



NAVFAC EURAFCENT

Public Works Department Bahrain

Building Manager's Handbook

Prepared by:

**Facilities Management Division, Requirements Branch
NAVFAC EURAFCENT PWD Bahrain**

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FORWARD

The NAVFAC EURAFCENT Public Works Department (PWD) provides support to tenant commands and activities for the maintenance and operation of assigned facilities. The PWD is supported in this effort by Building Managers (BM) who are assigned by the tenant commands and station activities (referred to as “tenants”) to act as the local liaison for the maintenance and repair of those facilities.

PWD provides a broad range of services to include real property management, facility maintenance; facility support contracts such as grounds maintenance, refuse collection, janitorial service, transportation support, utilities, construction, and environmental management.

PWD is committed to the support of tenant BMs and providing a safe and efficient working environment for their activities. To this end, all requests for facility maintenance and service will be considered and prioritized in accordance with funding constraints, mission necessity, safety and command guidance. First consideration will be given to Life/Safety projects for present facilities and all other projects will be prioritized according to the Shore Mission Areas: mission enabler, Air Ops, Port Ops, safety, quality of life, and security. Requests that are considered to be solely for the purpose of comfort and convenience or purely for aesthetic reasons will generally be assigned a lower priority depending on the availability of funds or resources.

This handbook is designed to provide BMs a desktop reference detailing support resources available from the PWD for the proper stewardship of Department of Defense (DOD) facilities. We hope BMs find this handbook to be a valuable tool and resource.

Welcome to the PWD and the facilities support team!

CONGRATULATIONS, YOU'RE A BUILDING MANAGER!

The Building Manager (BM) or Building Manager Alternate (BMA) is the on-site tenant(s) assigned representative to your building(s) by the Naval Support Activity (NSA) Bahrain Commanding Officer and the Public Works Officer (PWO).

In support of the BM, PWD has appointed a group of Facilities Operations Specialists (FOS) to advise and support the BM's in the processing of service requests and tracking maintenance and repair efforts.

The BM is essential to maintaining the safety, structural integrity, energy, and environmental compliance of their assigned facilities. The BM's are also responsible for providing tenants the cleanest, safest, and most efficient working environment possible. As the interface between the tenants and the PWD, the BM is the critical link in the identification and reporting of safety, material, and environmental deficiencies.

ROLES AND RESPONSIBILITIES

Management of buildings and infrastructure requires several people and organizations working together. Below are the responsibilities of each person or office for implementing and supporting the Building Management Program.

Installation Commanding Officer (ICO): Responsible for the upkeep and mission readiness of all facilities on the installation. The ICO is responsible for coordinating and overseeing matters of common interest to ensure the effective and efficient operation of the installation. In matters concerning the safeguarding or preservation of Navy owned or controlled property, and the security, safety and welfare of all individuals and families onboard the installation, the ICO may direct the actions of all tenant and visiting commands and individuals. This authority includes, but is not limited to, all matters related to force protection and emergency management.

Public Works Officer (PWO): Provides maintenance and planning of Real Property (land and buildings). Through the PWD staff, the PWO provides support to all Building Managers.

Facilities Operation Specialist (FOS): Experts in facilities maintenance, repair, and construction, the FOS assists the BM with the generation and submission of service requests that are beyond routine or emergency service call scope. The FOS also clarifies policies and procedures in the absence of clear direction or command instruction.

Trouble Desk (TD): Reviews service requests for facility-related discrepancies and prioritizes them as routine, urgent, or emergency. If requests are outside of routine, urgent, or emergency service call scope, the TD will redirect the request to the respective FOS.

Building Manager (BM) and Building Manager Alternate (BMA): The BM and BMA are responsible to the tenant and the FOS for the upkeep and maintenance of the government facilities assigned to them. Within this capacity, the BM will coordinate with the respective FOS on projects, health and safety inspections, and identify, document, and report deficiencies in the material condition of facilities to include fire and safety discrepancies. The BM initiates service requests, notifies occupants and coordinates COC approval for work execution. In facilities occupied by multiple tenants, the BM of the area must provide access or coordinate access to associated spaces. The BMA acts in the absence of the BM and shall stay current on all issues affecting their assigned facilities. It is imperative that BM functions are assumed by the BMA when the BM is not available.

Building Energy Manager (BEM) and Building Energy Manager Alternate (BEMA): The BEM's and BEMA's primary responsibility is to assist the Installation Energy Manager (IEM) achieve the objective of an energy efficient installation without an adverse impact on the mission or quality of life. The BEM and BEMA will work with the Installation Energy Manager to help focus their efforts toward a common goal. A team effort will yield far more benefits than individual action. The BEM serves a vital role in facilities that need to be monitored and checked on a regular basis. Some of the responsibilities may include: serving as the building's point of contact for energy conservation initiatives, routine service work and projects, coordinating service requests for low cost maintenance and energy conservation opportunities (ECO's), monitoring the operation of the building and working with the IEM to develop and implement energy saving changes to the building's operating procedures and reporting problems with the building's heating and cooling systems. Within this capacity, the BEM will also coordinate with the respective FOS on projects, health and safety inspections, and identify, document, and report deficiencies in the material condition of facilities as it relates to energy conservation. The BEMA acts in the absence of the BEM and shall stay current on all issues affecting their assigned facilities energy conservation initiatives. Although it is recommended that these functions should be assumed by the BEMA when the BEM is not available, a BEMA is not mandatory. Smaller commands may choose to combine the role of the BM and BEM, and designate one individual to fulfill both roles, but at a minimum, an alternate for the BM must be designated.

Tenants: All Department Heads or Commanding Officers with oversight of government facilities are "tenants". Each tenant is directly responsible for ensuring the overall upkeep of their assigned facilities to include reasonable care and cleanliness. Tenants designate in writing a BM and BMA which will oversee facilities under their cognizance and serve as the primary point of contact between PWD, and various command support entities. Letters of designation must be provided to PWD so that the BM and BMA can be added to the Authorized Caller List (ACL).

Facility Support Contracts (FSC): Services such as janitorial, refuse collection, and grounds maintenance are provided by contract. The work performed by these contractors is governed by Performance Work Statements (PWS) or Statements of Work (SOW) divided into annexes, which document quality standards and actions to correct noncompliance with those standards. The FSC Manager oversees service contracts and accepts and responds to customer comments.

Performance Assessment Representative (PAR): PARs report to the FSC Manager, provide day-to-day quality assurance and oversight of assigned service contracts, conduct random

sampling of contractor performance, interview supported tenants, and act as the point of contact for service contract requirements and customer comments or concerns.

APPOINTING A BUILDING MANAGER

The Building Manager is an important player in the proper stewardship of DoD owned facilities. As such, care should be taken in choosing a BM to act as the single point of contact between a building's occupants and the PWD.

