
**Buildings and civil engineering
works — Vocabulary —**

**Part 4:
Facility management terms**

*Bâtiments et ouvrages de génie civil — Vocabulaire —
Partie 4: Termes relatifs de gestion des installations*

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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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 59, *Buildings and civil engineering works*, Subcommittee SC 2, *Terminology and harmonization of languages*.

A list of all parts in the ISO 6707 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

With the growth in the number of international construction projects and the development of the international market in construction products, there is an increasing need for agreement on a common language. The objective of the ISO 6707 series is to provide a consistent language for use by the various professions involved in the construction industry.

ISO 6707-1 defines general terms related to buildings and civil engineering works. This document establishes preferred terms and concepts related to facility management for buildings and other types of construction works.

This document is intended as a complement to ISO 41011. Some terms from ISO 41011 of particular relevance to this document have been reproduced. It is assumed that users will continue to use that document as reference for facility management terms generally.

For this document, reference is made to existing ISO definitions. Deviations maintain the original intention, whilst facilitating their interpretation in the context of facility management related to buildings and civil engineering works.

Consideration has also been given to the way in which electronic processes are being increasingly employed and how this has an impact on the work of those engaged in facility management.

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Buildings and civil engineering works — Vocabulary —

Part 4: Facility management terms

1 Scope

This document provides terms and definitions for facility management in relation to buildings and civil engineering works. These terms and definitions reflect standardized terminology relevant to construction works needed by those having a responsibility for facility management.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 Terms relating to high level structure

3.1.1 facility management FM

organization function which integrates people, place and process within the built environment with the *purpose* (3.6.7) of improving the quality of life of people and the productivity of the core business

[SOURCE: ISO 41011:2017, 3.1.1, modified — The admitted term “facilities management” has been omitted.]

3.1.2 asset

item, thing or entity that has potential or actual value to an organization

[SOURCE: ISO 55000:2014, 3.2.1, modified — Notes to entry have been removed.]

3.1.3 asset management

coordinated activity of an organization to realize value from *assets* (3.1.2)

[SOURCE: ISO 55000:2014, 3.3.1, modified — Notes to entry have been removed.]

3.1.4 manageable asset

asset (3.1.2) able to be dealt with using management standard and approaches

3.1.5

asset portfolio

assets (3.1.2) that are within the scope of the *asset management* (3.1.3) system

Note 1 to entry: A portfolio is typically established and assigned for managerial control *purposes* (3.6.7).

Note 2 to entry: An asset management system can encompass multiple asset portfolios.

Note 3 to entry: An asset portfolio may consist of real assets, built environment, individual buildings or structures, *technical building systems* (3.4.2), equipment, furniture and fixtures.

[SOURCE: ISO 55000:2014, 3.2.4, modified — The second and third sentences of Note 1 to entry have been omitted. The second sentence of Note 2 to entry has been omitted. Note 3 to entry has been added.]

3.1.6

facility

collection of *assets* (3.1.2) which is constructed, installed or established to serve an entity's need

[SOURCE: ISO 41011:2017, 3.2.3.2, modified — In the definition, “is built” has been changed to “is constructed”.]

3.1.7

landscape

all the visible *features* (3.1.11) of an area of land, often considered in terms of their aesthetic appeal such as public and private gardens, parks, road vegetation including lawns and turfed recreational areas

[SOURCE: ISO 16075-3:2015, 3.2.2]

3.1.8

information model

set of structured and unstructured information containers

[SOURCE: ISO 19650-1:2018, 3.3.8]

3.1.9

zone

space or spaces with a particular function

[SOURCE: ISO 12006-2:2015, 3.4.5]

3.1.10

requirement

need or expectation that is stated, generally implied or obligatory

Note 1 to entry: “generally implied” means that it is a custom or common practice for the organization and *interested parties* (3.1.12) that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, for example in documented information.

[SOURCE: ISO 41011:2017, 3.1.4.1]

3.1.11

feature

distinct or outstanding part, quality or characteristic of an entity or element

Note 1 to entry: This definition is not appropriate to BIM, which is a special area of knowledge.

