

Zurich University
of Applied Sciences



**Life Sciences and
Facility Management**

Institute of
Facility Management

A close-up photograph of a hand holding a stack of papers. The hand is positioned at the top right, with fingers gripping the edges of the papers. The papers are fanned out, showing their edges and creating a sense of depth. The background is a soft, out-of-focus blue and white, suggesting a clean, professional environment.

**Service Catalogue for
Non-medical Support
Services in Hospitals
(LekaS)**

SN EN 15221-4
adapted, expanded and
commented branch-
specifically

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For a long time, little attention had been given to the non-medical support services in hospitals. The importance of Facility/Infrastructure Management became clear after the introduction of SwissDRG and the resulting sensitivity to effectiveness and cost. Especially when taking a more exact, holistic approach to the allocation of costs to the different medical cases from a more pronounced process-oriented perspective, it is essential to know the services to be performed, their impacts on each other and the related expenses. The norm «SN EN 15221-4 (2011) Facility Management: Taxonomy, Classification and Structures in Facility Management» provides a first basis for the distinct definition of services in the area of non-medical support services. As a general norm, it does not go into the specific healthcare background, though. In the present **Service Catalogue for non-medical Support Services (LekaS)**, the services are adapted, expanded and commented upon to make them more industry-specific. This catalogue is the first step towards more clarity and transparency in the non-medical support area. Thereafter, further topics can be taken on systematically (e.g. clearer cost allocation, benchmarking, good practices of service level agreements, process improvements, application landscape, etc.).

In the context of the further development of Facility Management (FM) in Healthcare, the Think Tank «FM in healthcare» was formed. It allowed the interdisciplinary collaboration between the Swiss Association for Facility Management and Maintenance fmpo, partner hospitals, business partners and the Institute for Facility Management (IFM) of the Zurich University of Applied Sciences (ZHAW). Literature research revealed that no established reference model from other industries or countries provided suitable criteria detailed enough for the Swiss healthcare system. This is why it was necessary to make industry specific adaptations for the Swiss setup. With the aid of ongoing focus group discussions, surveys and expert interviews, the topic of services in hospitals was extensively researched. The first thing to become clear was that the classical business administration approach of differentiating management, core and support services is only partially applicable in the healthcare context. In a hospital, the support services can be divided into three levels: the Medical Support, the Management Support and the Non-Medical Support (compare Gerber & Läubli, 2014). In order to reflect the specific hospital environment, this finding was combined with the classical business administration division and a new logic in mapping the service levels was developed. This new logic distinguishes between Medical Core and their Support Services, Strategic Management Services and their Management Support Services, as well as Non-medical Support Services (compare Figure 1).

When applying the service levels – which are considered fundamentally useful for the project – mentioned in the norm SN EN 15221-4 (2011) to Strategic Management Services, Management Support Services and Non-medical Support Services in combination with the medical terms from the norm DIN 13080:2003-07 «Structuring the functional areas and functional positions in hospitals – indications for the application for general hospitals» (Gliederung des Krankenhauses in Funktionsbereiche und Funktionsstellen – Hinweise zur Anwendung für Allgemeine Krankenhäuser), the service levels in Figure 2 result.

In reference to the non-medical services, the focus can now be set on the corresponding service levels and their depiction in more detail. Figure 3 shows the Service Allocation Model and illustrates the adequate service levels. For further details hereto, see Gerber and Läubli (2014) and Gerber (2015).

Initially, the idea of developing a systematic numbering system specifically for the hospital context was considered. During the validation phase, this idea turned out to be of little use. In order to prevent confusion between different numbering logics, the decision was made to adopt the existing numbering system of SN EN 15221-4, but extending it wherever necessary. One advantage of this is that it will be possible to benchmark beyond the boundaries of the hospital industry. In order to visualize the logical grouping of the services, the Service Allocation Model for Non-medical Support Services (LemoS) in Figure 3 can be consulted.

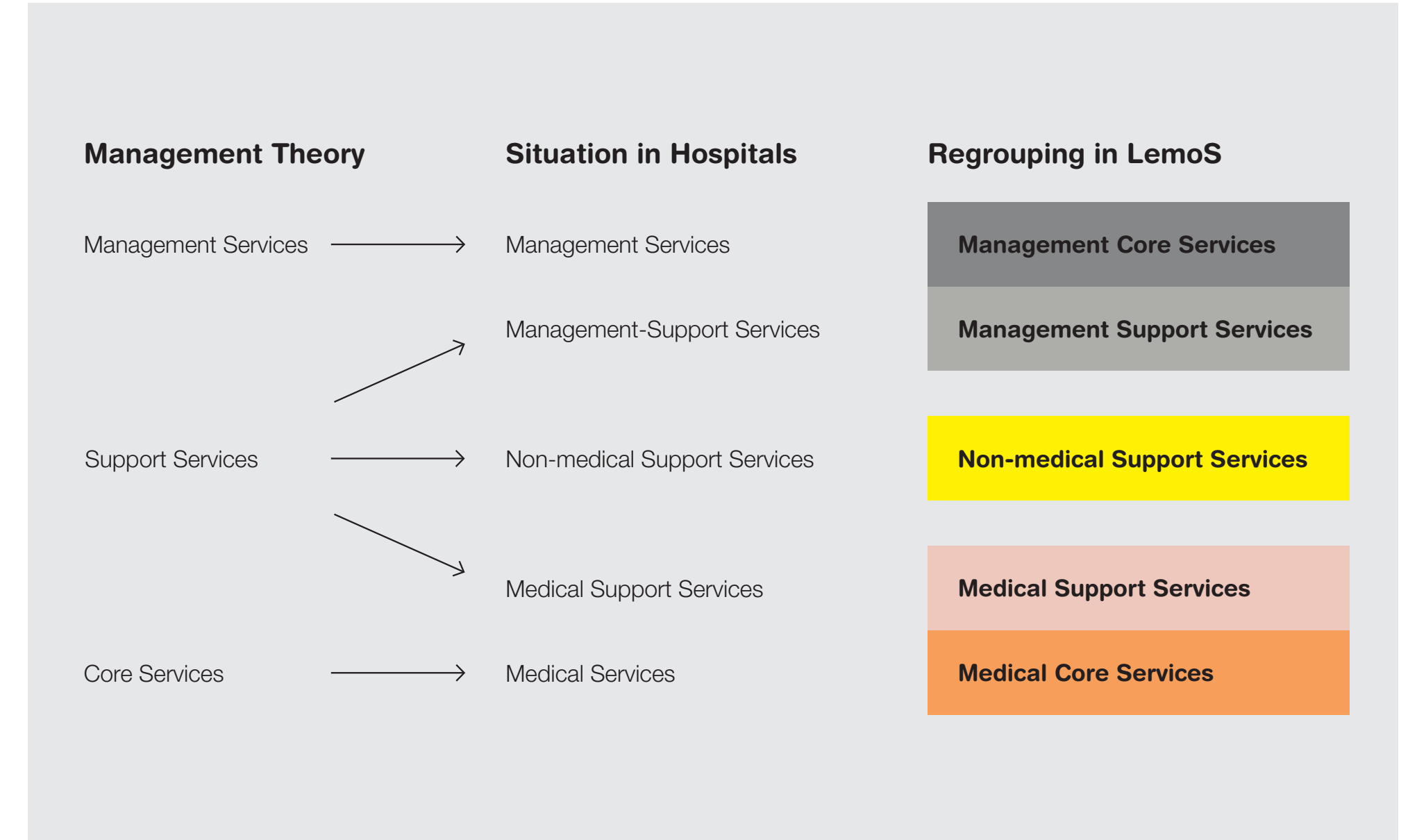


Figure 1: New arrangement of the service levels in hospitals
Source: Gerber & Läubli (2014)

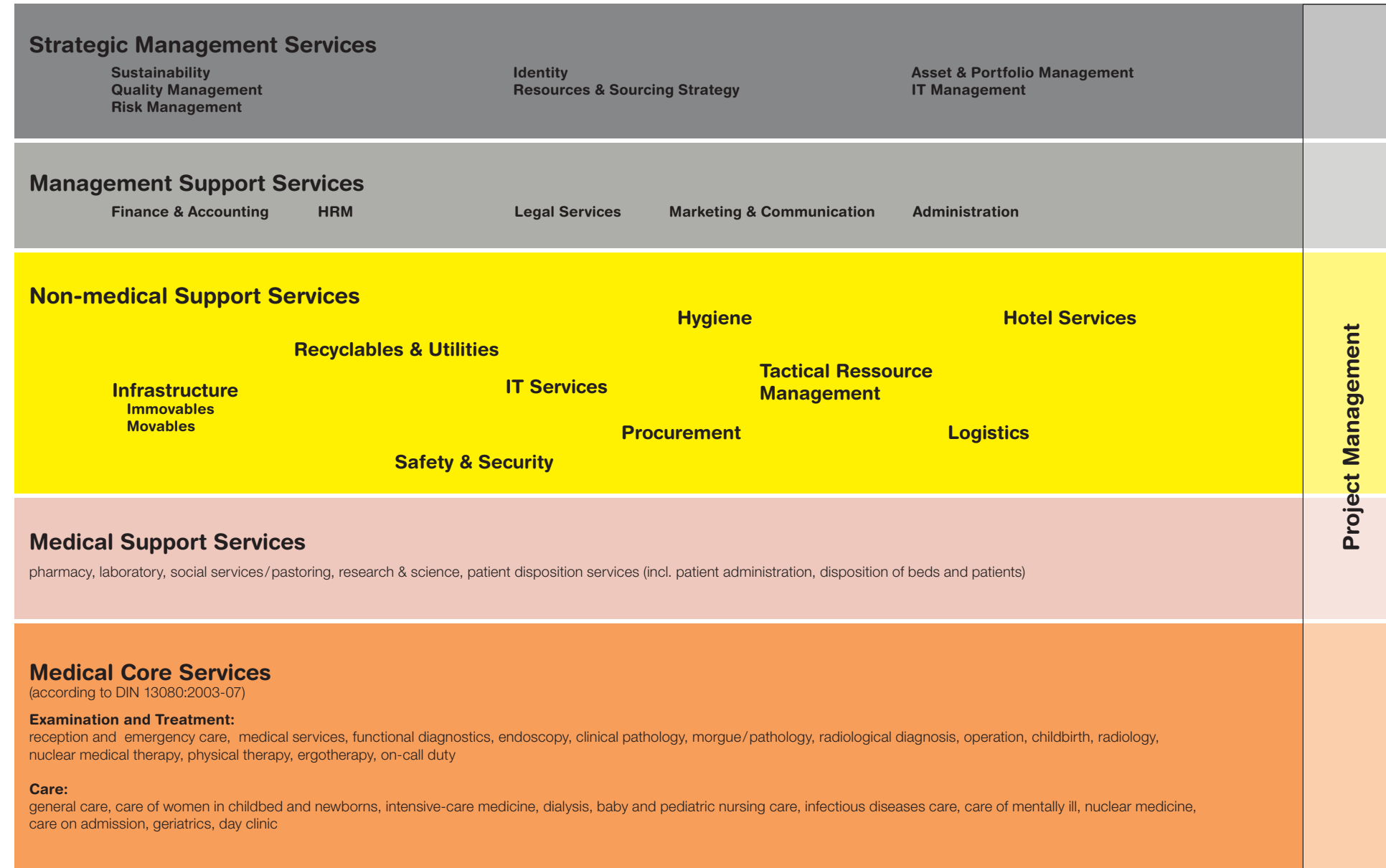


Figure 2: Overview service levels in hospitals
 Source: Gerber & Läuppi (2014)



Figure 3: Service level allocation model for non-medical support services (LemoS)
 Source: Gerber & Läuppi (2014)

Target Group of LekaS

LekaS serves as the basis for all strategically, tactically and operationally active people in the context of the non-medical support services and FM in hospitals as well as in Swiss healthcare in general.

Goal and Benefit of LekaS

LekaS offers a clear and comprehensive designation, definition and differentiation of the non-medical support services in hospitals. This information firstly facilitates a common understanding of type and scope of the services and secondly, enables a clear product bundling by combining the individual services. As a consequence, in the future it will be possible to

- define clear and comparable Service Level Agreements (SLAs)
- make detailed process descriptions and improvements
- systematically discuss relationships and dependencies between the strategic, tactical and operational levels
- improve financial transparency and thereby
- develop and implement sensible benchmarking approaches, as well as
- have a well-founded basis for discussing cost-cutting measures available.

Content of LekaS

The Service Catalogue for non-medical Support Services focuses explicitly and consistently on:

Result-oriented service description and content:

Unlike SN EN 15221-4, in LekaS only the perspective of result-oriented services is described. In this document, questions about cost allocations, processes, product bundling or organizational forms are excluded. The descriptions of the services, therefore, deliberately have a result-oriented perspective; contents from other referenced sources were adapted and rewritten accordingly (a few exceptions are the superordinate categories such as, for example, Service number 1000 «Space and Infrastructure» and 2000 «People and Organisation», which were adopted unchanged from SN EN 15221-4).

Operational phase:

LekaS exclusively describes the view during the operational phase. All services during the construction phase and in the context of projects (incl. added value to be activated in financial terms) are not considered in this document.

Usage of LekaS

On the left side of the following catalogue, the original texts of the different product descriptions in SN EN 15221-4 are cited. On the right side you will find the corresponding

- comments as to what was altered in LekaS compared to the original norm
- unambiguous service numbers
- service description in the sense of result-oriented services
- general descriptions, specifically adapted to the service perspective of the hospital context

- explicitly included services
- explicitly excluded services
- notes/amendments about the services where applicable
- publicly accessible sources, on which the content was based, where applicable.

As SN EN 15221-4 was expanded to be more industry-specific, the service descriptions in LekaS are more comprehensive than in the original norm, with the result that not every LekaS service has a counterpart in the original.

Delimitation

- LemoS as a model approach shows on the one hand the systematic division between strategic management services and their support services, medical core services and their support services, as well as the non-medical support services, and on the other hand, illustrates the non-medical support services and their partial aspects within the strategic management services and management support services. LekaS as a catalogue lists the services in the non-medical support area in detail, defines and distinguishes them from each other.
- LekaS does not deliver any information on key performance indicators or key parameters and is therefore no specific basis for KPI benchmarking. Concerning a key performance model, the ZHAW's IFM is running a separate project, which will presumably be accomplished within 2015.
- LekaS is not a cost view and does not answer any question about cost allocation of the described services. Concerning charts of accounts and cost centers in the area of non-medical support services, the ZHAW's IFM is running a separate project, which is due to be accomplished by mid-2015.
- LekaS is not a process view. The question on how coherent process models can be set up will be researched in a separate project by the ZHAW's IFM – first results should be available during the course of 2015.
- LekaS does not give any recommendation for product bundling or outsourcing possibilities, or how to set up service level agreements (SLAs). For the setup of a SLA-Good Practice standard, a separate project is currently being conducted in ZHAW's IFM.
- LekaS is not an organisational view – it is deliberately not defined who carries out the services described.
- Project services are excluded in LekaS – good practice recommendations on how to handle project services in the area of non-medical support services will have to be created separately.

Feedback

The ZHAW IFM will happily accept suggestions for improvements and corrections, as well as positive feedback (see Contact). It is planned that the Service Catalogue will be updated and improved regularly.

Outlook

The Institute for Facility Management of the ZHAW has already initiated, or is in the process of planning, different projects in connection with the development of non-medical services in hospitals (compare with Delimitation). People who are interested or have specific questions or project input can contact the IFM any time (see Contact).

