International Standard

ISO 20121

Second edition
2024-04

Event sustainability management systems — Requirements with guidance for use

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

Reference number
ISO 20121:2024(en)

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Contents

Page

Foreword

Introduction

1 Scope ... **1**

2 Normative references ... **1**

3 Terms and definitions ... **1**

4 Context of the organization ... **7**
4.1 Understanding the organization and its context ... 7
4.2 Understanding the needs and expectations of interested parties ... 8
4.3 Determining the scope of the event sustainability management system ... 8
4.4 Event sustainability management system
4.5 Sustainable development principles and mission statemen ... 9

5 Leadership ... **9**
5.1 Leadership and commitment ... 9
5.2 Policy ... 10
5.3 Roles, responsibilities and authorities ... 10

6 Planning ... **10**
6.1 Actions to address risks and opportunities ... 10
6.1.1 General ... 10
6.1.2 Issue identification and evaluation ... 11
6.1.3 Legal and other requirements ... 12
6.2 Event sustainability objectives and planning to achieve them ... 12
6.3 Planning of changes ... 12

7 Support ... **12**
7.1 Resources ... 12
7.2 Competence ... 13
7.3 Awareness ... 13
7.4 Communication ... 13
7.5 Documented information ... 14
7.5.1 General ... 14
7.5.2 Creating and updating documented information ... 14
7.5.3 Control of documented information ... 14

8 Operation ... **15**
8.1 Operational planning and control ... 15
8.2 Managing changes ... 1
8.3 Supply chain management ... 15

9 Performance evaluation ... **16**
9.1 Monitoring, measurement, analysis and evaluatio 16
9.2 Internal audit ... 16
9.2.1 General ... 16
9.2.2 Internal audit programme ... 16
9.3 Management review ... 17
9.3.1 General ... 17
9.3.2 Management review inputs ... 17
9.3.3 Management review results ... 17
9.3.4 Performance against governing principles of sustainable development ... 18

10 Improvement ... **18**
10.1 Continual improvement ... 18
10.2 Nonconformity and corrective action ... 18

Annex A (informative) **Guidance on planning and implementing this document** ... **19**

Annex B (informative) **Supply chain management** ... **37**

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Annex C (inf rmative) **Evaluation** **41**
Annex D (inf rmative) **Human and child rights** **46**
Bibliography **51**

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Foreword

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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 document 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).

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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 Project Committee ISO/PC 250, *Sustainability in event management*.

This second edition cancels and replaces the first edition (ISO 20121:2012), which has been technically revised.

The main changes are as follows:

- the text, clause sequence and relevant definitions have been aligned with the harmonized structure for management system standards in the ISO/IEC Directives, Part 1, 2022, Annex SL, Appendix 2;
- the text has been reviewed and improved to take into consideration: enhancement of environmental, social and governance (ESG) requirements; a reduction of negative impacts and maximization of positive ESG impacts; making the standard more user friendly and accessible.

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.

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Introduction

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

At the same time it requires organizations to recognize their relationship with and their impact on society and society's expectations of events.

This document 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. This document is not a checklist or a reporting framework or a method of evaluating event sustainability performance. This document is intended to be applied flexibly and allows organizations that have not formally addressed sustainable development to start to implement an event sustainability management system. Organizations with existing management systems can integrate the requirements of this document into their existing systems. All organizations can benefit from the process of continual improvement over time (see Figure 1).

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

Additional guidance and information is provided in Annexes A to C to support its implementation.

The complexity of the system and the extent of documentation and the resources devoted to it are 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 should 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 should extend throughout the supply chain, as well as the identified interested parties