3.1.12

interested party

person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

3.1.13**agent**

whatever acts on a *facility* (3.1.6) or its parts to adversely affect its performance

EXAMPLE Person, water, load, heat.

[SOURCE: ISO 15686-2:2012, 3.1.4, modified — In the definition, “facility” has been substituted for “building”.]

3.1.14**risk**

effect of uncertainty on objectives

Note 1 to entry: An effect is a deviation from the expected – positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential “events” (as defined in ISO Guide 73:2009, 3.5.1.3) and “consequences” (as defined in ISO Guide 73:2009, 3.6.1.3), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated “likelihood” (as defined in ISO Guide 73:2009, 3.6.1.1) of occurrence.

3.2 Terms relating to works and parts of works**3.2.1****real estate**

immoveable property including structures, grounds and undeveloped land

[SOURCE: ISO 41011:2017, 3.2.2]

3.2.2**infrastructure**

system of *facilities* (3.1.6), equipment and services needed for the operation of an organization

Note 1 to entry: ISO 9000:2015 defines infrastructure in relation to organizations.

[SOURCE: ISO 9000:2015, 3.5.2]

3.2.3**base building**

general-purpose building intended, but not yet adapted, to suit the operational *requirements* (3.1.10) of a specific *user* (3.1.3)

3.2.4**building envelope**

physical boundary or barrier separating the interior volume of a building from the external unconditioned environment

[SOURCE: ISO 12569:2017, 3.5, modified — In the definition, “physical” has been added before “boundary” and “outside” has been changed to “external unconditioned”.]

3.2.5**building loss factor**

percentage added to *building envelope* (3.2.4) to compensate for parts that reduce the *usable area* (3.6.21)

Note 1 to entry: The part or *feature* (3.1.11) is described as “building loss feature” in ISO 6707-1.

Note 2 to entry: A *projection* (3.2.6) is an example of a part that reduces the usable area.

3.2.6

projection

something jutting out beyond the internal surface of a wall, ceiling or floor that prevents an internal space from being used for furniture, equipment, circulation or other functions

3.2.7

facility-in-service

facility (3.1.6) as completed, commissioned, handed over and in operation mode

3.2.8

general purpose facility

facility (3.1.6) which meets the initially designed functional *requirements* (3.1.10) of *occupants* (3.7.4) from different organizations doing similar work

3.3 Terms relating to space management

3.3.1

built space

limited three-dimensional extent defined physically

Note 1 to entry: This definition is not appropriate to BIM, which is a special area of knowledge.

3.3.2

workplace

physical location where work is performed

[SOURCE: ISO 41011:2017, 3.1.6]

3.3.3

workspace

zone (3.1.9) for completing a work task

Note 1 to entry: A workspace can include more than one *workplace* (3.3.2).

3.3.4

work station

location containing furniture and supporting equipment (including telephony, IT and power connections), specifically designed or suitable for work-related activities and suitable for permanent use

[SOURCE: ISO 41011:2017, 3.1.6.1]

3.3.5

co-working area

area occupied by several workers not belonging to the same organization

3.3.6

security zone

zone (3.1.9) that is continuously monitored and where access is controlled

Note 1 to entry: Security, in the context of this document, applies to both the traditional physical security *risks* (3.1.14) as well as cyber security risks faced by many organizations. A security zone, as determined by the particular organization's risk assessment, may exist as risk mitigation measures.

3.3.7

high-security zone

zone (3.1.9) that is continuously monitored and where access is limited to authorized personnel

Note 1 to entry: Security, in the context of this document, applies to both the traditional physical security *risks* (3.1.14) as well as cyber security risks faced by many organizations. A high-security zone, as determined by the particular organization's risk assessment, may exist as risk mitigation measures.

3.3.8**operations zone**

zone (3.1.9) where access is limited to employees and to *visitors* (3.7.6) with a legitimate reason for being there

3.3.9**reception zone**

zone (3.1.9) where *visitors* (3.7.6) are greeted and, if appropriate, wait to receive attention

3.3.10**private space**

space for use by authorized individuals to which the public do not have right of access

3.3.11**public space**

space for use by the public or to which they have right of access

Note 1 to entry: Public space includes open access spaces.