DESIGNATION LETTERS

The first step in appointing a BM is the designation letter. The designation letter is originated by the tenant and identifies the BM and BMA and requests their MAXIMO Self-Service account and addition to the BM Distro List. A sample Designation Letter is provided in Appendix A. Activities are authorized one (1) BM and up to two (2) BMAs depending on command size. Commands shall also similarly identify and designate by letter a BEM and BEMA. Smaller commands may opt to combine these roles and or do away with the appointment of a BEMA. At a minimum a BM and BMA must be designated. Additionally, BMs can serve as BEMs.

Additions/Deletions to the BM Distro List: Designation letters will place the BM and/or BMA on the BM Distro List and remove any other personnel previously identified for that position.

Periods of Absence: For practical purposes, the BM and BMA should coordinate periods of absence to ensure continuous facilities coverage. However, during periods when both the BM and BMA must be absent, the tenant should provide a 72-hour notice to the FOS designating a temporary BMA for the required duration.

TRAINING

BM's are required to attend initial and monthly training provided by PWD. The initial training includes introduction to PWD services, how to access them, and other requirements needed to successfully serve as a BM.

COMMUNICATIONS

The BM is both a customer and a service provider responsible for not only identifying and tracking facility discrepancies but also communicating the discrepancy to the PWD and following-up on the status and completion of maintenance and repairs. In support of this, BM's must establish good communications with building occupants. **Occupants must understand that all requests for facilities are coordinated through the BM.** BM contact information must be readily available to all occupants. The best way is to post a flyer with the BM contact information and a description of what issues to bring to the BM. The flyer should have the emergency contact info for PW stating that anyone can call in an emergency. Flyers are to be posted in the restrooms and practical locations where facility occupants may see them. An example of a Building Manager flyer is attached in Appendix B. Tenants know the day-to-day aspects of the facility and are an asset in the identification of maintenance and safety issues. Early detection and resolution of facilities related issues can prevent them from becoming significant and expensive problems. Building related problems left unresolved can affect facility readiness and ultimately command mission.

BUILDING MANAGER SUPPORT NETWORK

Building Managers rely upon two general groups for the maintenance of their facilities: Public Works Department (PWD) and Command Support Activities. The PWD encompasses specialized facility management, engineering, environmental, and contract support. Command Support Activities encompasses the other command entities such as Fire, Security, Safety, and Emergency Management that provide specialized network support to the Installation Commanding Officer (ICO).

PUBLIC WORKS DEPARTMENT

The PWD is the one-stop shop for the facility services, engineering, and contracting necessary to provide a safe and fully functional environment for tenants. The PWD is responsible to the ICO to deliver services required to operate the base during normal and disaster conditions. The PWD provides several functions and services through contracted support, in-house work force, and regionalized support from NAVFAC EURAFCENT and NAVFAC ATLANTIC. A list of these services includes, but is not limited to the following:

- Utilities Services
- Excavation Permits/Utility Outages
- Exterior Signage
- Service Contracts
- Locksmith
- Site Approval
- Space Management
- Transportation
- Maintenance, Repair, and Construction
- Environmental Support
- Facilities Engineering and Acquisition
- Project Development Oversight and Execution

The organizational chart for the Public Works Department is available in Appendix C.

Utility Services

The PWD Utilities Services (US) Branch provides electricity, co-generation, potable water, steam/condensate, ship-to-shore, dry dock, and sewage services.

The Utilities Services (US) Product Line provides the engineering and technical program management responsible for Navy shore utility systems and utility energy assets and infrastructure, financial stability (utility rates and utility commodity procurement), and a reliable and stable level of utility and energy services. US produces, procures, and supplies commodities to support mission ready utilities in a sustainable, resilient, and reliable manner. Utilities management (water, wastewater, electricity, steam, gas, etc.) includes the operations and maintenance of the Navy shore infrastructure based on a Utilities Inventory and Condition Assessment Program (U-ICAP). US is responsible for the identification and prioritization for utility and utility-related energy projects to improve system efficiency, energy reliability, security, conservation, and to develop renewable energy generation sources in support of energy

independence goals.

Excavation Permits/Utility Outages

An excavation is defined by any penetration of the ground of 6 inches or more. **Excavation (Dig) Permits are required prior to ANY form of excavation.** Failure to obtain an excavation permit could result in negative impact to a facility readiness, command operations, and command mission. Blind excavation can cause severe damage to government property and could result in severe harm or personnel fatality. BMs must ensure proper excavation permits are obtained prior to allowing any type of excavation in the vicinity of their facility. Excavation permits require two weeks. Excavation permits are handled locally at the PWD within the Utilities Services Branch.

Utilities Services Branch coordinates outages and the outage schedule for NSA facilities. Public announcement emails to the BM Distro List announce all outages with the date, time, and buildings affected. Through coordination with the Requirements branch FOS, all affected BMs will be notified of pending outages. Ensuring your command's BM and BEM contact details are up to date and current will ensure delivery of this information to your command. Contact the assigned FOS for concerns and requests.

It is the BMs responsibility to socialize and publish all scheduled outages for their assigned building to their chain of command and building occupants. Prior to conducting any utility outage, BM will be given the opportunity to address mission impact resulting from planned outages. In most cases, outages can be scheduled to minimize operational impact through coordination with the respective FOS.

Exterior Signage

Governance: Installation Planning Standards

Exterior signs, to include street and command signs and building identification, are required to meet the design criteria of the Installation Appearance Plan (IAP). Speak with your FOS regarding requests for exterior signage. Signage should be used only as necessary and follow NSA Bahrain guidelines. Redundant, unreadable, and out-dated signs should be removed. Specific information regarding exterior signage may be obtained through PWD BEAP IPS Master Plan 2015 7.4.5 Signage.

Service Contracts

Grounds maintenance, janitorial service, pest control, refuse collection, HVAC (mechanical), and elevator maintenance are provided by Base Operating Support Services Contracts (BOSSC). The service level provided is governed by Common Output Levels (COL) established by CNIC and establish the highest level of service authorized (periodicity, types of service, etc.). Requests for exceptions to the specified COL and/or requests for additional services must be submitted to CNIC (via the PWD) and fully funded by the requestor. Service schedules are e-mailed out to BM's and it is the BM's duty to provide or arrange for escort and/or access to the contractors providing services.

Locksmith

All special security locks to include X-09, X-10, cypher locks, and key requests are customer funded requests. A request for key or lock service must be submitted via MAXIMO Self Service Module, using the Service Request. The Trouble Desk Attendant or FOS will then review and process the work. For secured spaces, additional coordination with NSF may be required for duplicate keys.