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Reso Partners (since 2011)

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Hospital Partners:

Clinic Barmelweid (since 2011)

Mental Health Services Aargau AG (PDAG) (since 2011)

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University Hospital Zurich (USZ) (since 2011)

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Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1000	Integration on Tactical Level (Space and Infrastructure)	Tactical integration or product integration. Middle management processes applicable for or servicing all products related to Space and Infrastructure	Cost of tactical management, cost of internal administration, costs of all services related to Space and Infrastructure	None	Products related to Space and Infrastructure	Implementing strategies, communicating with customers, planning adaptations to short term changes, ordering services, controlling costs, monitoring performance, and reporting to strategic management in relation to Space and Infrastructure	Office workplace		SN EN 15221-4:2011 (E) p. 21
1100	Space (accommodation)	Provision of accommodation like design, build, acquisition or renting of space, including the administration and management of space from construction to its disposal. To support life cycle analysis the next level is differentiated between activated expenses for acquisition, restoring the value and improvements resulting in capital costs and annual running cost for administration, operation and maintenance	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 24
1110	Building Initial Performance	Cost of capital to own a building or costs reimbursed by an occupier to a Landlord for renting/leasing buildings. Also costs for project management e.g. in case of a new construction	Owner occupier costs and all costs paid for renting space within a site or building. Should be the current annual rental cost paid to the building owner	It excludes the costs of providing services/ periodic running costs (service charge) and for the land (see Outdoors)	Owner/occupier Renting/leasing Financial investment (Construction) Project Management	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 24

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
General service perspective of «General Description» and «Items included», «Items excluded» supplemented by a general service perspective	1000	Space and Infrastructure	Services for the service handling of all subordinate services or products with respect to area and infrastructure	Tactical and operational areas and infrastructure management, internal management, all services connected with area and infrastructure	Financially activatable investments		Referring to SNV SN EN 15221-4:2011 (E) p. 21
General service perspective of «General Description», Service view during operational phase	1100	Space (Accommodation)	Provision and management of services in connection with existing space	Refer to specific sub-products	Financially activatable investments, services of the phases before and after the operational phase (e.g. planning, construction, dismantling)		Referring to SNV SN EN 15221-4:2011 (E) p. 24
Does not describe a service in accordance with LekaS, but financial aspects	1110	Building initial performance					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1111	Owner/occupier	Owner occupier costs associated with fair market value/ open market rental value or depreciation of buildings	Not yet standardised	Not yet standardised	Not yet standardised	Building owner responsibilities	Not applicable		SN EN 15221-4:2011 (E) p. 24
1120	Asset Replacement and Refurbishment	Cost of capital associated with expenses listed as an asset in the balance sheet of the organisation resulting from maintenance (EN 13306) of the main structural elements of a building (external building envelope, façade and roof) and the technical building equipment (bringing back to original performance)	Includes structural frame, facades, windows & roof and technical building equipment. Includes upgrades to current standards (e.g. state of the art windows)	Not yet standardised	Main structure, external façade, roof, windows and doors	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 24
1121	External structure and fabric	Cost of capital as a result of refurbishment/ replacement of external building structure and fabric without adding new functionality	Consultants and contractors/service providers and materials	Planned maintenance	Structure Fabric (refer to national building cost codes)	Project management, Planning, Procurement/tendering, Execution	Not applicable		SN EN 15221-4:2011 (E) p. 25
1122	Internal structure and fabric	Cost of capital as a result of refurbishment/ replacement of internal building structure and fabric without adding new functionality	Consultants and contractors/service providers and materials	Planned maintenance	Structure Fabric (refer to national building cost codes)	Project management, Planning, Procurement/tendering, Execution	Not applicable		SN EN 15221-4:2011 (E) p. 25
1123	Technical building equipment	Cost of capital as a result of refurbishment/ replacement of technical building equipment (infrastructure) without new functionality	Consultants and contractors/service providers and materials	Planned maintenance	BMS, Heating, Ventilation/cooling, Sanitation, Lighting, Lifts/escalators (refer to national building cost codes)	Project management, Planning, Procurement/tendering, Execution	Not applicable		SN EN 15221-4:2011 (E) p. 25

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/ Indications for Healthcare Industry	Source
Does not describe a service in accordance with LekaS, but financial aspects	1111	Owner/Occupier					
Does not describe a service in accordance with LekaS, but financial aspects	1120	Asset replacement and refurbishment					
Does not describe a service in accordance with LekaS, but financial aspects	1121	External structure and fabric					
Does not describe a service in accordance with LekaS, but financial aspects	1122	Internal structure and fabric					
Does not describe a service in accordance with LekaS, but financial aspects	1123	Technical building equipment					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1130	Enhancement of Initial Performance	Cost of capital (activated expenses) for improvements of fabric and technical infrastructure, including adaptation of existing installations, replacing with new installations with increased functionality and adding new types of installations which add value to the assets	Share of costs which add additional value due to increased functionality or usability in the assets (e.g. another floor on top of the building)	Cost of refurbishment/ replacement to reach initial performance	Not yet standardised	Project management, Planning, Procurement/tendering, Execution	Not applicable		SN EN 15221-4:2011 (E) p. 25
1140	Property Administration	Administrative activities associated with property and real estate	Includes all fees, taxes, insurances, rent administration etc. Benefit of rental income. Also any income from tenants for additional services provided by the Landlord	Excludes portfolio optimisation, occupier fit-out and internal moves; Value changes of estate may be initiated by the activities of this product, but are not included in the cost or benefit side	Not yet standardised	Not applicable	Not applicable	Occupier fit out (1410) in most cases does not improve the building	SN EN 15221-4:2011 (E) p. 26

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/ Indications for Healthcare Industry	Source
Does not describe a service in accordance with LekaS, but financial aspects	1130	Enhancement of initial performance					
General service perspective of «Items included» and «Items excluded», service view during operational phase	1140	Property administration	Administrative activities associated with property and real estate	Handling of fees, taxes, securing insurance, rental management etc. in connection with the property. Refer also to specific sub-products	Occupier fit-out, internal relocations (see 2430), portfolio optimization (see 9600)		Referring to SNV SN EN 15221-4:2011 (E) p. 26
More detailed, generally valid breakdown of service description	1140.10	Property letting to third parties	Letting of properties to third parties	Advertising of rental area, conducting rent negotiations for letting, creation of rent contracts and appendices, accepting and handing over of rental areas, coordinating and handing of tenant fit-outs, contractual adjustments of renting, terminations of rent contracts, rent collection, administration of heating and additional expenses, tenant supervision			Referring to IFMA Switzerland (2007) Process/ Performance model in facility management Pro-LeMo (Original in German) p. 13

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1141	CAFM	Provision and operation of a CAFM-System	Acquisition and operating costs	Specific modules which can be charged to the respective facility product	Not yet standardised	Data management	CAFM software		SN EN 15221-4:2011 (E) p. 26

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	1140.20	Property renting from third parties	Renting of properties from third parties	Finding renting areas, conducting rent negotiations for hiring, investigation of rent contract drafts, coordination of tenant fit-outs for renting, accepting and taking over rent areas, adjustments to rental contracts, termination of rental arrangements, rent payments			Referring to IFMA Switzerland (2007) Process/Performance model in facility management Pro-LeMo (Original in German) p. 14
More detailed, generally valid breakdown of service description	1140.30	Internal leasing management	Management of internal areas	Management of floor space, allocation of internal tenants, development of service level agreements	Optimization and planning of area (see 1420), asset and portfolio strategy (see 9600 et seq.)		
More detailed, generally valid breakdown of service description	1140.40	Property bookkeeping	Provision and keeping of property accounts	Registration and upkeep of all inventory and contract data, management of property accounts, preparation of financial statements (rent, additional expenses, other costs), arrangement and monitoring of payment procedures/dunning processes			Referring to DIN 32736 (2000) Building Management – Definitions and scope of services (Original in German) p. 7
General service perspective of «Description of Service», «Items included» supplemented by a general service perspective, «Items excluded» adapted to a hospital-specific perspective	1141	CAFM provision and operation	Provision and operation of a modular basic CAFM system	Building technology data management and upkeep, documentation of technical equipment and devices (inventory/asset file, operating instructions, protocols, operating log), spatial data management (usage data registration, usage changes registration, room books), space data management (surface description), building plan management, CAD			Referring to SNV SN EN 15221-4:2011 (E) p. 26

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1150	Portfolio development	Major strategic portfolio planning activity including acquisition and disposal activity. Also called portfolio management or corporate real estate management (CREM)	All costs associated with the strategic planning of land and buildings. Including definition of requirements and standards, assessment, valuation, acquisition, condition monitoring, disposal, site investigation, legal fees, consultancy and feasibility	Excluding capital investment, internal moves, building improvements and occupier fit-out	Not yet standardised	Not applicable	Portfolio valuation, condition monitoring and maintenance budgeting system	Dilapidations not equal tenant alterations	SN EN 15221-4:2011 (E) p. 26
1151	Real estate optimisation	Optimisation including management of vacant space and subletting activity	Real estate asset management	Internal moves, building improvements and occupier fit-out. Space management	Not yet standardised	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 26
1160	Maintenance and Operation	Operation and maintenance (see EN 13306) of buildings and their technical installations. As a subdivision of the definition in EN 13306 this product and its sub-products contain only expenses which are not listed as an asset in the balance sheet and allocated as annual running costs. For costs of maintenance that are listed as an asset refer to product 1120	Service provider, help desk system, building management system (BMS) condition monitoring, spare parts, oil and machinery	Investments in relation to upkeep and improvements	Help Desk, Building operation, Building maintenance, Technical operation, Technical maintenance	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 27
1161	Help desk incl. janitor	Operation of a help desk with communication between users and the FM organisation in relation to job orders, faults, complaints, feedback, documentation and reporting	Service provider and help desk system, janitor (or housekeeper or caretaker) according to national customs	Not yet standardised	Help desk service Help desk system	Telephone service On-line service	Help desk work station		SN EN 15221-4:2011 (E) p. 27

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
Is covered under Central (horizontal) Functions (9000 et seq.) in LekaS	1150	Portfolio development					
Is covered under Central (horizontal) Functions (9000 et seq.) in LekaS	1151	Real estate optimization					
General service perspective of «General Description»	1160	Preventative maintenance and operation	Operation and preventative maintenance of buildings and their technical installations	Refer to specific sub-products	Financially activatable investments in repair maintenances and modernizations (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 27
General service perspective of «Description of Service», hospital-specific definition of «General Description», more detailed, generally applicable definition of «Items included»	1161	Help desk incl. janitor services	Operation of a helpdesk (electronic, physical) for communication between users and the Organization of non-medical support services with respect to mandates, errors, complaints, feedback, documentation and reporting	Breakdown management, condition monitoring, complying with the site rules, keeping evacuation routes clear, supervision of service personnel e.g. chimney sweeps and authorities	(Technical) helpdesk system (see 1164)		Referring to SNV SN EN 15221-4:2011 (E) p. 27

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1162	Structure operation	Operation of building structure according to EN 13306	Service providers and materials	Not yet standardised	Refer to national building cost codes	Repair malfunctioning doors, windows and furniture, locks, Putting up pictures and pin boards	Tool box Maintenance planning system		SN EN 15221-4:2011 (E) p. 27
1163	Structure maintenance	Running costs for maintenance of building structure according to EN 13306	Cost of consultants and contractors/ service providers and materials which are not activated	Improvements	Refer to national building cost codes	Project management, Planning, Procurement/tendering, Execution	Movable lifts/cranes, Scaffolding		SN EN 15221-4:2011 (E) p. 27
1164	Technical building equipment operation	Operation of technical infrastructure according to EN 13306	Service providers, help desk system, building management system (BMS), lubricants and consumables	Improvements, supply infrastructure before main meter and internal distribution	Refer to national building cost codes	Help desk service, Monitoring and control Service checks, Changing light bulbs, Repairs	Help desk, BMS, Ventilation rooms, Ducts, Movable lifts/gondolas		SN EN 15221-4:2011 (E) p. 28
1165	Technical building equipment maintenance	Running costs for maintenance of technical infrastructure according to EN 13306	Consultants and contractors/service providers and material which are not activated	Improvements	Refer to national building cost codes	Project management, Planning, Procurement/tendering, Execution	Ventilation rooms, Ducts, Movable lifts/cranes, Scaffolding		SN EN 15221-4:2011 (E) p. 28

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally applicable definition of «Items included» and «Items excluded»	1162	Structure operation	Operation of building structure	Repairing of doors, windows, furniture	Upkeep of movables (see 1430), hanging of paintings (see 1440)		Referring to SNV SN EN 15221-4:2011 (E) p. 27
Specific maintenance definition in «Description of Service», General service perspective of «General Description» and «Items included», «Items excluded» supplemented by a general service perspective	1163	Preventative structure maintenance	Measures to maintain or restore structural integrity	Maintenance/Service, inspections, repair work to the building construction and financially not activatable repair maintenances	Financially activatable repair maintenances, modernizations, renovation (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 27
«Items included» adapted to a general service perspective as well as to a hospital-specific perspective	1164	Technical building equipment operation	Operation of the technical infrastructure	Clean-rooms, systems for helpdesk, waste water, water, gas, heating, air-conditioning, heavy current, communications, information technology, conveying systems like elevators, escalator, lifting platforms; user-specific systems like kitchen, medical or laboratory systems, building automation, automated doors, flue gas flaps, gas purge flaps	Improvements to supply infrastructure before main meter and internal distribution		Referring to SNV SN EN 15221-4:2011 (E) p. 28
Specific maintenance definition in «Description of Service», General service perspective of «General Description» and «Items included», «Items excluded» supplemented by a general service perspective	1165	Technical building equipment preventative maintenance	Measures for the preservation or recovery of the technical infrastructure	Maintenance/Service, inspections, repairs at technical building equipment (compare 1164) and financially not activatable repair maintenances	Financially activatable repair maintenances (exchange of defective components), modernizations and renovations (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 28

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1170	Utilities	Supply of energy and water and waste treatment and disposal. Can include procurement from external producers and/or internal production including necessary infrastructure to an interface to internal distribution / collection system	All cost of procuring and producing energy and water and of treatment and disposal of waste and the operation, maintenance and improvements of the infrastructure as well as possible related incomes	Internal distribution, processing and consumption of energy and water and the related infrastructure. primary sorting of waste at the source done by staff not otherwise involved in waste treatment	Energy Water Waste	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 29
1171	Energy	Energy supply to a built facility. Can include procurement from external producers and/or internal production of energy and includes the necessary infrastructure typical to a meter, but not the internal distribution system	All cost of procuring and producing energy and the operation, maintenance and improvements of the infrastructure	Internal distribution, processing and consumption of energy and the related infrastructure	Heating, cooling, electricity, gas, oil, wood, etc.	Procurement, Production, Monitoring, Maintenance	Transformers, Main pipes and cables		SN EN 15221-4:2011 (E) p. 29