3.3.12**pressurized space**

space maintained at an air pressure higher than that in the surrounding space

3.3.13**atrium**

roofed space bounded on all sides that provides daylight and sometimes *ventilation* (3.4.8) of a building

3.3.14**dry area**

unroofed space below ground level that separates an external wall from adjoining ground to prevent lateral entry of water from the soil

Note 1 to entry: A dry area is usually a narrow space.

3.3.15**controlled area**

space where the air is required to be cleaner than that in the surrounding space, but not meeting the *requirements* (3.1.10) of a *clean room* (3.3.40)

3.3.16**danger area**

space where people and property may be exposed to, or vulnerable to, a specific hazard

3.3.17**concourse**

large open space for people to gather or a large open area inside or in front of a building

3.3.18**urban open area**

vacant areas, public or private, within urban boundaries

Note 1 to entry: Urban open areas are all fringe open spaces and captured open spaces associated within the scope and parameters of the urban system.

Note 2 to entry: State parks, national parks or open areas in the countryside outside the parameters of the urban area are not considered as open areas in this document.

[SOURCE: ISO/TR 22370:2020, 3.25]

3.3.19**alcove**

recess formed in a wall

3.3.20

niche

recess within the thickness of a wall

Note 1 to entry: A niche is usually for a statue, vase or other *feature* ([3.1.11](#)).

3.3.21

laundry room

room where clothes are washed and dried

3.3.22

study

quiet *zone* ([3.1.9](#)) for acquiring knowledge and understanding by reading and other means

3.3.23

teaching zone

zone ([3.1.9](#)) where a group of pupils or students are taught or study together

3.3.24

bedroom

private room for sleeping

3.3.25

dormitory

communal room for sleeping

3.3.26

ward

bedroom ([3.3.24](#)) or *dormitory* ([3.3.25](#)) in a hospital

3.3.27

study bedroom

large *bedroom* ([3.3.24](#)) that can be used as a *study* ([3.3.22](#))

3.3.28

living space

zone ([3.1.9](#)) in a dwelling for relaxation and entertaining *visitors* ([3.7.6](#))

3.3.29

dining zone

zone ([3.1.9](#)) where meals are eaten

3.3.30

kitchen

zone ([3.1.9](#)) where food is prepared and cooked

3.3.31

lounge

communal *zone* ([3.1.9](#)) for relaxation

3.3.32

library

zone ([3.1.9](#)) where books and other documents are housed, and where they may be consulted

Note 1 to entry: Conditions for using the documents vary greatly, as does the extent to which the space may be used for private study or similar *purposes* ([3.6.7](#)).

3.3.33

staff room

communal room where employees go to relax and take a break from their work during the course of the day

3.3.34**common room**

communal room in an academic institution, either for staff or students, for relaxation and study

3.3.35**interview zone**

zone (3.1.9) where information is sought through conversation or questioning, in relative privacy

3.3.36**consulting room**

room where a lay person discusses his or her problems privately with an expert

Note 1 to entry: Most frequently associated with medical diagnosis and treatment.

3.3.37**meeting room**

room that is used for meetings

3.3.38**waiting zone**

zone (3.1.9) for people awaiting attention or transport

3.3.39**cubicle**

partially or totally enclosed space that provides temporary privacy for an individual

3.3.40**clean room**

room where contamination, temperature and humidity are controlled

3.3.41**plant room**

room where machinery and equipment for the operation of a service are housed

3.3.42**boiler room**

plant room (3.3.41) for a boiler and associated machinery and equipment

3.3.43**dark room**

room where photographs are processed in darkness or safe light

3.3.44**covered way**

roof space that connects buildings

3.3.45**alley**

narrow external circulation space, bounded on both sides, for pedestrians and vehicles

3.3.46**cloister**

covered passage with an open arcade or set of evenly spaced columns on the inside and a wall on the outside

Note 1 to entry: A cloister is often round a quadrangle.