Site Approval

Site approval is required for applicable Navy projects and non-Navy projects sited on Navy-controlled land holdings regardless of funding source. Site approval must be approved prior to proceeding with any project that:

- Changes or has the potential to change the land use or physical layout of an area.
- Proposes changing the use of a facility.
- Represents an explosives safety concerns or exits criteria implications associated with ammunitions and explosives.
- Creates electromagnetic illumination or is proposed to be in an area of electromagnetic illumination or involves electromagnetic transmission.

Site approval ensures that a repair and/or construction project does not violate environmental, cultural, and safety requirements. It also ensures compliance with the base master plan. For site approvals, contact your respective FOS to obtain all necessary application documentation needed to start the process.

Space Management

It is important to understand that all commands occupying spaces in CNIC buildings are tenants. As such, alteration to facilities, relocation to a different facility etc. require appropriate request and approvals prior to planning and execution. The BM must adhere to several guidelines when conducting a space move. Before supporting a tenant's request to move or rearrange furniture, the BM must consider several key factors:

- Is the move within a current authorized assigned space? If so, the move can be conducted without prior notification to the FOS as long as any costs associated with the move are assumed by the tenant.
- Is the move to another facility? To perform a move from one facility to another, the BM must submit a memorandum to the FOS requesting permission before planning the desired move. Asset Management will evaluate the request, determine the associated cost, and render a decision based on the functional use of the requested building space. Space relocation initiated by the host command will typically be funded by the host command.
 - AM coordinates the Base Installation Integration Working Group (BIIGWG). The BIIGWG formulation and authority to preside over space management policy is established by COMNAVREGEURAFSWAINST 11010.45C. The BIIGWG is comprised of Installation representatives including the installation XO and chaired by the installation CO. Once a decision is made a formal correspondence letter is routed to the CO for signature.
- Does the move require changing the facility in any way? Should the move require the movement of outlets, phones, LAN, HVAC, lights, doors, or other items, the BM must first notify the FOS for a cost estimate and approval.

- Is this a space expansion? Generally, space is allocated based on the Basic Facility Requirement (BFR) for the tenant activity. Tenants must submit a Space Request by filling out a Support and Space Utilization Form (SSURF) to justify the need for the additional space requested.
- Is this a change in use? A change in the function of a specific space can affect the occupant load, the HVAC system, electrical system, fire code, emergency egress capacity, and other factors. Additionally, maintenance and repair funding is partially determined by the use of the facility. Changing the use of a space is a significant undertaking that may not always be apparent to the tenant. Therefore, the BM must notify the PWD of any proposed change of space function.

Once any of the above space changes are implemented, the FOS will notify AM Branch Head, AM Space Planner(s), and the Real Property Accountability Officer (RPAO) in the PWD AM Branch to accurately document the changes in the Property Records Card maintained on the internet Naval Facilities Asset Database Store (iNFADS). If a change in use requires a change in utility charges, the FOS will notify Utilities Services so the proper tenant is charged.

Transportation

Governance: NAVFAC P-300

Government vehicles are for official business only. All transportation support services will be requested and coordinated through the PWD Service Desk.

Vehicle assignments are based on the following categories:

- *Class A - Continuing Assignments.* Defined as the full-time assignment of a specific nonstandard vehicle (i.e., midsize/large sedan or command and control vehicle) to an individual billet.
- *Class B - Recurring Dispatch Assignments.* The assignment of an automotive vehicle authorized in writing by the local Commander to an organizational unit of the Command or a tenant activity on a regular or continuous basis for the conduct of official business. Commanding Officers can restrict the use of a Class B assignment to an individual billet or expand its uses to meet changing requirements within the organization. Class B assignments should be considered only when requirements cannot be met by use of pool equipment (Class C assignment), other types of available transportation, or is shown to be the most cost effective alternative. Certain exceptions may be made for unusual operating conditions; however, the exceptional conditions must be real and not merely so described to avoid the use of pool vehicles.
- *Class C - Pool Vehicles.* All DOD motor vehicles not designated as Class A or Class B assignments shall be pooled for performance of services on an on-call basis. Maximum pooling of vehicles at all levels within a naval activity is to be emphasized.

Changes to permanent vehicle support must be requested via the Inventory Objective (IO) Request Form and forwarded to the PWD Transportation.

Requests for temporarily assigned vehicles must be submitted on the “C” pool request form to Transportation to ensure vehicles are available. Prior to performing travel outside the 100-mile “permissible operating distance” radius, an “out-of-bounds” request form must be completed and submitted to Transportation.

General vehicle requirements include:

- Completion of the following and submission to PWD Transportation weekly:
- Daily Operator's Inspection Guide and Trouble Report, and
- Vehicle Fuel Log.
- Maintain vehicle cleanliness (interior and exterior).
- No smoking in government vehicles.
- No cell phone use, to include texting, while operating government vehicles.
- Seat belts are required while operating government vehicles.
- Report maintenance problems and accidents to the Transportation office immediately.

Additional information regarding transportation policies, procedures, and available support and services may be obtained from the Transportation office (Bldg 84) or by calling the Transportation Service Desk at (318) 439-4545.

Environmental Support

Governance: OPNAVINST 5090.1(series) and Final Governing Standards

The Navy's Environmental Readiness Program ensures the ability of the U.S. Navy to effectively operate world-wide in an environmentally responsible manner. The PWD Environmental Division is responsible for managing the wide range of environmental programs to achieve this goal and maintaining compliance with all federal, state, and local environmental regulations.

NSA Bahrain is committed to maintaining a comprehensive environmental program that minimizes adverse environmental impacts while effectively supporting the mission. Environmental protection and management, including pollution prevention, are vital to the interests of NSA Bahrain and are consistent with its mission and values.

In accordance with NSA Bahrain Environmental policy each employee is responsible for performing their duties in a manner that protects the environment, prevents pollution and conserves our natural resources.

NSA Bahrain Environmental program is in conformance with the 'Environmental Management System (EMS) equivalent to ISO 14001.1:2004 and is committed to continuous improvement with respect to the EMS.

All personnel are required to complete EMS awareness training available at <https://environmentaltraining.ecatts.com>

The main points to remember are summarized in the CARE acronym

- Comply with Regulations
- Always Improve
- Reduce Waste
- Eliminate Pollution



NSA Bahrain is committed to CARE by

- Comply with applicable laws/regulations and working closely with Host Nation environmental agencies to promote environmental outreach program
- Always improve by setting and evaluating objectives and targets to meet goals
- Reduce waste by striving to recycle materials and using recycled materials
- Eliminate pollution by implementing pollution prevention initiatives and promptly and responsibly correcting incidents and conditions.

