2025

DEPARTMENT OF THE AIR FORCE

Facilities Management Playbook

CE PLAYBOOKS

Document Change Log

The table below provides a log of significant changes found in this Playbook.

Change #	Section #	Description of Change	Date (MM/DD/YY)
1	All	Playbook received a full update.	07/08/25

Table of Contents

Table of Figures

Table of Tables

Chapter 1 Introduction

Air Force (AF) Civil Engineer (CE) installations serve as power projection platforms, supporting mission-critical capabilities through engineering and emergency response. CE forces sustain and maintain these installations, but effective facility management requires a partnership between CE, the Facility Manager (FM) and Facility Occupants.

1.1 Installation Level Responsibilities

CE forces are responsible for sustaining and maintaining the installation. However, customers are responsible for communicating their facility needs to CE, enabling the power platform and mission.

1.2 Facility Manager Roles

FMs are the primary point of contact for facility occupant needs within a facility. They ensure occupants' needs are met by:

- Assessing the entire building's needs
- Prioritizing and coordinating efforts within the facility
- Optimizing resource allocation

This playbook provides standard business processes for managing the installation's Facility Management Program, IAW Department of the Air Force Instruction (DAFI) 32-1001, *Civil Engineer Operations*. It helps ensure continuity of installation programs and provides guidance on managing facilities.

1.3 Importance of Stewardship

Operations Flights have a critical role in ensuring the responsible use of limited resources. It is essential to maintain accurate accounting and reporting to support executive-level advocacy for future budgetary needs.

This playbook, aligned with DAFI 32-1001 outlines standard business processes for managing the installation Facility Management program and ensuring program continuity. It provides guidance on managing facilities and promoting responsible resource stewardship.

The Air Force Civil Engineer Center (AFCEC) provides additional support to Operations Flights (CEO) through the AFCEC/COOM Ops Business Process Library (BPL) SharePoint Site. The site contains checklists, guides, links, lessons learned, and additional guidance. For the best experience, post questions to the discussion board and setup alerts to receive notifications for new posts, questions, and answers. Utilize the AFCEC/COOM BPL as well for detailed information on related business processes outlined in DAFI 32-1001 and/or this playbook.

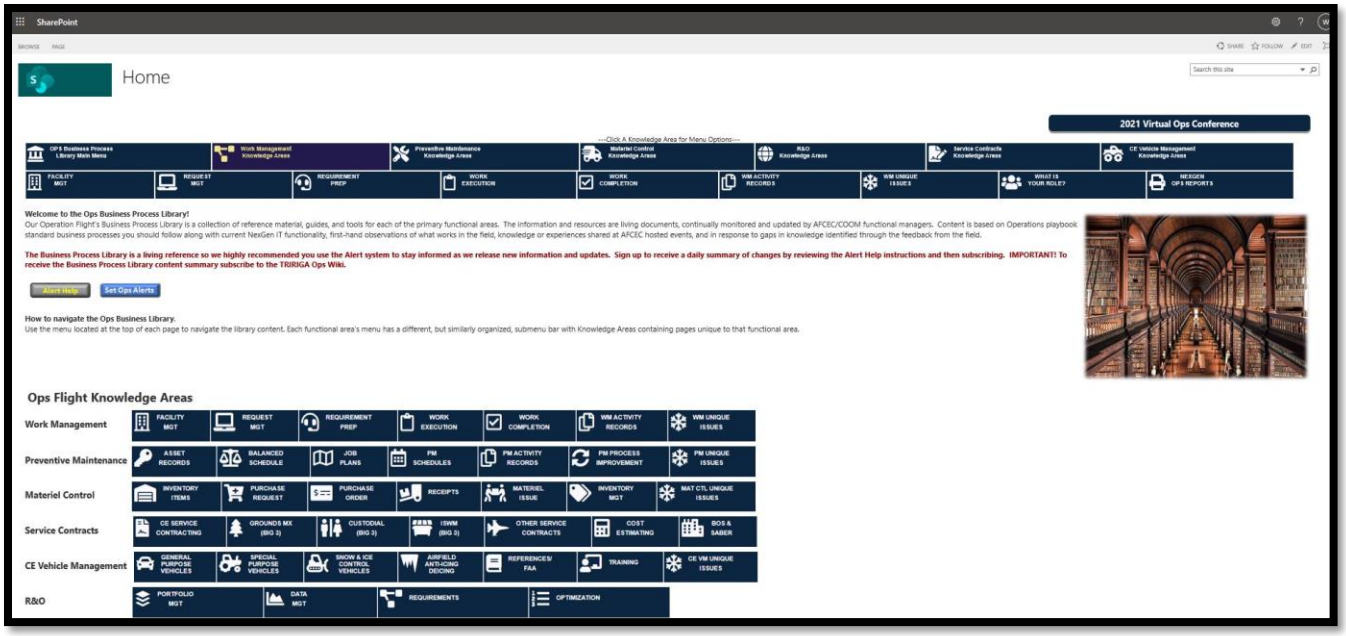

Figure 1: Business Process Library

1.4 Playbook Scope

Limitations: This playbook does not replace, supersede, or circumvent existing Department of Defense (DoD) or Department of Air Force (DAF) policy.

Applicability: This playbook is intended for Operations Flight personnel and FMs to support the management of the Facility Management Program in accordance with (IAW) DAFI 32-1001 and AFI 32-6000, *Housing Management*, as discussed in Chapter 3 Unaccompanied Housing Facility Management. This playbook applies to all DoD civilian employees, uniformed service members and contractors utilizing DAF Real Property (RP) facilities or infrastructure.

It is every Operations Flight's responsibility to ensure it does not degrade the ability of senior leaders to perform executive level advocacy for our future budgetary needs. While no single exception may seem significant, at the enterprise level, the hundreds of exceptions made each year have significant impact on budget planning and reporting. Ensuring the scarce funds are used and accounted for when executing these requirements provides critical integrity to the overall resource advocacy and execution. This requires Operations Flights to improve stewardship in funds accountability.

Chapter 2 Facility Manager Essentials

The forms and documents referenced in this Playbook can be accessed from the Master List of Links section of the Playbook or located within the FM support content on AFCEC/COOM BPL.

2.1 Roles and Responsibilities

Roles	Responsibilities
Unit Commander	• Appoints Primary and Alternate FMs • Notifies local CE Requirements and Optimization (R&O Section of FM appointment.) • Supports FM • Reviews Continuity Book Annually
CE Facility Manager Program Manager (FMPM) (Located in CE R&O)	• Trains Primary and Alternate FMs • Documents FMs Appointment • Aids FMs • Provides Program Guidance • Suspends FM user rights when training is not completed
FM	• Completes FM training • Manages facilities assigned • Ensures all FM duties are accomplished • Two-way communication with occupants and CE • Maintains Continuity Book • Have and maintain a CAC/PIV • Utilize the required IT system(s)

Table 1: FM Program OPR and Responsibilities

2.2 Facility Manager Positions

- The Primary FM serves as the CE focal point within a facility and is responsible for the following activities:
  - Receiving infrastructure-related requests from all facility occupants and users
  - Vetting requests to ensure they meet service request submission criteria (See the Work Management Playbook for more information on this criteria)
  - Submitting valid service requests to CE via NexGen IT
    - **Note:** For emergencies, call directly to CE. **DO NOT** submit via NexGen.
  - Upkeep and minor maintenance and repairs not requiring specialized tools, of assigned facility(ies).
- Primary FMs are required to maintain knowledge of:
  - All infrastructure-related service requests within the facility
  - Current and future utilization of assigned facility(ies)
  - Current and future missions within assigned facility(ies)
- Primary FMs are responsible to participate, as requested by CE, in the planning of facility projects against the FM's assigned facility(ies)

- Alternate FMs serve as backups to Primary FMs and assume responsibilities when the Primary FM is unavailable due to leave, Temporary Duty (TDY), or other reasons.
    - Alternate FMs do not serve as Primary FMs for their organization's facility(ies) and do not submit service request unless primary responsibilities have been delegated to them by the Primary FM.
    - Alternate FMs coordinate with the Primary FM to submit service requests.

2.3 Facility Manager Appointment Qualifications

The Federal Buildings Personnel Training Act (FBPTA) of 2010 mandates competency demonstrations for all federal personnel involved in building operations and maintenance. This ensures the effective operation of government facilities. Therefore, FMs must meet the following criteria:

- **Pay Grade**: E-5 or above, or civilian equivalent (including certain contractors)
- **Physical capabilities:**
    - Lift, push, pull, and carry up to 50 lbs.
    - Climb ladders and maneuver over moderate distances

Facilities lacking personnel of the required qualifications should appoint a qualified FM who may oversee multiple facilities regardless of their assigned work location.

In facilities with a classified mission, it is recommended to appoint an FM with the appropriate clearance to effectively advocate for the mission's needs to the local CE organization.

2.4 Facility Manager Training

Upon appointment, FMs must complete initial FM training to ensure a smooth transition and continuity of facility management services.

Failure to complete and maintain the prescribed FM training may result in the FMPM suspending the FM's ability to submit non-emergency requests and notification to the FM's Unit Commander.

Note: See section 4.3 on types of FM training.

2.4.1 Ongoing Professional Development

IAW the FBPTA, FMs are required to pursue additional training opportunities to enhance their core competencies, as established by the General Services Administration (GSA).

FMs must review the BPL - FM Training, for links to specific training opportunities.

2.5 Review/Approval

Access to the NexGen IT system is required for FMs to submit service requests. The following outlines the necessary steps and requirements for obtaining access, including Common Access Card/Personal Identity Verification (CAC/PIV) requirements and interim arrangements for new FMs.

- DAFI 32-1001 requires all FMs to submit service request through NexGen IT (or approved IT) for all non-emergency work.

- To access NexGen IT, FMs require a CAC/PIV and must complete the NexGen IT System Authorization Access Request (SAAR) process.
    - Refer to the BPL - FM SAAR for guides on the SAAR request process.

2.5.1 CAC/PIV Requirements

- FM's leadership must ensure that assigned FMs have a CAC/PIV to access NexGen IT.
- If an employee without a CAC/PIV is assigned as a FM, the FM's leadership must contact their local Trusted Agent Security Manager (TASM) to initiate the application process for the FM to attain a CAC/PIV.

2.5.2 Interim Arrangements

- Until the new FMs obtains a CAC/PIV, they will only be able to report emergencies.
- The local CE unit will annotate guidance in their FM Handbook that a current FM for the unit will cover in their place until the appointee obtains a CAC/PIV and submits their NexGen IT access through the SAAR process.

2.5.3 Important Notes

- AAFES personnel records are processed through the Non-appropriated Funds (NAF) Defense Civilian Personnel Data System (DCPDS), rather than the Trusted Associate Sponsorship System (TASS).
- Foreign Affiliates (foreign military and local national civilian/contractors) are not processed in TASS as of July 2020. Contact the local Service or Agency Point of Contact (SPOC) or TASM for more information.