3.3.47

confined space

area with limited access, as described in national regulations, which requires special considerations for entry

[SOURCE: ISO 16972:2020, 3.58]

3.3.48

storage zone

zone ([3.1.9](#)) for storage

3.3.49

cloakroom

zone ([3.1.9](#)) for temporary storage of coats, hats, luggage and other personal belongings

3.3.50

larder

ventilated space for perishable food

3.3.51

cold room

thermally insulated *storage zone* ([3.3.48](#)), artificially cooled that holds perishables at a predetermined temperature

3.3.52

refrigerated store

cold room ([3.3.51](#)) maintained at a higher temperature than the freezing point of its contents

3.3.53

deep freeze store

cold room ([3.3.51](#)) maintained at a temperature substantially lower than the freezing point of its contents

3.3.54

bathroom

room for a bath

Note 1 to entry: Other sanitary appliances may be installed in the same room.

3.3.55

shower cubicle

space for a shower

Note 1 to entry: Other sanitary appliances may be installed in the same room.

3.3.56

changing zone

zone ([3.1.9](#)) where clothes are removed and others are put on, usually for a specific activity

3.3.57

contamination area

area that, because of human activity, has a level of harmful substances that can cause either *damage* ([3.8.3](#)) or a significant *risk* ([3.1.14](#)) to the environment or to health or loss of habitability, or that creates a comparable disadvantage

3.4 Terms relating to systems and parts

3.4.1

building management system

computer-based system that controls a buildings mechanical and electrical equipment such as heating, cooling, ventilating, *lighting* (3.4.4), power, disaster prevention, and security systems

[SOURCE: ISO 18566-1:2017, 3.6, modified — The abbreviated term "BMS" has been removed. In the definition, "installed in buildings" has been removed.]

3.4.2

technical building system

system comprising equipment for heating, cooling, *ventilation* (3.4.8), humidification, dehumidification, domestic hot water, *lighting* (3.4.4), indoor transportation, drainage, building automation and control, electricity production and distribution, fire detection and suppression

Note 1 to entry: Electricity production can include cogeneration, wind power and photovoltaic (PV) systems.

[SOURCE: ISO 16745-1:2017, 3.19, modified — In the definition, "system comprising" has been added before "equipment"; "indoor transportation, drainage" has been added after "lighting"; and distribution, fire detection and suppression" has been added after "production". Notes 1 and 2 to entry have been deleted and Note 3 to entry has been renumbered.]

3.4.3

technical building sub-system

part of a *technical building system* (3.4.2) that performs a specific function

Note 1 to entry: Heat generation, heat distribution and heat emission are examples of specific functions.

[SOURCE: ISO 52000-1:2017, 3.3.12, modified — Examples of specific functions have been transferred to Note 1 to entry.]

3.4.4

lighting

process of providing illumination to achieve practical or aesthetic effect

[SOURCE: ISO 52000-1:2017, 3.4.23, modified — In the definition, "to achieve practical or aesthetic effect" has been added after "illumination".]

3.4.5

ambient light

illumination within an area produced by scattered light or general *lighting* (3.4.4) conditions either by natural or artificial illumination or a combination of both

[SOURCE: ISO 4246:1994, 15, modified — In the definition, "either by natural or artificial illumination or a combination of both" has been added after "conditions".]

3.4.6

glare

condition of vision in which there is discomfort or a reduction in the ability to see details or objects, caused by an unsuitable distribution or range of luminance or by extreme contrasts

[SOURCE: ISO 16505:2019, 3.8]

3.4.7

task lighting

lighting (3.4.4) that provides illumination for specific visual functions and is directed to a specific surface, area or activity need

[SOURCE: ISO 16818:2008, 3.222, modified — In the definition, "or activity need" has been added after "area".]

3.4.8

ventilation

movement of air and its replacement with fresh air due to the effect of wind, temperature gradients, or mechanical means

[SOURCE: ISO 16924:2016, 3.72, modified — Examples for mechanical means have been removed.]

3.4.9

space heating

process of heat supply to a building space with the aim of reaching and maintaining a given minimum space temperature for human comfort or other operational needs

[SOURCE: ISO 52000-1:2017, 3.4.31, modified — In the definition, “for human comfort or other operational needs” has been added after “temperature”.]

3.4.10

HVAC room unit

unit providing heating, *ventilation* (3.4.8) and air conditioning for a room

3.4.11

physical protection

protection of personnel, equipment and supplies, software, networks and data from physical action and events that can cause serious loss or *damage* (3.8.3) to an organisation

Note 1 to entry: Physical protection includes protection from fire, flood, natural disasters, burglary, theft, vandalism, civic unrest and terrorism.