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/ Indications for Healthcare Industry	Source
More detailed, generally valid and hospital-specific breakdown of service description, General service perspective of «General Description» and «Items included»	1170	Supply and disposal	Supply and disposal of energy and water, as well as treatment and disposal of recyclable materials	All Services with respect to provision and production of energy and water, and the treatment and disposal of recyclable materials, as well as operation of corresponding infrastructure			Referring to SNV SN EN 15221-4:2011 (E) p. 29
More detailed, generally valid breakdown of service description, service and hospital-specific definition of «Description of Service», «General Description» and «Items included» and «Items excluded» adapted to a general service and hospital-specific perspective	1171	Supply and disposal of utilities / energy	Provision of energy sources (electricity, petroleum products, natural gas, coal, district-heating, wood energy, other renewable energies), water and gases as well as wastewater treatment and disposal	All energy sources incl. energy storage and own photovoltaic system, drinking water, rain or grey water, water treatment / osmosis for laboratories, cleaning etc., CO ₂ for kitchens, (medicinal) gas provision, compressed air. Refer also to specific sub-products	Preventative maintenance and operation of associated infrastructure (see 1160), disposal of recyclable material (see 1173), procurement (see 2550 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 29
More detailed, generally valid and hospital-specific breakdown of service description	1171.10	Heat	Provision of space heating (for static heating and ventilation), hot water, process heat (for industrial working processes, kitchen and sterilization), steam (for sterilization, kitchen, humidification), heat recovery (incl. heat generation and distribution, and if necessary, heat storage, circulation, hygiene measures, controlling)	Energy for the provision of space heating, hot water, process heat like fuels, district heating, waste heat, environmental heat, electrical energy	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), auxiliary energy (electricity) for recirculation, controlling, also heating pads, warming blankets, heating chambers (see 1171.30), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1172	Water	Water supply to a built facility. Can include procurement from external producers and/or internal production of water and includes the necessary infrastructure typical to a meter, but not the internal distribution system	All cost of procuring and producing water and the operation, maintenance and improvements of the infrastructure, includes waste water	Internal distribution, processing and consumption of water and the related infrastructure	Mains water, ground water, rain water	Procurement, Production, Monitoring, Maintenance	Pump rooms, Sprinkler centres, Water basins		SN EN 15221-4:2011 (E) p. 29

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid and hospital-specific breakdown of service description	1171.20	Cooling	Provision of cooling (for indoor climate control and cooling of special rooms, server rooms) and industrial cooling (for kitchen, restaurant and keeping of drugs) (incl. cold generation and distribution, and if necessary, cooling storage incl. recooling, controlling)	Energy for the provision of cooling and industrial cooling like electrical energy, district heating, environment warmth/free-cooling	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), electricity for refrigerators (see 1171.30), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)		
More detailed, generally valid and hospital-specific breakdown of service description	1171.30	Electricity	Provision of electrical energy for lighting (internal and external lighting), auxiliary energy heating, ventilation, ICT (for entertainment devices, information and communication devices, servers etc.), permanently installed devices, plug-gable devices, as well as other energy consumers (elevators, electrical drives, processes etc.)	Interior and exterior lighting, emergency electricity provision, entertainment electronics, clean room air processing	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), electricity for heat and cold generation (see 1171.10, 1171.20), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)		
General service perspective of «General Description», More detailed, generally valid and hospital-specific breakdown of service description	1172	Water	Water provision	Cold water	Energy for the provision of hot water (see 1171.10)		Referring to SNV SN EN 15221-4:2011 (E) p. 29

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1173	Waste	Waste treatment and disposal, including sorting and reuse of solid waste as well as liquids and sewage. Usually only includes collection of filled containers and replacing with empty containers and not the internal collection and handling	All cost of treatment and disposal of waste as well as possible related incomes	Primary sorting of waste at the source done by staff not otherwise involved in waste treatment, waste water	Burnable waste, waste water, Paper, Hazardous waste, Glass, Kitchen waste	Collecting, Sorting, Disposal	Dust rooms, Containers, Drains		SN EN 15221-4:2011 (E) p. 29

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid and hospital-specific breakdown of service description, General service perspective of «Description of Service», «General Description» and «Items included»	1172.10	Wastewater treatment and disposal	Treatment and disposal of wastewater	Dirty water, rain water, wastewater treatment, e.g. grease separator, coalescence separators	Preventative maintenance, operation and financially not activatable improvements of the associated infrastructure (see 1160 et seq.), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)	Consider when executing: Water Conservation Act, Regulations on Water Protection	Referring to SNV SN EN 15221-4:2011 (D) p. 28
General service perspective of «Description of Service» and «General Description», «Items included» and «Items excluded» supplemented by a general service perspective	1173	Disposal and recycling	Disposal and recycling of solid and liquid recyclable material/ disposals	Collection of filled collection containers and exchange with empty collection containers, labeling, temporary storage at central collection point, sorting and disposal of recycling within the scope of legal provisions. Refer also to specific sub-products	Presorting of waste at the source by employees who are otherwise not dealing with recyclable material/ waste, waste water disposal (see 1172.10)	Consider when executing: Environmental Protection Act, Regulation on the Return, Take-Back and Disposal Electrical and Electronic equipment, Water Conservation Act, Technical Ordinance on Waste, Regulation on Handling Waste, Ordinance concerning hazardous goods forwarders for the transportation of hazardous goods by road, rail or inland waterways, it is applicable for all hazardous waste beyond certain limits (usually >333kg per drive and hazardous waste; hospital sender accepts liability for the disposals	Referring to SNV SN EN 15221-4:2011 (E) p. 29
More detailed, generally valid breakdown of service description	1173.10	Disposal of non sector-specific recyclables	Proper disposal of non sector-specific recyclables	Refer to specific sub-products	Disposal of hospital-specific waste (see 1173.20), waste water treatment and disposal (see 1172.10)		Referring to SNV SN EN 15221-4:2011 (D) p. 28

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	1173.11	Disposal of recyclable materials	Proper disposal of recyclable material	Paper, cardboard, newspapers, tins, aluminum, used metal, glass, plastic, PET, polystyrene (styrofoam), batteries, fluorescent lamps, light bulbs, edible oil, toner, magnetic data carriers, typewriter ribbon fabric, electronic waste, labeling		Consider when executing: Regulation on the Return, Take-Back and Disposal Electrical and Electronical equipment; for large units, fluorescent lamps are considered hazardous waste. Data protection shall be taken into account	Referring to CUSSTR Commission universitaire pour la santé et la sécurité au travail romande (2005) Waste Disposal (Original in German) p. 8
More detailed, generally valid breakdown of service description	1173.12	Disposal of green waste	Proper disposal of compost material	Waste from mowing of lawns and grassed areas, branches, grass clippings, pruning waste, soil, peels, coffee grounds, flowers, cooked food; biogas production; labeling			Referring to CUSSTR Commission universitaire pour la santé et la sécurité au travail romande (2005) Waste Disposal (Original in German) p. 9
More detailed, generally valid breakdown of service description	1173.13	Disposal of electric waste	Proper disposal of electrical and electronical equipment in line with legal requirements	Cables, meters, switches, motors, electronic operation devices of maintenance electronics, office, information and communication technology, household devices, lamps, illuminants, tools, sport and leisure equipment like toys; labeling	Lightbulbs (see 1173.11)	Consider when executing: Regulation on the Return, Take-Back and Disposal electrical and electronical equipment	Referring to CUSSTR Commission universitaire pour la santé et la sécurité au travail romande (2005) Waste Disposal (Original in German) p. 9

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	1173.14	Disposal of industrial waste	Proper disposal of industrial waste	Insulation material, construction or demolition wood, toxic wood, industrial oil, sprays, conductors with radioactive source, pesticides, concrete, bricks, rubbers, tires, gypsum, gravel, tar/ asphalt, waste water sludge, plastic; labeling		Consider when executing: Regulation on Handling Waste	Referring to CUSSTR Commission universitaire pour la santé et la sécurité au travail romande (2005) Waste Disposal (Original in German) p. 9
More detailed, generally valid breakdown of service description	1173.15	Disposal of data-sensitive documents	Proper disposal of data-sensitive documents	Physical staff and medical files incl. data carrier/paper; labeling	Electronic files, non-archivable sensitive material		
More detailed, hospital-specific breakdown of service description	1173.20	Disposal of hospital specific waste	Proper disposal of hospital specific recyclable material/waste	Refer to specific sub-products			

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1173.21	Disposal of unproblematic medical waste (household garbage)	Proper disposal of unproblematic medical waste	Non-recyclable domestic waste (combustible and not combustible), adhesive plasters, swabs, compresses, plaster casts, little contaminated dressings, flaps and lappets of skin, little tissues, necrosis, little tumors, empty infusion bottles, infusion sets without insertion needle, empty syringes without canulas, emptied single-use containers (e.g. urine cups), empty medicine containers, plastic aprons, mouth and nose protection, non-prescription medications (e.g. medicinal teas, vitamin tablets, magnesium tablets, special nourishments, known and identifiable remedies of homeopathic and alternative medicine); labeling			Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste (Original in German) p. 72 (A)
More detailed, hospital-specific breakdown of service description	1173.22	Disposal of liquid waste	Proper disposal of food returns (liquid waste)	Food return of patient, staff, visitor and customer trays	Wrapped food returns like butter or jam portions, ovomaltine sachets (see 1173.21)		
More detailed, hospital-specific breakdown of service description	1173.23	Disposal of body parts, organs and tissue («Pathology waste»)	Proper disposal of pathology waste	Tissue disposals, placentas, body parts, removed organs, amputated limbs, etc.; appropriate tight containers; controlled temporary storage, from central storage in a cool area; labeling			Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste (Original in German) p. 72 (B1.1)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1173.24	Disposal of waste with blood, excretions and secretions with contamination risks	Proper disposal of waste with blood, excretions and secretions with contamination risk	Unemptied or non-emptyable urine and blood transfusion bags, blood preparations, blood samples, abscess drainages, dialysis filters, heavily blood-soaked dressings; (appropriate tear-resistant and liquid-tight packaging); controlled temporary storage, from central storage in a cool area; labeling		Consider when executing: Regulation on Handling Waste, Regulation on the Transport of Dangerous Goods on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste (Original in German) p. 72 (B1.2)
More detailed, hospital-specific breakdown of service description	1173.25	Disposal of waste with danger of injury/sharps	Proper disposal of waste posing an injury risk	Cannula and needles of all kinds, transfusion spikes, ampoules, scalpel blades, glass tubes and content, object glass carriers, puncture-proof containers, controlled temporary storage; labeling		Consider when executing: Regulation on Handling Waste (even if waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste (Original in German) p. 72 (B2)
More detailed, hospital-specific breakdown of service description	1173.26	Disposal of expired drugs	Proper disposal of expired drugs	Drug products, only available by prescription (e.g. in pharmacies, practices, pharmaceutical industry); appropriate containers; controlled temporary storage; labeling	Anesthetics (see 2443.23, 2443.26)	Consider when executing: Regulation on Handling Waste (even if waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste (Original in German) p. 72 (B3)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/ Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1173.27	Disposal of cytostatics waste	Proper disposal of cytostatics waste	Drugs with cytostatic substances, out-of-date cytostatics and material with heavily contaminated cytostatics (application, production, preparation); appropriate containers (compact, liquid-tight); controlled and locked temporary storage; labeling		Consider when executing: Regulation on Handling Waste (even if waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste (Original in German) p. 72 (B4)
More detailed, hospital-specific breakdown of service description	1173.28	Disposal of infectious waste	Proper disposal of infectious waste	Large quantities of waste containing material or any substances which carry the danger of disseminating infectious agents, contaminated waste; UN-tested containers; controlled temporary storage, from central storage locked in a cool area; labeling		Consider when executing: Regulation on Handling Waste (even if waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste (Original in German) p. 72 (C)
More detailed, hospital-specific breakdown of service description	1173.29	Disposal of chemical waste	Proper disposal of chemical waste	Chemically contaminated and non-contaminated disposals; labeling		Consider when executing: Chemicals Regulation, Regulation on Handling Waste (even if waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to CUSSTR Commission universitaire pour la santé et la sécurité au travail romande (2005) Waste Disposal (Original in German) pp. 7–8

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1200	Outdoors	Outdoor areas including land, maintaining parking facilities, gardening etc..For benchmarking reasons capital and operating cost of land or site is to be separated from the building costs	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Landscaping close surroundings of the mentioned buildings and within the boundary of the site (lots/area). Procurement, Production, Monitoring, Maintenance	Refer to specific sub-products	Refer to specific sub-products	SN EN 15221-4:2011 (E) p. 30

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1173.30	Disposal of radioactive waste	Proper separation, collection and delivery of radioactive waste in line with legal requirements	Waste with artificial radioelements, closed sources and devices with closed sources, waste with natural radioelements, waste with nuclear material, inner packaging: containers like polyethylene bags or boxes, in which radioactive disposals subject to mandatory surrender are stored; packaging: containers, in which inner packing with radioactive waste subject to mandatory surrender are stored; untreated waste: unconditioned disposal as it is delivered to Paul-Scherrer Institut (PSI); labeling		Consider when executing: Radiation Protection Act, Radiation Protection Regulation, Regulation on fees in connection with Radiation Protection, BAG Instruction of Radiation Protection: nuclear substances	SR 814.557 Regulation of the treatment of radioactive waste subject to mandatory surrender (2002) (Original in German) p. 8 and SR 741.622 Ordinance concerning hazardous goods for-warders for the transportation of hazardous goods by road, rail or inland waterways (2001) (Original in German)
	1200	Outdoors		Refer to specific sub-products	Refer to specific sub-products		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1210	Land, Site, Lot	One or more lots of land on which one or more buildings are situated and there could be secondary accommodation and storage facility, roads, green areas, parking facilities and sublevel infrastructure	Outdoor property administration and the beautification of outdoor terrain which is mainly engaged in exterior works and gardening. Design, planting and maintenance of trees, flowers, grasses, maintenance of water features fountains, maintenance of kerbs, walkways, pavements and non-mains drainage, snow cleaning	Major secondary accommodation like flatted and/or roads, squares, sporting / golfing courses, major green areas, harbour facilities and complex extending sublevel infrastructure, security (elsewhere addressed), Waste disposal (elsewhere addressed)	Additional space on site, Landscaping and gardening	Technical maintenance Snow clearing Gardening Outdoor cleaning	Outdoor furniture, Planting, ponds and fountains, hard landscape features		SN EN 15221-4:2011 (E) p. 30

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
General service perspective of «Description of Service» and «General Description», «Items included» supplemented by a general service perspective, «Items excluded» adapted to a hospital-specific service perspective, management of outdoor facilities is covered under 1140 in LekaS	1210	Operating and preventative maintenance of land, site and lot	Management, configuration and preventative maintenance of one or several lots of land on which one or several buildings can be located, as well as adjacent buildings and storage facilities, roads, green areas and underground infrastructure	Management, configuration and preventative maintenance (servicing, inspection)/financially not activatable repair maintenances of the outdoor facility and the outdoor premises, which mainly includes exterior works, landscaping and gardening services, planning, planting and care of trees, flowers, grasses, as well as preventative maintenance of outside areas, fountains, curbs, pathways and pavements, drainage devices and fencing; autumn service and winter road clearance	Property administration (see 1140), waste disposal (see 1173), financially activatable repair maintenances, renovations, modernizations, safety/security (see 2100)		Referring to SNV SN EN 15221-4:2011 (E) p. 30

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1220	Additional Space on site	Secondary accommodation and storage facility in addition to the mentioned buildings on one of the lots/areas of land. Includes semi covered structures	Operation and maintenance of structure and services supporting the secondary construction	Utilities, including water, electricity, security (elsewhere addressed) Major secondary accommodation including surface/sublevel car parking facilities, roads, squares, sporting/golfing courses, major green areas, harbour facilities and complex extending sublevel infrastructure	Technical maintenance Cleaning	Technical maintenance Cleaning	Pump houses, smoking enclosures loading docks	Should only cover independent/isolated buildings and structures. i.e. not attached to the main buildings. In case of major secondary accommodation like surface/sublevel car parking facilities, roads, squares, sporting/golfing courses, major green areas, harbour facilities and complex extending sublevel infrastructure, it will be more appropriate for significant benchmarking reasons to account these site facilities separately	SN EN 15221-4:2011 (E) p. 30
1230	Parking Facilities	(Parts of) buildings, uncovered, and covered structures and land intended for parking vehicles including Parking facilities for bicycles, mopeds, cars, boats	Operation and maintenance of structure, services, access equipment, security equipment, safety equipment, parking rental income	Acute repairs and upgrading. Utilities including water, electricity, security (elsewhere addressed) Major flatted and/or multi storey parking facilities	1 Indoor car park 2 Roof car park 3 Outdoor car park	Technical maintenance, cleaning, snow cleaning	Gates, barriers, access systems automatic number plate recognition systems)	In case of major surface level/sublevel parking facilities, it will be more appropriate for significant benchmarking reasons to account these site facilities separately	SN EN 15221-4:2011 (E) p. 30