2.6 Facility Manager Roles and Responsibilities

FMs are responsible for a wide range of functions within a facility, encompassing various areas such as security, fire, energy, environmental, safety, bio-environmental, emergency management, contracting, and CE services. Key roles and responsibilities include:

- Serving as the central point of contact (POC) for facility occupants requesting CE services and for CE personnel conducting walkthroughs to identify safety, fire, security, or repair requirements.
- Ensuring that Service Requests (SRs), Contract by Requestor (CBR), and U-Fix-It requests are submitted IAW DAFI 32-1001 and supporting playbooks, using verbal, online, or written methods.
- Maintaining areas surrounding assigned facilities, as specified in local guidance.
- Establishing and managing a key control program and procedures for the security of basic and master keys serving their facility.
- Overseeing the proper surveillance and occupant complaint procedures for contracts related to refuse collection, grounds maintenance, and custodial services.
- Ensuring the facility is safe from fires and other mishaps, through proactive measures and emergency preparedness, to include documenting the:

a. Inspection and certification of Fire Extinguishers

b. Inspection and Testing of Emergency Lighting Systems

i. Includes emergency light that are stand-alone and integrated into overhead light fixtures.

ii. Emergency lighting shall be provided IAW National Fire Protection Association (NFPA) 10, *Standard for Portable Fire Extinguishers*, per DAFMAN 91-203, *Air Force Occupational Safety Fire and Health Standards* (T-0).

c. Inspection and Testing of Emergency Egress Marking Systems

i. Exit signs shall clearly identify the means of egress from facilities when required IAW NFPA 101. (DAFMAN 91-203, T-0) Refer to United Facilities Criteria (UFC) 3-600-01, *Fire Protection Engineering for Facilities with Change 6* for further guidance.

ii. Directional signs, other than emergency exit signs, indicate the way to stairways, medical offices, health stations, emergency showers, etc., and shall be designed IAW UFC 3-120-01, *Design: Sign Standards, with Change 4*. (DAFMAN 91-203 (T-0))

iii. See DAFMAN 91-203 for additional requirements.

- Inspection of exterior lighting system on and around the facility and its respective parking areas and exterior walkways.
- Implementing and maintaining an aggressive energy and water conservation program.
- Managing reserved parking within their facility.
- Maintaining a continuity book, to record the history of the building.
- Creating and maintaining the facility Emergency Action Plans (EAPs).
- Delegating duties to other personnel, as necessary, with unit leadership approval.
- Performing other duties as assigned by unit leadership.

Depending on the Facility, FMs may be responsible for:

- See section 2.6.12 for managing generators and ensuring their proper maintenance and operation.
- Participating in emergency management (EM) activities, including response and recovery efforts.
- Overseeing the handling and disposal of hazardous waste, IAW applicable regulations and guidelines.

2.6.1 CE Services

As the central POC for facility occupants, the primary FM:

- Receive all service requests from facility occupants
- Validate the service requests
- Submit the service requests to CE via NexGen IT
- Tracks the service requests to completion
- Coordinates with CE personnel during the execution of submitted service request to ensure the facility is accessible to accomplish the requested work
- Notifies CE immediately of all emergency situations related to their assigned facility(ies)

2.6.2 Facility Inspections

FMs are required to conduct monthly walkthroughs of their facilities at least monthly to help identify the following:

- Maintenance and Repair requirements
- Fire, safety, and environmental concerns
- Unapproved work or facility modifications
- Damage from neglect or abuse
- Ways to improve energy usage

This includes monthly walkthrough inspections of mechanical rooms (if keys are provided), offices, common areas (to include bathrooms and hallways), and areas outside the facility. The walkthrough inspections do **not** include areas that are unsafe or not accessible, such as roofs, or confined spaces.

FMs should use this time to also check on service requests that have already been submitted to CE. Occasionally problems resolve themselves or get worse, or an FM may want to provide feedback or additional information to CE on a service request.

The FM is required to report unapproved work, facility alterations or damage that seems to have been from neglect found during the walkthrough to CE. Unapproved work is considered Facility Abuse and requires a Report of Survey (RoS) be completed per DoD 7000.14-R Vol 12 Chap 7, *Financial Liability for Government Property Lost, Damaged, Destroyed, or Stolen*. RoS procedures vary from installation to installation, so FMs are to contact their FMPM for specific guidance for their installation.

2.6.3 Contract Surveillance

Contractors perform various facility upkeep and maintenance activities on behalf of the CE unit. Contracting Officer Representatives (CORs) are assigned to oversee and provide surveillance on these contracts, ensuring compliance with the Statement of Work (SoW) or Performance Work Statement (PWS).

Due to the large scope of these contracts, CORs cannot monitor every task, and rely on sampling to ensure compliance. FMs play a crucial role in contract surveillance, filling the gap in monitoring and reporting on contract performance.

The FMPM works with CORs to provide FMs with a simple checklist based on the SoW/PWS, enabling them to understand the scope of work and quality requirements.

2.6.3.1 Typical CE Service Contracts

CE typically manages the following contracts, which may require FM oversight:

- Refuse (trash) collection
- Custodial services
- Grounds maintenance

These contracts are critical to maintaining the overall condition and appearance of facilities, and FMs play a vital role in ensuring that contractors perform to the required standards.

2.6.3.2 FM Responsibilities in Contract Surveillance

FMs are responsible for notifying the COR when they observe that a contractor has not completed a task to the required standards. FMs **cannot** direct contractors to redo or accomplish a task, but rather, report their observations to the COR for further action. FMs provide essential feedback to CORs, helping to ensure that contractors meet the required standards and complete tasks as specified in the SoW/PWS.

2.6.4 Key Control and High Security Locks

IAW DAFI 31-101, *Integrated Defense*, FMs are required to maintain positive key control for their facilities, ensuring that only authorized personnel have access to the facility, to include its controlled or classified areas.

FMs must maintain a key log showing the key numbers and who the keys are assigned to, and record key issuances on an AF Form 2432, *Key Issue Log*, or other locally developed form approved by the FMPM. At some locations, CE unit issues and log all key to individual occupants instead of FMs. When this occurs, FM's are waived from this requirement.

FMs overseeing Arms, Ammunition, and Explosives (AA&E) facilities reference User Guide (UG)-2045-SHR, *DoD Physical Security Equipment Guide* and DAFMAN 16-1404 V3, *Information Security Program*, for additional guidance on key control and storage procedures in their facilities.

Refer to the BPL - FM Facility Security, for additional information regarding lock and key control.

2.6.4.1 Master Key Control

Due to the risk involved, Master keys are created and issued to only a small number of personnel, typically including FMs and Unit Commanders. To request a new master key, a memorandum signed by the using organization's Commander or equivalent must be submitted to CE via service request. CE will review the request and determine whether to create the key based on the circumstances.

2.6.4.2 Lost, Misplaced, or Stolen Keys

In the event of lost, misplaced, or stolen keys, the FM must notify CE immediately. CE will review the request and determine the best course of action based on the circumstances and risk posed. Possible solutions include rekeying the entire facility or rooms affected, having the facility guarded by the FM/occupants, notification to Security Forces (SF), or no action.

2.6.4.3 Lock Maintenance and Repair

GSA certified locks are used on doors throughout facilities that contain classified information and are maintained by CE as RP.

- Typically, CE does not maintain or repair non-standard lock types, including GSA safe locks, padlocks, and standard furniture locks.
- CE does not maintain non-RP mechanical push-button locks, typically installed for convenience, not security.

The using unit is responsible for maintaining and repairing locks not maintained by CE.

2.6.5 Fire/Safety

FMs are responsible for ensuring the safety of their facility and occupants, in compliance with DAFMAN 91-203, and AFI 32-2001, *Fire and Emergency Services (F&ES) Program*.

2.6.5.1 Fire Inspections and Safety Checks

- FMs are required to accompany the Fire Inspector during the annual fire inspections within their facilities.
- FMs must conduct monthly walk-throughs of their facility to check for fire and safety issues.
- For facilities with fire extinguishers, FMs must check the pressure, signs of damage or tampering, annotating the inspection date and their initials on the fire extinguisher inspection tag.

2.6.5.2 Fire Extinguisher Maintenance

To determine if fire extinguishers are required for a specific facility, contact the local F&ES to ascertain the facility type and required placement. The following requirements apply when fire extinguishers are present.

- Ensure completion of all inspection, maintenance, and testing requirements as mandated by NFPA 10.
- Fire extinguishers have a life expectancy of 5-12 years, though this varies depending on the type of extinguisher. After this period, they require hydrostatic testing or replacement.
    - FMs must work with their unit to budget for purchasing and maintaining fire extinguishers.

2.6.5.3 Evacuation Procedures and Training

- FMs train new personnel on evacuation procedures and identify a pre-determined gathering area after an evacuation
- FMs ensure evacuation signs are posted within their facilities
- Consult the installation F&ES Flight to determine requirements for practicing fire evacuation drills.
- Per DAFMAN 91-203 FMs ensure new personnel are trained in evacuation procedures.

2.6.5.4 End of Day Inspections

- FMs must establish a process for closing the facility at the end of the day
    - End-of-day inspections checking for fire hazards, such as appliances, space heater, and extension cords left on or in use
- All occupants of the facility can share the responsibility

2.6.5.5 Space Heaters

- Per DAFMAN 91-203, space heaters are generally not allowed in facilities but can be approved on a case-by-case basis.
- For malfunctioning heating systems, CE unit will determine if space heaters will be utilized.

2.6.5.6 Decorations, Coffee Makers, and Fire Safety

FMs must ensure occupants understand decoration regulations, especially during holidays. FMs and Occupants must ensure:

- Unplugged when unattended
- Does not block or hinder egress routes
- Does not present tripping hazards
- Does not overload electrical circuits
- Are free from defects and damage
- Does not include lit candles or open flames
- Does not include live trees

2.6.5.7 Fire Alarms Systems

Ensure all personnel are familiar with the fire alarm systems, know how to report an emergency and how to activate the fire alarm system.

- Fire Detection, suppression or alarm systems shall not be painted, blocked or obstructed in any manner.
- Establish a predetermined area for personnel to gather after evacuation.

2.6.6 CE Service Request Criteria

NexGen IT uses Service Requests (SRs) to manage all non-emergency work requests, from simple repairs to complex projects. Both internal and external customers can submit SRs through their NexGen IT accounts. The information provided in the SR populates the Work Task, making accurate and detailed SR submissions crucial.

The SR serves as the source document for all new NexGen IT requirements, replacing the legacy AF Form 332. The Requirements and Optimization (R&O) team manages the entire SR lifecycle, from receipt and processing to final tracking and completion. Within NexGen IT, all corrective maintenance (CM) and new facility requirements, regardless of whether they originate from internal or external customers, must begin with an SR.

2.6.7 Minor Maintenance and Repair

FMs must complete minor facility maintenance or repairs as part of their duties. These duties typically involve quick, simple fixes using minimal tools and supplies from the installation's U-Fix-It store. FMs will follow local procedures to request U-Fix-It supplies from CE. Local requirements will dictate specific responsibilities, and FMs must fulfill all requirements within the confines of DAFMAN 91-203.

