IWFM Level 3
Qualification Specification

Unit FM3.02: Corporate social responsibility and sustainability in facilities management

The assessment criteria form part of the unit and specify the standard that a learner is expected to meet to demonstrate that the learning outcomes within the unit have been achieved. The additional guidance, which is shown in brackets and italics alongside the assessment criteria, does not technically form part of the unit, in that it is not included in the reference version of the unit shown by the Register of Regulated Qualifications. The additional guidance is provided to illustrate how the assessment criteria might be interpreted. The IWFM will generally expect assessors to interpret the assessment criteria as described, or to an equivalent level of demand.

Aim of the unit:
This unit addresses the definition of corporate social responsibility and sustainability; and the contribution that can be made by facilities management. The unit addresses the potential impact of an organisation's arrangements for facilities management on the organisation's external environment.

Title	Corporate social responsibility and sustainability in facilities management
Ofqual ref	H/504/5743
Level	3
Credit value	4

Learning outcomes When awarded credit for this unit, a learner will:	Assessment criteria Assessment of this learning outcome will require a learner to demonstrate that they can:
1 understand the nature of corporate social responsibility	0.1 explain the natures of corporate social responsibility and of sustainability (*including economic, social, ethical and environmental impacts*) 0.2 explain the relationships between corporate social responsibility and sustainability (*including stakeholder identification and engagement, responsibility to current and future generations, application of the precautionary principle (i.e. preventative actions to minimise risk of environmental impact), reporting/assurance of environmental impacts*)

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	0.3	identify legislation and standards relevant to corporate social responsibility and sustainability *(for example, ISO 26000, ISO 14001, Environmental Management System (EMS), Triple Bottom Line (TBL) reporting, Brundtland Report 1987. Also, include examples of relevant sustainability legislation, e.g. the Climate Change Act 2008).*
2 understand how to ensure that facilities supplies and services are provided in ways that take account of corporate social responsibility	2.1	explain how to ensure that facilities supplies and services take account of corporate social responsibility *(Using example(s) from the learner's own experience and/or case study to demonstrate knowledge, understanding and compliance with an organisation's CSR policy. Also, application of procedures and instructions relevant to the CSR policy).*
	2.2	identify corporate social responsibility issues relating to the: • procurement of facilities supplies and services • management of facilities supplies and services • employment, recruitment and management of staff and associates involved in the delivery of facilities supplies and services *(Including ethical and sustainable procurement practices, ethical employee and customer relations (e.g. compliance with the Equality Act 2010), health and safety, supply chain management, community investment and public protection).*
3 understand how energy required for facilities supplies and services can be provided and used in ways that take account of sustainability	3.1	describe the potential consequences of inefficient energy use for an organisation's future, and for the future of the local and wider environments *(by reference to factors including business*

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	3.2 describe alternative energy sources that could be used by an organisation, and outline the sustainability issues associated with each of the alternatives *(for example, solar, wind power, geothermal, tidal and hydroelectric sources)*
	3.3 describe how to apply simple measures of energy usage to evaluate the effects of initiatives to improve efficiency *(including hard measures (e.g. direct cost reduction through improved efficiency or money-saving initiatives) and soft measures (e.g. customer satisfaction, improved corporate image)*

Additional information about the unit

Details of the relationship between the unit and relevant National Occupational Standards or other professional standards or curricula (if appropriate)	The unit is mapped to the Facilities Management National Occupational Standards FM301, FM311 and FM324.	
FM Professional Standards reference	FM functional area:	FM functional area component:
	Strategy and Policy Development	Corporate Social Responsibility
	Business Continuity and Compliance	Compliance
	Sustainability	Environment Management

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Resources:

Sustainable Practice for the Facilities Manager by Sunil Shah
The Principles of Sustainability by Simon Dresner
Making Sustainability Work: Best Practices in Managing and Measuring Corporate Social, Environmental and Economic Impacts by Marc J. Epstein
Sustainability Indicators: Measuring the Immeasurable? by Simon Bell and Stephen Morse
Strategy for Sustainability: A Business Manifesto by Adam Werbach
People, Planet, Profit: How to Embrace Sustainability for Innovation and Business Growth by Peter Fisk
Solid Waste Management and Environmental Remediation (Environmental Remediation Technologies, Regulations and Safety) by Timo Faerber and Johann Herzog
Essentials of Environmental Management by Paul Hyde and Paul Reeve
Environmental Law by Nancy K. Kubasek and Gary S. Silverman
Understanding Environmental Issues by Susan Buckingham and Mike Turner
Environmental Law by Prof John McEldowney and Mrs Sharron McEldowney
Waste Management (Environment in Focus) by Cheryl Jakab
Waste Management by Hilary Stone
Energy Management Principles and Practice. A Companion to BS EN 16001 by Vilnis Vesma
Energy Management Handbook, Eighth Edition by Wayne C. Turner and Steve Doty
Guide to Energy Management by Barney L. Capehart, Wayne C. Turner, and William J. Kennedy
www.sustainabilityinfm.org.uk
www.IWFM.org.uk

FM World - http://www.fm-world.co.uk/
A Practical Guide to Facilities Management by Ian C Barker MCIOB

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