PWD Environmental Division Provide following services

- Hazardous Waste Management
- Qualified Recycling Program (QRP)
- Spill Response (as necessary)
- Tank compliance inspection
- Hazmat/Hazwaste Accumulation point periodic compliance inspections
- Hazardous Waste and Emergency Response (HAZWOPER) training to
- Designated environmental coordinators/Hazmat-Hazwaste handlers
- EMS/Environmental compliance brief to designated personnel prior assigning their Hazmat/Hazwaste duties
- Drinking Water compliance sampling per schedule
- Develop annual Consumer Confidence Report (CCR) for drinking water system
- Develop plans, policies, and instructions for different environmental Medias.
- Identify, develop and implement Standard Operating Procedures (SOP) for operations that identifies with significant environmental impacts.
- Conduct Water Quality Board meetings
- Develop Record of negative decision (Impact statement) for construction
- Engage in planning process- Review Scope of work, design, contract etc to ensure environmental compliance

Recycling – QRP

BM's shall work with Environmental division to ensure occupants follows a qualified recycling program. Contact Environmental office to receive color coded indoor and outdoor receptacles/bins (Paper –Blue, Plastic bottles– Yellow, Aluminum can - Red).

Call QRP Manager at 3944-1681 or DSN: 439-3532

Commands are to comply with NSABAHRAIN INST 5090.6A Waste Management SOP and NSABAHRAININST 5090.1D Qualified Recycling Program SOP in identifying the various disposal procedure for each waste stream and materials acceptable for recycling.

Pest Management

BMs must ensure BOSC inspector document each building pest inspection and pest management by providing signature on their records.

Spills

Anyone discovering spill (Fuel, oil, other hazardous waste and wastewater) shall take immediate actions to protect life and property and immediately notify **NSA BAHRAIN EMERGENCY DISPATCH at DSN: 439-4911 / 1785-4911**. Complete Response operations/cleanup **IF IT IS SAFE TO DO SO**. Complete and submit spill notification report form to PWD Environmental Division.

If need assistance, after notifying the Emergency, contact the PWD Environmental Division at **1785- 4603/9078(DSN 439-4603/9078) /3946-9720 /3944-1681**.

Facilities Engineering and Acquisition

The PWD Facilities Engineering and Acquisition Division (FEAD) provide contract support to deliver facility and installation products and services beyond the capability of the PWD in-house execution branch. The FEAD is organized into three branches:

Project Management and Engineering (PM&E) PM&E provides construction management, schedule and cost control, and quality assurance.

Acquisition (ACQ) Acquisition contracts for a wide variety of contracts such as construction, architect-engineer services, and facility support service contracts in Hawaii. ACQ is a full service contracting office that provides an array of contractual services and support including; acquisition planning, preparations of solicitations, negotiations, award; and administration of various engineering construction, environmental, repair, renovation, maintenance, equipment rental and leasing and services contracts and requirements.

Facilities Support Contracts Management and Facility Services (FMFS). The FMFS Branch is responsible for implementing best practices to increase the efficiency and delivery of services meeting the installation requirements using service contracts. FMFS oversees grounds, refuse, janitorial, elevator maintenance, and HVAC contracts at NSA Bahrain. FMFS provides the Facility Support Contract Management (FSCM), performance assessment, and specification writing necessary to meet all requirements. The FMFS Manager oversees service contracts and accepts and responds to customer comments.

Performance Assessment Representative (PAR) PARs report to the FMFS Manager, provide day-to-day quality assurance and oversight of assigned service contracts, conduct random sampling of contractor performance, interview supported tenants, and act as the point of contact for service contract requirements and customer comments or concerns.

Unauthorized Commitments

Beware of violating the law by creating an Unauthorized Commitment. Contracted work is defined and priced within the specification of the contract. Only the Contracting Officer is

authorized to direct contractors or change requirements and/or the contract.

BMs and/or those in military uniform have “apparent authority” and in meetings with contractors may unwittingly cause the contractor to act outside of the contract requirements. This is illegal and may jeopardize completion of the project.

Anti-Deficiency Act

An ADA violation is the authorizing of an expenditure of money in excess of the amount available or involving the government in an obligation for the payment of money before an appropriation is made, or accepting voluntary services or personal services not authorized. An unauthorized commitment may incur cost to the government which is not funded creating an Anti-Deficiency Act (ADA) violation. **The person responsible for an ADA violation may be held personally responsible with imprisonment and/or fined for the costs associated with the unauthorized commitment.**

Maintenance, Repair, and Construction

Governance: OPNAVINST 11010.20(series), NAVFAC P-1205

All facility projects are distinguished by Classification of Work and Special Interest Codes. Work is classified into four categories based on regulatory and statutory requirements:

- *Maintenance*: Work to maintain an existing facility and existing facility components in their customary state of operating efficiency.
- *Repair*: Work to restore a real property facility, system, or component to such a condition that it may be effectively used for its designated functional purpose. (Reference 10 U.S.C. Section 2811).
- *Construction*: Work to build or expand a new facility, add to an existing facility, or alter an existing facility.
- *Equipment Installation*: Work to support the installation of an item of personal property in another than-new real property facility.

The Navy divides work into several Special Interest Codes (SIC) to support managerial and budgetary requirements. The most commonly used SIC include:

- *Sustainment (ST)*: Maintenance and repair activities necessary to keep a typical inventory of facilities in good working order.
- *Restoration & Modernization (RM)*: Major renovation or reconstruction activities (including facility replacements) needed to keep existing facilities modern and relevant in an environment of changing standards and missions. Also known as *Recapitalization*.
- *New Footprint (NF)*: Construction that addresses facility requirement deficiencies.
- *Facilities Services (FX)*: Janitorial, pest control, refuse collection, recycling, grounds maintenance, street sweeping, water removal.
- *Facilities Management (FP)*: Management and Administration, Installation Plans and Engineering, Collateral Equipment, Real Estate.
- *Demolition (DE)*: Dismantling, disposal, and removal of a real property facility (either partially or in its entirety) and associated costs to close openings and secure utilities

The Classification of Work and SIC determine the funding and approval thresholds for the project. Complete descriptions of these classifications and the funding approval limits are given in the Facilities Project Instruction (OPNAVINST 11010.20 series) and the Public Works Department Management Guide (NAVFAC P-1205).

CNIC provides maintenance and repair funding to the PWD for most facilities at NSA Bahrain. Notable exceptions include, but are not limited to, Navy Exchange, Defense Commissary Agency (DeCA), and MWR Category “C” (revenue generating) programs which must provide funding. The PWD plans and prioritizes maintenance and repairs via the Maintenance Action Plan (MAP) which includes a backlog of unfunded requirements.

Facility costs to support new missions or mission changes are typically borne by the command that creates the requirement. Any tenant command is authorized to fund the PWD to perform approved facility repairs or improvements that are unfunded.

