

In the past few years sustainability has become a key issue worldwide. This holds true for politics and society, as well as the real estate sector, in which sustainability is gaining in importance. Likewise, the FM industry is thus obliged to define how sustainable development is to be implemented in the relationship between FM customers, building users and FM service providers.

This guideline lays the foundations for this by defining sustainability in FM and interfaces for the sustainability of real property. Orientation is provided by designating topics and criteria for the identification of sustainability in FM. In addition, the guideline offers a basis for the development of a specific sustainability concept that can also be used for sustainability reporting.

This sustainability concept and its implementation can be analysed and assessed by way of a certification based on the guideline. Certification of the sustainability of facility services – per property and respective FM contract – is thus possible.

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## 1 Scope of application

The GEFMA guideline “Sustainability in FM” provides recommendations for the agreement on, control and implementation of the sustainability of facility services. This requires qualitative and quantitative criteria and indicators that make the **sustainability features of facility services** tangible, controllable and comparable.

In contrast to existing evaluation systems for buildings or companies, this GEFMA guideline defines the quality of facility services oriented to sustainable operation in the implementation of FM concepts and contracts.

The **objective** is to establish a comparability of facility services and the respective processes against the background of sustainability. The systematics of criteria for sustainability in FM is based on the three-pillar model of sustainability in which equal consideration is given to ecology, economy and sociocultural aspects.

Owner and user behaviour, property structure and primary processes have a considerable influence on facility services, so that sustainability criteria must be applied with a clear focus on facility services as such. Furthermore, a comparison of the quality of sustainability cannot be exclusively oriented to fixed benchmarks, but must in part resort to property-specific or internal comparative and/or target values.

The guideline names the status quo of implementation of sustainability in FM. It thus provides orientation for contracting out, awarding and execution of facility

services. In addition, it is the basis for the **sustainability certification of facility services**.

The target group of the guideline consists of FM customers and their internal FM organization, as well as FM service providers, FM consultants, certifying companies and scientists.

## 2 Terminology

The term “sustainability” (Nachhaltigkeit) is not specifically defined in German language usage, but is rather derived from “sustainable development”. This stands for a process of change, the result of which is sustainability.

### 2.1 Sustainable development

The generally recognized definition of sustainable development is to be found in the Brundtland Report: “Sustainable development is the kind of development that meets the needs of the present without compromising the ability of future generations to meet their own needs.” It raises the question of responsibility for future generations, also referred to as generational fairness. Sustainable development is thus directly linked to our responsibility for the future. On the other hand, sustainable development implies a responsibility for the people living today. It calls for fair distribution and thus equal opportunity. Sustainable development thus incurs responsibility for future generations and calls for equal opportunity within the current generation. From this is