

Setting a policy and plan for indoor air quality (IAQ) management will establish a formal commitment to healthy indoor environments, of particular importance in medical office buildings. This policy and plan will facilitate goal-setting, assign roles, and lead to action. Use the template below to create your policy and plan, adding and omitting items as necessary. You may also attach your own policy and plan or use a different template.

IAQ MANAGEMENT POLICY & PLAN

PART I: PROPERTY INFORMATION

Basic information

Property name	
Address	
Age	
Size	
Property or facilities manager	
Special IAQ considerations for building	

PART II: IAQ MANAGEMENT POLICY

Effective Date

Approved By

Example:

XYZ Company is committed to healthy indoor environments. These quality environments are a direct result of exceptional real estate management and operations, and communicate to our tenants and their patients the quality of the services we provide. Tenants and their patients enjoy direct benefits from healthy indoor environments, increasing the likelihood of lease renewals, decreasing downtime between tenants, and reducing vacancy rates.

As such, we establish this policy to maintain healthy indoor environments in our medical office buildings. While the Regional Operations Directors lead this effort in conjunction with Facilities Teams, everyone at XYZ Company is responsible for the success of this policy and for carrying out the contents of the IAQ Management Plan.

Contractors must also abide by the policy and commit to concrete actions to reduce negative impact on IAQ.

PART III: COMPLAINT RESOLUTION

(Note: This is an important component of an IAQ Management Plan. IAQ complaints can expose building owners and/or operators to litigation.)

Step 1		<i>Example: Record complaint, including tenant and person making complaint, time received, person in receipt, and nature of the issue.</i>
Step 2		<i>Example: Alert appropriate staff, including Building and Facilities Managers.</i>
Step 3		<i>Example: Respond to tenant issuing complaint. Take notes on conversation and/or retain emails for records.</i>
Step 4		<i>Example: Investigate issue and remedy any problems. Record results of investigation and actions taken.</i>
Step 5		<i>Example: Inform tenant of actions taken. Take notes on conversation and/or retain emails for records.</i>

PART IV: IAQ MANAGEMENT STRATEGIES

Preventive Maintenance

Is preventive maintenance regularly performed?	Yes	
	No	
Does preventive maintenance schedule need to be adjusted for IAQ management considerations?	Yes	
	No	
Revisions to preventive maintenance plan to enhance IAQ	Date:	
	Revision:	
	Date:	
	Revision:	
	Date:	
	Revision:	

Housekeeping

Description of services	Service provider:	
	Cleaning area:	
	Cleaning schedule:	
	Cleaning products used:	
Green cleaning employed?	Yes	
	No	
Carpets	Carpeted areas:	
	Cleaning schedule:	

IAQ Inspections		
Schedule	Weekly Bi-weekly Monthly Quarterly Annually	
Staff responsible for walk-through inspections		
Problems identified	Date:	
	Problem:	
	Action taken:	
	Date:	
	Problem:	
	Action taken:	
Pest management		
Description of services	Service provider:	
	Schedule of services:	

	Description of program:	
Integrated pest management (IPM) techniques		
HVAC		
<p>Does preventive maintenance program include inspection, cleaning, and service of items critical to maintain healthy ventilation?</p> <ul style="list-style-type: none"> ▪ outdoor air intake opening ▪ damper controls ▪ air filters ▪ drip pans ▪ cooling and heating coils ▪ fan belts ▪ humidification equipment and controls ▪ distribution systems ▪ exhaust fans 	<p>Yes</p> <p>No</p>	
	Notes:	
HVAC service provider(s)	Company name:	
	Contact:	
	Company name:	
	Contact:	

<p>Are service providers aware that you prioritize IAQ and knowledgeable of HVAC operations that are conducive to healthy indoor environments?</p> <p><i>(Tip: Schedule a meeting to discuss IAQ with your service providers if necessary.)</i></p>	<p>Yes</p> <p>No</p> <p>Notes:</p>	
<p>Ventilation standards followed</p>	<p>Local code or guidelines</p> <p>ASHRAE</p> <p>ASHE</p> <p>Other:</p>	
<p>Describe level of temperature controllability by facilities team and tenants</p>		
<p>Moisture Control</p>		
<p>Moisture control strategies</p>		<p><i>Examples</i></p> <ul style="list-style-type: none"> ▪ Indoor relative humidity between 40 and 60 percent maintained ▪ Regular inspections for standing water ▪ Regular inspections for water damage ▪ Water-damaged materials (e.g., ceiling tiles, carpeting) removed within 48 hours ▪ Emergency response plan includes steps to take in the event of flooding
<p>Tobacco Smoke</p>		
<p>Smoke-free property?</p>	<p>Yes</p> <p>No</p>	
<p>Smoking restricted by entrances?</p>	<p>Yes</p> <p>No</p>	
<p>Appropriate signage in place including at entrances?</p>	<p>Yes</p> <p>No</p>	

Pollutant Control		
Outdoor pollutant control strategies		<i>Examples</i> <ul style="list-style-type: none"> ▪ Properly set and maintain mechanical ventilation systems ▪ Ensure proper ventilation of parking garage ▪ Prohibit delivery vehicles from idling at entrances ▪ Install walk-off mats at entrances
Environmental pollutant control strategies		<i>Examples</i> <ul style="list-style-type: none"> ▪ Annual radon testing ▪ Regular IAQ walk-through includes inspection for mold ▪ Building has been inspected for asbestos
Microbial control strategies		<i>Examples</i> <ul style="list-style-type: none"> ▪ Regular cleaning ▪ HVAC preventive maintenance ▪ Hand sanitizer station at entrance ▪ Awareness alerts during illness outbreaks
VOC control strategies		<i>Examples</i> <ul style="list-style-type: none"> ▪ No-VOC products used in common areas ▪ Low- and no-VOC products used in build-outs ▪ Off-gassing of furniture and other materials
Chemical Storage		
Is an inventory of chemicals with MSDS maintained?	Yes No	
Are chemicals confined to a properly vented area?	Yes No	

Is the area regularly inspected for cleanliness and orderliness?	<p>Yes</p> <p>No</p>
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PART V: IAQ IMPROVEMENT ACTION PLAN		
Action #1		<i>Example: Meet with HVAC service providers by July 31 to discuss IAQ management.</i>
Action #2		<i>Example: Use no-VOC paint for lobby area painting scheduled for November.</i>
Action #3		<i>Example: Implement construction IAQ management guidelines for renovations and build-outs by February 28.</i>
Action #4		
Action #5		

Alternative Documentation

Instead of this form, you may submit the following to IREM®:

- Copy of policy or plan