3.4.12

electrical cabinet

enclosure for electrical and electronic equipment to mount switches, knobs and displays, to prevent electrical shock to equipment *users* (3.7.3) and protect the contents from the environment

3.5 Terms relating to processes

3.5.1

pre-briefing

earliest stage in the consideration of a project when the need for construction works and the suitability of sites are assessed and technical, economic and other feasibilities are calculated

3.5.2

asset information model

information model (3.1.8) relating to the operational phase

[SOURCE: ISO 19650-1:2018, 3.3.9]

3.5.3

FM online platform

cloud based platform to optimise working for effective service delivery and *asset management* (3.1.3)

3.5.4

digital twin building

digital representation of a physical *facility* (3.1.6) that receives sensor information from the facility and sends actuation information to the facility

3.5.5

construction operation buildings information exchange

Subset of IFC documented as a buildingSMART model view definition which includes operational information

3.5.6**common data environment**

agreed source of information for any given project or *asset* (3.1.2), for collecting, managing and disseminating each information container through a managed process

[SOURCE: ISO 19650-1:2018, 3.3.15]

3.5.7**deployment**

methodical procedure of introducing an activity, process or system to applicable areas

3.5.8**maintenance control**

control scheme for maintenance according to which a desired quality of service can be sustained with minimal or reduced maintenance effort

3.5.9**damage repair**

unplanned repair necessitated by the failure of an entity, system or part of system preventing it from performing a major function

3.5.10**capital repair**

replacement and/or restoration of systems or parts of construction works, leading to a significant improvement in, or complete restoration of, major functions

3.5.11**planned repair**

activities undertaken in accordance with a schedule during the estimated useful life of buildings and civil engineering works in order to restore their serviceability and/or operational performance ensuring their normal operation

3.5.12**responsive repair**

minor repair or routine maintenance undertaken in answer to a request from a *tenant* (3.7.8)

3.5.13**cyclical maintenance**

work undertaken periodically to maintain the general condition of the property

3.5.14**corrective maintenance**

activities undertaken to detect, isolate and rectify a fault so that the failed equipment, machine or system is restored to its normal operable state

3.5.15**preventive maintenance**

maintenance carried out to mitigate degradation and reduce the probability of failure

[SOURCE: ISO 14224:2016, 3.7.8, modified — Note 1 to entry has been omitted.]

3.5.16**critical system maintenance**

maintenance of *assets* (3.1.2) that are mission critical to the business

3.5.17

predictive maintenance

maintenance based on the prediction of the future condition of an item estimated or calculated from a defined set of historic data and known future operational parameters

[SOURCE: ISO 14224:2016, 3.77, modified — The abbreviated term "PdM" and Note 1 to entry have been removed.]

3.5.18

emergency maintenance

unscheduled *modification* (3.5.26) performed to temporarily keep a system operational pending *corrective maintenance* (3.5.14)

Note 1 to entry: Emergency maintenance is part of corrective maintenance.

[SOURCE: ISO/IEC 14764:2006, 3.3]

3.5.19

reliability-centred maintenance

disciplined logic used to identify the best mix of approaches to maintenance and repair to produce the greatest probability that the equipment or component functions as intended over its *design life* (3.9.4) at minimum expenditure of resources

3.5.20

technical monitoring

system of supervision and control carried out according to an approved programme for identification of *facilities* (3.1.6) on which there are significant changes in the technical parameters and for which structural and/or engineering scrutiny is necessary

3.5.21

service level agreement

agreement defining the content and quality of the service to be delivered and the timescale in which it is to be delivered

[SOURCE: ISO/IEC TS 22237-7:2018, 3.1.20]

3.5.22

renewal

restoration measures to bring back into a good condition

3.5.23

recovery management

planning and control procedures designed to maximize the economic reuse of resources committed to a construction works project

[SOURCE: ISO 15686-3:2002, 4.7]

3.5.24

remediation plan

plan formulated to address a case of environmental contamination

3.5.25

remedial action

action carried out with the objective of arresting or slowing down the deterioration process, restoring or improving performance, or reducing the danger of *damage* (3.8.3) or injury to equipment, the *user* (3.7.3) or any third party

[SOURCE: ISO 16311-1:2014, 3.17, modified — In the definition, "performance of structure" has been changed to "performance", and "equipment," has been added after "injury to".]