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
General service perspective of «Description of Service» and «General Description», «Items included» supplemented by a general service perspective, «Items excluded» adapted to a hospital-specific service perspective, management of outdoor facilities is covered under 1140 in LekaS	1220	Operating and preventative maintenance of additional space on site	Operation and preventative maintenance of secondary space and storage facilities next to nominated buildings on one of the land plots, incl. partially roofed (built over) constructions	Operation and preventative maintenance of constructions and servicing which supports the secondary construction, adjacent buildings like transformer stations, pump houses, covered smoker areas, loading ramp, etc.	Property administration (see 1140), financially activatable repair maintenances, renovations, modernizations, supply and disposal of water and electricity (see 1171), safety/security (see 2100)		Referring to SNV SN EN 15221-4:2011 (E) p. 30
General service perspective of «Description of Service» and «General Description», «Items included» supplemented by a general service perspective, «Items excluded» adapted to a hospital-specific service perspective, management of outdoor facilities is covered under 1140 in LekaS	1230	Operating and preventative maintenance of parking facilities	Operation and preventative maintenance of (parts of) buildings, roofed or partially roofed constructions and areas provided for the parking of vehicles, including parking lots for bicycles, mopeds, cars, boats, etc.	Servicing, inspection and financially not activatable repair maintenances of constructions and access, security and protective equipment, parking cashier management and parking control, big ground level and/or double-decker parking lots	Property administration (see 1140), financially activatable repair maintenances, renovations, modernizations, supply and disposal of water and electricity (see 1171), safety/security (see 2100).	EN 15221-4 differentiates large ground level and/or double-decker parking lots: in order to enable benchmarking, it is recommended that they are treated as independent objects and not as a part of the outdoor facilities	Referring to SNV SN EN 15221-4:2011 (E) p. 30

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1300	Cleaning	Services related to hygiene and cleanliness that maintain a proper working environment and help to maintain assets in a good condition	Only building related activities and processes	All not building related processes (outdoor) see 1200	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 32
1310	Routine Cleaning	Cleaning of ordinary surfaces in a building which takes place daily or periodically more than once each year (daily, weekly, monthly, quarterly, half yearly, etc.)	Cost of periodic cleaning a building, its facades and the workplaces, emptying waste baskets	Cleaning of specific areas like canteen, production (colours, food) outdoors cleaning	Daily Cleaning Fabric cleaning Glass Cleaning	Vacuum cleaning Dusting Mopping Polishing	Cleaning room Cleaning machines Cleaning equipment Consumables, detergents		SN EN 15221-4:2011 (E) p. 32
1320	Special Cleaning	Cleaning of special surfaces (e.g. facades or ceilings) or equipment (e.g. computer or telephones) or cleaning by order (e.g. cleaning of construction site, after an accident or fire, branch specific)	Cost of special cleaning a building, its facades and the workplaces, art works, machines etc.	Cost of space (cleaning room), cradle hoist for window cleaning outdoors cleaning	Periodic cleaning (> 1 year) Cleaning on special request Construction site cleaning	Sealing of surfaces Event-related cleaning	Cleaning room Cleaning machines Cleaning equipment Consumables, detergents Cleaning robot		SN EN 15221-4:2011 (E) p. 32
1321	Pest control	Activities to combat unwanted presence of wild animals and insects etc. (for instance rats, pigeons and bees)	External specialists/ providers	Not yet standardised	Not yet standardised	Not yet standardised	Closed cupboard for poisons	Usually done by external specialists	SN EN 15221-4:2011 (E) p. 32

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/ Indications for Healthcare Industry	Source
Is covered in the hospital-specific service Hygiene (1390) in LekaS	1300	Cleaning					
Is covered in the hospital-specific service Hygiene (1390) in LekaS	1310	Routine cleaning					
Hospital-specific definition of «General Description», general service and hospital-specific perspective of «Items included» and «Items excluded»	1320	Special cleaning	Cleaning of special surfaces or equipment; specially contracted cleaning	Facade cleaning	Cleaning defined according to 1390 ff.		Referring to SNV SN EN 15221-4:2011 (E) p. 32
	1321	Pest control	Activities to combat presence of vermin and insects e.g. rats, pigeons and bees				Referring to SNV SN EN 15221-4:2011 (E) p. 32
General service and hospital-specific perspective of «General Description»	1390	Hygiene	Services with respect to hygiene and cleanliness in order to prevent infectious diseases, and to keep the working environment tidy and assets in good condition	Refer to specific sub-products	Disposal and recycling (see 1173)		Referring to SNV SN EN 15221-4:2011 (E) p. 32

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1390.01	Cleaning of inpatient wards	Intermediate cleaning, maintenance cleaning and basic cleaning of the inpatient wards	Consumable cleaning supplies and cleaning equipment management; patients' rooms, patient and ward bathrooms, ward kitchens, associated corridors, ward nurse stations, medical working rooms, recreation rooms, simply equipped examination and treatment rooms without special infra-structural requirements	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1
More detailed, hospital-specific breakdown of service description	1390.02	Cleaning of intensive care areas	Intermediate cleaning, maintenance cleaning and basic cleaning of intensive care areas	Consumable cleaning supplies and cleaning equipment management; anesthesia and intensive care, Intermediate Care (IMC), burns units, isolation units (infectious, protection), equipment preparation and -servicing, sterile storage areas, associated general rooms and corridors like inpatient wards	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1
More detailed, hospital-specific breakdown of service description	1390.03	Cleaning of operating theaters	Intermediate cleaning, maintenance cleaning and basic cleaning of operating theaters	Consumable cleaning supplies and cleaning equipment management; anesthesia induction and emergence rooms, pre and post operational treatment rooms, devices preparation and servicing, if necessary wakeup room sterile storage/corridors, supply and disposal rooms, changing room in surgery and break rooms in surgery as well as air locks and associated general rooms and corridors	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1390.04	Cleaning of the delivery room	Intermediate cleaning, maintenance cleaning and basic cleaning of the delivery room	Consumable cleaning supplies and cleaning equipment management; intermediate cleaning and maintenance cleaning, basic cleaning, C-section with areas for office, waiting and social rooms, circulation areas and associated general rooms and corridors	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1
More detailed, hospital-specific breakdown of service description	1390.05	Cleaning of therapeutic areas, admissions and emergency provision care	Intermediate cleaning, maintenance cleaning and basic cleaning of therapeutic areas admission and emergency provision	Consumable cleaning supplies and cleaning equipment management; medical admission, function diagnostics, cardiological and endoscopic diagnostics/therapy, radiology magnetic resonance tomography (MRT), nuclear medical and radiation therapy rooms, rooms of the emergency recording, dermatology, hematology, pathology and dialysis rooms, day hospital rooms with office, waiting and sanitary rooms	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1
More detailed, hospital-specific breakdown of service description	1390.06	Cleaning of baths and physical therapy	Intermediate cleaning, maintenance cleaning and basic cleaning of bathrooms and physical therapy	Consumable cleaning supplies and cleaning equipment management; bathrooms and physical therapy	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1390.07	Cleaning of office rooms and simple therapeutic rooms	Intermediate cleaning, maintenance cleaning and basic cleaning of office rooms and simple therapeutic rooms	Cleaning consumables and cleaning equipment management; simple event rooms, doctor's offices, rooms for psychiatry and psychotherapy, ergotherapy, occupational therapy, emergency service, direction and management, service equipment, entrance/reception, non-medical patient care, institute ambulance, meeting/multiple use rooms, day-structuring measures, pastoral care and social services, children supervision, daycare	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1
More detailed, hospital-specific breakdown of service description	1390.08	Cleaning of non-medical rooms with high technical requirements	Intermediate cleaning, maintenance cleaning and basic cleaning of non-medical rooms with high technical requirements	Consumable cleaning supplies and cleaning equipment management; event rooms with complex technical equipment, telephone switchboards and reception area with significant technical equipment, photo processing, dark rooms, electronic data processing, science, teaching, auditoriums, education and training, school for nursing and patient care	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1
More detailed, hospital-specific breakdown of service description	1390.09	Cleaning of general circulation areas	Intermediate cleaning, maintenance cleaning and basic cleaning of general circulation areas	Consumable cleaning supplies and cleaning equipment management; communal corridors, staircases, elevators, entrance area, halls, visitor toilets, gates and reception area without significant technical equipment	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1390.10	Cleaning of installations rooms and workshops	Intermediate cleaning and maintenance cleaning and basic cleaning of installations rooms and workshops	Consumable cleaning supplies and cleaning equipment management; workshops, installations rooms, corridors, associated offices and general rooms	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1
More detailed, hospital-specific breakdown of service description	1390.11	Cleaning of exterior areas and access roads	Intermediate cleaning and maintenance cleaning and basic cleaning of exterior areas and access roads	Public parking areas, laboratories, rooms associated with laundry and kitchen, dining hall, pharmacy, sterilization, storage rooms, rooms of library archive, central bed preparation			Referring to GEFMA (2011) 812 Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1
More detailed, hospital-specific breakdown of service description	1390.90	Preparation of medical products	Preparations (e.g. pretreatment, collecting, pre-cleaning, disassembling, examination for cleanliness and intactness, upkeep and repair maintenance, functional testing (and where necessary marking, packaging and sterilization) and release of medical products	Sterilization services		Consider when executing: Federal law on medicaments and medicinal products, Ordinance on Medicinal Products	Referring to Robert Koch-Institute (2012) Hygiene requirements for the preparation of medical products (Original in German) and SR 832.112.31 Itemized list of all things covered by the social health insurances (MiGel) (2013) (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1400	Workplace	Ensure usable workplace and space for any place where work is, or is to be, performed by a worker, or a person conducting a business or undertaking	Refer to specific sub-products	Outdoor workplace (addressed in 1200)	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	This definition includes places commonly recognised as workplaces, such as offices, shops, factories, construction sites or hospitals. It also includes many other types of less obvious workplaces, such as a vehicle supplied by an employer for use by a worker in the performance of work	SN EN 15221-4:2011 (E) p. 33
1410	Occupier Fit out and Adaptations	Change activity within a site (land or building) to meet business requirements. Includes e.g. moveable walls which are not to be provided by the landlord nor included in the rent	Includes initial fit-out activity to configure the space to meet requirement of occupier	Excludes building improvements, fixed walls even if provided and owned by the tenant	Adaption of adequate room sizes, integration of conference space/ kitchenette	Relocate partition panels, carpenter services, Paintwork	Not yet standardised		SN EN 15221-4:2011 (E) p. 33

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/ Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1390.91	Sterilization services	Preparation of sterile medical products	Pretreatment, disinfection cleaning, cleanliness check, functional testing, packaging, sterilization, validation and checking of the sterilization processes, storage and provision of reusable medical products		Consider when executing: Federal law on medicaments and medicinal products, Ordinance on Medicinal Products	Referring to Cavin et al. Swissmedic (2005) Good practice for preparation of sterile medical products (Original in German) p. 4
General service perspective of «Description of Service» «Items included» and «Items excluded» adapted to a hospital-specific service perspective	1400	Provision of workplaces	Ensure usable workplace and space for any place where work is, or is to be, performed by a worker, or a person conducting a business or undertaking	Internal and external workplaces. Refer also to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 33
General service perspective of «General Description», Service view during operational phase, «Items included» and «Items excluded» adapted to a general service perspective	1410	Occupier fit out and adaptations	Financially not activatable modifications of a site (property or buildings) in order to fulfill business needs		Initial development activities in order to adapt the area to the requirements of the users (-> Project), financially activatable investments		Referring to SNV SN EN 15221-4:2011 (E) p. 33

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1420	Space Management	Optimising and planning space within a site to meet the needs of the organisation. «Translation» of core business strategies into workplace distribution and performance measurement as basis for improvements	All cost attributable to this product	Excludes office relocation, moves (see 2400)	Acquisition of space data, Space allocation	Data management, analysis of space allocation, redistribution of space	CAD workplace planning tool		SN EN 15221-4:2011 (E) p. 33
1430	Furniture	Provision, installation and maintenance of furniture and office equipment	Refer to specific sub-products	Excludes technical, production and catering equipment and ICT	Tendering, installation, disposal	Determination of demand, price comparison, order	Workshop (Repair)		SN EN 15221-4:2011 (E) p. 34
1431	Plants and Flowers	Supply and care for the internal plants and flower arrangements	Replacement of old plants, flower arrangements etc.	Not yet standardised	Tendering, care, disposal	Determination of demand, price comparison, order, Watering, Fertilisation, Trimming	Watering system		SN EN 15221-4:2011 (E) p. 34
1440	Art works	Decorations as paintings, sculptures etc. to improve the environment at the workplaces	Acquisition and maintenance	Not yet standardised	Tendering, installation, disposal	Determination of demand, price comparison, order	Database of art works		SN EN 15221-4:2011 (E) p. 34

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
General service perspective of «General Description», «Items included» adapted to a general service perspective, «Items excluded» supplemented by a hospital-specific service perspective	1420	Space management	Optimization and planning of area within the site according to asset and portfolio strategy and performance measurement as a basis for improvements		Internal rental management (see 1140.30), relocations (see 2430), asset and portfolio strategy (see 9600 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 33
General service perspective of «Description of Service», hospital-specific definition of «General Description», more detailed, generally applicable definition of «Items included» and «Items excluded»	1430	Furniture upkeep	Provision of preventative maintenance and care of non-medical movables, used for the non-medical area	Non-medical operation equipment and devices. Refer also to specific sub-products	Operation and preventative maintenance of technical building equipment (see 1164, 1165), safety installations (see 2120), ICT (see 2300), vehicle fleet management (see 2441)	Consider when executing: Noise Protection Regulation	Referring to SNV SN EN 15221-4:2011 (E) p. 34
General service perspective of «Description of Service», «General Description» supplemented by a general service perspective, «Items excluded» supplemented by a hospital-specific service perspective	1431	Plants and flowers upkeep	Provision of preventative maintenance and upkeep of indoor plants and floral arrangements	Replacement of old plants and floral arrangements	Plants in outdoor areas (see 1210)		Referring to SNV SN EN 15221-4:2011 (E) p. 34
General service perspective of «Description of Service», «General Description» and «Items excluded» adapted to a hospital-specific perspective	1440	Art works upkeep	Provision of preventative maintenance and upkeep of paintings, sculptures or similar		General interior decoration and decoration compositions (see 1449.20), procurement (see 2550)		Referring to SNV SN EN 15221-4:2011 (E) p. 34
More detailed, generally valid breakdown of service description	1449.10	Signage upkeep	Provision of preventative maintenance and upkeep of signage material	All labeling and signage for spacial orientation			
More detailed, hospital-specific breakdown of service description	1449.20	Decorations upkeep	Provision of preventative maintenance and upkeep of interior decoration and decorations		Indoor plants and floral arrangements (see 1431)		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
1900	Primary activities specific	This product covers a wide range of organisation or industry sector specific services related to space and infrastructure. The separation of these makes the other products more comparable	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 35
1910	Primary process related utilities	Separately measured energy or water supply and production for energy or water intensive production processes	Maintenance for the facilities necessary for primary activity, Monitoring devices and material needed	Energy and water needed for the primary activity	Measurement, analysis and optimisation of energy and water consumption	Monitoring, maintenance, management of warranties	Space, technical equipment, monitoring tools, sprinkler centre		SN EN 15221-4:2011 (E) p. 35
1920	External workplaces (off site Facilities)	Providing external accommodation. All activities, services and resources relating to accommodation outside the organization	Rent or capital, maintenance and utility costs; furniture, operation costs	Travelling costs; ICT costs; Permanent exhibition buildings	1. External workplaces 2. Workplaces at home 3. Canteens 4. Temporarily exhibition space	Rent building, secure catering and IT infrastructure	CAFM System, management tool for space and services	In case of major permanent accommodation like satellite office building, it will be more appropriate to account these sites separately	SN EN 15221-4:2011 (E) p. 35
1990		Branch-specific (e.g. health care-business related)							