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

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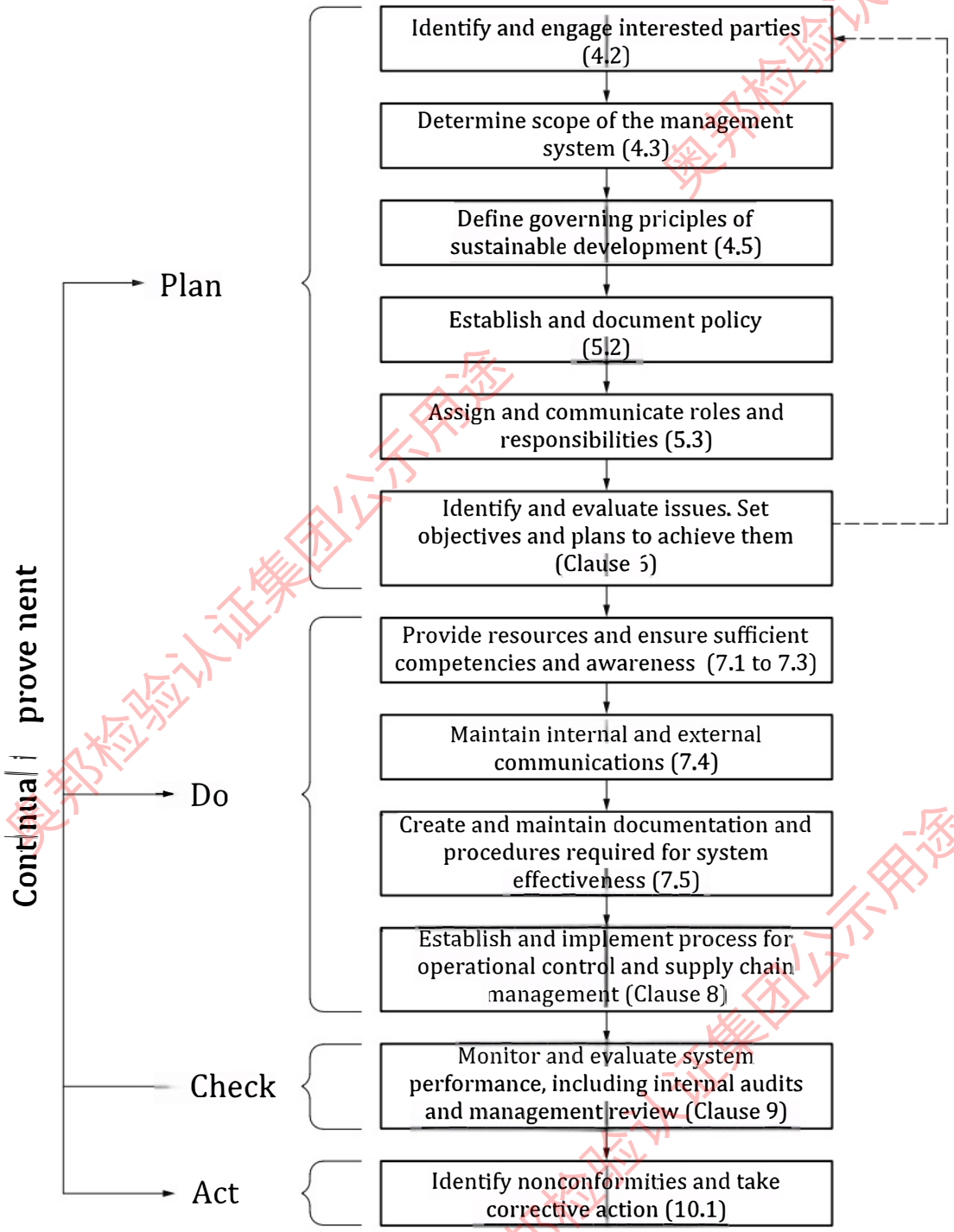


Figure 1 — Event sustainability management system model for this document

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国际标准化组织

国际标准

ISO 20121

大型活动可持续性管理体系 要求及使用指南

第二版
2024-04

Reference number ISO 20121:2024(en)

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在瑞士出版

目录

页面

序言

引言

1 范围. .1

2 规范性参考. 1

3 术语和定义. 1

4 组织环境. 7

4.1 理解组织及其环境 /

4.2 理解相关方的需求和期望.. 8

4.3 确定大型活动可持续性管理体系的范围 .8

44 大型活动可持续性管理体系

4.5 可持续发展原则与使命声明

5 领导作用

5.1 领导作用与承诺.. ..