3.5.26**modification**

partial or slight change (usually improvement)

3.5.27**retrofit**

modification (3.5.26) of an entity or system using parts developed or made available after the time of original manufacture or by other means with the objective of improving *functionality* (3.6.4)

3.5.28**remodelling**

changing the essential character of an entity

3.5.29**adaptive re-use**

making suitable for a *purpose* (3.6.7) for which it presently cannot be used satisfactorily

3.5.30**soft landing**

graduated handover of a construction works from the delivery team to the operation and maintenance team to allow structured familiarization of systems and components and fine tuning of controls and other *building management systems* (3.4.1)

3.5.31**facility service**

support provision to the primary activities of an organization, delivered by an internal or external provider

[SOURCE: ISO 41011:2017, 3.1.3.1]

3.5.32**commissioning process**

quality-focused process for enhancing the delivery of a project by verifying and documenting that all the systems and assemblies are planned, designed, installed, tested, operated and maintained to meet the *owner's project requirements* (3.5.33)

3.5.33**owner's project requirements**

document that details the *requirements* (3.1.10) of a project and the expectations for how it will be used and operated

3.6 Terms relating to measurement and measures**3.6.1****evaluation**

process of assessing quality, importance or value, effectiveness, efficiency, utility and relevance

3.6.2**post-occupancy evaluation**

process of obtaining feedback on the performance in use of a *facility* (3.1.6)

3.6.3**exchange information requirements**

information *requirements* (3.1.10) in relation to an appointment

[SOURCE: ISO 19650-1:2018, 3.3.6]

3.6.4

functionality

suitability or usefulness for a specific *purpose* (3.6.7), activity or need

[SOURCE: ISO 6707-3, 3.7.17, modified — In the definition, “or need” has been added after “activity”.]

3.6.5

rating scale

set of descriptions of combinations of *features* (3.1.11), in which each combination indicates a specific level of serviceability on a scale from the lowest to the highest level likely to be encountered

3.6.6

rating score

representation by a number of the combination of *features* (3.1.11) described in a specific *rating scale* (3.6.5) (for one aspect of serviceability) that matches attributes most closely

3.6.7

purpose

intention or objective for which something is done or created or for which something exists

3.6.8

maintenance audit

description of a *facility* (3.1.6) in terms of the technical and economic indicators, functional *purpose* (3.6.7), structural characteristics and *technical building systems* (3.4.2) and *technical building subsystems*, (3.4.3)

Note 1 to entry: Maintenance audit is used by the maintenance organization.

3.6.9

functional performance requirement

type and level of *functionality* (3.6.4) that is required by *interested parties* (3.1.12)

[SOURCE: ISO 15686-10:2010, 3.12, modified — In the definition, “stakeholders” has been changed to “interested parties” and words after it have been omitted.]

3.6.10

energy efficiency

measures that ensure the building and system function in accordance with the design parameters by the efficient use of energy

[SOURCE: ISO 16813:2006, 3.17]

3.6.11

facility safety

measures to ensure that a *facility* (3.1.6) provides freedom from unacceptable *risk* (3.1.14) of harm, *damage* (3.8.3) or adverse environmental impact

Note 1 to entry: Facility safety involves steps against fire, hazardous materials and fumes, slips and falls, accidents.

3.6.12

occupant requirements package

document containing *requirements* (3.1.10) for serviceability, including quality and size for one *facility* (3.1.6) for one specific group of *occupants* (3.7.4)

3.6.13

generic requirements package

document containing typical *requirements* (3.1.10) for serviceability and for size for one type of *occupant group* (3.7.13)

Note 1 to entry: A generic requirements package may be prepared for any type of occupant group.

3.6.14**hours of operation**

length of time in a 24-hour period when, from the perspective of the *facility* (3.1.6) organization, a non-residential facility is occupied for some *purpose* (3.6.7)

Note 1 to entry: Hours of operation include *active hours* (3.6.15), *silent hours* (3.6.16) and *transitional hours* (3.6.17).