These maintenance tasks performed by FMs do not require any specialized training or tools to accomplish. Common tasks include:

- Unclogging/plunging Drains
- Turning off shutoff valves in an emergency
- Snow and Ice removal
- Replace ceiling tiles and light bulbs 10 feet or under
- Replacing light switch or outlet covers
- Resetting tripped breakers
- Replacing toilet seats
- Basic pest management (place/empty mouse traps, spraying weeds, bugs)
- General tidiness of the facility
- Patching small holes and touchup paint
- Removal of dust from air returns and vents 10 feet or under

This list is not exhaustive, and additional facility maintenance responsibilities may be assigned to FMs by the local CE unit.

In addition to the above, FMs are responsible for maintaining non-RP equipment. Items such as furniture, electronics, or other equipment assigned to the unit are some examples of non-RP equipment that would need to be funded and maintained by the owning unit.

2.6.7.1 Maintenance of Surrounding Areas

FMs are responsible for maintaining the areas directly surrounding their facility, typically within a 50-foot radius, or midway to the next facility, although this distance may vary based on local policy.

Within this area, FMs are responsible for ensuring:

- Trash is picked up and disposed of properly
- Landscaping is kept neat and clean
- Weeds are controlled in sidewalks, flower beds and rock beds
- Snow is removed from sidewalks and other pedestrian areas
- Designated tobacco areas are kept neat and clean

FMs should collaborate with unit and building leadership to ensure that tasks are delegated to available personnel.

2.6.8 Mold

Mold can be found almost everywhere, and it grows rapidly indoors when spores meet building materials with sufficient moisture to support active fungal growth. Controlling moisture levels is key to preventing or controlling indoor mold growth.

Typical conditions leading to mold growth in buildings include:

- Inadequate moisture control and subsequent condensation
- Inefficient ventilation systems
- Improper housekeeping
- Chronic water intrusion
- Isolated floods

2.6.8.1 Facility Manager Responsibilities

- Inspect and report moisture problems before mold and related microbial contamination becomes problematic.
- Conduct periodic evaluations of all portions of the facility that the FM has reasonable access to.
    - This walkthrough does **not** include areas that are unsafe, such as roofs or confined spaces.
- Conduct inspections of facilities immediately following unusual events such as natural disasters.
- Clean and correct any small mold problems or water damage promptly (within 48 hours) following guidelines in Appendix D, Attachment A.
- Submit a service request to CE for remediation if mold contamination or water damage is extensive.
- If a FM receives occupant health complaints, they will refer the potentially affected personnel to their medical provider for evaluation and care.
- Conduct building surveys following rain events to document condensation and wet spots.

Before a mold or water damage remediation project begins, the FM, in coordination with the Bioenvironmental Engineering (BE), and CE, shall notify the building occupants and the building's organizational commander in the affected area(s).

2.6.8.2 Occupant Responsibilities

- Practice good housekeeping: vacuum floors, remove trash frequently, prevent excessive dust accumulation, and use typical household cleaning products to control mold and mildew.
- Report all plumbing/building leaks and moisture problems immediately to the FM.
- Operate the exhaust hood when cooking and use the bathroom exhaust fan to reduce moisture in the air.
- If a clothes dryer is installed, ensure the vent is connected properly and exhausting outdoors to reduce moisture in the air.
- Check for condensation or moisture collecting on windows, walls, or pipes, and take action to dry the surface and reduce the moisture source.

2.6.9 Reserved Parking

FMs serve as the primary point of contact (POC) for reserved parking at their facilities. In this capacity, FMs are responsible for ensuring compliance with relevant regulations, including:

- DAFI 31-218, *Motor Vehicle Supervision*, (Army Regulation (AR) 190-5)
- UFC 3-120-01, *Design: Sign Standards*
- Americans with Disability Act (ADA)

Reserved parking spaces are limited on installations, and the use of names, ranks, or titles is avoided for Operations Security (OPSEC) purposes. Instead, generic names, or numbering is used. Curb markings and pavement markings are the preferred method for designating reserved parking, rather than stand-alone or wall-mounted signs.

When requesting signs for personnel who are not regularly at the location, signs with removable tags are recommended to maximize flexibility and minimize the number of reserved spots.

The ADA regulates handicapped parking spots, including the number of required accessible spaces and design standards. For additional information, FMs can consult 28 Code of Federal Regulations (CFR) Part 36, *Standards for Accessible Design* for additional ADA Standards. If a facility's parking lot is non-compliant, FMs should submit a service request to CE for assistance.

Additionally, FMs may also be appointed as parking wardens. In this role, FMs are authorized to:

- Issue parking tickets
- Coordinate with Security Forces (SFS) to place a boot on vehicles in violation of parking requirements, IAW DAFI 31-218.

FMs should consult with the FMPM and/or SFS to determine if they have been assigned parking warden responsibilities and to receive additional training as needed.

2.6.10 Real Property

FMs serve as the primary point of contact (PoC) for RP issues within their facility, ensuring that the facility is utilized for its intended purpose. To fulfill this responsibility, FMs must be familiar with key RP terms and procedures.

Facilities are categorized for their use by the Real Property Categorization System (RPCS), which is determined by the DoD and assigned to a facility by the Real Property Officer (RPO) using Category Codes (CATCODES). These 6-digit codes play a crucial role in determining various aspects of a facility, including:

- Funding levels and types
- Criticality of the facility to the mission
- Applicable fire and electrical codes

Accurate and up-to-date CATCODES are essential to ensure that facilities receive the necessary resources and funding to maintain operational status.

Prior to initiating any changes within a facility, FMs must obtain approval, typically through a space request. The FMPM or RPO can provide guidance on the process for modifying space use within a facility.

Additionally, FMs must be aware of any historical building designations associated with their facility. Historical buildings on Air Force installations may be subject to specific rules and regulations, including:

- State historical registry requirements
- Local rules governing historical buildings

FMs responsible for historical buildings must familiarize themselves with the relevant local rules and regulations to ensure compliance and plan accordingly.

2.6.11 Emergency Management (EM)

FMs and unit Emergency Management (EM) representatives are jointly responsible for developing and implementing their facility's Emergency Action Plan (EAP). The EAP must be capable of being executed during an emergency and should include the following essential elements:

- Shelter In Place (SIP) locations and kits
- Evacuation locations and accountability procedures
- Egress routes
- HVAC shutoff procedures
- Force Protection Condition (FPCON) and Information Condition (INFOCON) requirements (for both real world events and unit / installation exercises)
- Procedures for reporting fires or other emergencies
- Procedures for employees that are required to stay behind and not evacuate

To ensure the EAP is effective, FMs and EM representatives must review their installation's Installation Emergency Management Plan (IEMP) according to DAFI 10-2501, *Emergency Management Program*, when developing EAP procedures. This review will help identify and address potential risks.

FMs, EM representatives, and supervisors are responsible for training facility occupants on emergency procedures and conducting regular drills to ensure everyone is familiar with the EAP. Participating in drills and exercises can help identify areas for improvement.

2.6.12 Generators, Back-up and Emergency Power

FMs are responsible for facilitating the testing and maintenance of back-up and emergency generators installed in their facilities by supporting CE personnel in the performance of maintenance and testing actions per DAFMAN 32-1062, *Electrical Systems, Power Plants and Generators*. Specifically, FM's must allow CE to conduct:

- Required generator maintenance and testing as determined by CE.
    - Semi-Annual testing may require all commercial power to facility to be disconnected and for the generator(s) to power the facility for an extended period.
- During the transfer of the facility's power to the generator, FMs must confirm that all circuits and equipment powered by the generator are functional.
- This verification process typically involves a physical walk-through of the facility to test key items and systems within the circuits to ensure they have power.

CE will notify the FM in advance of the scheduled generator test, providing sufficient time to resolve any scheduling conflicts. If a conflict arises and cannot be resolved, the FM must submit a waiver request to the appropriate authority, typically the Major Command/Deputy Commander, to exempt the facility from testing and assume all responsibility if the generator fails to support the mission as a result denied testing and maintenance. Denial of generator testing and maintenance may result in the generator being disabled or removed from the facility.

Additionally, FMs may be requested to facilitate training for unit personnel on generator operation. In such cases, the unit FM will contact the FMPM to schedule the training for designated personnel. FMs are responsible for maintaining a record of all personnel trained on the generator.

2.6.13 Fuel Tanks

Facilities with fuel tanks, such as those with generators, gas stations, or fuel powered heating systems, are required to appoint a fuel tank custodian. The fuel tank custodian is responsible for overseeing the management and maintenance of the organization's fuel tank(s).

Although the fuel tank custodian is not necessarily required to be the FM, FMs do have specific responsibilities related to fuel tank management. Specifically:

- FMs must report suspected fuel releases to the appropriate authorities, IAW DAFMAN 32-1067, *Water and Fuel Systems* and Petroleum, Oil, and Lubricants Tank management Playbook.
- FMs must also investigate and follow up on excessive inventory variances, as defined by DAFMAN 32-1067. This includes acting if there are two consecutive months of excessive variances.

By fulfilling these responsibilities, FMs play a critical role in ensuring the safe and efficient management of fuel tank systems in their facilities.

2.6.14 Energy Conservation and Awareness

FMs are responsible for promoting and implementing sound energy conservation practices within their respective facilities. Leveraging their in-depth knowledge of the facility and its users, FMs identify opportunities for improvement in energy usage, tailored to their unique situations. Contact the local CE Energy Manager for additional information and requirements.

2.6.15 Continuity Book

FMs serve as the central point of contact for their facility and are responsible for managing multiple tasks and responsibilities. To ensure continuity and minimize disruptions, per DAFI 32-1001 FMs are required to maintain a continuity book, which provides a centralized repository for storing critical information.

The local CE unit will determine the specific format and content of the continuity book, but typically includes the following items:

- FM Appointment Information
- Base specific information
- Facility Information
- Facility Security
- Service Request Log
- Spot Inspection Log
- Emergency Management
- Fire Prevention

Refer to the BPL - FM Continuity, for additional information regarding continuity requirements.

Chapter 3 Unaccompanied Housing Facility Management

In addition to the tasks mentioned in chapter 2, Unaccompanied Housing Managers (UHMs) and Airman Dorm Leaders (ADLs) have additional Facility Management tasks levied upon them due to the unique aspects of dormitories and their impact to Quality of Life (QoL) for the force. This chapter discusses those tasks and provides guidance on how to meet the tasks outlined in AFI 32-6000.

Service Request: ADLs will submit all service request to CE through NexGen IT (or the approved IT system). There are several methods that ADL's have created to obtain service requests from unaccompanied housing occupants. See the BPL - FM Unaccompanied Housing, for some of these methods and the steps to implement them.

3.1 Inspections

UHMs must inspect at least 10% of their facilities' rooms monthly. This ensures every room receives an inspection at least annually. Prioritize inspecting rooms of personnel on extended temporary duty (TDY), such as deployments, to address potential issues promptly. UHMs should then divide the remaining rooms by 12 and inspect them on a rotating basis throughout the year.