The PWD sorts all requested work to be accomplished into six categories:

1. *Emergency Service Calls*: Situations which require immediate action to prevent loss or damage to government facilities, restore essential services, eliminate hazards to personnel, or restore essential mission operational capability.
2. *Routine Service Calls*: Work that is relatively minor in scope, requires minimal amount of planning or processing, and is not of an emergent nature. Routine service calls require a maximum of 32 man-hours.
3. *Urgent Service Calls*: Request that does not immediately endanger personnel or property, but extended delays of repairs could result in damage to government property, or soon affect the security, health, or well-being of personnel or the continued operation of a service or system.
4. *Minor Work*. Work that is planned, estimated and scheduled, and requires more extensive planning and processing. Minor work requires no more than 80 man-hours.
5. *Specific Work*. Work that is more extensive than Minor Work and requires greater than 80 man-hours to complete.
6. *Recurring Work*. Work of a repetitive nature such as planned maintenance.

Most minor, specific, and recurring work is processed by the Work Induction Board (WIB) to determine the best method of execution.

Service Calls

All service requests (urgent and routine) are submitted via MAXIMO. **ANYONE CAN SUBMIT AN EMERGENCY SERVICE CALL.** Routine and Urgent service requests will only be accepted from BM’s. Non-emergency requests need to be submitted via MAXIMO Self-Service Module. Routine and Urgent service requests from unauthorized callers will be rejected and redirected to their designated BM.

When filling out a service request, the BM should **always** provide the following information:

- Location (e.g. building and room number, left hallway, east or west corner)
- Description of problem (e.g. unable to secure faucet on sink). Describe the problem to be repaired—not the desired method for solution. The description of the problem is “**critical**” for the PWD to understand the scope of the problem and properly prioritize it.

Describing the problem with specifics such as “making constant noises” or “heavily leaking” are more helpful than “not working properly.”

- Perceived priority of the call (routine or emergency).
- Additional information (e.g. water flow causing sink to overflow continuously).

Emergency service calls are facility repairs required to prevent immediate danger to personnel and/or natural resources or restore of essential services, mission capabilities, and/or security.

The following are examples of **valid** emergency service calls:

- Loss of electrical power to security facilities and magazines containing explosives
- After hour building security issues
- Natural gas leaks
- Flooding and interior water leaks causing damage to government property (leaks in walls, ceilings, or carpeted areas)
- Safety hazards
- Loss of electrical power to fire alarm systems or loss of water pressure to fire sprinkler systems
- Loss of water or sewer service to Unaccompanied Housing
- Sewage spills and/or back-ups
- Fuel/oil spills
- Sinkholes or washouts on major roads
- Any situation that prevents mission critical operations

Emergency requests are called in to the Trouble Desk during business hours. After hours, personnel on watch will answer emergency calls, and emergency calls only.

<i>Time</i>	<i>Service Call</i>	<i>Trouble Desk Contact Information</i>
<i>Saturday-Thursday, 0800-1500 TROUBLE DESK</i>	<i>Emergency</i>	<i>1785-4245 –or- DSN 439-4245</i>
<i>After hours and Friday, & Holidays WATCH ROTATION</i>	<i>Emergency Only</i>	<i>1785-4245 –or- DSN 439-4245</i>

HVAC (Heating, Ventilation, and Air Conditioning) service calls are prioritized based on the facility mission, such as medical or communications where a required temperature and/or humidity range is required. Situation where there are multiple A/C’s within a space and only one is not operating is not priority. Base policy dictates that temperatures are to be kept at 26 degrees Celsius and are considered priorities within the summer months from May through September.

Obtain Tracking Number. A service request number is created when a service request is submitted through MAXIMO. This is the code to use when one wants to find out about the status or details of a service request or work order.

Tracking Service Requests. The service request number simplifies obtaining the status of the request from submission to completion. The FOS or PWD Requirements Branch can provide better status with the service request number.

BMs must submit service requests properly and with detail and keep track of all pending actions. An accurate record will enable the BM to keep tenants informed and prevent unnecessary duplications of effort.

Routine or Urgent Service Call Process

Work that is relatively minor in scope, requires minimal amount of planning or processing, and is not of an emergent nature is a routine or urgent service call and processed as follows:

1. Building Managers/Authorized Callers must first get access to MAXIMO Self-Service module. A SAAR-N form as well as the fiscal year's Cyber Awareness Training Certification need to be submitted to create an access account for each Building Manager.
2. Each Building Manager will submit their own urgent and routine service request, which will be reviewed and approved by PWD, then accepted by PWD.

Projects requiring more than 32 hours to complete are considered minor maintenance and beyond the scope of a routine service request. These work orders are cancelled and a new work order with the proper work classification is created. The BM should notify the FOS to properly induct the project for completion which may then be accomplished by the PWD Shops or by Contract as determined by the Work Induction Board.

Emergency Service Call Process

Emergency Service calls are accepted from ANY person at ANY time. Emergency service calls are intended to correct failures that immediately endanger personnel, property, or natural resources. The Trouble Desk is available 24-hours per day. Once an emergency service request is created, PWD will respond to the emergency service call within 1 hour.

During working hours, the emergency service call process operates as follows:

1. Anyone discovering a facilities emergency will call the Trouble Desk and report the deficiency as accurately and thoroughly as possible.
3. The Trouble Desk will verify if the request meets the requirements of an emergency and enter the emergency service call into the NAVFAC PWD work management program (MAXIMO) to generate a work order for work execution.
4. The executing branch evaluates the emergency service call to determine if the designation is appropriate and within scope.
 - a. If determined to be a valid emergency service call, the executing branch will respond and correct the deficiency until repaired or emergency mitigated/arrested.
 - b. If the service call is determined to be routine, urgent or out of scope, the executing branch will notify the respective FOS for proper Work Induction.
5. After completion, the executing branch will close-out the work order and create a routine service

request if required to affect all permanent repairs.

NOTE: Emergency Service Calls are to be submitted by phone only. Speak with the Trouble Desk attendant directly. DO NOT leave a voice mail or e-mail for emergency service calls.

After hours, the process is similar except that the Public Works Duty personnel receive the emergency service calls directly.

The emergency will be responded to and arrested within 24 hours to and permanent repairs will be completed within 30 calendar days based on availability of materials and manpower.

Work Requests

The majority of the BM's time will be consumed by the submission and tracking of service requests submitted via the MAXIMO Self-Service Module; however, many facility repair, improvements or changes require much more than the 32-hours allocated to a service call.

Requests for minor, specific, and recurring work are submitted directly to the PWD FOS on the SRDEV Form provided in Appendix B. These types of work provide a specific improvement to a facility or for a project that clearly exceeds the scope of a service call. Work requests, unlike service calls, are much more complex requiring significant planning and preparation, and are prioritized based upon the classification of work, special interest code, and available funding.