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
This service is directly covered under the assigned services in LekaS	1900	Primary activities specific					
This service is covered under 1170 et seq. in LekaS	1910	Primary process related utilities					
This service is covered under 1400 in LekaS	1920	External workplaces (off site facilities)					
This service is directly covered under the assigned services in LekaS	1990	Branch-specific (e.g. health care business-related)					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	1990.10	Operation and preventative maintenance of medical movables	Provision of operation and preventative maintenance of movables and installations used in the medical area	All medical-technical devices according to the Ordinance on Medical Devices, such as ECG, artificial respiration, MRI, patient beds	Non-medical movables (see 1430 et seq.)	Consider when executing: Noise Protection Regulation, Radiation Protection Act, Radiation Protection Ordinance, DIN EN 60601-1 Medical electrical equipment – Part 1: General requirements for basic safety and essential performance, Radiation Protection Regulation of medical x-ray generators, BAG R Instruction of Radiation Protection: X-ray equipment, DIN EN 62353 Medical Electrical Equipment – recurrent test and test after repair maintenance of medical electrical equipment, Regulation on fees in connection with Radiation Protection	Referring to SR 812.213 Ordinance on Medicinal Products (2010) (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2000	Integration on Tactical Level (People and Organisation)	Tactical integration or product integration Middle management processes applicable for or servicing all products related to People and Organisation	Cost of tactical management, cost of internal administration, costs of all services related to People and Organisation	None	Products related to People and Organisation	Implementing strategies, communicating with customers, planning adaptations to short term changes, ordering services, controlling costs, monitoring performance, and reporting to strategic management in relation to People and Organisation	Office workplace		SN EN 15221-4:2011 (E) p. 21
2100	HSSE (Health, Safety, Security and Environment)	Protecting from external dangers and/or internal risks and protecting assets and the health and well being of the people and providing a safe and sustainable environment Implementing legal and organisational obligations, legal compliance	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 36
2110	Health and Safety	Providing health and welfare of people on their workplace	Not yet standardised	Not yet standardised	Refer to specific sub-products	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 36
2111	Workplace safety	Providing safety of the workplaces, especially in production, mining, transport and construction industries	Not yet standardised	Not yet standardised	Not yet standardised	Examination and auditing of workplaces, air quality testing, securing legal compliance	Fire evacuation plans, Special measuring instruments		SN EN 15221-4:2011 (E) p. 36

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
General service perspective of «General Description», «Items included» and «Items excluded»	2000	People and Organization	Services for the service-handling of all services or products with respect to People and Organization	Tactical and operational management, internal management, all services in connection with People and organization	Financially activatable investments		Referring to SNV SN EN 15221-4:2011 (E) p. 21
General service perspective of «Description of Service»	2100	HSSE (Health, Safety, Security and Environment)	Protection from external dangers and/or internal risks, and protecting assets and health and the well-being of the people and providing a safe and sustainable environment. Implementing legal and Organizational obligations, legal compliance	Refer to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 36
General service perspective of «Description of Service», «Items excluded» supplemented by a hospital-specific service perspective	2110	Ensuring of health and safety	Ensuring health and well-being in the work places	Refer to specific sub-products	Security services (see 2120)		Referring to SNV SN EN 15221-4:2011 (E) p. 36
General service perspective of «Description of Service», «General Description» adapted to a hospital-specific service perspective	2111	Ensuring workplace safety	Ensuring safety in the workplace				

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

Empty rows: Services added to the branch-specific, expanded and commented version do not exist in the original.

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	2111.10	Ensuring workplace safety and health protection at/in/ around the building	Ensuring workplace safety and health protection at/in/ around the building	Prevention of trip and slip hazards, securing of glass doors, ensuring escape route and emergency exits. Securing cleaning staff and technical service during dangerous work assignments. Provision of reasonable personal protection equipment			Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work (Original in German) pp. 7–8
More detailed, generally valid breakdown of service description	2111.20	Ensuring workplace safety and health protection with respect to work places and installations	Ensuring workplace safety and health protection with respect to the work place and installations	Prevention of blinding / reflection in working places with screens, reduction of eye strains connected to use of photocopiers/laser printers, consideration of ergonomic aspects, securing of furniture and electrical items with voltage, optimization of indoor climate (ventilation, air conditioning, heating, humidity, draught)		Consider when executing: Regulation 3 and 4 of the Labour Law, SECO	Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work (Original in German) pp. 9–10
More detailed, generally valid breakdown of service description	2111.30	Ensuring workplace safety and health protection through people, behaviour and workload	Ensuring workplace safety and health protection through people, behaviour and workload	Minimization of constant sitting activities, disruptive factors, noise, odours and smoke, aggressivity with customers/patients contacts, isolation of all working people; ensuring safety of climbing aids, correct technique and posture when lifting and carrying loads		Consider when executing: Regulation about Accident Prevention 832.30 3. Section: Labour Organization	Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work (Original in German) p. 11

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2112	People occupational health	Providing health and welfare of people such as; healthcare like company doctor, fiscal or manual therapist, safe working practices, policy on health and welfare facilities and special food and beverages	Not yet standardised	Not yet standardised	Not yet standardised	Periodical examination Health check	First aid room Fitness centre		SN EN 15221-4:2011 (E) p. 37
2120	Security	Protection of people and assets, to secure and guarantee the security	Basic building related costs such as locks, card readers, tourniquets, camera's and basic people related costs such as guarding and Emergency response plan	Not yet standardised	Body guards	Crisis management preparation	Command room in case of a crisis	Building (technical, reception, surveillance)	SN EN 15221-4:2011 (E) p. 37
2121	Securing people	Protection of people	People related costs such as guarding and emergency response plan	Not yet standardised	Not yet standardised	Body guards	Risk analysis		SN EN 15221-4:2011 (E) p. 37

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	2111.40	Ensuring workplace safety and health protection by work organization and special protection	Ensuring workplace safety and health protection by work organization and special protection	Ensuring observance of working times, breaks, resting time by means of appropriate shift systems, special maternity protection regulations and for adolescents or apprentices; reduction of stress and optimization of the work organization, protection against bullying and sexual harassment; correct dealings with employee supervision		Consider when executing: Labour Law 822.11: work and rest periods; Regulations regarding job-specific protection measures; Accident Prevention 832.30 4. Section: Labour Organization	Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work [Original in German] pp. 12–13
General service perspective of «Description of Service», hospital-specific definition of «General Description»	2112	Occupational health	Ensuring health and well-being of staff	Provision for health (company physician, physio or manual therapists), secure working practices, company guidelines with respect to health and wellness equipment and special food and drinks			Referring to SNV SN EN 15221-4:2011 (E) p. 37
«Items included» and «Items excluded» adapted to a general service perspective	2120	Security	Protection of people and assets, setting up and maintaining security	Refer to specific sub-products	Health protection and workplace safety (see 2110 et seq.)	Consider when executing: Fire Protection Standard	Referring to SNV SN EN 15221-4:2011 (E) p. 37
«General Description» supplemented by a general service perspective, General service perspective of «Items included»	2121	Securing people	Preventative, operational and interventive measures for the protection of people	Personal services like guarding, and implementing emergency plan			Referring to SNV SN EN 15221-4:2011 (E) p. 37

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2122	Securing property (physical and intellectual)	Protection of assets	Building security equipment such as locks and keys, card readers, tourniquets, cameras	Not yet standardised	Not yet standardised	Guards and patrols	Access control system, locks and keys		SN EN 15221-4:2011 (E) p. 37

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally applicable definition of «Description of Service», «General Description» supplemented by a general service perspective, More detailed, generally valid breakdown of service description	2122	Securing property (physical and intellectual)	Preventative, operational and interventive measures for the protection of (physical and intellectual) assets and valuables	Safety-related technical equipment of buildings, e.g. locks and keys, card readers, tourniquets and cameras. Refer also to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 37
More detailed, generally valid breakdown of service description	2122.10	Fire protection	Refer to specific sub-products	Refer to specific sub-products			
More detailed, generally valid breakdown of service description	2122.11	Constructional and technical fire protection	Precautionary measures for the protection of people, animals and objects from the dangers and effects of fires and explosions	Operation of technical fire protection: fire extinguishers, fire alarm and gas detectors, sprinkler systems, smoke extraction and heat extraction systems, lightning protection system, safety lighting and emergency electricity provision, fire service elevators, explosion protection provision, integral tests	Preventative maintenance (see 1165)	Consider when executing: Cantonal laws and guidelines	Referring to Swiss Canton Fire Insurance Companies (2003) Fire protection standard 1-03d (Original in German) pp. 9–15

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	2122.12	General, preventative and operational fire protection	Organizational and human measures for securing of fire safety	General fire protection: due diligence obligations, maintenance obligation, obligatory supervision and reporting duty; preventative fire protection: unhampered access for the fire brigade, alerting and deployment concept, organization of in-house fire services, intervention group (substitute internal company fire service), operational fire protection: safety officer, fire protection and fire brigade shift plans, safety/security on construction sites, monitoring of decorations, instructions (fire fighting courses)		Consider when executing: Cantonal laws and guidelines	Referring to Swiss Canton Fire Insurance Companies (2003) Fire protection standard 1-03d (Original in German) pp.16–18
More detailed, generally valid breakdown of service description	2122.20	Object protection	Preventative, operational and interventive measures for the protection of deliberate acts of malicious people against objects, equipment, material and goods («active dangers») as well as natural phenomena, technical failures or unintentional actions («passive dangers»)			Consider when executing: Cantonal laws and guidelines	Referring to Swiss Federal Department of Defense, Civil Protection and Sports (2014) Object Safety (Original in German)
More detailed, generally valid breakdown of service description	2122.30	Information protection	Refer to specific sub-products	Refer to specific sub-products			

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2130	Environmental Protection	All activities, services and means that are focused on the implementation and controlling of the environmental policy (see product 9100 Sustainability) for the organisation and the execution of legal obligations and improvements for the environment	Not yet standardised	Not yet standardised	Not yet standardised	Securing legal compliance	Database of environmental laws and regulations		SN EN 15221-4:2011 (E) p. 38

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	2122.31	Contractual obligations and organizational measures for information protection	Measures for protection against error and negligence of own employees and external, unauthorized information, theft of information, manipulation for the purpose of personal enrichment	Employment contracts, secrecy agreements, policies, trainings, development of data sheets		Consider when executing: Cantonal laws and guidelines	Referring to Hartmann, M. and Bitz, G. (2008) Enterprise Security – Information protection in companies (Original in German) pp. 125–126
More detailed, generally valid breakdown of service description	2122.32	Technical information protection measures	Measures for protection against malware (viruses, worms, trojans etc.) and hacking (vandalism, probing, misuse etc.)	Network access control, antivirus software, firewalls, intrusion detection systems, intrusion prevention systems, identity and access management systems, etc.		Consider when executing: Cantonal laws and guidelines	Referring to Hartmann, M. and Bitz, G. (2008) Enterprise Security – Information protection in companies (Original in German) pp. 125-126
General service perspective of «Description of Service», hospital-specific definition of «General Description»	2130	Environmental protection activities	All activities and services in the area of non-medical support services directed towards the implementation and monitoring of environmental guidelines, as well as the implementation of legal obligations and improvements with respect to the environment	Proof of compliance with laws		Consider when executing: Water Conservation Act, Regulation on Water Protection, Environmental Protection Act, Regulation on the Return, Take-Back and Disposal Electrical and Electronic equipment, Technical Ordinance on Waste, Regulation on Handling Waste, Ordinance concerning hazardous goods forwarders for the carriage of hazardous goods by road, rail or inland waterways	Referring to SNV SN EN 15221-4:2011 (E) p. 38

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2200	Hospitality	Providing a hospitable working environment making people feel welcome and comfortable	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 38
2210	Reception and contact centre	Welcome, registration and guidance of visitors	Cost related to reception facilities (space costs, etc.)	Signage in other facilities than the reception room(s)	Not applicable	Not applicable	Cleaning of clothing	Catering	SN EN 15221-4:2011 (E) p. 38
2220	Catering and Vending	Provision of food and beverage to personnel and guests	Costs of food and beverages, costs of all facilities needed to provide catering and vending services	Usage of equipment and kitchen facilities for events	Restaurant Vending Extra services (Board, VIP, etc.)	Special coffee vending	Coffee shop	Distribution of clothing	SN EN 15221-4:2011 (E) p. 38

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
	2200	Hospitality	Providing a hospitable working environment making people feel welcome and comfortable	Refer to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 38
General service perspective of «Description of Service», hospital-specific definition of «General Description», «Items included» and «Items excluded» supplemented by a general service perspective	2210	Reception and contact center services	Reception, registration and general consultation	Internal and external contact point/reception for general information, reception and contact services, telephone services, directory assistance, telephone center/central communication services, concierge service, encashment, lending and accepting return of loan objects	Security (see 2120), signage on facilities other than the reception area/the reception rooms (see 1449.10), special concierge service (see 2990.20)		Referring to SNV SN EN 15221-4:2011 (E) p. 38
«General Description» adapted to a general service perspective as well as to a hospital-specific perspective, hospital-specific definition of «Items included» and «Items excluded»	2220	Catering and vending	Refer to specific sub-products	Refer to specific sub-products	Operation and preventative maintenance of technical building equipment (see 1164, 1165)		Referring to SNV SN EN 15221-4:2011 (E) p. 38 and Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2220.10	Patient and resident catering	Provision of food for patients or residents	Production and preparation of patients and residents meals, room service, hotel service, operation of ward kitchens, dishwashing	Distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)		Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering (Original in German)
More detailed, hospital-specific breakdown of service description	2220.20	Staff catering	Provision of food for staff	Production and preparation of staff meals operation of staff restaurant incl. the till, cafeteria, provision of meeting caterings, handling of food vouchers, dishwashing	Catering for staff events (see 2220.50), distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)	Catering services at internal prices	Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering (Original in German)
More detailed, hospital-specific breakdown of service description	2220.30	Guest catering	Provision of food for guests	Production and preparation of guest meals, operation of cafeteria/ restaurant incl. the till, dishwashing	Distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)	Catering services at external prices	Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2230	Meeting rooms and Events	The deliverance of support in arranging meeting rooms and events	Staff, all costs of providing meeting rooms and catering related to meetings and events, costs of technical equipment	External support, costs of vending	Meeting rooms Events internal Events external	Not applicable	Not applicable	Primary business related textiles like bed sheets in hospitals are included	SN EN 15221-4:2011 (E) p. 39