Facility Maintenance Inspections focus specifically on identifying health, life, and safety concerns within the facility itself and should not be used for other purposes. Refer to AFI 32-6000 and the checklist on the AFCEC/COOM BPL - FM Unaccompanied Housing for specific inspection items. These inspections require prior notification to the occupant and must be conducted respectfully. The inspection covers only the facility itself, not the Airman's personal belongings.

> **Example:** A UHM may enter a closet and move items to inspect the walls for mold. However, opening drawers, wardrobes, or desks is inappropriate, as this is unnecessary for assessing the facility's condition. If unauthorized or illegal items are in plain sight during an inspection, the UHM must contact the appropriate authorities (typically the First Sergeant and/or Security Forces).
>
> **Important**: To protect privacy and comply with legal restrictions on entering private living spaces, consult AFI 32-6000 for guidance on authorized personnel and permissible inspection procedures. Recordings of inspections are permissible for documentation and evidentiary purposes, but UHMs must secure these recordings. Access is restricted to UHM staff unless required for legal or disciplinary reasons.

3.1.1 Inspection Criteria

AFI 32-6000 lists several items that UHM staff must inspect in their facilities. The AFCEC/COOM BPL - Unaccompanied Housing, has a standardized checklist that UHMs modify to meet their specific needs.

3.1.2 Inspection Simulation

Click here to launch the inspection simulation. This is an opportunity to apply the knowledge gained from the playbook. A certificate of completion will be awarded once the proficiency minimum of 190 points is achieved.

Figure 2: FM Inspection Simulation

3.2 Change of Occupancy Maintenance (COM)

IAW AFI 32-6000, when a resident terminates their quarters, Unaccompanied Manager (UM) staff must accomplish a pre-final inspection with the resident (or Commander/First Sergeant in rare cases). During this time, UHM staff compare the current room condition with the room condition when the occupant checked into the room. The goal is to annotate all problems with the room and to submit repair/maintenance requirements to the local CE unit so that the room can be ready before a new member occupies the room. UHM staff annotate the room in the enterprise Military Housing (eMH) program as down for maintenance until the repairs are made so that occupants are not moved in prior to the repairs being made. When damages are noted, UHM staff take the appropriate action as noted below.

Note: This playbook only details facility maintenance type of work and does not cover non-RP related items (such as shower rods, furnishings, appliances, etc.)

Normal wear and tear facility maintenance: For normal wear and tear, UHM staff visit the local CE unit's U-Fix-It store to obtain the materiel needed to bring the room to ready state. Normal wear and tear facility maintenance COM will take no more than 4 hours' worth of repair/maintenance with the room being down for no more than 72 hours. Normal wear and tear facility maintenance

usually consists of nail holes, oiling of hinges/lock mechanisms, small chips in plaster, or loose grouting.

3.2.1 Life-cycle Maintenance

All facility components have a life-cycle, with varying degrees of years needed before the component needs to be replaced. Most are taken care of during facility renovations, however some, such as paint or carpet, may need to occur in between renovations. UHM staff work with their CE R&O section to determine when these types of maintenance need to occur and schedule with them as occupants leave to minimize occupant disruption and move costs and maximize Inventory and Utilization (I&U) rates.

CE units will usually not have the manpower to be able to accomplish the work in a timely manner. In these cases, UHM staff and the R&O section work together to set up an Indefinite Delivery, Indefinite Quantity (IDIQ) or Blanket Purchase Agreement (BPA) type of contract to have an outside contractor perform these actions. See the BPL page – Unaccompanied Housing, for sample contracts that can be used for these purposes.

3.2.2 Damages

When the UHM staff notices damage outside of normal wear and tear, they must take immediate action before the member departs (especially if the member is separating). UHM staff must contact the CE R&O section to obtain a cost estimate for the repairs and utilize the cash collection processes in AFI 32-6000 to obtain the funds necessary to return the room to a functional condition. The cash collection voucher must only cover damages outside of the normal wear and tear and life-cycle maintenance. Life-cycle maintenance costs will not be charged to the individual if the component is already scheduled for replacement.

3.3 Locks and Keys

Managing the numerous locks and keys within dormitory facilities is a complex task overseen by the Unaccompanied Housing Management (UHM) office. While many Unaccompanied Housing (UH) offices have transitioned from traditional mechanical key locks to electronic access systems like card swipes, key fobs, or digital combinations, traditional locks remain preferred for dorms due to their simpler maintenance, easier repairs, and lower overall costs. When a dorm utilizes specialized electronic lock systems, maintenance typically shifts away from the local CE unit as these systems are considered specialized equipment rather than real property installed equipment (RPIE).

Digital key vaults offer a valuable key control solution for dorms. These systems combine physical keys with digital access, allowing remote key access for occupants without UHM staff intervention. Importantly, only the vault itself is classified as specialized equipment; the door locks and keys remain traditional CE RP assets. For information on available digital key vault systems, consult the BPL - FM Unaccompanied Housing.

3.4 Inventory Change Requests (ICRs)

When submitting an Inventory Change Request (ICR) for dormitory facilities, documentation will need to be provided in the enterprise military housing (eMH) system. What documentation is needed will depend on the ICR submitted.

When bringing a dorm out of eMH for a major renovation, attach a screenshot of the project from NexGen IT or AF approved IT system (see below figure). For more information on ICRs, please visit the eMH support module, or the AFCEC Housing page.

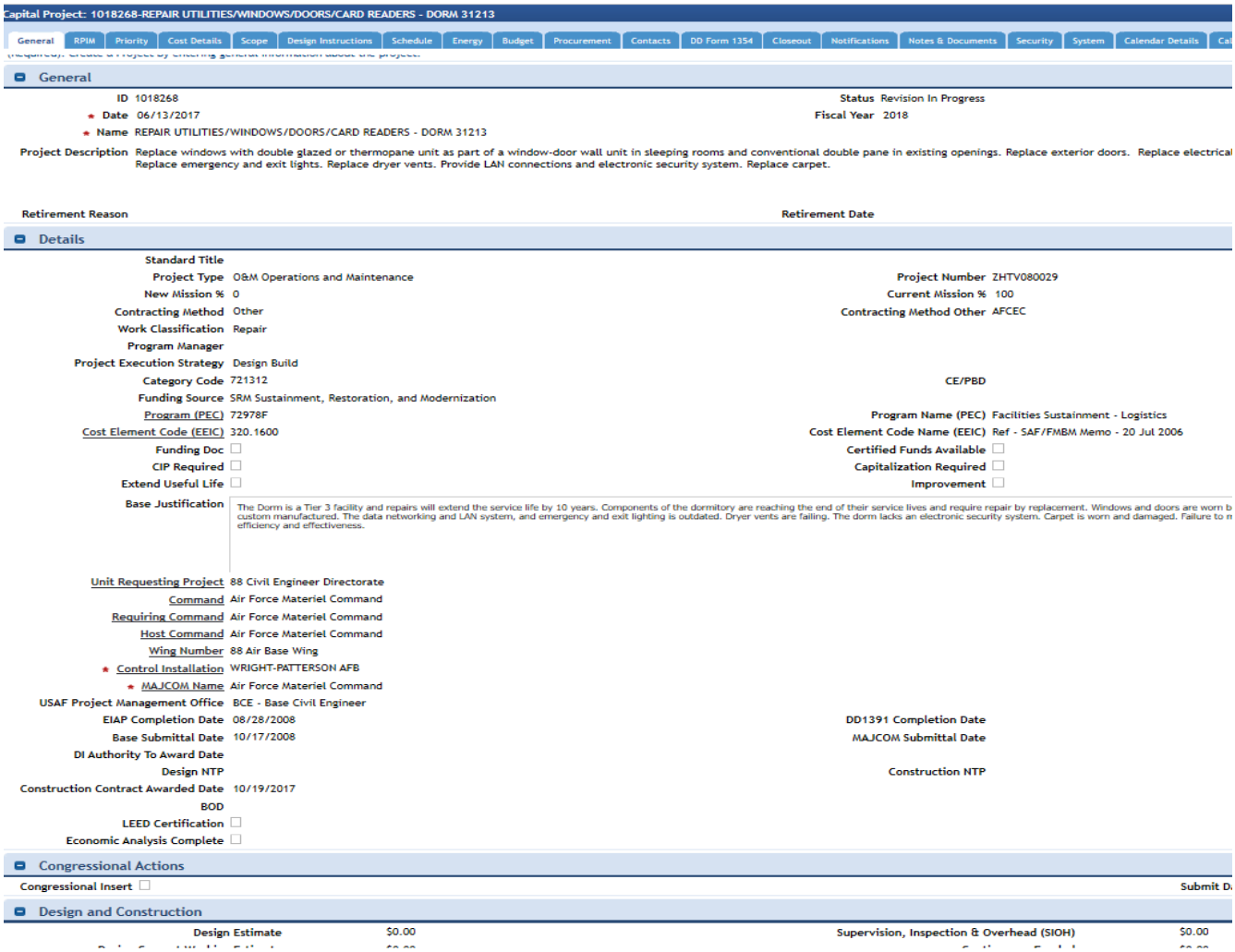

Figure 3: Example project screenshot from NexGen IT

Note: When bringing a dorm back from a major renovation, attach a fully signed DD1354, *Transfer and Acceptance of DoD Real Property* from the renovation project, along with a new floor plan of the facility. ADL's check with their CE Engineering Flight for an updated floor plan from the project.

Chapter 4 Facility Management Program Management

4.1 Roles and Responsibilities

Roles	Responsibilities
CE Commander	• Provides the FM program support. • Ensures all RP facilities have a primary and alternate FM.
CE Facility Manager Program Manager (FMPM)	• Manages and updates FM database. • Trains primary and alternate FMs. • Manages the FM appointment process. • Develops customer outreach program. • Manages the unit online FM information repository. • Disseminates information to FMs as necessary. • Reports Key Performance Indicators (KPIs) on the program to leadership. • Manages the FM Handbook and local FM policies.

Table 2: FM Roles and Responsibilities

4.1.1 CE FM Program Manager

The CE FMPM, normally a 3E6X1 (E-5 or above, civilian or contractor equivalent) within Requirements and Optimization (R&O), manages the installation FM Program. The FM program at an installation works with and provides CE guidance to the installation's FMs. The CE FMPM help successfully manage every facility on an installation and ensure numerous laws and regulations are followed regarding RP, work management, fire, safety, and environmental concerns. It is vital that the FMPM can clearly communicate CE goals and strategic communication with all total service customers.

The FMPM is responsible for the successful implementation of the FM program at the installation/unit to which they are assigned to. Successful FM programs incorporate the following plans of action:

- Appointment Process
- Training
- Online Repositories of Information
- FM Handbooks and Local Policies
- Energy Conservation and Usage
- Facility Visits
- Environmental Considerations
- KPIs

4.2 FM Appointment Process

Unit Commanders are responsible for their unit's FMs, but the FMPM oversees the appointment process and maintains all FM records. This includes managing submissions, updating the FM list, notifying relevant installation agencies, maintaining records of training documents, ensuring training records are current, keeping local guidance up-to-date, removing previous FMs from NexGen IT and FM databases, and ensuring all required training is completed.