Work Induction Board

The WIB receives incoming work requests for the PWD, validates the priority of work and determines the best execution method (Shops/Contracts/Seabees) to support the requirement.

Base Communications

The BM's role in communications is limited primarily to ensuring that the infrastructure is secure and access granted only to authorize personnel. Support for telephones, computers, and internet is provided by a network of agencies with the two most important introduced below.

The Base Communications Office, a subordinate of Naval Computer and Telecommunications Station (NCTS) Bahrain, provides support for telephones, legacy networks, and some fiber optic lines.

BM's who receive any requests from within their facility for any telephone, computer, or internet support should direct the requester to the IT Department or the BCO.

Appendix A: Forms

These forms are provided on the following pages:

1. Sample Designation Letter
2. BEM Designation Letter
3. Building Energy Monitor Checklist
4. NAVFAC Bahrain Service Request Development (SRDEV) Form

SAMPLE DESIGNATION LETTER

MEMORANDUM

Date:

From: Tenant

To: PWD Facility Manager Coordinator

Cc: Building Manager/Building Manager Alternate Nominee

Subject: BUILDING MANAGER LETTER OF DESIGNATION/REMOVAL

Ref: PWD Facility Manager Handbook JUN2020

1. This Letter of Designation appoints Mr. /Ms. (Nominee Name) as the [Building Manager] and [Building Manager Alternate] for (Tenant activity name/building number(s)), effective date. Estimated PRD: date. Contact information for Mr. /Ms. (Nominee Name) is phone: xxx-xxxx and E-Mail: "Nominee Name...@...Address." This also serves as official authorization for him/her to be placed on the Authorized Caller List as this command's point of contact for all facility and infrastructure issues.
2. Mr. /Ms. (Nominee Name) has submitted the NAVFAC MAXIMO account SAAR-N and the Fiscal Year Cyber Awareness training certification as required, in order to carry out their duty as Building Manager.
3. By the appointment above, please remove Mr. /Ms. (*Name*) as the [Building Manager] or [Building Manager Alternate] for (Tenant activity name/building number(s)), effective date. This also serves as official authorization for his/her removal from the Authorized Caller List as this command's point of contact for all facility and infrastructure issues.

I. M. Commander
ENS USN

Copy to:
File

Date

From: Public Works Officer, Public Works Department Bahrain

To: **BEM Name. DOD #**

Subj: DESIGNATION AS BUILDING ENERGY MONITOR DESIGNATION LETTER

Ref: (a) NAVSUPPACT BAHRAININST 4100.1A

1. In accordance with reference (a), you are hereby designated as Building Energy Monitor (BEM) for **BLDGs** Naval Support Activity Bahrain. The BEM will assist the Installation Energy Manager (IEM) with conservation and awareness actions within their respective department or unit. As such, you will familiarize yourself with all the responsibilities promulgated by reference (a).
2. This designation is valid until detachment from current command or termination by written notification.

PWO

BUILDING ENERGY MONITOR CHECKLIST

REPORT ID: _____

BUILDING #: _____

COMMAND: _____

FLOOR/DEPT: _____

BEM NAME: _____

DATE: _____

1. HEATING AND COOLING	SAT	UN SAT	COMMENTS
a. Unused areas and rooms secured & closed off.	<input type="checkbox"/>	<input type="checkbox"/>	
b. Air conditioners turned off after normal working hours	<input type="checkbox"/>	<input type="checkbox"/>	
c. Air conditioning and heating vents free of obstructions.	<input type="checkbox"/>	<input type="checkbox"/>	
d. Exterior doors kept closed while HVAC system in use.	<input type="checkbox"/>	<input type="checkbox"/>	
e. Windows kept closed while HVAC in use.	<input type="checkbox"/>	<input type="checkbox"/>	
f. Radiators located in stairwells and vestibules.	<input type="checkbox"/>	<input type="checkbox"/>	
g. Window AC not covered during heating season.	<input type="checkbox"/>	<input type="checkbox"/>	
h. Plants and foilage blocking intakes and exhausts.	<input type="checkbox"/>	<input type="checkbox"/>	
i. Thermostat damaged or improperly set.	<input type="checkbox"/>	<input type="checkbox"/>	
j. Radiators are clean.	<input type="checkbox"/>	<input type="checkbox"/>	
k. Air filters have been recently cleaned or replaced.	<input type="checkbox"/>	<input type="checkbox"/>	
l. Insulation missing on pipes	<input type="checkbox"/>	<input type="checkbox"/>	
2. LIGHTING	SAT	UN SAT	COMMENTS
a. Lights turned off in unoccupied area.	<input type="checkbox"/>	<input type="checkbox"/>	
b. Lights turned off when daylight is sufficient	<input type="checkbox"/>	<input type="checkbox"/>	
c. Exterior lights are off during daytime.	<input type="checkbox"/>	<input type="checkbox"/>	
d. Light levels too high in corridor, stairwells, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
e. Dirt on the surfaces of lamps and/or light reflecting or diffusing surfaces of fixtures.	<input type="checkbox"/>	<input type="checkbox"/>	
f. Lighting in work area exceeds requirements for task	<input type="checkbox"/>	<input type="checkbox"/>	
g. Light bulbs with excessive wattage in use.	<input type="checkbox"/>	<input type="checkbox"/>	
h. Fluorescent fixtures improperly de-lamped (eg. Ballast is still connected).	<input type="checkbox"/>	<input type="checkbox"/>	
i. Lights on over stacks of supplies or equipment.	<input type="checkbox"/>	<input type="checkbox"/>	
j. Excessive exterior illumination.	<input type="checkbox"/>	<input type="checkbox"/>	
k. Windows are dirty preventing natural daylight	<input type="checkbox"/>	<input type="checkbox"/>	
3. ELECTRICAL	SAT	UN SAT	COMMENTS
a. Equipment left running when not in use.	<input type="checkbox"/>	<input type="checkbox"/>	
b. Personal heaters/coffee pots/refrigerators in use.	<input type="checkbox"/>	<input type="checkbox"/>	
c. Vending machines on during the weekend	<input type="checkbox"/>	<input type="checkbox"/>	
d. Transformer used for dual-voltage appliance.	<input type="checkbox"/>	<input type="checkbox"/>	
e. Light bulbs not removed from vending machines.	<input type="checkbox"/>	<input type="checkbox"/>	

