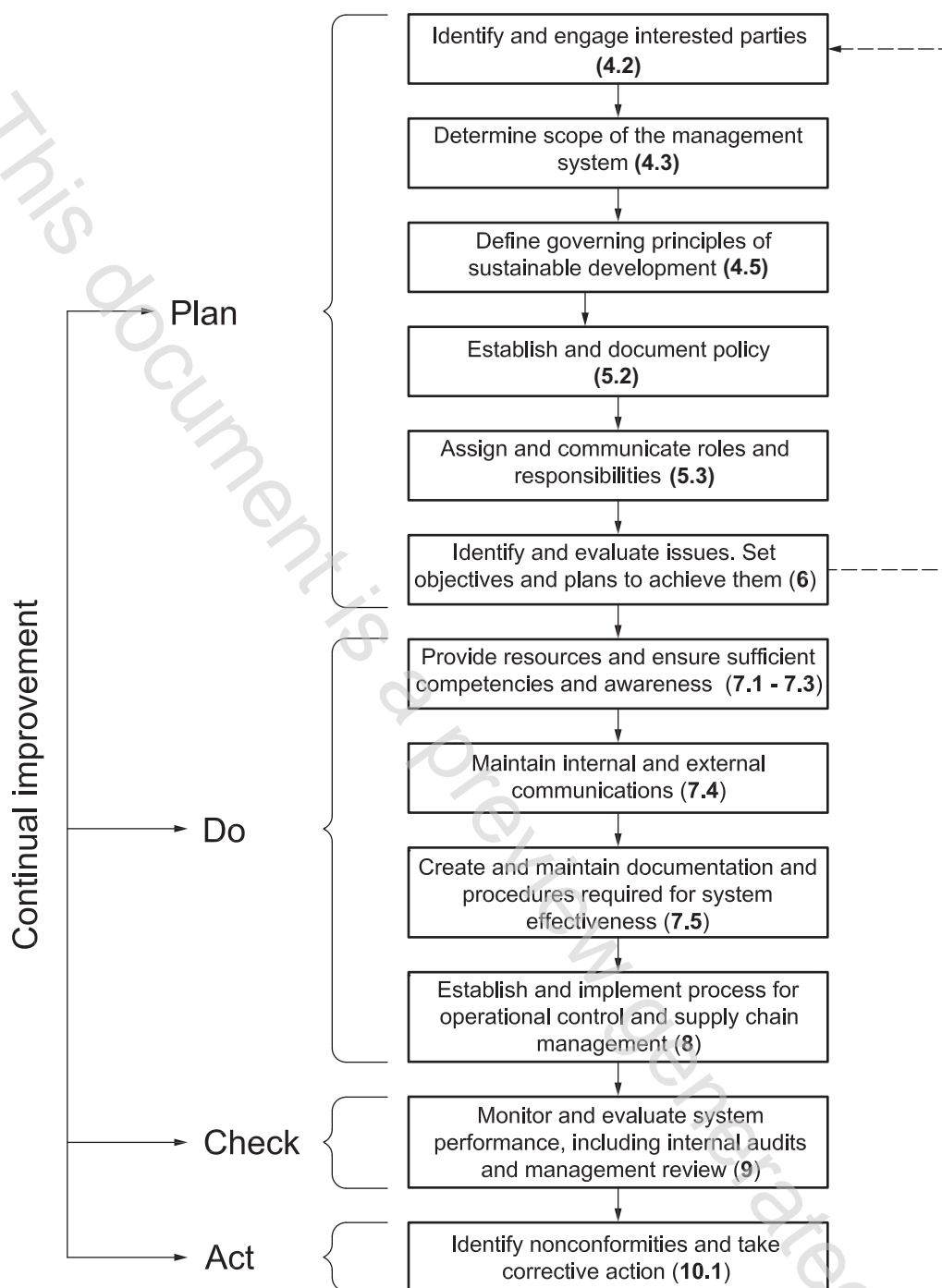


Figure 1 — Event sustainability management system model for this International Standard

# Event sustainability management systems — Requirements with guidance for use

## 1 Scope

This International Standard specifies requirements for an event sustainability management system for any type of event or event-related activity, and provides guidance on conforming to those requirements.

This International Standard is applicable to any organization that wishes to:

- establish, implement, maintain and improve an event sustainability management system;
- ensure that it is in conformity with its stated sustainable development policy;
- demonstrate voluntary conformity with this International Standard by
  - first party (self-determination and self-declaration),
  - second party (confirmation of conformance by parties having an interest in the organization, such as clients, or by other persons on their behalf), or
  - an independent third party (e.g. a certification body).

This International Standard has been designed to address the management of improved sustainability throughout the entire event management cycle.

Additional guidance and information is provided in the annexes to support its implementation.

## 2 Normative references

There are no normative references.

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 3.1

#### **organization**

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its **objectives** (3.6)

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.

Note 2 to entry: For organizations with more than one operating unit, a single operating unit may be defined as an organization.