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2220.40	Vending services	Provision of vending machines	Production and preparation of food for food vending machines	Distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)		Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering (Original in German)
More detailed, hospital-specific breakdown of service description	2220.50	External and event catering	Provision or external or event caterings	Production and preparation of food for lunch, internal or external events	Distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)		Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering (Original in German)
General service perspective of «Description of Service», general service and hospital-specific perspective of «General Description», «Items included» and «Items excluded»	2230	Event management	Organization and management of events of any kind	Organization and preparing of rooms, organization of training sessions, conferences, catering and maintenance	Provision and distribution of food (see 2220.50, 2443 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 39

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2240	Work wear and other Textiles	The deliverance, cleaning and keeping in good order of work wear for the staff, for instance security people, chauffeurs, room keepers, management and front office workers and other textiles (e.g. sanitary textiles)	Providing work wear, including costs of obtaining, maintaining and replacing, custom tailoring and changing, sanitary textiles: obtaining, cleaning and replacing	Not applicable	Laundry	Deliverance of clothing	Store room for clothing and textile Laundry		SN EN 15221-4:2011 (E) p. 39
2441	Laundry	The laundry of textiles (clothing, curtains/ doormats/ carpets, table linen, bed linen and towels (e.g. hotels, hospitals) including logistics and planning/ organisation	Cost of staff, machinery, and washing powder, maintenance of washing machines	Cost of space (washing room), sterile textiles (elsewhere; see Sterilization services)	Not yet standardised	Washing Pressing	Laundry facility and equipment	Primary business related textiles like bed sheets in hospitals are included	SN EN 15221-4:2011 (E) p. 39

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/ Indications for Healthcare Industry	Source
General service perspective of «Description of Service», hospital-specific definition of «General Description» and «Items excluded», more detailed, hospital-specific breakdown of service description	2240	Provision of workwear and other textiles	Ensuring the provision, cleaning and care of all textiles	Refer to specific sub-products	Sterile textiles (see 1390.91), procurement of textiles (see 2550 et seq.), logistics (2400)		Referring to SNV SN EN 15221-4:2011 (E) p. 39
More detailed, hospital-specific breakdown of service description	2241	Laundry	Cleaning of textiles	Refer to specific sub-products	Refer to specific sub-products		Referring to SNV SN EN 15221-4:2011 (E) p. 39
More detailed, hospital-specific breakdown of service description	2241.10	Care of patients' and residents' textiles	Provision of, cleaning and care of private patients' and residents' textiles	Private laundry of patients and residents, planning and organization	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)		
More detailed, hospital-specific breakdown of service description	2241.20	Industrial textile care	Provision of, cleaning and care of industrial textiles and protective clothing	Industrial and protective clothing planning and organization	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)		
More detailed, hospital-specific breakdown of service description	2241.30	Surgical linen care	Provision of, cleaning and care of surgical linen	Textiles for wet areas, kitchen, cleaning, resident and patient rooms, such as bed linen, nightgowns, terry cloth, table linen, planning and organization	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2290.10	Operation of staff accommodation	Running staff accommodation operations	Contact points for staff accommodation questions, support of staff who live in the staff accommodation	Real estate management (see 1140), acceptance certificate (see 1140.10), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)		
More detailed, hospital-specific breakdown of service description	2290.20	Operation of guest accommodation	Running guest accommodation operations	Contact points for guest accommodation requests, reservations, processing payment, organization/coordination of cleaning, provision of textiles, monitoring of key use	Real estate management (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)		
More detailed, hospital-specific breakdown of service description	2290.30	Operation of patient/guest hotel	Running patients/guest hotel operations	Contact points for hotel requests, reservations, encashment, organization/coordination of cleaning, provision of textiles, monitoring of key use	Real estate management (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)		
More detailed, hospital-specific breakdown of service description	2290.40	Operation of on-call rooms	Supervision of on-call rooms operations	Contact points for stand-by rooms requests, organization/coordination of cleaning, provision of textiles, monitoring of key use	Property administration (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2300	ICT	Information and Communications Technology (ICT) is the header of data processing and communications support. The Strategic Management of the ICT department and Third Party Suppliers and strategic advice of the parent organisation on ICT: Business alignment and integration ICT to company strategy	ICT includes technologies and features that are intended to fulfil information processing and communications functions to support the primary activities of the organisation. Costs of external strategic consultancy of all ICT services	Space and space related utilities like energy and security and generic integration of all facilities (which is addressed separately elsewhere). Business IT (it is addressed in 2900)	Refer to specific sub-products	Translating goals of the organisation; negotiating FM-ICT-agreement; developing general vendor / sourcing strategy; benchmarking performance ICT department	Managed working place ICT	This is the non-core business ICT. For benchmarking reasons core business IT applications are addresses in 2900. Examples of Core Business Applications are ERP, Dealing Room (Banking Branch), Traffic Control (Transport Branch), Production Control (Chemical Branch), CAD (Engineering Branch)	SN EN 15221-4:2011 (E) p. 40
2310	Service Desk IT	Contract point for (End) User to communicate with the ICT department in case of incidents or requests	Personnel, hardware, software and third party suppliers	Core Business Applications Support	Not yet standardised	Example: Answering an (End) User with an incident, registering this incident and solving this incident at this first contact with the (End) User	Not applicable	This is the first line solving unit of the ICT off-site support with restricted means	SN EN 15221-4:2011 (E) p. 40

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2300	ICT					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2310	Service desk IT					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2320	End User Services IT	Hard- and software, local support, remote maintenance at working place. Installation, moves, additions, changes, packaging and distributing of client hard- and software. Client hardware special devices	Personnel, hardware, software, travelling and third party suppliers	Core business related services. Energy used by the Client Hardware devices.	Client hardware Devices IT Client Software On Site Support Managed Client Service IMAC Packaging and Distribution Client Hardware Special Devices	Examples: Answering an (End) User with an incident, registering this incident and solving this incident at this first contact with the (End) User; IT staff fixing a computer at the location of the (End) User or remotely, packaging software so that it can be automated installed on the (End) Users computers with the correct parameter settings included in the package	Examples: Provisioning of Desktop, Notebook, Monitor, Keyboard, Mouse, mobile printers, e-paper readers, beamers and mobile printers, provisioning of licenses of software or anti-virus protection at the desktop; replacing a written off computer of the (End) User	Hard ware special devices are not part of the basic workplace IT devices, (End) Users need in order to perform their daily tasks.	SN EN 15221-4:2011 (E) p. 40
2321	Client Hardware Devices IT	The primary IT equipment for the workplace.	Primary IT equipment is defined as the basic, standard IT hardware user need to perform their tasks. Energy used by the Client Hardware devices	Not yet standardised	Not yet standardised	Evaluate and control third party suppliers	Not applicable		SN EN 15221-4:2011 (E) p. 40
2322	Client Software	All the software and associated licenses for the IT equipment located at the workplace of (End) Users	In case «thin client systems» are in use, presentation software is included	Not yet standardised	Not yet standardised	Evaluate and control third party suppliers	Not applicable		SN EN 15221-4:2011 (E) p. 42
2323	On Site Support	The locals, physical support for workplace hard- and software	Staff assisting the (End) User by supporting him at his physical workplace in case of IT issues	Not yet standardised	Not yet standardised	Travelling (with multiple sites), Components	Not applicable		SN EN 15221-4:2011 (E) p. 42
2324	Managed Client Service	The remote management of workplace equipment	This is the second line solving unit of the ICT off-site support with extended means	Not yet standardised	Not yet standardised	Software maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 42

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2320	End user services IT					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2321	Client hardware devices IT					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2322	Client software					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2323	On-site support					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2324	Managed client service					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2325	IMAC	Install, Move, Add, Change and Delete activities for the hard- and software for the workplace	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers,		SN EN 15221-4:2011 (E) p. 42
2326	Packaging and Distribution	The preparing of software for automated digital remote delivery (packaging) and the automated digital remote delivery of software to the workplace	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 43
2327	Client Hardware Special Devices	All IT equipment which is neither a primary IT Equipment nor a primary Telecommunication Client Hardware device	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 43
2330	Central and Distributed Services	Providing and maintaining the network drives of the (End) Users on which they are able to save their data, their E-mail facilities, their Printers and Print servers (including print queue) and a directory service which manages their rights and policies	Personnel, Hardware, Software, Data Centre, Third Party Suppliers	Printing supplies (paper, toner, etc.)	File Services E-Mail Services Print Services Directory Services	Examples: setting up of E-mail servers, managing of print queues, giving users access rights to network drives	Availability of E-Mail and to print, having software/file rights	Be sure about including costs of external Data Centre. Be sure about including costs of external Data Centre. Printer and toner will be included by office requirements like pencils and cashiers.	SN EN 15221-4:2011 (E) p. 43
2331	File Services	The management of the network drives of the (End) Users on which they are able to save their data	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Data Centre		SN EN 15221-4:2011 (E) p. 43

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2325	IMAC					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2326	Packaging and distribution					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2327	Client hardware special devices					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2330	Central and distributed services					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2331	File services					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2332	E-Mail Services	The management of the E-Mail facilities for (End) Users	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 44
2333	Print Services	The management of the Printers and Print servers (including print queue) for the (End) Users	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 44
2334	Directory Services	The management of a directory service which manages the user rights and policies	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 44
2340	Connectivity and Telecommunications	Providing connection of the workplaces, both inside and outside the organisation, to internet, WAN environment. Wired and mobile telecommunication networks, including related Devices and Personal Digital Assistants (PDA's)	Personnel, hardware, software and third party suppliers	Peripherals which are to be build into vehicles (hands free kits)	Connectivity Services IT Connectivity Services CT Client Hardware Devices CT	Examples: Provisioning an End User with internet connectivity and mobile phones, the management of the PABX or VOIP systems	having connectivity, phones		SN EN 15221-4:2011 (E) p. 44
2341	Connectivity Services IT	Providing the LAN and wireless LAN connection of the workplaces, the connection to the internet and WAN environment	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 45
2342	Connectivity Services CT	Providing the connection of landline and mobile phones to the telecommunication network, including related peripherals and Personal Digital Assistants (PDA's)	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 45

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2332	Email services					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2333	Print services					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2334	Directory services					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2340	Connectivity and telecommunications					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2341	Connectivity services IT					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2342	Connectivity services CT					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2343	Client Hardware Devices CT	The telephone devices (landline and mobile) for the (End) Users	Not yet standardised	Not yet standardised	Not yet standardised	Software and hardware maintenance	Third Party Suppliers		SN EN 15221-4:2011 (E) p. 45
2350	Training (ICT)	Training End User in ICT application	Out of pocket costs	Spending time end users	Not yet standardised	Example: Training End Users in order to use Standard Working Place Applications	Training courses, training software	Standard Applications are becoming part of basic education End User. (Training) Business Applications are not part of Facility Management ICT. (External) Learning facilities will be considered by «Meeting Rooms» or external Facilities	SN EN 15221-4:2011 (E) p. 45
2400	Logistics	The transport of persons and the transport and storage of goods and information and improvement of the relevant processes	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 46
2410	Office Suppliers, Stationary	The provision, distribution and storage of any supplies like paper, stationary, toners, ribbons, pens, printers cartridges, small office equipments, presentations support, etc. (consumable goods related to the workplace)	Cost of providing stationary and any kind of office supplies	Not yet standardised	Not yet standardised	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 46

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2343	Client hardware devices CT					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2350	Training (ICT)					
More detailed, hospital-specific breakdown of service description, hospital-specific definition of «General Description»	2400	Logistics	Transport of people, transport and storage of goods and materials	Refer to specific sub-products	Refer to specific sub-products		Referring to SNV SN EN 15221-4:2011 (E) p. 46
Does not denote a service in accordance with LekaS (see procurement non-medical material 2551.21 and 2552.21)	2410	Office supplies, stationary					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2420	Document Management	Coordination and control of the flow (storage, retrieval, processing, printing, copying, routing, distribution and disposal) of electronic and paper documents in a secure and efficient manner	Refer to specific sub-products	Not yet standardised	Not yet standardised	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 46
2421	Reprographics	Coordination and control of copying and disposing of paper documents in an efficient manner	Equipment, maintenance and service, together with the cost of any dedicated staff and servicing. Also included is the save disposal (e.g. shredding) of paper documents	Costs of consumables (including paper – see office supplies)	Central reprographics distributed reprographics	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 46
2422	Post room, internal distribution	Post room, messenger and in-house distribution services	Costs of opening, collating, distributing, collecting, packaging, stamping, scanning, recording and despatching mail as well as costs of inter-site distribution, Includes staff, and post room costs that would otherwise be posted to other products – rent, utilities and so on. May also include porter services	Costs of stationery, paper and all other office supplies	Post room services internal distribution services	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 47

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
«General Description» adapted to a general service perspective, hospital-specific definition of «Items excluded»	2420	Document management	Coordination and controlling of the flow (storage, retrieving, processing, printing, copying, guiding and distributing) of documents, both electronically and in paper form	Refer to specific sub-products	Medical documentation		Referring to SNV SN EN 15221-4:2011 (E) p. 46
«General Description» and «Items included» supplemented by a general service perspective, «Items excluded» supplemented by a hospital-specific service perspective	2421	Reprographics	All procedures of permanent photometrical reproduction of templates and documents	Copying, scanning, plotting, printing, binding of documents and graphic services	Preventative maintenance and servicing of technical building equipment (see 1165), disposal of data-sensitive documents (see 1173.15), procurement of material (see 2550 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 46
General service perspective of «General Description» and «Items included», «Items excluded» supplemented by a hospital-specific service perspective	2422	Post room and internal distribution	Operation of a post office providing internal and external courier and distribution services	Reception, opening, collation, distributing, collection, packing, stamping, franking, scanning, recording and sending of letters and packages incl. documentation of delivery, pneumatic post	External transports of goods (see 2443 et seq.), procurement of material (see 2550 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 47

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2423	Library and Archives	Coordination, management and control of library and archives	Both internals and outsourced archiving costs, costs of running buildings for archiving purposes (where these are either off-site or on-site in self-contained and identifiable buildings), archiving systems, dedicated labour and retrieval of records	Not yet standardised	document management library archiving knowledge management	Purchasing and distributing journals, storing documents according to the laws	Librarian and archiving software		SN EN 15221-4:2011 (E) p. 47
2430	Moves – people and furniture	Business change activity involving relocation of staff	Includes all cost associated with moving people, furniture, ICT equipment and personal belongings	Building improvement, portfolio optimisation, occupier fit-out, furniture and modification to work areas or workstations to accommodate the move	Moves within building Moves between buildings Move projects (more than 10 workplaces involved)	Transport of furniture and office material, time scheduling	CAFM drawings showing the workplaces		SN EN 15221-4:2011 (E) p. 47
2440	Mobility	Conveyance of persons and goods for organisational purpose	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 48

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
General service perspective of «General Description», «Items included» supplemented by a general service perspective	2423	Library and archives	Operation of a multimedia library and coordination, management and control of the archives	Provision of books, journals and audiovisual media classification of multimedia, loan handling; internal and outsourced archiving, procuring and operation of archiving systems suitable for retrieving recordings; CAD digital archive, blueprints, HR archive, accounting departments archive, medical archive	Destruction and disposal (see 1173 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 47
General service perspective of «Description of Service», hospital-specific definition of «General Description», «Items included» and «Items excluded» supplemented by a general service perspective	2430	Relocations	Planning and implementation of relocations	Determination of the necessary transport and installation services, definition as well as coordination of relocations and installation deadlines, disassembly, transport, assembly and the putting into operation of furniture, ICT devices and personal objects, movement of people, signing off on transport and installation services	Building improvements (-> Project), portfolio optimization (see 9600), relocations projects, exceeding the operational scope (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 47
More detailed, hospital-specific breakdown of service description	2440	Mobility	Conveyance of persons and goods for Organizational purpose	Refer to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 48

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2441	Fleet management	The management of motor vehicles such as cars, vans and trucks	Fleet (vehicle) management include a range of fleet management functions, such as vehicle financing, vehicle maintenance, driver management, fuel management and transport related health and safety management and fleet administration. May include cost of the vehicles and capital costs, fuel, cleaning, insurance etc.	Not yet standardised	Not yet standardised	Tour planning	Not applicable		SN EN 15221-4:2011 (E) p. 48
2442	Travel services	Arrangement of travel and accommodation of personnel for business purposes except leased cars	All activities, services and resources aimed at the conveyance of persons within the organization by public transport, by taxi or by air	Off site accommodation (will be addressed elsewhere)	Conveyance by 1. Public transport 2. Taxi 3. Air	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 48
2443	Transport services	Transport of goods and personnel on or between site(s)	Bus schemes and public transport subsidy for staff travel, all executive chauffeur services, staff costs and vehicle costs and maintenance, cost of good transport both on and off site	Cost of vehicles provided for the exclusive personal use of members of staff moves defined in 2430	1. Staff transport off site 2. Staff transport on site 3. Goods transport on site 4. Goods transport off site	Tour planning	Not applicable		SN EN 15221-4:2011 (E) p. 48

Empty rows: Services added to the branch-specific, expanded and commented version do not exist in the original.