FM appointment letters are submitted to a central, widely publicized email inbox. The FMPM validates each letter, ensuring it contains the following required information:

- Date
- Facility Numbers
- Primary or Alternate
- First, Middle initial and last name
- Official email address
- Duty Phone
- Home/Cell Phone (required for out-of-hour requirements)
- DEROS/Contract Expiration (As required)
- FM Web Based Training Date
- Privacy Act Statement
- Commander's Signature

Additional recommended information includes:

- Certification of FM training
- Signed acceptance of FM job responsibilities

Once validated, the FMPM updates the FM database within seven days of receiving the letter. The current requirement is to manage this database separately from NexGen IT (see the BPL - FMPM FM Management for database solutions).

The FMPM files the appointment letter according to local records management policy. Because these letters contain personally information, secure storage is crucial. Review AFI 33-332, *Air Force Privacy and Civil Liberties Program* or the unit's record custodian for more information on appropriate filing locations.

Prior to disposing of previous FM appointment letters, the FMPM must suspend old FM's from NexGen IT.

Annually, on the anniversary date of the FM's appointment, the FMPM sends a revalidation letter (see example on the BPL - FMPM FM Management) to the FM to update their contact information and ensure the FM processes the SAAR revalidation request.

4.2.1 Contact Sharing

To facilitate communication and coordination, the FMPM distributes FM information to relevant organizations on a regular basis, tailoring the content and frequency to the specific needs of each recipient.

The Fire Department, SF Base Defense Operations Center (BDOC), and Command Post require 24/7 access to FMs, it's recommended they receive a weekly updated list. This list includes the facility numbers, assigned unit, and contact information (on and off duty phone numbers and email addresses) for both primary and alternate FMs, enabling immediate contact in any situation.

For CE craftsmen, who primarily need the information for routine scheduling and communication during work hours, a monthly update is sufficient. This list includes the facility numbers, assigned unit, the FMs' official email addresses, and duty phone number. Personal contact information, such as home or cell phone numbers, is omitted to protect the FMs' privacy.

4.3 FM Training

The FMPM develops and maintains a robust training program for FMs. This program includes tiered training based on FM experience: initial training, local procedures training, and annual revalidation. FMs must complete both tier 1 and 2 before receiving NexGen IT access, and annual tier 3 to keep NexGen IT access.

4.3.1 Tier 1 (Digital Training)

Requires future FMs to complete the 3E000 - Facility Management Training computer-based training (CBT) on MyLearning before their official assignment.

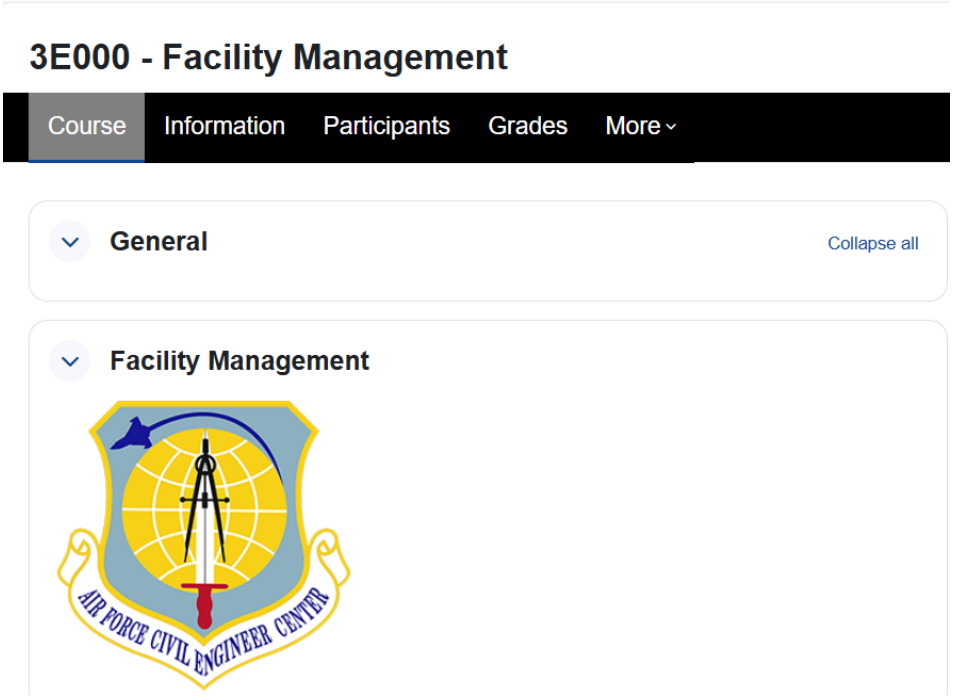

Figure 4: MyLearning FM Training Splash Page

4.3.2 Tier 2 (Local FM Training)

Within 45 days of appointment, the FMPM, assisted by local experts in Fire, Safety, Emergency Management and Environmental Management. It's recommended Face-to-face training, to encourage interaction and address questions effectively. Alternative training methods are available on the BPL - FMPM FM Training.

4.3.3 Tier 3 (Annual Refresher)

The third tier, annual revalidation training, focuses on continuous improvement and staying informed about base-wide trends and program updates. Rather than re-teaching basic job functions, this training highlights key observations and significant changes from the past year. The FMPM presents this information, often in a slideshow format, covering topics such as: recurring maintenance issues across the installation, changes to CE policies or processes, best practices identified from successful FMs, and common challenges encountered. This ensures the training remains relevant and provides FMs with actionable insights to improve their performance and address emerging trends within the facility management program.

Note: FM's that do not attend their required training will have their NexGen IT account suspended and have non-emergency service requests rejected until training is completed.

4.4 Information Repositories

IAW DAFI 32-1001, the Operations Flight will establish and maintain a readily accessible repository (e.g., SharePoint, or an alternative method such as a regular email distribution list) for FM program information, related training materials, and other pertinent FM guidance. This repository's location will be widely advertised to FMs.

FMPM's are responsible for maintaining their unit's FM information repositories. Care is given to ensure that this site remains updated with relevant information for FMs. Examples of information that is included in the repository include:

- Contact Information
- Calendars - include utility outages, training dates, down days, minimum manning days, Fire Prevention Visits, etc.
- Document Library(s) – include local policies, snow control, how to guides, forms, sample appointment letters, training, etc.
- U-Fix-It Inventories
- Service Contract POCs
- Process for DAF Form 103, *Base Civil Engineer Work Clearance Request*
- Announcements
- Feedback Mechanism
- Maps
- Sanitized FM Listing
- Digital Facility Files/FM Continuity Books
- Environmental Information (facilities with Asbestos-Containing Material (ACM), Lead-Based Paint (LBP), guides on disposal of hazardous waste, etc.)
- Fire Prevention Information
- Emergency Management

4.5 Facility Management Handbooks and Local Policies

CE Units must create local FM handbooks and local policies that serve as a quick reminder and/or reference to FMs on the installation. The FMPM is usually the focal point for the review and dissemination processes to ensure continuity between policies and to gain feedback from FMs prior to publication. In addition, the FMPM is included in the review process of all support agreements on the installation to ensure local policy is taken into consideration. Local handbooks and policies are compiled in one location that is accessible to FMs on the installation. When updating FM training or handbooks, local single policy letters are incorporated into the revision to allow one document that contains all unit/installation policy instead of having numerous policy letters for FMs to review. See the BPL - FMPM FM Handbook, for examples and templates for FM Handbooks as well as examples of local policies.

As a part of the review process, FM Handbooks and policies must be reviewed by respective local program managers and local unit leadership. This ensures CE is speaking on one page in regard to policies and procedures and will also help to provide top cover for the section that created the policy or procedure.

4.6 Energy Conservation and Usage

DAFMAN 32-1061, *Providing Utilities to Department of the Air Force Installation* requires that FMs aid in compliance with energy policy directives and guidance. FMPM's must disseminate information to the installation FM's with the assistance of the Installation Energy Manager. Information considered includes energy tips, planned utility outage notices, and updates on current utility outages. Consider adding a calendar to the repository for easy access for planned outages and energy usage tips.

4.7 Facility Visits

While not every unit has the manpower, having a facility visit team (sometimes also known as a "1219 team" or "SMART" team) can help AF facilities stay well maintained and in good repair. Facility visit teams can proactively find problems before they occur, keep emergency calls down, save time by completing several work tasks at once, and bring positive customer feedback to the CE unit. If not possible for the entire installation, consider focusing on high-maintenance facilities such as dormitories. FMPM's work with their Operations Flight leadership to evaluate whether this type of team would be beneficial, and whether their units can support this type of team.

4.8 Environmental Considerations

Serving as the facility focal point, FMs play a key role in the environmental protection and awareness to occupants within the facility. A successful FM Program will provide information on hazards associated within their facility. These hazards include ACM, Radon, LBP, Universal Waste (UW), disposal of hazardous waste, and mold.

FMPM's must include these topics in their program as applicable. FM training includes the above topics to include locations commonly found, hazards associated with them, and what to do if unknown hazards are suspected. In addition, FM's must be informed if asbestos locations are known in their facilities. FM information repositories contain known listings of ACM, LBP, and Radon in addition to policies regarding mold remediation and universal waste storage. FMPMs, along with unit leadership, must coordinate with the local CE Environmental Element (CEIE), BE Flight, and safety offices when determining policy to ensure the safety of all installation personnel.

4.9 Emergency Management

FMs must also be trained on Emergency Management (EM) procedures. DAFI 10-2501 states that FMs, along with their EM representatives, must work together to create EAPs for their facility. This could include tasks such as creating and stocking Shelter-In-Place rooms, creating checklists for facility occupants and Unit Control Centers (UCCs), Force Protection Condition (FPCON) procedures, or other Installation Emergency Management Plan (IEMP) 10-2 tasks. FMPMs must work with their local EM flight to determine the exact processes for their installation and brief FMs appropriately.

4.10 Generator Maintenance

CE performs generator maintenance, however FMs may schedule hands-on-training for building occupants on associated generators and what their responsibilities include (See DAFMAN 32-

1062). FMPMs have a list of facilities that have generators and work with the CE power production shop and FMs to have this training when FMs and/or their units request it. FMs must also be trained on procedures to waive semi-annual generator tests when mission needs dictate.

4.11 Key Performance Indicators

Several Key Performance Indicators (KPIs) guide Successful FM programs. These KPI's help gauge areas in an FM program that may be strong, weak, or outstanding. Below are some useful KPI's to gauge an FM Program.

- % FMs trained
- % FM trained (by unit)
- % Trained within 45 days of assignment
- # FMs with overdue training
- # Facilities without FMs

Visit the BPL page – FMPM Key Performance Indicators, for how-to-guides to retrieve these KPI's, information on how to understand and use the KPI's, and sample slides to show the FM KPIs for various meetings.

4.12 Customer Outreach

Per DAFI 32-1001, the Operations Flight will develop a customer outreach program on a minimum of an annual basis to enhance communication and coordination among stakeholders. This program should provide a structured overview of work history trends, open maintenance requirements, facility condition assessments, life cycle planning and potential execution constraints. The goal is to improve transparency, prioritize resource allocation, and address challenges proactively.

