

## SECTION 4-7: BUILDING SERVICES

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### 4-7-00 POLICY

HHS and its OPDIVs must provide occupancy services that substantially conform to nationally recognized standards. As needed, OPDIVs may adopt other standards for buildings and services in federally controlled facilities to conform to statutory requirements and to implement cost-reduction efforts. Building services, such as custodial, solid waste management (including recycling), heating and cooling, landscaping and grounds maintenance, tenant alterations, minor repairs, building maintenance, integrated pest management, signage, parking, and snow removal, are to be provided at appropriate levels to support Federal agency missions. Arrangements shall also be made for raising and lowering the United States flags at appropriate times. In addition, agencies must display P.O.W. and M.I.A. flags at locations specified in 36 U.S.C. 902 on P.O.W./M.I.A. flag display days.

Operations, maintenance, and repair functions at HHS facilities shall be supported with a combination of funding, space, equipment, and staffing that is sufficient to operate, maintain, and repair the facilities in accordance with applicable Federal standards and recognized industry standards relevant to the use of buildings or other facilities of similar types, age, and physical condition.

### 4-7-10 PROCEDURES

OPERATIONS AND MAINTENANCE (O&M) - The O&M management of HHS facilities includes the following areas of responsibility:

#### A. REAL PROPERTY

1. Buildings: The maintenance, repair, and inspection of buildings, towers, and other structures.
2. Pavements and Other Surfaced Areas: The maintenance, repair, and inspection of roads, streets, walks, parking areas, and other similar facilities. Operation, maintenance, repair, and inspection of external lighting and security systems.
3. Grounds: The maintenance, repair, and inspection of lawns, trees, shrubs, fencing, and ornamental improvements. Operation, maintenance, repair, and inspection of lawn watering systems, and other installed grounds equipment.
4. Equipment: The operation, maintenance, repair, and inspection of real property installed equipment.

#### B. UTILITIES

1. Communications: The maintenance, repair, and inspection of fixed Government-owned telephone and other communications equipment under HHS control.
2. Electricity: The furnishing, metering, and distribution of electricity, including the operation, maintenance, repair, and inspection of electrical generating plants, transmission, and distribution systems, building wiring, and stand-by equipment. Does not include provision of electrical energy to Government-furnished quarters where electricity is not included in the rental charge.

3. Gases: The distribution of piped gases for laboratory or medical use, including oxygen, nitrous oxide, carbon dioxide, carbon dioxide, nitrogen, air propane, butane, natural, or other gases; and the maintenance, repair, and inspection of the storage, transmission, and distribution systems for these gases.
4. Heating Fuels: The furnishing, metering, and distribution of fuels used for heating, including coal; synthetic, natural, or liquefied petroleum gas; and oil fuel. The operation, maintenance, inspection, and repair of storage, transmission, and distribution systems. Does not include the provision of fuels to Government-furnished quarters where heat is not included in the rental charge.

#### C. BUILDING EQUIPMENT AND SYSTEMS

1. Heating: The operation, maintenance, repair, and inspection of heating plants, heating systems, and related equipment.
2. Refrigeration, Air-Conditioning, and Ventilation: The operation, maintenance, repair, and inspection of ice manufacturing equipment, refrigeration equipment, air-conditioning and ventilation equipment, cooling towers, chilled water systems, and related piping and controls.
3. Sewerage: The operation, maintenance, repair, and inspection of sanitary sewers, storm sewers, and pumping, treatment, and disposal systems. Includes provision of chemicals and supplies required for sewage treatment.
4. Steam: The supply, metering, and distribution of steam including the operation, maintenance, repair, and inspection of steam generating plants, transmission systems, distribution and return systems, and related installed equipment.
5. Water: The furnishing, metering, and distribution of water, including the operation, maintenance, repair, and inspection of water supply, treatment, storage, pumping, distribution systems, and stand-by equipment. Includes quality assurance activities.

#### D. WASTE MANAGEMENT

1. Waste Disposal: The bulk collection, separation, incineration, hauling, burying, or otherwise disposing of waste material, including operation, maintenance, repair, and inspection of incinerators, sanitary land fills, or other disposal facilities, and the maintenance, repair, and inspection of equipment used for this purpose. Includes resource recovery activities.
2. Recycling
3. Procurement of Recycled Products

#### E. SERVICES

1. Fire Safety: The development of fire protection procedures and application of standards, the operation, maintenance, repair, and inspection of portable and installed fire protection equipment, and alarm systems; and, the promotion and supervision of fire prevention programs related to facilities operation, maintenance, and repair activities.
2. Pest Control: The execution of such maintenance, repair, inspection, and treatment work as may be required for extermination and control of insects, rodents, and other pests and organisms in accordance with integrated pest management processes and plans.
3. Housekeeping Services:
  - a. Buildings: Window washing; relamping of light fixtures; cleaning of walls, doors, ceilings, light fixtures, air diffusers, floors, and floor coverings; shampooing, stripping, sealing,

waxing, buffing floors; dusting of office furniture; emptying and cleaning waste baskets and other waste receptacles; removal of waste to a central collection area; dusting, cleaning and sanitizing of toilet rooms, baths, showers, locker rooms, janitors' closets, including servicing with paper, soap, and other necessary supplies. Inspection to assure quality of services.

- b. Grounds: Collection and removal of waste material, sweeping of walks and other surfaced areas, removal of snow and ice from pedestrian walkways, vehicular roads and parking areas, and service areas (docks, ramps) as necessary at pedestrian entrance and exit walks. Inspection to assure quality of services.
- c. Site: Provision of services that support environmental protection (*e.g.*, recycling and resource recovery). Support of special emphasis programs including actions to support a safe workplace.

#### F. MAINTENANCE SURVEILLANCE

1. Maintenance surveillance is applicable to real property facilities utilized by the HHS, but owned or leased by GSA, or operated by GSA or others; and to real property facilities, which are leased by or assigned to the HHS, but operated by others.
2. This activity includes inspection and review of the items listed above, insofar as they are directly related to and affect the HHS occupancy use of a facility. For example, faulty ventilation and air-conditioning, inadequate lighting levels, unsafe conditions, unsatisfactory maintenance and cleaning of the facility, recurring electrical outages, etc., are all problems that are within the scope of maintenance surveillance.

#### G. OTHER

The installation, maintenance, repair, and removal of all signs, charts, boards, displays, etc., whether or not affixed to real property, except for signs relating to real property and its functions (building names, numbers, door numbers, department names, directional information, such as fire alarms, fire exits, etc.). Program funds must be provided for this effort, as normal O&M funds generally do not cover this work.

#### 4-7-20 GUIDANCE AND INFORMATION

A preventive maintenance program shall be established, operated, and monitored for each HHS-owned facility, whether operated by the HHS or by others to ensure a safe and healthy work environment and continuity of business operations. The program shall include the following elements:

1. Inventory of buildings, other structures, and equipment.
2. Selection of structural features and equipment requiring inspection, routine maintenance, cleaning, testing, and adjusting on a periodic basis.
3. Development of preventative maintenance guides for selected items.
4. Using engineered performance standards or equivalent technique; establishment and application of standard time and skills requirement to each preventative maintenance task.
5. Evaluation of preventative maintenance staffing requirement and scheduling of task accomplishment either by in-house staff or by contract.
6. Establishment and application of quality assurance review and correction procedures.
7. Provision of resources required to accomplish the preventative maintenance program.
8. Material Safety Data Sheets (MSDS) are readily available for hazardous chemicals used in building services and construction operations.