3.6.15**active hours**

length of time when a *facility* (3.1.6) is normally fully occupied and operational

3.6.16**silent hours**

length of time when a *facility* (3.1.6) is essentially unoccupied, and only security, operating and maintenance staff are present

3.6.17**transitional hours**

length of time in the morning after the first workers normally arrive until a *facility* (3.1.6) is fully operational, and in the evening from the end of normal work until the *occupants* (3.7.4) have left

3.6.18**floor area**

area of the floor of a building

Note 1 to entry: A floor area may relate to a single room, or to a whole building.

3.6.19**gross area**

sum of the *floor areas* (3.6.18) on all levels of a building that are totally enclosed within the *building envelope* (3.2.4) (measured to the outside face of external walls)

Note 1 to entry: All enclosed spaces are included and deductions are not made for lift shafts, etc.

3.6.20**footprint**

area measured within the perimeter formed by the inside surface of external walls

Note 1 to entry: This definition applies to the whole building. When required the term may also be applied to the area occupied by ducts, pipe and mechanical service shafts, service chutes and stacks.

3.6.21**usable area**

portion of a floor or building classified as *tenant* (3.7.8) areas and amenity areas

Note 1 to entry: *Building service areas* (3.6.24) are excluded.

3.6.22**net assignable floor area**

sum of all areas on all floors assigned to, or available for assignment to, an *occupant* (3.7.4) or specific use

Note 1 to entry: In some countries this term is only used for measuring designated classes of buildings.

3.6.23**non-assignable floor area**

sum of all areas on all floors not available for assignment to an *occupant* (3.7.4) or specific use but necessary for the general operation of the building

Note 1 to entry: In some countries this term is only used for measuring designated classes of buildings.

3.6.24

building service area

area dedicated to custodial rooms, restrooms, trash rooms and other back-up services for the general operation of the building

3.6.25

building core area

central area of a building housing the elevator and stairwells, electrical equipment, restrooms and other *facilities* (3.1.6)

3.6.26

primary circulation area

portion of gross *area* (3.6.19) dedicated to a public corridor, lobby or *atrium* (3.3.13) or required for access to stairs, lifts, restroom *facilities* (3.1.6) or building exits

3.6.27

secondary circulation area

portion of gross *area* (3.6.19) not defined as *primary circulation area* (3.6.26) but required for some subdivision of space, whether or not bounded by walls

3.6.28

mechanical service area

areas for accommodating *technical building systems* (3.4.2)

EXAMPLE Mechanical and electrical equipment rooms, fuel rooms, meter and communication closets., air ducts, pipe shafts, mechanical service shafts, service chutes and stacks.

3.6.29

interstitial area

area of loadbearing surfaces located above or below occupied floors of buildings that is not available for general occupancy and that contains mechanical or electrical systems predominantly serving adjacent floors or providing access to such systems

3.6.30

measuring and test equipment

all devices used to monitor, gauge, test, inspect or otherwise determine compliance with prescribed *technical requirements* (3.1.10)

[SOURCE: ISO 12686:1999, F.3.2]

3.7 Terms relating to people and organizations

3.7.1

rater

individual who conducts the rating of a *facility* (3.1.6) or of the design of a facility, to determine its profile of serviceability

3.7.2

owner

person, group of persons or organization that possesses the exclusive right to hold, use, benefit financially from, convey, transfer, lease or otherwise dispose of *real estate* (3.2.1) or other *asset* (3.1.2)

3.7.3

user

organization, or person, having authority to use or is intended to use, a *facility* (3.1.6), process, system, building or other construction works

3.7.4

occupant

one who has rights to possession of premises

3.7.5**occupant organization**

organization which has rights of possession to a *facility* (3.1.6) and whose members are physically present in it

3.7.6**visitor**

person given access to a *facility* (3.1.6) in order to benefit from its services

3.7.7**landlord**

person or organization that has control over occupancy

3.7.8**tenant**

person or organization that has rights and obligations of occupancy in a *facility* (3.1.6), as specified in an agreement between the *owner* (3.7.2) or the representative of the owner and the intended *occupant* (3.7.4)