4.12.1 Program Objectives

- Facilitate transparency
- Enhance understanding of infrastructure conditions and maintenance priorities
- Promote data driven decision making for resource allocation and project prioritization
- Identify and mitigate potential constraints

4.12.2 Key Components

The customer outreach program will encompass several key components designed to ensure effective communication and collaboration with stakeholders; these are:

4.12.2.1 Work History Trends

- Review completed maintenance work over the past year
- Identify recurring issues and trends that might indicate systematic problems

4.12.2.2 Open Maintenance Requirements

- Provide an updated list of outstanding maintenance request and their status
- Discuss prioritization criteria and resource allocation strategies

- Address stakeholder concerns regarding specific maintenance issues

4.12.2.3 Condition Assessment Summary

- Present findings from recent facility condition assessments or when next assessment is scheduled
- Categorize facilities based on condition rating and risk factors
- Recommended targeted investments to maintain or improve infrastructure reliability

4.12.2.4 Life Cycle Planning

- Outline projections for major maintenance and capital investments
- Align long term facility needs with operational and budgetary constraints

4.12.2.5 Execution Constraints

- Identify key challenges that may impact execution
    - Deployments, budget cuts, change in mission, etc.
- Discuss contingency plans to address constraints

Appendix A - Acronyms

Acronym	Definition
AA&E	ARMS, Ammunition and Explosives
ADA	Americans with Disabilities
ADL	Airman Dorm Leader
ACM	Asbestos Containing Material
AF	Air Force
AFCEC	Air Force Civil Engineer Center
AFI	Air Force Instruction
AFMAN/DAFMAN	Air Force Manual/Department of the Air Force Manual
AFRL	Air Force Research Laboratory
BE	Bioenvironmental Engineering
BDOC	Base Defense Operations Center
BPA	Blanket Purchase Agreement
BPL	Business Process Library
CAC/PIV	Common Access Card/Personal Identity Verification
CATCODEs	Category Codes
CBR	Contract by Requestor
CBT	Computer-Based Training
CC	Commander
CD	Deputy Commander
CE	Civil Engineer
CEO	Operations Flight
COM	Change of Occupancy Maintenance
COR	Contracting Officer's Representative
DAFI	Department of the Air Force Instruction
DCPDS	Defense Civilian Personnel Data System
DoD	Department of Defense
DV	Distinguished Visitor
EAP	Emergency Action Plan
EM	Emergency Management
eMH	Enterprise Military Housing
FBPTA	Federal Buildings Personnel Training Act
FM	Facility Manager
FMPM	Facility Manager Program Manager
FPCON	Force Protection Condition
GSA	General Services Administration
HEPA	High Efficiency Particulate Air
HIPPA	Health Insurance Portability and Accountability Act
IAQ	Indoor Air Quality
IAW	In Accordance With
I&U	Inventory and Utilization
ICR	Inventory Change Request
IDIQ	Indefinite Delivery, Indefinite Quantity

Acronym	Definition
IT	Information Technology
KPIs	Key Performance Indicators
LBP	Lead Based Paint
MAJCOM	Major Command
NAF	Non-appropriated Funds
NFPA	National Fire Protection Association
OPSEC	Operations Security
PCS	Permanent Change Station
POC	Point of Contact
PWS	Performance Work Statement
QoL	Quality of Life
R&O	Requirements and Optimization
RoS	Report of Survey
RP	Real Property
RPCS	Real Property Categorization System
RPIE	Real Property Installed Equipment
RPO	Real Property Officer
RPIE	Real Property Installed Equipment
SAAR	System Authorization Access Request
SME	Subject Matter Expert
SFS	Security Forces
SIP	Shelter in Place
SOW	Statement of Work
SPOC	Service or Agency Point of Contact
SRs	Service Requests
TASM	Trusted Associate Security Manager
TASS	Trusted Associate Sponsorship System
TDY	Temporary Duty
UCC	Unit Control Center
UFC	United Facilities Criteria
UG	User Guide
UHMs	Unaccompanied Housing Managers
UM	Unaccompanied Managers
UW	Universal Waste
VLC	Virtual Learning Center

Appendix B - Master List of Links

Content	Location	Web Address
3E000 - Facility Management Training	CH 4, Sec. 4.3.1	https://lms-jets.cce.af.mil/moodle/enrol/index.php?id=9118 ***CAC Access Required**
28 CFR Part 36, Standards for Accessible Design	CH 2, Sec. 2.6.9	https://www.govinfo.gov/app/details/CFR-2010-title28-vol1/CFR-2010-title28-vol1-part36-appA
AFCEC/COOM BPL	CH 1, Sec. 1.3 CH 2	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/Home.aspx ***CAC Access Required**
AFCEC Housing Page	CH 3, Sec. 3.4	https://usaf.dps.mil/teams/10041/ProgramGroups/Housing/Pages/default.aspx ***CAC Access Required**
AFI 32-2001, Fire and Emergency Services (F&ES) Program	CH 2, Sec. 2.6.5	https://static.e-publishing.af.mil/production/1/af_a4/publication/afi32-2001/dafi32-2001.pdf
AFI 32-6000, Housing Management	CH 1, Sec. 1.1 CH 3 CH 3, Sec. 3.1 CH 3, Sec. 3.1.1 CH 3, Sec. 3.2 CH 3, Sec. 3.2.2	https://static.e-publishing.af.mil/production/1/af_a4/publication/afi32-6000/afi32-6000.pdf
AFI 33-332, Air Force Privacy and Civil Liberties Program	CH 4, Sec. 4.2	https://static.e-publishing.af.mil/production/1/saf_cn/publication/afi33-332/afi33-332.pdf
AF Form 2432, Key Issue Log	CH 2, Sec. 2.6.4	https://static.e-publishing.af.mil/production/1/af_a4/form/af2432/af2432.pdf
AFRL-SA-WP-SR-2014-0012	Appendix D, Attch B	https://apps.dtic.mil/sti/tr/pdf/ADA612261.pdf
Americans with Disability Act (ADA)	CH 2, Sec. 2.6.9	https://www.ada.gov/2010ADAstandards_index.htm
BPL - FM Continuity	CH 2, Sec. 2.6.15	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/FM%20Continuity.aspx ***CAC Access Required**
BPL - FM Facility Security	CH 2, Sec. 2.6.4	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/FM%20Facility%20Security.aspx ***CAC Access Required**
BPL - FM Training	CH 2, Sec. 2.4.1	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/FM%20Training.aspx ***CAC Access Required**
BPL - FMPM FM Handbook	CH 4, Sec. 4.5	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/FMPM%20FM%20Handbook.aspx ***CAC Access Required**
BPL - FMPM FM Management	CH 4, Sec. 4.2	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/FMPM%20FM%20Management.aspx ***CAC Access Required**

Content	Location	Web Address
BPL - FMPM FM Training	CH 4, Sec. 4.3.2	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/FMPM%20FM%20Training.aspx ***CAC Access Required**
BPL - FM SAAR	CH 2, Sec. 2.5	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/Facility%20Manager%20SAAR.aspx ***CAC Access Required**
BPL - FM Unaccompanied Housing	CH 3 CH 3, Sec. 3.1 CH 3, Sec. 3.1.1 CH 3, Sec. 3.3	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/FM%20Unaccompanied%20Housing.aspx ***CAC Access Required**
BPL Ops	CH 1, Sec. 1.3	https://usaf.dps.mil/sites/11252/24048/CO%20Support%20TRIRIGA%20Deploy/TRIRIGA%20Ops%20Wiki/Work%20Management%20Business%20Process%20Library.aspx ***CAC Access Required**
DAF Form 103, Base Civil Engineer Work Clearance Request	CH 4, Sec. 4.4	https://static.e-publishing.af.mil/production/1/af_a4/form/daf103/daf103.pdf
DAFI 10-2501, Emergency Management Program	CH 2, Sec. 2.6.11 CH 4, Sec. 4.9	https://static.e-publishing.af.mil/production/1/af_a4/publication/dafi10-2501/dafi10-2501.pdf
DAFI 31-101, Integrated Defense	CH 2, Sec. 2.6.4	**Note:** The OPR has restricted access to this product, it is either served from our Warehouse Management System (WMS) or stocked and issued by the OPR. Check WMS for availability first, if not found, then contact the OPR to request a copy.
DAFI 31-218, Motor Vehicle Supervision (AR 190-5)	CH 2, Sec. 2.6.9	https://static.e-publishing.af.mil/production/1/af_a4/publication/afi31-218/dafi31-218.pdf
DAFI 32-1001, Civil Engineer Operations	CH 1, Sec. 1.2 CH 1, Sec. 1.3 CH 2, Sec. 2.5 CH 2, Sec. 2.6 CH 2, Sec. 2.6.15 CH 4, Sec. 4.4 CH 4, Sec. 4.12	https://static.e-publishing.af.mil/production/1/af_a4/publication/afi32-1001/dafi32-1001.pdf
DAFMAN 16-1404 V3, Information Security Program	CH 2, Sec. 2.6.4	https://static.e-publishing.af.mil/production/1/saf_aa/publication/dodm5200.01v3_dafman16-1404v3/dodm5200.01v3_dafman16-1404v3.pdf
DAFMAN 32-1061, Providing Utilities to Department of the Air Force Installation	CH 4, Sec. 4.6	https://static.e-publishing.af.mil/production/1/af_a4/publication/dafman32-1061/dafman32-1061.pdf
DAFMAN 32-1062, Electrical Systems, Power Plants and Generators	CH 2, Sec. 2.6.12 CH 4, Sec. 4.10	https://static.e-publishing.af.mil/production/1/af_a4/publication/afman32-1062/afman32-1062.pdf
DAFMAN 32-1067, Water and Fuel Systems	CH 2, 2.6.13	https://static.e-publishing.af.mil/production/1/af_a4/publication/afman32-1067/dafman32-1067.pdf