f. Major electrical appliances operating during peak demand hours.	<input type="checkbox"/>	<input type="checkbox"/>	
4. WATER	SAT	UN SAT	COMMENTS
a. Leaking faucets.	<input type="checkbox"/>	<input type="checkbox"/>	
b. Hot water pipe insulation is missing or damaged.	<input type="checkbox"/>	<input type="checkbox"/>	
c. Hot water outlet temperature in excess of 95 F	<input type="checkbox"/>	<input type="checkbox"/>	
d. Steam/water leak in pipes.	<input type="checkbox"/>	<input type="checkbox"/>	
e. Domestic HW produced during unoccupied hours.	<input type="checkbox"/>	<input type="checkbox"/>	
f. Hot water tank is not insulated/insulation is damaged.	<input type="checkbox"/>	<input type="checkbox"/>	
g. Partial load in dish or clothes washers.	<input type="checkbox"/>	<input type="checkbox"/>	
h. Toilets tanks or flush valves leaking.	<input type="checkbox"/>	<input type="checkbox"/>	
i. Install low-flow shower heads.	<input type="checkbox"/>	<input type="checkbox"/>	
j. Install faucet aerators.	<input type="checkbox"/>	<input type="checkbox"/>	
5. REFRIGERATION	SAT	UN SAT	COMMENTS
a. Refrigeration unit in drinking fountain is in use past the end of normal building hours or during winter months.	<input type="checkbox"/>	<input type="checkbox"/>	
b. Gaskets around refrigerator doors are not tight.	<input type="checkbox"/>	<input type="checkbox"/>	
c. Refrigerator needs defrosting.	<input type="checkbox"/>	<input type="checkbox"/>	
6. BUILDING	SAT	UN SAT	COMMENTS
a. Broken windows/doors	<input type="checkbox"/>	<input type="checkbox"/>	
b. Misaligned exterior door.	<input type="checkbox"/>	<input type="checkbox"/>	
c. Cracked caulking around windows, doors, and exterior joints.	<input type="checkbox"/>	<input type="checkbox"/>	
d. Defective or missing weather stripping around windows and doors.	<input type="checkbox"/>	<input type="checkbox"/>	
e. Shades/curtains are missing on windows.	<input type="checkbox"/>	<input type="checkbox"/>	
f. Outside air intake damper does not close tight.	<input type="checkbox"/>	<input type="checkbox"/>	
g. Exhaust air outlets with no dampers.	<input type="checkbox"/>	<input type="checkbox"/>	
ADDITIONAL COMMENTS			

BEM SIGNATURE: _____

Submit via email

Notes:

1. Fill out this checklist and return to the Installation Energy Manager at the end of each quarter.
2. Make sure to follow-up on repairs and update your checklist appropriately.
3. Please include the Maximo Service Request # and Work Order # in the comments box.

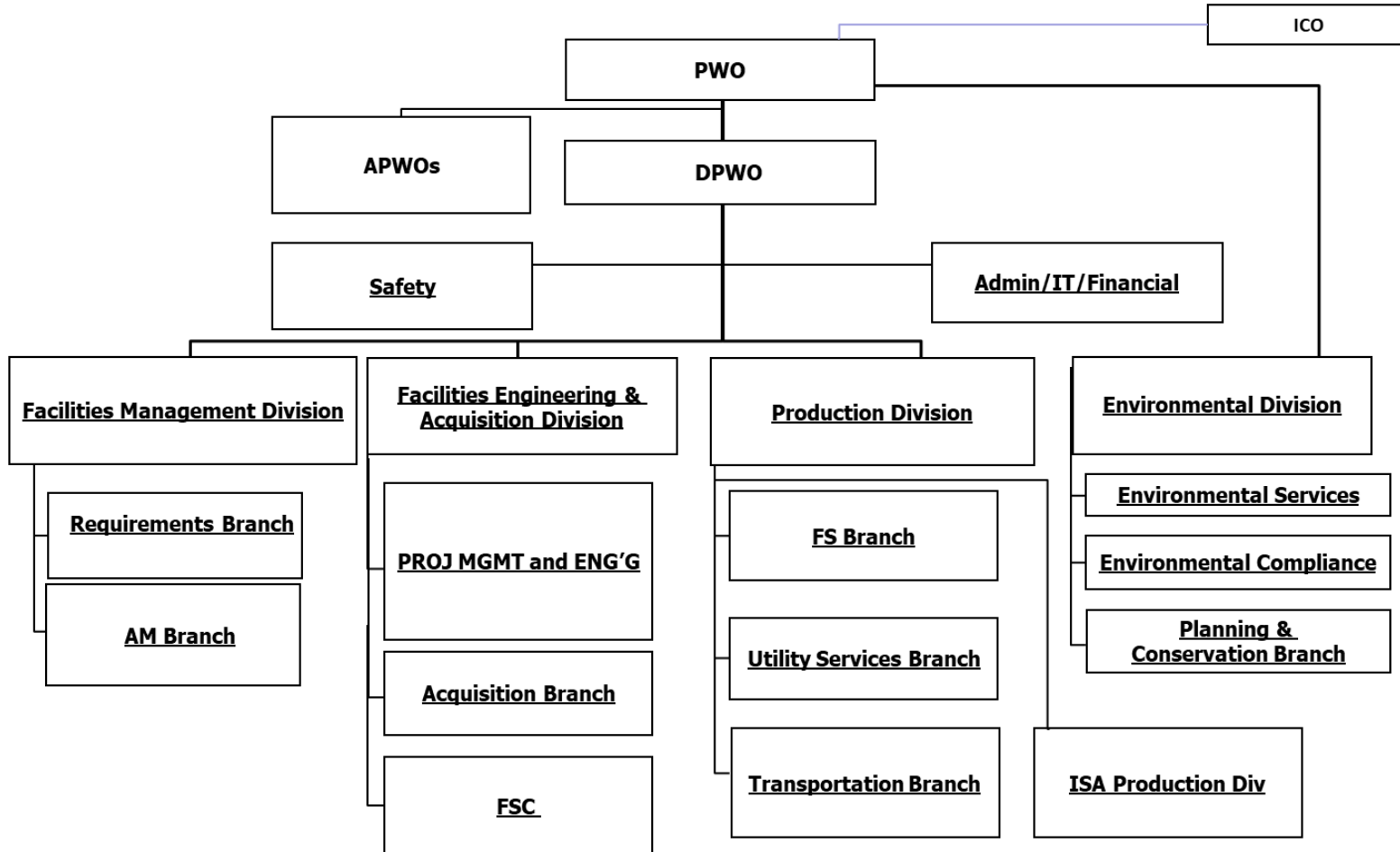


Public Works Department (PWD) Bahrain
Service Request Development (SRDEV) Form

To be completed for services other than routine, urgent and emergency.