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
«General Description» supplemented by a general service perspective, General service perspective of «Items included», hospital-specific definition of «Items excluded»	2441	Fleet management	Management of people, transport and utility vehicles (motorized and not motorized)	Preventative maintenance and management of all vehicles, combustible and fuel management management of fuel and combustibles, vehicle cleaning, securing vehicle insurances, and transport-related health and security/safety management	Carpool service/driving personnel management (see 2443 et seq.), ambulance services (-> medical services), vehicle procurement (see 2550 et seq.), financing of vehicles (see 9620)		Referring to SNV SN EN 15221-4:2011 (E) p. 48
General service perspective of «Items included»	2442	Travel services	Arrangement of travel and accommodation of personnel for business purposes	All services with respect to the Organization of travel services	Rental cars (see 2441)		Referring to SNV SN EN 15221-4:2011 (E) p. 48
More detailed, hospital-specific breakdown of service description	2443	Transport services	Transport of goods and staff within or between locations	Refer to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 48
More detailed, hospital-specific breakdown of service description	2443.10	Transport of people	Transportation of people without medical supervision	Refer to specific sub-products	Refer to specific sub-products		Referring to SNV SN EN 15221-4:2011 (E) p. 47

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2443.11	External people transport services	Transportation of people from the site to the destination and back	Trips for patients, employees and guests off-site, carpool services / driving personnel management	Medical care, rescue service		Referring to 832.112.31 Itemized list of all things covered by the social health insurances (2013) (Original in German) Art. 26 and 27
More detailed, hospital-specific breakdown of service description	2443.12	Internal people transport services	On-site transportation of people incl. medical aids	Trips for patients, employees and guests incl. medical aids within sites, carpool services / driving personnel management	Medical care, vehicles that are supplied exclusively for the use of employees (see 2441)		
More detailed, hospital-specific breakdown of service description	2443.20	Transport and distribution of goods	Transport and distribution of goods and material	Internal and external dispatching and distribution of goods and material	Postal service (see 2422)		
More detailed, hospital-specific breakdown of service description	2443.21	External transport and distribution of non-dangerous goods	External transport and distribution of goods and material which are not considered dangerous goods	e.g. food / catering, laundry, furniture, office material		Consider when executing: GDP-regulatory temperature monitoring	

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

Empty rows: Services added to the branch-specific, expanded and commented version do not exist in the original.

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2443.22	External transports and distribution of dangerous goods	External transport and distribution of goods and material considered dangerous	Goods and material considered dangerous		Consider when executing: Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road, Ordinance concerning hazardous goods forwarders for the carriage of hazardous goods by road, rail or inland waterways, IATA international dangerous goods regulations; sender is liable according to law	Referring to 741.621 Regulation for the transport of dangerous substances on the streets (2002) (Original in German) Art. 7 and 741.622 Ordinance concerning hazardous goods forwarders for the transportation of hazardous goods by road, rail or inland waterways (2001) (Original in German)
More detailed, hospital-specific breakdown of service description	2443.23	External transport and distribution of anesthetics	External transport and distribution of anesthetics in compliance with legal regulations	Controlled substances		Consider when executing: Law pertaining to controlled substances	
More detailed, hospital-specific breakdown of service description	2443.24	Internal transport and distribution of non-dangerous goods	Internal transport and distribution of goods and material not considered dangerous	E.g. food/catering, laundry, furniture, office material			

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

Empty rows: Services added to the branch-specific, expanded and commented version do not exist in the original.

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2443.25	Internal transport and distribution of dangerous goods	Internal transport and distribution of goods and material considered dangerous	Goods and material considered dangerous		Consider when executing: Regulation for the transport of dangerous substances on the streets, Ordinance concerning hazardous goods forwarders for the transportation of hazardous goods by road, rail or inland waterways; sender is liable according to law	
More detailed, hospital-specific breakdown of service description	2443.26	Internal transport and distribution of anesthetics (controlled substances)	Internal transport and distribution of anesthetics in compliance with legal regulations	Controlled substances		Consider when executing: Law pertaining to controlled substances	
More detailed, generally valid breakdown of service description	2490	Storage management and incoming inspection of incoming goods	Securing of storage management and inspection of incoming medical and non-medical material	Refer to specific sub-products	Refer to specific sub-products		
More detailed, generally valid breakdown of service description	2490.10	Inspection of incoming goods	Acceptance of goods, unpacking and inspection of medical and non-medical material	Inspection of incoming non-medical material (furniture, food, textiles etc.) as well as medical material in accordance with the Ordinance on Medical Devices	Transport and distribution of goods (see 2443 et seq.), procurement (see 2550)		
More detailed, generally valid breakdown of service description	2490.20	Storage management of medical and non-medical material	Ensuring temporary storage and storage of medical and non-medical material	Storage of medical material: drugs and medical products in accordance to the Ordinance on Medical Devices; storage non-medical material: e.g. furniture, art, cosmetics and care products, food, textiles, detergents, cleaning materials, chemicals	Transport and distribution of goods (see 2443 et seq.), procurement (see 2550)	Consider when executing: Chemicals Act, Chemicals Regulation	Referring to SR 812.213 Ordinance on Medicinal Products (2010) (Original in German) and 832.112.31 Itemized list of all things covered by the social health insurances (2013) (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2500	Business Support (management support)	Services supporting mainly the management of an organisation	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Strategic decision how much of these tasks is being given to the (external) FM provider	SN EN 15221-4:2011 (E) p. 49
2510	Finance and Accounting	Financial management services supporting the organisation	Special tools, external providers	Financial services for the FM organisation itself (included in tactical integration)	Accounting Assets, Property Controlling, Reporting	Budgeting, Coordination of activities in sub-products	Accounting, controlling and reporting system (ERP)		SN EN 15221-4:2011 (E) p. 49
2511	Accounting	Accounting services supporting the organisation	Special tools, external providers	Office space	Financial accounting Operational accounting Project accounting (construction) Cash management	Invoicing, allocate bills to cost codes, general accounting, balance sheet, income statement, oversee external audit	Accounting IT system		SN EN 15221-4:2011 (E) p. 49
2512	Assets, property	Asset management or property management services supporting the organisation	Special tools, external providers	Office space	Not yet standardised	Evaluating the value and depreciation of assets, buy and sell assets, develop and investment strategy, bookkeeping of assets in the accounting system	Asset management system	To discharge the primary activities from support processes, this product can include the management of financial investments in real estate or even shares	SN EN 15221-4:2011 (E) p. 49

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2500	Business support (management support)	Services in the non-medical support area which support the management and the organization	Refer to specific sub-products	Refer to specific sub-products		Referring to SNV SN EN 15221-4:2011 (E) p. 49
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2510	Finance and Accounting	Services regarding finances and accounting in the area of non-medical support services	Refer to specific sub-products	Refer to specific sub-products		Referring to SNV SN EN 15221-4:2011 (E) p. 49
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2511	Accounting	Accounting services in the area of non-medical support services	Financial accounting, operational accounting, cash management	Financial management (see 9620), property accounting (see 1140.40)		Referring to SNV SN EN 15221-4:2011 (E) p. 49
Is covered under Resources and Sourcing Strategy (9500.) in LekaS	2512	Assets, property					

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2513	Controlling, reporting	Controlling and reporting services supporting the organisation	Special tools, external providers	Office space	Not yet standardised	Definition of controlling strategy, auditing activities, coordinate data collection, statistics, report generation, chart drawing, propose recommendations for improvement	Controlling IT system, management information system MIS, reporting software		SN EN 15221-4:2011 (E) p. 50
2520	HRM	Human resources management services supporting the organisation	Special tools, external providers	HRM for the FM organisation itself. (included in tactical integration)	Salaries and Pensions Recruiting training and Development	Job descriptions, job adds, wages and salaries, manage pension funds, interaction regarding alternative workplace strategies which impact on terms and conditions of employees	Coordination of activities in sub-products	Strategic decision how much of HRM is being given to the (external) FM provider	SN EN 15221-4:2011 (E) p. 50
2521	Salaries and Pensions	Administration of salaries and pensions	Special tools, external providers	Office space	Not yet standardised	Calculating salaries and pensions, reporting and statements, payment of wages	Salaries and pensions administration IT system	Questions of security to be addressed	SN EN 15221-4:2011 (E) p. 50
2522	Recruiting	Supporting the recruiting of staff	Special tools, external providers	Office space	Not yet standardised	writing and placing adds, first selection of applicants, headhunting	Recruiting tests		SN EN 15221-4:2011 (E) p. 50

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2513	Controlling, reporting	Controlling services and reporting services in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 50
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2520	HRM	Human Resource management services in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 50
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2521	Salaries and pensions	Management of salaries and pensions in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 50
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2522	Recruiting	Support of the recruitment of staff in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 50

Management Support Services SN EN 15221-4 – original cited

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2523	Training and Development	Supporting the training and development of staff	Special tools, external providers	Office space	Not yet standardised	Internal training administration, offering courses, offering individual staff development plans	Training courses		SN EN 15221-4:2011 (E) p. 51
2530	Legal counsel and contracts	Legal counsel supporting the organisation	Special tools, external providers	Legal services for the FM organisation itself.	Legal advice Insurances Contracts	Hiring legal service	Legal advice software		SN EN 15221-4:2011 (E) p. 51
2531	Legal advice	Support concerning legal advice, court cases	Special tools, external providers	Office space	Not yet standardised	Managing court cases	Database of court cases and laws		SN EN 15221-4:2011 (E) p. 51
2532	Patents and copyrights	Management of patents and copy rights	Special tools, external providers	Office space	Not yet standardised	Applying for a patent	Database of patents and patent laws		SN EN 15221-4:2011 (E) p. 51

Management Support Services LekaS – SN EN 15221-4 adapted, expanded and commented branch-specifically

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2523	Training and Development	Support with training and further education of employees in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 51
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2530	Legal counsel and contracts	Support with legal consulting and contract management in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 51
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2531	Legal advice	Support with legal consulting in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 51
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2532	Patents and copyrights	Management of patents and copyright in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 51

Management Support Services SN EN 15221-4 – original cited

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2533	Insurance	Management and optimisation of all insurances in an organisation	Manpower and special tools, external providers	Office space	Not yet standardised	Negotiating insurance contracts, find uncovered risks	Database of insurance contracts		SN EN 15221-4:2011 (E) p. 52
2534	Contracts	Controlling and archiving all contracts, producing standard contracts for the organisation	Manpower and special tools, external providers	Office space	Not yet standardised	Support the negotiating of contracts, monitor dates of contracts ending, ensure that regular payments and contracts are aligned	Database of contracts with responsibilities	Rental contracts are part of Real estate administration	SN EN 15221-4:2011 (E) p. 52
2540	Marketing and communication	Corporate communication, promotion and marketing services supporting the organisation	Manpower and special tools, external providers	Office space	Promotion Corporate communication - Public relations - Advertising	Operate corporate website Press releases Market research/studies	Marketing studio website software		SN EN 15221-4:2011 (E) p. 52
2550	Procurement	Procurement services supporting the organisation	Manpower and special tools, external providers	Office space	Tendering and negotiations Submissions and ordering	Conduct submissions, evaluate providers, negotiate rebates	Internet submission tool		SN EN 15221-4:2011 (E) p. 52

Management Support Services LekaS – SN EN 15221-4 adapted, expanded and commented branch-specifically

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2533	Insurance	Management and optimization of insurances in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 52
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2534	Contracts management	Creation, formulation, completion and monitoring of (standard) contracts or contract modifications, review and archiving of contracts in the area of non-medical support services		Contracts in connection with property letting to third parties (see 1140.10)		Referring to SNV SN EN 15221-4:2011 (E) p. 52
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2540	Marketing and Communication	Corporate communication, promotions and marketing services in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 52
«General Description» and «Items included» supplemented by a general service perspective, «Items excluded» supplemented by a hospital-specific service perspective	2550	Procurement	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	2551	Operational procurement	Ensuring needs-based provision according to procurement strategy and strategic/tactical procurements standards	Inventory control, needs assessment, product selection within the categories, ordering, order monitoring (incl. cooperation with the logistics department), procurements logistics, verifying of invoices, compliance with the performance chain, cooperation with consumers. Refer also to specific sub-products	Refer to specific sub-products		Referring to Springer Gabler Wirtschaftslexikon (2014) Procurement (Original in German) and DIN 32736 (2000) Building Management p. 7
More detailed, hospital-specific breakdown of service description	2551.10	Operational medical procurement	Operational procurement of medical material/medicines and medical services	Refer to specific sub-products	Refer to specific sub-products		
More detailed, hospital-specific breakdown of service description	2551.11	Operational procurement of medical material and medicines	Operational procurement of medical material and medicines	Procurement of all materials and of all medicines falling under the Ordinance on Medical Devices or the Therapeutic Products Act	Logistics (see 2400), storage (see 2490), tactical procurement (see 2552 et seq.), resources and sourcing strategy (see 9500)		Referring to SR 812.213 Ordinance on Medicinal Products (2010) (Original in German); SR 832.112.31 Itemized list of all things covered by the social health insurances (2013) (Original in German) and 812.21 Federal law on medicaments and medicinal products (2000) (Original in German)
More detailed, hospital-specific breakdown of service description	2551.12	Operational procurement of medical services	Operational procurement of medical services	Procurement of all medical services	Tactical procurement (see 2552 et seq.), resources and sourcing strategy (see 9500)		