Content	Location	Web Address
DAFMAN 91-203, Air Force Occupational Safety Fire and Health Standards	CH 2, Sec. 2.6 CH 2, Sec. 2.6.5 CH 2, Sec. 2.6.5.3 CH 2, Sec. 2.6.5.5 CH 2, Sec. 2.6.7	https://static.e-publishing.af.mil/production/1/af_se/publication/dafman91-203/dafman91-203.pdf
DD1354, Transfer and Acceptance of DoD Real Property	CH 3, Sec. 3.4	http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1354.pdf
DoD 7000.14-R Vol 12 Chap 7, Financial Liability for Government Property Lost, Damaged, Destroyed, or Stolen	CH 2, Sec. 2.6.2	https://comptroller.defense.gov/FMR/vol12_chapters/
Federal Buildings Personnel Training Act (FBPTA) of 2010	CH 2, Sec. 2.3 CH 2, Sec. 2.4.1	https://www.congress.gov/111/plaws/publ308/PLAW-111publ308.pdf
General Services Administration (GSA)	CH 2, Sec. 2.4.1	https://www.gsa.gov/governmentwide-initiatives/federal-highperformance-buildings/highperformance-building-clearinghouse
Installation Energy Manager	CH 4, Sec. 2.6.14 CH 4, Sec. 4.6	https://usaf.dps.mil/teams/10758/energymanagers/SitePages/Home.aspx ***CAC Access Required**
NexGen IT	CH 2, Sec. 2.2 CH 2, Sec. 2.5 CH 2, Sec. 2.5.1 CH 2, Sec. 2.5.2 CH 2, Sec. 2.6.1 CH 2, Sec. 2.6.6 CH 3 CH 3, Sec. 3.4 CH 4, Sec. 4.2 CH 4, Sec. 4.3 CH 4, Sec. 4.3.3	https://nexgenit.csd.disa.mil/my.policy
NFPA 10, Standard for Portable Fire Extinguishers	CH 2, Sec. 2.6 CH 2, Sec. 2.6.5.2	https://www.nfpa.org/codes-and-standards/nfpa-10-standard-development/10 ***Subscription Required**
Petroleum, Oil, and Lubricants Tank management Playbook	CH 2, 2.6.13	https://www.ceplaybooks.com/playbooks/17a231e3-0b61-464e-b5b8-98113f552eb9/
UFC 3-120-01, Design: Sign Standards, with Change 4	CH 2, Sec. 2.6 CH 2, Sec. 2.6.9	https://www.wbdg.org/dod/ufc/ufc-3-120-01
UFC 3-600-01, Fire Protection Engineering for Facilities, with Change 6	CH 2, Sec. 2.6	https://www.wbdg.org/FFC/DOD/UFC/ufc_3_600_01_2016_c6.pdf
UFGS 02 85 00, Mold Remediation	Appendix D, Attch B	https://www.wbdg.org/FFC/DOD/UFGS/UFGS%2002%2085%2000.pdf
UG-2045-SHR, DoD Physical Security Equipment Guide	CH 2, Sec. 2.6.4	https://exwc.navfac.navy.mil/Portals/88/Documents/EXWC/DoD_Locks/PDFs/UG-2045-SHR.pdf
Work Management Playbook	CH 2, Sec. 2.2	https://www.ceplaybooks.com/playbooks/59292fa0-2699-4de7-b098-c0f75be7baba/

Appendix C - Facility Manager Program Management Self-Assessment

Effective operations rely on a range of critical processes and systems to ensure efficiency, productivity, and overall success. To support organizations in achieving optimal performance the suite of self-assessments tools provides a means to perform self-assessment of the Facility Management program's health.

By using these tools, the FMPM will be able to determine whether the organization's FM program is operating in a Sub-Optimal, Adequate, or Optimal category, and develop targeted strategies to address gaps and achieve operational excellence.

Attachment A - Sub-Optimal Capability

Facility Manager programs at this level are in early developmental stages or have minimal maturity. They meet only baseline compliance standards from key guidance such as DAFI 32-1001 and DAFMAN 91-203. Although technically compliant, these programs offer limited process integration, low strategic oversight, and operate in a reactive mode and compliance-based management. They may suffer from untrained or unengaged FMs, lack of continuity, or over-reliance on emergency responses.

Sub-Optimal Capability	
WEEKLY	☐ Ensure all non-emergency Service Requests (SR) are put into NexGen IT by Facility Manager (FM) or craftsman and not taken via telephone. ☐ Did the FMPM process received facility manager letters, update FM listing and provide update list to Fire Dept, BDOC, and Command Post?
MONTHLY	☐ Confirm Facility Managers' (FM) System Authorization Access Requests (SAAR) for NexGen IT access were submitted and completed. ☐ Did the FMPM provide adequate training, to include coordination with Fire, Safety, Emergency Management?
QUARTERLY	☐ Did the FMPM identify facilities without assigned Facility Managers and initiate contact with assigned units?
ANNUAL	☐ Did the FMPM coordinate with CEOER and CEOEM to validate U-Fix-It Program meets FM needs? ☐ Did the BCE conduct annual review of sample continuity book?

Are all non-emergency Service Requests (SRs) submitted through NexGen IT by the Facility Manager (FM) or craftsman, rather than by phone (except in cases where NexGen IT access is unavailable)?

- Using the phone for non-emergency SRs significantly increases processing time. Requiring FMs and craftsmen to use NexGen IT for these requests improves system familiarity and work task tracking.
- Training should emphasize that only emergency SRs should be phoned into the CE. FMs should not submit emergency requests solely through NexGen IT and assume a CE response. The process is as follows:
    - Call CE, if the FM is unsure the SR meets the requirements for an emergency.
    - CEOER CSU will determine if the call is an emergency or not.
    - If the call does not qualify as an emergency the FM will be directed to input the requirement into NexGen IT.

To ensure prompt communication, are received letters processed within three business days by the FMPM? Is an updated list of Facility Managers, provided to emergency services?

- This is crucial because numerous agencies require 24/7 access to facilities for various responses. Processing letters promptly and distributing the updated FM contact list to Fire, SF BDOC, and Command Post ensures immediate contact in emergencies.

Has the FMPM utilized the FM-Rpt-003 report to identify FMs with active NexGen IT accounts and followed up with those without access? Does the FMPM ensure FMs submit SAARs for NexGen IT access and to use the system for submitting requirements?

- Facility Managers should not be permitted to call in non-emergency requests. Leveraging the FM suite within NexGen IT streamlines CEOER manpower and workload requirements. The Air Force implemented NexGen IT specifically for its power, performance, and capabilities to enhance the CE Enterprise. Requiring its use maximizes these benefits.

Does the FMPM have a process to identify facilities without assigned Facility Managers?

- Has the FMPM compared Real Property records vs assigned Facility Managers and developed a process to I contact assigned units and have a FM appointed? Is the FMPM tracking what facilities FMs are submitting Service Request when not assigned to that facility?

Did the FMPM provide adequate training to Facility Managers (FMs) on their roles and responsibilities? Did this training cover facilitating minor maintenance and repairs, communicating with occupants about facility issues and local policies, and educating occupants on reportable issues? Furthermore, did the training include presentations from representatives of Fire, Safety, and Emergency Management, rather than solely from the FMPM?

- FMs received training on their roles and responsibilities, including: (1) facilitating minor maintenance and repair requests; (2) effectively communicating with occupants regarding facility-related issues and established local policies; and (3) educating occupants on which maintenance issues should be reported to their FM. This training included presentations by representatives from Fire, Safety, and Emergency Management.

Has the FMPM ensured that both Facility Managers and the general base population are aware of the procedures for reporting out-of-hours/24/7 emergencies to CE? Have these procedures been effectively communicated and are they readily accessible?

- There is no AF standard for the entire CE Enterprise on after-hours Emergency SR response procedures. The local CEOE should ensure the Operations Flight Commander's policy is in place and published to the FMs (as part of their duties) to be advertised to their respective facility customers.
    - Review after-hour Emergency SR processes for effectiveness and advertise to base customers.
    - There should be processes and procedures published in the FM Handbook and briefed to FMs during their initial training.

Did CEOE direct CEOER and Materiel Control to establish a U-Fix-It Program?

- Does the FMPM include U-Fix-It procedures during FM training? Has the FMPM worked with Material Control to validate if FMs are utilizing the program?

Has the FMPM established a sample Facility Manager Continuity Book?

- Has the BCE or designee conducted an annual review of DAFI 10-2501 and DAFMAN 91-203 ensuring the provided continuity book meets the requirements for Safety, Fire and Emergency Management?

Attachment B - Adequate Capability

In addition to meeting all Sub-Optimal requirements, programs at this level demonstrate developing maturity through repeatable processes and stakeholder engagement. Data integrity is maintained through regular (e.g., monthly) FM list reviews and the use of basic Key Performance Indicators (KPIs). These programs begin to shift from reactive to moderately proactive operations, showing improvements in structure, scheduled revalidation, communication, and baseline performance analytics. However, they may still be limited in scalability and depth.

Adequate Capability	
MONTHLY	☐ Confirm a Monthly Report of Facility Managers (FM) list was validated monthly based on annual training date. ☐ Perform one of the following actions for Individuals Non-Validated on Master FM List (PCS'd/no longer FM/etc.): • Remove member from NexGen IT and request replacement FM from unit commander via memo. • Remove member from FM Listing and request replacement FM from unit commander via memo.
SEMI-ANNUAL	☐ Do the Facility Managers conduct a semi-annual review of all service request?
ANNUAL	☐ Validate historical 3C priority work to see if there were any small/minor highly repetitive tasks that materiel could be provided to the FM via U-Fix-It program and added to list of available materiel.

Has the FMPM processed the Monthly Report of FMs and revalidated the FM Master List based on annual training date?

- Establish KPIs to evaluate the Facility Management Program, ensuring facility managers remain trained, and access to NexGen is maintained.
    - 100% KPIs: Every month contact FMs with date trained 335+ days.
    - 80-85% KPI: Response from FM within 30 days of being contacted.
    - 100% KPI: Validated by 60 days or FM removed from the roles and NexGen IT. Coordinate with respective commanders as required for replacement or follow-up.
- Individuals who are not re-validated on Master FM List (PCS'd, no longer FM, retired, etc.) should have the following actions initiated:
    - Remove access from NexGen IT
    - Remove member from FM Listing
    - Request replacement FM from unit commander via memorandum
- Individuals who are re-validated on Master FM List:
    - Update training date on Master FM List with the date they were re-validated as still being a current FM.
    - Re-validate in 1 year.

Does the FMPM establish procedures for Facility Managers to conduct semi-annual review of all service request and provide feedback to CEOER as required?

- The FMPM should establish procedures for Facility Managers (FMs) to conduct a semi-annual review of all service requests and provide feedback to CEOER. This review process is crucial for several reasons.
    - Priorities can shift over time, rendering some requests less urgent or even obsolete.

  - A request might be addressed through alternative means without formally closing the service request, leading to inaccuracies in the system
  - Evolving customer requirements can invalidate the initial need, making continued pursuit of the request unnecessary.

- Having a formalized process for FMs to provide feedback, the FMPM ensures the status of each request accurately reflects its current state. This feedback loop allows CEOER to maintain a clear and up-to-date understanding of outstanding requests and resource allocation, ultimately leading to more efficient facility management and better responsiveness to customer needs. The semi-annual review also provides an opportunity to identify recurring issues or systemic problems that may require broader solutions beyond individual service requests.

Has the FMPM coordinated with CEOER to review historical 3C work task, to see if there were any small/minor tasks that were highly repetitive that materiel could be provided to the FM via U-Fix-It program and added to the list of available materiel(s)?

- Did the number of SR/WTs input by FMs drop because the materiel required was added to the list of available U-Fix-It Program materiel? (Validates previous addition of materiel to list.)
- Were there 3C type requirements that could have been completed by the FM using U-Fix-It materiel, but the materiel was not on the approved list? (Consider adding this materiel to the available list of U-Fix-It materiel.)
- Is there materiel on the list that should **not** be based on non-usage or other issues?

Attachment C - Optimal Capability

Optimal programs, while fulfilling all Adequate and Sub-Optimal requirements, are strategically aligned, data-driven, and benchmark against high-performing FM programs across DoD and private industry. They move beyond compliance and performance to actively evaluate, innovate, and evolve. These programs integrate strategic thinking, cross-functional collaboration, and predictive improvements, serving as models of excellence for CE.