1. Building # / Description:		2. Room #:	3. Date:
4. Request Title:			5. SR#:
6a. Requesting Command:		6b. UIC:	
7a. Primary POC		7b. Alternate POC	
Name:		Name:	
Email:		Email:	
Phone: DSN:		Phone: DSN:	
8. Description of Request / Requirement:			
Attachments included: <input type="checkbox"/> Sketch / Plans / Maps <input type="checkbox"/> Reports <input type="checkbox"/> None <input type="checkbox"/> Other (specify):			
9. Project Justification / Constraints / Special Requirements:			
10. Required/Requested Completion Date* :		11. Customer Funds Available: <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> UNK	
12. Impact if Not Completed			
*Note: For service requested 'projects' the program date for planning purposes is FY +2 years (see PWD FYXX Execution Guidance) for completion of design. If you are requesting project execution and your requested completion date (BLOCK 10) is before Present FY+2 years, additional leadership engagement is required. See your FOS for additional info.			
13. Customer Signature			

PWD BAHRAIN- CURRENT ORG CHART



As of 14MAR2020

BUILDING MANAGER

FOR BUILDING ### ISSUES, CALL:

BUILDING
MANAGER'S
NAME

ALTERNATE'S
NAME



Tel: 555 555 5555

ANYONE CAN SUBMIT AN EMERGENCY SERVICE CALL.

Appendix D: Glossary/Definitions

Authorized Caller List (ACL) – Determines who may call in all Routine Maintenance Service Calls within a specified facility.

Building Manager (BM) – Under the direction of the PWD Facilities Operations Specialist and the tenant, responsible for the upkeep and maintenance of the government facilities assigned to them through the submission of Service Tickets, and required Work Requests.

Building Manager Assistant (BMA) – Provide support and assistance to the BM in the performance of the duties and maintenance of the assigned facilities. Acts in the BM's absence during times of leave, illness, or deployment.

Facilities Operations Specialist (FOS) – Responsible for the guidance and support to building managers under the PWD. Also responsible for assisting the BM with the submission of Minor Work Authorizations and providing direction and approval to initiate the Work Request Process

Designation Letter – A letter identifying the BM and BMA to the PWD.

MAXIMO or Tracking Number – A number assigned to all service calls by the Trouble Desk, which allows the BM to follow the status of a service call from initiation to completion

Service Request – Submitted to the Trouble Desk via MAXIMO to handle routine and urgent maintenance requests submitted by the BM. Note, service requests are either Routine or Urgent.

Work Order – A specific task and defined scope to be performed by the Public Works Department (via the Shops or Contract)

Work Induction Board (WIB) – A board that manually determines the proper routing of incoming requirements for a select few products and services.

Appendix E: Acronyms

The following acronyms are used within this manual or frequently used in Public Works and facilities support:

ACL	Authorized Caller List	FS	Facility Sustainment
ADA	Anti-Deficiency Act	FSC	Facility Support Contract
AE	Asset Evaluation	FSCM	Facilities Support Contracts Management
AM	Asset Management		
ATFP	Anti-Terrorism/Force Protection	HAZMAT	Hazardous Material
BCO	Base Communications Office	HM	Hazardous Material
BFR	Basic Facility Requirement	HVAC	Heating, Ventilation, and Air Conditioning
BM	Building Manager	HW	Hazardous Waste
BMA	Building Manager Alternate	IAP	Installation Appearance Plan
BMC	Building Manager Coordinator	IAQ	Indoor Air Quality
BSVE	Base Support Vehicles and Equipment	ICO	Installation Commanding Officer
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act	ICRMP	Installation Cultural Resources Management Plan
CHRIMP	Consolidated Hazardous Material Reutilization and Inventory Management Program	IH	Industrial Hygiene
CAA	Clean Air Act	iNFADS	internet Navy Facilities Database Store
CM	Commodity Manager	INRMP	Installation Natural Resources Management Plan
CM	Construction Manager	IO	Inventory Objective
CNIC	Commander, Navy Installations Command	IRP	Installation Restoration Program
CNRSE	Commander, Navy Region Southeast	IT	Information Technology
CO	Commanding Officer	LAN	Local Area Network
COLS	Common Output Level	MAP	Maintenance Action Plan
COOP	Continuity of Operations Plan	MDEQ	Mississippi Department of Environmental Quality
CWA	Clean Water Act	MS4	Municipal Separate Storm Sewer System
DE	Demolition	MSDH	Mississippi Department of Health
DeCA	Defense Commissary Agency	MWR	Morale, Welfare, and Recreation Program
DFARS	Defense Federal Acquisition Regulation Supplement	NFAS	NAVFAC Acquisition Supplement
DOD	Department of Defense	NAVFAC	Naval Facilities Engineering Command
DPWO	Deputy Public Works Officer	NAVFACSE	Naval Facilities Engineering Command Southeast
EM	Emergency Management	NAVOSH	Navy Occupational Safety and Health Program
EMO	Emergency Management Officer	NAVSUP	Naval Supply Systems Command
EPA	Environmental Protection Agency	NCBC	Naval Construction Battalion Center
EPCRA	Emergency Planning and Community Right-to-Know Act	NBHC	Naval Branch Health Clinic
EQB	Environmental Quality Board	NCTS	Naval Computer and Telecommunications Station
FAR	Federal Acquisition Regulation	NEPA	National Environmental Policy Act
FEAD	Facilities Engineering and Acquisition Division	NEX	Navy Exchange
FH	Family Housing	NEXCOM	Navy Exchange Command
FMA	Facilities Management Assistant	NF	New Footprint
FMD	Facilities Management Division	NGIS	Navy Gateway Inns and Suites
FMFS	Facility Management and Facility Services	NMCI	Navy and Marine Corps Internet
FMS	Facilities Management Specialist	NOV	Notice of Violation
FP	Fire Protection		

NRSE	Navy Region Southeast
OHS	Oil and Hazardous Substance
OIC	Officer in Charge
OPA	Oil Pollution Control Act
OSHA	Occupational Safety and Health Act
PAR	Performance Assessment Representative
PM&E	Project Management and Engineering
POC	Point of Contact
PPV	Public Private Venture PWD Public Works Department
PWO	Public Works Officer
PWS	Performance Work Statement
QRP	Qualified Recycling Program
RCC	Regional Call Center
RCRA	Resource Conservation and Recovery Act
RDC	Regional Dispatch Center
RM	Restoration and Modernization
RPAO	Real Property Accountability Officer
SA	Site Approval
SDWA	Safe Drinking Water Act SICSpecial Interest Code
SOW	Statement of Work
SPCC	Spill Prevention Control and Countermeasures
ST	Sustainment
TSCA	Toxic Substance Control Act
UEM	Utilities and Energy Management
UFC	Unified Facilities Criteria
UH	Unaccompanied Housing
WIB	Work Induction Board WIS Work Induction System
WL	Work Leader
WR	Work Request
XO	Executive Officer