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Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2551.20	Operational non-medical procurement	Operational procurement of non-medical material and non-medical services	Refer to specific sub-products	Refer to specific sub-products		
More detailed, hospital-specific breakdown of service description	2551.21	Operational procurement of non-medical material	Operational procurement of non-medical material	Procurement of all material not falling under the Ordinance on Medical Devices (e.g. furniture, art, cosmetics and care products, food, textiles, detergents, cleaning materials, chemicals)	Logistics (see 2400), storage (see 2490), tactical procurement (see 2552 et seq.), resources and sourcing strategy (see 9500)		
More detailed, hospital-specific breakdown of service description	2551.22	Operational procurement of non-medical services	Operational procurement of non-medical services	Procurement of all non-medical services (e.g. consulting services)	Tactical procurement (see 2552 et seq.), resources and sourcing strategy (see 9500)		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description	2552	Tactical procurement	Ensuring that specific requirements are provided for on favorable terms on a long-term basis	Procurement market research, determination of central and/or decentralized procurement, Material Group Management (materials analysis, evaluation and selection of materials) procurement controlling; analyses, evaluation (compliance and securing of requirements for acute hospital with respect to service mandate and pandemic stock) and selection of suppliers; relationship management with suppliers, negotiation, conclusion as well as control of framework agreements, planning and application of appropriate information support systems, creation of procurement portfolios. Evaluation and assessment of the portfolio. Interface management of medical and non-medical users, product specifications, price and condition configuration, order planning and value analysis, demand pooling, process definitions, service chain, inviting tenders, cooperation negotiations. Refer also to specific sub-products	Refer to specific sub-products		Referring to Springer Gabler Wirtschaftslexikon (2014) procurement (Original in German)
More detailed, hospital-specific breakdown of service description	2552.10	Tactical medical procurement	Tactical procurement of medical material/medicines and medical services	Refer to specific sub-products	Refer to specific sub-products		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2552.11	Tactical procurement of medical material and medicines	Tactical procurement of medical material and medicines	Tactical matters concerning procurement of medicines and of all materials not falling under the Ordinance on Medical Devices or the Therapeutic Products Act	Logistics (see 2400), storage (see 2490), operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500),		Referring to SR 812.213 Ordinance on Medicinal Products (2001) (Original in German); SR 832.112.31 Itemized list of all things covered by the social health insurances (2013) (Original in German) and 812.21 Federal law on medicaments and medicinal products (2000) (Original in German)
More detailed, hospital-specific breakdown of service description	2552.12	Tactical procurement of medical services	Tactical procurement of medical services	Tactical issues of procurement of all medical services, cooperation agreement negotiations	Operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500)		
More detailed, hospital-specific breakdown of service description	2552.20	Tactical non-medical procurement	Tactical procurement of non-medical material	Refer to specific sub-products	Refer to specific sub-products		
More detailed, hospital-specific breakdown of service description	2552.21	Tactical procurement of non-medical material	Tactical procurement of non-medical material	Tactical issues of the procurement of all material, not falling under die Ordinance on Medical Devices (e.g. furniture, art, cosmetics and care products, food, textiles, detergents, cleaning material, chemicals)	Logistics (see 2400), storage (see 2490), operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500)		

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Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2560	Secretarial services, translations	Secretarial services supporting the organisation including translations	Manpower and special tools, external providers	Office space	Documentation Translations	Planning meetings Taking minutes Editing and proofreading documents	Office software, translating software, communication tools		SN EN 15221-4:2011 (E) p. 53

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, hospital-specific breakdown of service description	2552.22	Tactical procurement of non-medical services	Tactical procurement of non-medical services	Tactical issues of procurement of all non-medical services (e.g. consulting services)	Operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500)		
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	2560	Secretarial services, translations	Office and translation services in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 53

Management Support Services SN EN 15221-4 – original cited

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Management Support Services LekaS – SN EN 15221-4 adapted, expanded and commented branch-specifically

Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A Service Catalogue for Management Support Services in Hospitals will be developed in a separate project	2590	Tactical resource management	Interdisciplinary service dependency view and efforts of optimizations in the area of non-medical resources	Interdisciplinary service dependency view and efforts to optimize of all non-medical resources such as building infrastructure, energy and media, non-medical (mobile) devices and their servicing, highly and less complexly equipped rooms, food, laundry, non-medical consumer good and consumer durables, financial resources, IT hardware, IT software, staff, time (slots), medical and non-medical know-how (at the right place), transport resources (vehicles, containers, etc.), operational readiness, cleanliness/hygiene, waste/recyclable material; knowing and demonstrating interrelated connections and impacts of non-medical resources, as well as their relationship with the core business, controlling of non-medical resources by means of key performance indicators supported by appropriate software applications, calculating scenarios and variants resulting from modifications to resource parameters with regard to investments and resource strategy decisions	Real estate management (see 1100 et seq.), area management (see 1420), logistics (see 2400), finances and controlling (see 2510), procurement (see 2550 et seq.), HRM (see 2520), resources and sourcing strategy (see 9500)		

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Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
2900	Organisation specific	This product covers a wide range of organisation or industry sector specific services. The separation of these makes the other products more comparable across all branches	Refer to specific sub-products	Refer to specific sub-products	Not yet standardised The numbering system is open for industry representatives to add their own product structure according to their needs	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 53
2910	Business Application Providing	Business Information Technology (BIT) is the facility to process data and aid communications in order to plan, execute, control and improve core business processes	ERP Systems (Business Administration) Production Control (Chemical Branch), Traffic Control Systems (Transport Branch) Dealing Room (Banking Branch), CAD (Engineering Branch)	non-core office applications like text processing, calculation, E-mail Services, Telecommunication systems and devices	Strategic Management Business IT and Advertisement, Service Desk Business IT, Central and Distributed Services, Business IT Connectivity Business IT, Training End Users Business IT	Not applicable	Not applicable	non-core business applications will be part of ICT products as mentioned elsewhere	SN EN 15221-4:2011 (E) p. 53
2990	Branch specific e.g. Health care	This product is open for industry sectors to specify products for their own needs	Refer to specific sub-products	Refer to specific sub-products	Not yet standardised	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	SN EN 15221-4:2011 (E) p. 54

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
This service is directly covered under various assigned services in LekaS	2900	Organization specific					
A service catalogue for IT in hospitals will be developed in a separate project; until then, the definition of SN EN 15221-4 is carried over	2910	Business application providing					
Most branch-specific services are directly covered under the assigned services in LekaS	2990	Branch specific					
More detailed, hospital-specific breakdown of service description	2990.10	In-house operation of kiosks and shops	Operation of kiosks and shops		Renting to third parties (see 1140.10)		Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering (Original in German)
More detailed, hospital-specific breakdown of service description	2990.20	Non-medical patient support	Supporting of patients and residents in non-medical respect, hotel services from admission to discharge	Host function: flower services, media services, VIP service, coordination of visitor requests, special concierge services	Catering (see 2220 et seq.), transport of people (see 2443.10), reception and contact center services (see 2210)		

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
9000	Central (horizontal) Functions	Summary of a number of central functions or shared processes applicable to all products, which are part of the strategic level (strategic planning and controlling)	This product acts as a cost collector for all horizontal products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products	Refer to specific sub-products		SN EN 15221-4:2011 (E) p. 21
9100	Sustainability	Policy development for the reduction of resources, economic use of facilities like buildings and areas as well as enhancement of health and welfare of people (social responsibility). For operational measures and legal compliance refer to 2130	All costs of personnel and consultants and capital investment	Running costs like maintenance costs of special technical equipment e.g. photovoltaic panels	Life cycle planning/engineering	Using renewable resources, Energy benchmarking, Prevention of pollution	Sustainability rating or certification systems like LEED, BREEAM or DGNB		SN EN 15221-4:2011 (E) p. 22
9110	Life Cycle Planning/Engineering	Provision of a long term perspective on assets, supporting the decision making for investments and maintenance strategies	Not yet standardised	Not yet standardised	Not yet standardised	Estimation of future energy prices	Database of running costs		SN EN 15221-4:2011 (E) p. 22

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9000	Strategic management services	Coordination of central functions or common services which are applicable to all products and are part of the strategic level (strategic planning and controlling)	Refer to specific sub-products	Refer to specific sub-products		Referring to SNV SN EN 15221-4:2011 (E) p. 21
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9100	Sustainability	Development of policies for the reduction of resource consumption, economical use of facilities, like building and areas, as well as improvement in the health and well-being of people (social responsibility) in the area of non-medical support services		Preventative maintenance of special technical equipment e.g. photovoltaic systems, operational measures and proof of compliance with laws (see 2130)		Referring to SNV SN EN 15221-4:2011 (E) p. 22
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9110	Life cycle planning/engineering	Provision of a long-term perspective concerning assets, support of the decision-making for investments and preventative maintenance strategy in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 22
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9180	Environmental management system	Definition and implementation of an overarching management system with respect to organizational structure, responsibilities, practices, formal procedures, processes and means for the establishment and the implementation of the environmental policy in the area of non-medical support services				Referring to Springer Gabler Wirtschaftslexikon (2014) procurement (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
9200	Quality	Responsibility for the (FM) quality management system	Not yet standardised	Not yet standardised	Standards and Guidelines	Re-auditing internal audits managing continuous improvement	Quality management system		SN EN 15221-4:2011 (E) p. 22
9210	Standards and Guidelines	Responsibility for the, designation and development of (corporate) standards and guidelines as the basis for the QS system, certification of quality systems	Not yet standardised	Not yet standardised	Not yet standardised	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 22

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9190	Energy management	Realization of an energy management concept in the area of non-medical support services	Energy strategy definition, examination and negotiation of energy tariffs, energy production management, energy measurement concept, energy accounting and analysis (incl. analysis of energy consumers spanning all industries), identification of optimization potential, planning of measures under business aspects, calculation of profitability, optimization of energy consumption, proof of savings			Referring to Swiss Hospital Engineers IHS (2012) Energy management in hospitals (Original in German) p. 14 and DIN 32736 (2000) Building Management p. 3
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9200	Quality management	Ensuring of a quality management system in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 22
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9210	Standards and guidelines definitions	Responsibility for the recognition and development of (enterprise corporate) norms and guidelines as a basis for the quality system, certification of the quality systems in the area of non-medical support services			Consider when executing: Ordinance on Good Laboratory Practice	Referring to SNV SN EN 15221-4:2011 (E) p. 22 and Pira (2000) Comprehensive quality management in hospitals based on EFQM model p. 41-43 (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
9300	Risk	Evaluation and management of risks and threats to the (FM) organisation	Not yet standardised	Not yet standardised	Risk policy	Not applicable	Not applicable		SN EN 15221-4:2011 (E) p. 23
9310	Risk policy	Support concerning risk policy, legal compliance	Special tools, external providers	Office space	Not yet standardised	Assuring legal compliance	Database with mandatory or recommended activities and the associated penalties		SN EN 15221-4:2011 (E) p. 23

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9290	Process management	Planning, organization, management and control processes of the business in regard to the company goals in the area of non-medical support services				
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9300	Risk management	All measures for the systematic detection, analysis, evaluation, supervision and checking of risks	Refer to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 23 and ISO 31000 (2009) Risk management principles and guidelines p. 9
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9310	Risk policy definition	Supporting risk strategies				Referring to SNV SN EN 15221-4:2011 (E) p. 23 and ISO 31000 (2009) Risk management principles and guidelines p. 9
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9390	Contingency planning for extraordinary incidents	Provision for major incidents, external risk situations, as well as biological, chemical and internal hazardous situations	Refer to specific sub-products			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9390.10	Dealing with major incidents	Dealing with incidents requiring external support for local structures as well as the cooperation of several partners. They are incidents – from a paramedical perspective – with a larger number of patients e.g. with more than ten seriously injured requiring a very big hospitalization room				Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals (Original in German)
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9390.20	Dealing with special situations	Dealing with situations where certain tasks cannot be dealt with by ordinary processes. A typical example would be the rapid concentration of resources				Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals (Original in German)
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9390.30	Dealing with for extraordinary situations (catastrophes)	Dealing with situations where numerous tasks cannot be dealt with by ordinary processes and where large areas of the country or even the whole country is affected. It is incumbent upon the authorities (cantons, federal government) to provide direction				Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9390.40	Dealing with external hazardous situations	Dealing with hazardous situations which arise through external incidents	Bus accidents, local and long-distance transport accidents, plane crashes and emergency landings, bomb attacks and explosions, buildings and subsequent entombment, factory and skyscraper fires, mass poisoning, black ice and vehicle pile-ups			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals (Original in German)
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9390.50	Dealing with biological hazardous situations	Dealing with hazardous situations which arise through bacteria, viruses and fungi	Epidemic alarm, management of a individual cases of suspected highly contagious, life-threatening disease. Suspected bioterrorism attack, outbreak of other infectious diseases, influenza pandemic			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals (Original in German)
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9390.60	Dealing with chemical hazardous situations	Dealing with hazardous situations which arise through suspicion of contamination	Accidental contamination release at the workplace and on transportation routes, terror attacks/criminal attacks, military use of weapons of mass destruction			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals (Original in German)

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source
9400	Identity	Branding, (Corporate) responsibilities, government, architectural, web based and fleet related exposure; symbolically representing the organization; FM as being the glue of the company; the way in which the parent organization contributes to the visual quality of the outside world – by her facilities	Consultants and materials	Capital costs are part of other products e.g. space	Innovation	Advise and execute the exposure symbolically representing the organization in relation to the surrounding world; Realising an atmosphere of being home at the office. Advise and execute the way in which the parent organization contributes to the visual quality of the outside world by her facilities	Branding system signage Illuminated advertising	Visual Exposure, image, branding, identity related to real estate	SN EN 15221-4:2011 (E) p. 23
9410	Innovation	Provision of innovation in regards of the FM organisation as well as innovative ideas to enhance the effectiveness of the primary business	Not yet standardised	Not yet standardised	Not yet standardised	Testing of new methods and technologies Research on the latest development in FM	Balanced score card looking at future potential		SN EN 15221-4:2011 (E) p. 23

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Comment	Service No	Description of Service	General Description	Items included	Items excluded	Remarks/Indications for Healthcare Industry	Source
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9390.70	Dealing with internal hazardous situation	Dealing with hazardous situations which arise through internal incidents	Fires, explosions, release or penetration of dangerous substances, natural phenomena, partial or full collapses of buildings, bomb threats, critical infrastructures (e.g. radiology), taking of hostages, missing patients, child abduction/switching (interchange) of children, workforce strikes, sabotages, shooting rampages, patient killings (euthanasia), complete or partial ICT breakdown			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals (Original in German)
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9400	Identity	Branding, (corporate) responsibilities, government, architectural, web based and fleet-related exposure; symbolically representing the organization; FM as the glue of the company; the way in which the parent Organization contributes to the visual quality of the outside world – by its facilities.	Refer to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 23
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9410	Innovation support	Provision of innovations concerning the FM organization as well as innovative ideas for improving the effectiveness of the medical core services				Referring to SNV SN EN 15221-4:2011 (E) p. 23

Number	Product	General description	Items included	Items excluded	Sublevels	Specific activities (examples)	Specific facilities (examples)	Remarks	Source

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More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9500	Resources and sourcing strategy	Ensuring resources/sourcing strategy in the area of non-medical support services				
A Service Catalogue for Strategic Management Services in Hospitals will be developed in a separate project; until then, the definition from SN EN 15221-4 has been adapted to a hospital-specific service perspective	9600	Asset and portfolio strategy	Superordinated strategic portfolio planning activities and portfolio optimization in the area of the non-medical support services	All services connected with the strategic planning of property and buildings, asset management activities with respect to real estate, management of vacant areas and subletting	Buying and selling activities (-> Project), investments, internal relocations (see 2430), building improvements (-> Project), occupier fit-out (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 25
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9610	Investment, portfolio and multi-project management	Ensuring an investment portfolio and multi-project management strategy in the area of non-medical support services				
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9620	Financing management	Ensuring a financial management strategy in the area of non-medical support services				

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More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9700	IT management	Ensuring an IT management strategy in the area of non-medical support services				
More detailed, generally valid breakdown of service description; a detailed description will be provided in the context of the development of the Service Catalogue for Strategic Management Services in Hospitals	9710	IT strategy definition	Definition of an IT strategy in the area of the non-medical support services				

Appendix Table of Figures

Figure 1: New arrangement of the service levels in hospitals

Source: Gerber & Läubli (2014)

Figure 2: Overview service levels in hospitals

Source: Gerber & Läubli (2014)

Figure 3: Service level allocation model for non-medical support services (LemoS)

Source: Gerber & Läubli (2014)

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