Optimal Capability	
MONTHLY	☐ Establish a working relationship with Military Personnel Flight (MPF) to ensure the Facility Management Program is added to base virtual out-processing checklist.
QUARTERLY	☐ Provide regular communication with Facility Managers about common CE subjects or changes.
ANNUAL	☐ Establish a process to provide and receive feedback from Facility Managers. ☐ Evaluate ROI for establishing/maintaining a high use facility AF1219 like program to better manage high-volume, low-effort tasks to satisfy FM requirements.

Does the FMPM have a process to identify outbound facility managers?

- Has CEOER established a working relationship with the MPF to add this requirement to the virtual out-processing checklist to facilitate compliance with FM Program requirements?
    - By identifying outbound Facility Managers early, it ensures adequate communication and turnover of duties before the Facility Manager departs the installation.
- When applicable, is DEROS being tracked and requesting replacements with adequate lead time?

Does the FMPM provide facility managers with quarterly newsletters? Does the FMPM request the BCE to send to fellow commanders?

- By establishing quarterly newsletters with relevance to the installation, change in weather processes (heat to cool transition) or recent trends the FMPM can communicate with Facility Managers and installations leadership before questions are asked.

Has the FMPM Coordinated with the Operations Flight Commander to establish a customer outreach program?

- At a minimum of once a year, the FMPM should coordinate with the Operations Flight commander to provide all organizations and tenants on the installation a minimum review of accomplished work history trends, open maintenance requirements, condition assessment, lifecycle planning and potential execution constraints.
- Recommended during this process, the FMPM prepares a report on Facility Manager training and appointment status.

Appendix D - Attachments

Attachment A - AF Cleanup and Mold Prevention Policy Following Water Damage

This attachment presents strategies to respond to water damage within 24-48 hours. These guidelines are designed to help avoid the need for remediation of mold growth by taking quick action before growth starts. If mold growth is found on the materials listed in this attachment, refer Attachment B for guidance on remediation. Depending on the size of the area involved and resources available, professional assistance may be needed to dry an area quickly and thoroughly.

If mold growth has occurred or materials have been wet for more than 48 hours, consult Attachment C. Even if materials are dried within 48 hours, mold growth may have occurred.

Water-Damaged Material	Required Actions
Books and papers	• For non-valuable items, discard Books and papers. • Photocopy valuable/important items, discard originals. • Freeze (in frost-free freezer or meat locker) or freeze dry.
Carpet and backing - dry within 24 to 48 hours	• Remove water with water extraction vacuum. • Reduce ambient humidity levels with dehumidifier. • Accelerate drying process with fans.
Ceiling tiles	• Discard and replace
Cellulose insulation	• Discard and replace
Concrete or cinder block surfaces	• Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters.
Fiberglass insulation	• Discard and replace (discard at least two feet around damaged materials).
Hard surface, porous floorings (Linoleum, ceramic tile, vinyl)	• Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. • Check to make sure the under flooring is dry; dry under flooring if necessary.
Non-porous, hard surfaces (plastics, metals)	• Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary.
Upholstered furniture	• Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters (may be difficult to completely dry within 48 hours). • If the piece is valuable, consult with a restoration/water damage professional who specializes in furniture.
Wallboard (drywall and gypsum board)	• May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard and replace (discard at least two feet around damaged materials). • Ventilate the wall cavity, if possible.
Window drapes	• Follow laundering or cleaning instructions recommended by the manufacturer.
Wood surfaces	• Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry. • Wet paneling is pried away from the wall for drying.

Table 3: AF Cleanup and Mold Prevention Policy Following Water Damage

Attachment B - Remediation of Mold-Contaminated Building Materials

The purpose of containment during remediation activities is to limit the release of mold into the air and surroundings to minimize the exposure of remediators and building occupants to mold. Mold and moldy debris are not allowed to spread to areas in the building beyond the contaminated site. The larger the area of moldy material, the greater the possibility of human exposure and the greater the need for containment. In general, the size of the area helps determine the level of containment. However, the heavy growth of mold in a relatively small area could release more spores than a lighter mold growth in a relatively large area. The primary object of containment is to minimize occupant and remediator exposure to mold.

This attachment presents remediation guidelines for building materials that have or are likely to have mold growth. The guidelines in this attachment are designed to protect the health of occupants and cleanup personnel during remediation. These guidelines are based on the area and type of material affected by water damage and/or mold growth. Please note that these are guidelines; some professionals may prefer other cleaning methods.

Remediation activities could be scheduled during off-hours when building occupants are less likely to be affected, or remediation activities could be contained in a specific room or area, and occupants moved accordingly. Although the level of personal protection suggested in these guidelines is based on the total surface area contaminated and the potential for remediator and/or occupant exposure, contact BE for information on personal protective equipment based on identified hazards and professional judgment. These remediation guidelines are based on the affected area's size to make it easier for remediators to select appropriate techniques, not based on health effects or research showing there is a specific method appropriate at a certain number of square feet. The guidelines have been designed to help construct a remediation plan. When in doubt, caution is advised. Consult an experienced mold remediator for more information.

If the moisture causing the mold is known or suspected to be contaminated with sewage, chemical, or biological pollutants, then Installation BEs must oversee remediation and/or removal jobs.

Remove a minimum of 2 feet of building materials on both sides of mold-contaminated porous building materials.

Chemicals and disinfectants are not used to clean porous building materials in AF facilities; instead, replace porous building materials IAW Attachment 2.

Additional information can be found in the following references:

- Unified Facilities Guide Specifications (UFGS) 02 85 00, *Mold Remediation*: This document provides detailed specifications for mold remediation work on military facilities. It covers aspects such as surface preparation, containment, cleaning, and disposal of contaminated materials.
- Technical Guide for Indoor Air Quality Surveys - Air Force Research Laboratory (AFRL)-SA-WP-SR-2014-0012: This technical guide from the AFRL provides comprehensive information on conducting indoor air quality surveys, including the identification and assessment of mold contamination. This is a useful resource for understanding the scientific principles behind Indoor Air Quality (IAQ) monitoring and the proper techniques for collecting and analyzing samples.

Small Containment

Small containment is generally recommended for areas involving less than 3 square feet of mold contamination. PPE is all that is required to remediate these areas.

Medium (Limited) Containment

Limited containment is generally recommended for areas involving between 4 and 100 square feet (ft2) of mold contamination. The enclosure around the moldy area consists of a single layer of 6-mil, fire-retardant polyethylene sheeting. The containment has a slit entry and covering flap on the outside of the containment area. For small areas, the polyethylene sheeting can be affixed to floors and ceilings with duct tape. A steel or wooden stud frame can be erected and polyethylene sheeting attached to it for larger areas. All supply and air vents, doors, chases, and risers within the containment area must be sealed with polyethylene sheeting to minimize contaminants' migration to other parts of the building. Heavy mold growth on ceiling tiles may impact HVAC systems if the space above the ceiling is used as a return air plenum. In this case, containment is installed from the floor to the ceiling deck, and the filters in the air-handling units serving the affected area must be replaced once remediation is finished. For small, easily contained areas, an exhaust fan ducted outdoors can also be used. The surfaces of all objects removed from the containment area are "wet" cleaned prior to removal. Some remediation activities in limited containments may require the use of a negative air machine or air scrubber to prevent airborne contaminants from migrating throughout the duct system or to other areas of the facility.

High (Full) Containment

Full containment is recommended for the cleanup of mold-contaminated surface areas greater than 100 ft2 or any situation in which it appears likely that the occupant space would be further contaminated without full containment. Double layers of polyethylene create a barrier between the moldy area and other parts of the building. A decontamination room or airlock is constructed for entry into and exit from the remediation area. Entryways to the airlock from the outside and from the airlock to the main containment area consist of a slit entry covering flaps on the outside surface of each slit entry. The chamber is large enough to hold a waste container and allow a person to put on and remove PPE. All supply and air vents, doors, chases, and risers within the containment area must be sealed with polyethylene sheeting to minimize contaminants' migration to other parts of the building. The containment area must be maintained under negative pressure relative to surrounding areas. This will ensure that contaminated air does not flow into adjacent areas. This can be done with a High Efficiency Particulate Air (HEPA)-filtered fan unit exhausted outside of the building. All contaminated PPE, except respirators, are placed in a sealed bag while in this chamber. Respirators are worn until remediators are outside the decontamination chamber (e.g., airlock). PPE must be worn throughout the final stages of HEPA vacuuming and damp-wiping of the contained area. PPE must also be worn during HEPA vacuum filter changes or cleanup of the HEPA vacuum. The surfaces of all objects removed from the containment area and the containment area itself is "wet" cleaned, and HEPA vacuumed before re-occupancy.

AF Policy for Remediating Building Materials with Mold Growth Caused by Clean Water			
Material of Furnishing Affected	Cleanup Methods (select method most appropriate to situation)	Minimum PPE	Minimum Containment
Small – Total Surface area is less than 3 square feet			
Books and Paper	3	N-95 half-face respirator, nitrile gloves, and unventilated goggles	None required
Carpet and Backing	1, 3		
Concrete or Cinder Block	1, 3		
Hard Surface, porous flooring	1, 2, 3		
Non-porous, hard surfaces	1, 2, 3		
Upholstered furniture and drapes	1, 3		
Wallboard (drywall and gypsum board)	3		
Wood surfaces	1, 2, 3		
Medium – Total surface area affected between 3 and 100 square feet			
Books and Paper	3	Consult installation BE due to potential for remediator exposure and size of contaminated areas.	Consult installation BE due to potential for remediator exposure and size of contaminated areas.
Carpet and Backing	1, 3, 4		
Concrete or Cinder Block	1, 3		
Hard Surface, porous flooring	1, 2, 3		
Non-porous, hard surfaces	1, 2, 3		
Upholstered furniture and drapes	1, 3, 4		
Wallboard (drywall and gypsum board)	3, 4		
Wood surfaces	1, 2, 3		
Large – Total surface area affected over 100 square feet			
Books and Paper	3	Consult installation BE due to potential for remediator exposure and size of contaminated areas.	Consult installation BE due to potential for remediator exposure and size of contaminated areas.
Carpet and Backing	1, 3, 4		
Concrete or Cinder Block	1, 3		
Hard Surface, porous flooring	1, 2, 3, 4		
Non-porous, hard surfaces	1, 2, 3		
Upholstered furniture and drapes	1, 3, 4		
Wallboard (drywall and gypsum board)	3, 4		
Wood Surfaces	1, 2, 3, 4		

Table 4: AF Policy for Remediating Building Materials with Mold Growth Caused by Clean Water

Cleanup Methods

Method 1	Wet vacuum. Steam cleaning may be an alternative for carpets and some upholstered furniture.
Method 2	Damp-wipe surfaces with plain water or with water and detergent solution (except wood – use floor cleaner); scrub as needed.
Method 3	HEPA vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed bags.
Method 4	Discard or remove water damaged materials and seal in plastic bags while inside of containment, if present. Dispose of as normal waste and use HEPA vacuum after area has dried.

Table 5: Cleanup Methods