5.2 方针 .10

5.3 角色、职责与权限. .10

6 策划. 10

6.1 应对风险和机遇的措施 10

6.1.1 总则. .10

6.1.2 问题识别与评估. 11

6.1.3 法律及其他要求.. 12

6.2 大型活动可持续发展目标及实现目标的策划 12

6.3 变更策划. 12

☒ 支持.. 12

7.1 资源.. 12

7.2 能力. 13

7.3 意识. 13

7.4 沟通.. 13

7.5 已记录的信息. 14

7.5.1 通用. 14

7.5.2 创建和更新文件化信息. 14

7.5.3 文件化信息的控制 .14

8 运行.. .15

8.1 运营策划与控制. 15

4.2 管理变更.. 1

8.3 供应链管理. .15

9 绩效评价. 16

9.1 监测、测量、分析与评价 16

9.2 内部审核. .16

9.2.1 通用. 16

9.2.2 内部审核计划. 16

9.3 管理评审. 17

9.3.1 总则. 17

9.3.2 管理评审输入内容.. 17

9.3.3 管理评审输出结果.. 17

9.3.4 可持续发展指导原则的实施情况. 18

10 改进. 18

10.1 持续改进.. .18

10.2 不符合项及纠正措施. .18

附录A（资料性）本文件的策划与实施指南 19

附录B（资料性）供应链管理. .37

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附录C（资料性）评价.....41
附录D（资料性）人权与儿童权利.....46

参考文献 51

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前言

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本文件的制定程序以及后续维护所采用的程序均在ISO/IEC指南第1部分中有详细说明。特别是，应注意到不同类型ISO文件所需的批准标准各不相同。本文件依据ISO/IEC指南第2部分中的编辑规则编写（参见www.iso.org/directives）。

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本文件由ISO/PC 250项目委员会（活动管理中的可持续性）编制。

本第二版取代并废止了第一版（ISO 20121：2012），并对技术内容进行了修订。

主要变更如下：

- 文本、条款顺序及相关定义已与ISO/IEC指南第1部分2022年版附录SL的附录2中管理体系标准的统一结构相一致；
- 文本已经过审阅和改进，充分考虑了以下方面：提升环境、社会和治理（ESG）要求；减少负面影响并最大化积极的ESG影响；使标准更加易于使用和获取。

有关本文件的任何反馈或疑问，应向用户的国家标准化机构提出。这些机构的完整名单可从 www.iso.org/members.html 查看。

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引言

活动有时因其性质而具有较高的关注度和短暂性，会对社会、经济和环境产生积极或消极的影响。本文件旨在帮助组织和个人提升其与活动相关的各项活动的可持续性。

同时，它要求组织认识到自身与社会的关系以及对社会的影响，并回应社会对事件的期望。

本文件旨在推动组织改进其流程与思维方式，以实现持续的绩效提升，并赋予组织更大的灵活性，使其在开展活动相关工作时更具创造性，同时不偏离活动的核心目标。本文件并非一份检查清单、报告框架或评估活动可持续性表现的方法。它应灵活应用，使尚未正式关注可持续发展的组织能够开始实施活动可持续性管理体系；而已有管理体系的组织则可将本文件的要求整合进现有体系中。所有组织均可通过持续改进的过程长期获益（见图1）。

本文件旨在应对整个活动管理周期中可持续性的改进管理。

附件A至C提供了实施所需的补充指导和信息。

系统的复杂性以及所投入的文件化程度和资源，与其规定的范围、组织的规模以及组织活动、产品和服务的性质成正比。这一点在中小型企业中尤为明显。

系统的成功取决于各级各部门的承诺，尤其是高层管理者的支持。此外，为了使该管理体系取得成效，它必须灵活地融入活动管理流程之中，而不仅仅被视为一个附加的组成部分。为达到最佳效果，其影响应贯穿整个供应链以及所有相关利益方。