3.7.9**facility operator**

person, organization or agency carrying out the day-to-day operation of a *facility* (3.1.6)

3.7.10**custodian**

one who guards and protects or maintains property or records

[SOURCE: ISO/TR 12300:2014, 2.1.6]

3.7.11**maintenance technician**

person responsible for the availability and maintenance of technical equipment

3.7.12**facility manager**

individual responsible for managing demands and/or provisions of *facility services* (3.5.31)

3.7.13**occupant group**

group of *occupants* (3.7.4) having the same functional *requirements* (3.1.10)

EXAMPLE Occupants of an apartment block, residential home, regional sales office, organization's headquarters.

3.7.14**workforce**

persons who are employed to work in a *facility* (3.1.6)

3.7.15**job sharing**

employment arrangement where two or more employees share the work and pay of a single full-time job

3.8 Terms relating to conditions**3.8.1****ageing exposure**

procedure in which a product is exposed to *agents* (3.1.13) believed or known to cause ageing for the *purpose* (3.6.7) of undertaking/initiating a service life prediction or comparison of relative performance

[SOURCE: ISO 15686-2:2012, 3.1.3]

3.8.2

in-use condition

any circumstance that can impact on performance under normal use

[SOURCE: ISO 15686-1:2011, 3.10, modified — In the definition, “of a building or constructed asset” has been deleted.]

3.8.3

damage

unfavourable change or physical harm that impairs the value, usefulness, condition or normal function or activities

3.8.4

emergency state

set of circumstances indicating a serious and potentially dangerous situation requiring immediate attention to prevent or reduce the possibility of death or injury to people, affecting public health and safety, *damage* (3.8.3) or harm to a *facility* (3.1.6) or the environment

3.9 Terms relating to general business and finance

3.9.1

whole-life cost

WLC

all significant and relevant initial and future costs of a *facility* (3.1.6), throughout its life cycle, while fulfilling the performance *requirements* (3.1.10)

[SOURCE: ISO 15686-5:2017, 3.1.14, modified — In the definition, “benefits of an asset” has been changed to “of a facility”.]

3.9.2

life-cycle cost

LCC

cost of a construction works or its parts throughout its life cycle while fulfilling the performance *requirements* (3.1.10)

[SOURCE: ISO 15686-5:2017, 3.1.7, modified — In the definition, “of an asset” has been changed to “of a construction works”.]

3.9.3

acquisition cost

all costs included in acquiring an *asset* (3.1.2) by purchase/lease or construction procurement route, excluding costs during the occupation and use or end-of-life phases of the life cycle of the asset

[SOURCE: ISO 15686-5:2017, 3.1.1, modified — In the definition, “constructed” has been deleted before “asset”.]

3.9.4

design life

service life intended by the designer

[SOURCE: ISO 15686-1:2011, 3.3, modified — The abbreviated term “DL” has been omitted as have the deprecated terms “intended service life” and “expected service life”.]

3.9.5

life extension

additional period of time beyond the original *design life* (3.9.4) or service life (but within the assessed remnant life) for which permission to continue operating a system is granted by a regulatory body

Note 1 to entry: Life extension is considered as a *modification* (3.5.26) to the design basis.

3.9.6**end-of-life cost**

sum of all recurring and onetime (non-recurring) cost over the residual or salvage value at the end of ownership or useful life

Note 1 to entry: End-of-life costs can include costs resulting from decommissioning, deconstruction and demolition of a building, site decontamination/remediation, recycling, making environmentally safe and recovery and disposal of components and materials, and transport and regulatory costs.

3.9.7**resilience**

adaptive capacity of an organization as a complex and changing environment

[SOURCE: ISO Guide 73:2009, 3.8.1.7]

3.9.8**write off**

cancellation from an account of a bad debt or worthless *asset* ([3.1.2](#))

3.9.9**utility**

service providing something useful to the public that is delivered to a *facility* ([3.1.6](#)) by a company or cooperative

Note 1 to entry: Where what is supplied is consumed there may be a connected service to remove waste.

EXAMPLE Electricity, natural gas, water, sewage, telecommunication.