本文件可用于证明符合性，具体细节详见范围部分。

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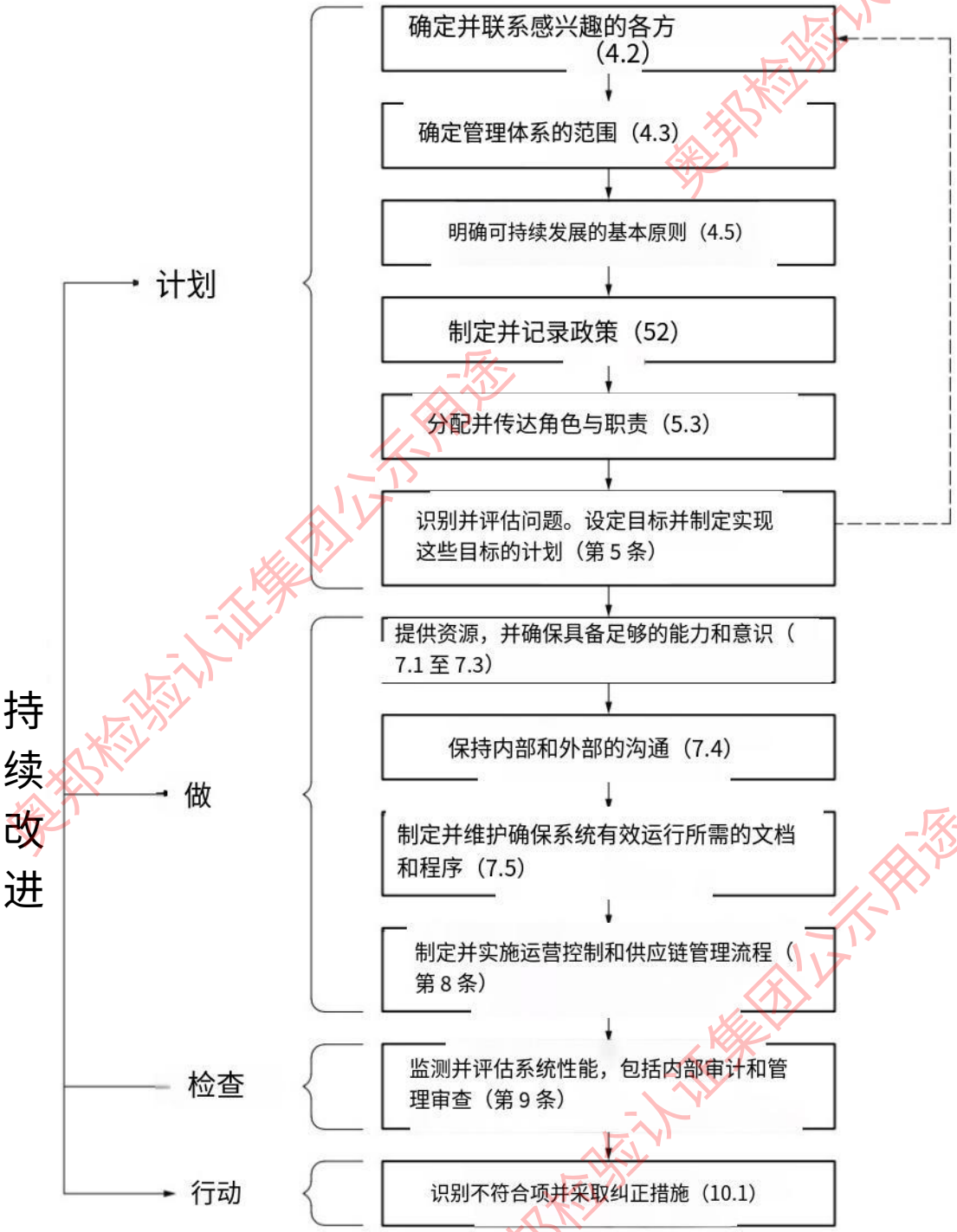


图1- 本文件的大型活动可持续性管理体系模型

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大型活动可持续性管理体系 要求及使用指南

1 范围

本文件规定了各类活动或与活动相关的活动的可持续性管理体系的要求，并提供了符合这些要求的指南。

本文件适用于任何希望实现以下目标的组织：

a) 建立、实施、保持并持续改进活动可持续性管理体系；

b) 确保其符合所声明的可持续发展方针；

c) 实现其活动可持续性管理体系的预期结果；

d) 通过以下方式自愿表明符合本文件要求：

- 第一方（自主决定与自我声明）；
- 第二方（由对组织有利益关系的各方，如客户，或其代表人员进行符合性确认）；
- 一个独立的第三方（例如认证机构）。

2 规范性引用

本文档中没有规范性引用。

3术语与定义

本文件所使用的术语和定义如下。

ISO 和 IEC 在以下地址维护用于标准化的术语数据库：

ISO 在线浏览平台：访问 https://www.iso.org/obp

- IEC 电工术语：可访问 https://www.electropedia.org

3.1
组织
具有自身职能、职责、权限以及为实现目标而相互关联的个人或群体（3.6）

注1：组织的概念包括但不限于个体经营者、公司、企业、机构、政府部门、合伙企业、慈善机构、协会、非政府组织，或其部分或组合形式，无论是否注册，公有或私有。

注2：如果该组织是较大实体的一部分，则“组织”一词仅指处于事件（3.7）可持续性（3.2）管理体系（3.22）范围内的较大实体的组成部分。对于拥有多个运营单位的组织，可将单个运营单位定义为一个组织。

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