
Indoor air —

Part 40:

Indoor air quality management system

Air intérieur —

Partie 40: Système de management de la qualité de l'air intérieur

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

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A list of all parts in the ISO 16000 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

When not in the home urban populations spend most of the time indoors working in commercial buildings, enjoy leisure time in hotels or shopping malls, or maybe using services in hospitals and transportation centers among other types of facilities. There are many scientific studies showing that special characteristics of indoor air pollution make enclosed spaces quite different from the outdoors in terms of the quality of the air. There is a lot of knowledge about indoor air pollution, however, there is a general lack of practical application of most of this information in the everyday life of the general public, this document aims to help the managers of indoor built environments to apply protocols and maintenance programs intended to enhance indoor air quality.

This document will help facility managers to apply protocols and maintenance processes designed to enhance indoor air quality in their indoor spaces.

Controlling the quality of the indoor air can have enormous social benefits in terms of comfort and health of the population, therefore enhancing productivity and minimizing absenteeism in commercial premises as well as minimising nosocomial infections in hospital environments.

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Indoor air —

Part 40: Indoor air quality management system

1 Scope

This document specifies requirements for an indoor air quality management system.

It is applicable to any organization that wishes to:

- a) establish a system for the management of the quality of indoor air;
- b) implement, maintain and continually improve the indoor air quality management system;
- c) ensure conformity to the indoor air quality management system;
- d) demonstrate conformity to this document.

It is applicable to the indoor environments of all kinds of facilities, installations and buildings, except those that are exclusively dedicated to industrial and/or agriculture activities.

It is applicable to all types of indoor environments occupied by all kinds of persons, including regular users, clients, workers, etc.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1 organization

person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives* (3.8)

Note 1 to entry: The concept of organization includes, but is not limited to sole-trader, company, corporation, firm, enterprise, authority, partnership, charity or institution, or part or combination thereof, whether incorporated or not, public or private.

Note 2 to entry: For organizations with more than one operating unit, a single operating unit may be defined as an organization.

3.2

interested party

stakeholder

person or *organization* (3.1) that can affect, be affected by, or perceive itself to be affected by a decision or activity

3.3

requirement

need or expectation that is stated, generally implied or obligatory

Note 1 to entry: “Generally implied” means that it is custom or common practice for the organization and interested parties that the need or expectation under consideration is implied.

Note 2 to entry: A specified requirement is one that is stated, e.g. in documented information.

3.4

management system

set of interrelated or interacting elements of an *organization* (3.1) to establish *policies* (3.7) and *objectives* (3.8) and *processes* (3.12) to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The system elements include the organization’s structure, roles and responsibilities, planning and operation.

Note 3 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

3.5

management

person or group of people who directs and controls an *organization* (3.1) at the highest level

Note 1 to entry: Management has the power to delegate authority and provide resources within the organization.

Note 2 to entry: If the scope of the *management system* (3.4) covers only part of an organization, then management refers to those who direct and control that part of the organization.

3.6

effectiveness

extent to which planned activities are realized and planned results achieved

3.7

policy

intentions and direction of an *organization* (3.1), as formally expressed by its *management* (3.5)

3.8

objective

result to be achieved

Note 1 to entry: An objective can be strategic, tactical, or operational.

Note 2 to entry: Objectives can relate to different disciplines (such as financial, health and safety, and environmental goals) and can apply at different levels [such as strategic, organization-wide, project, product and *process* (3.12)].

Note 3 to entry: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, another objective, or by the use of other words with similar meaning (e.g. aim, goal, or target).

Note 4 to entry: In the context of indoor air quality management system, indoor air quality objectives are set by the organization, consistent with its policy, to achieve specific results.

3.9**risk**

effect of uncertainty

Note 1 to entry: An effect is a deviation from the expected — positive or negative.

Note 2 to entry: Uncertainty is the state, even partial, of deficiency of information related to, understanding or knowledge of, an event, its consequence, or likelihood.

Note 3 to entry: Risk is often characterized by reference to potential “events” (as defined in ISO Guide 73) and “consequences” (as defined in ISO Guide 73), or a combination of these.

Note 4 to entry: Risk is often expressed in terms of a combination of the consequences of an event (including changes in circumstances) and the associated “likelihood” (as defined in ISO Guide 73) of occurrence.

3.10**competence**

ability to apply knowledge and skills to achieve intended results

3.11**documented information**

information required to be controlled and maintained by an *organization* (3.1) and the medium on which it is contained

Note 1 to entry: Documented information can be in any format and media, and from any source.

Note 2 to entry: Documented information can refer to:

- the *management system* (3.4), including related *processes* (3.12);
- information created in order for the organization to operate (documentation);
- evidence results achieved (records).

3.12**process**

set of interrelated or interacting activities which transforms inputs into outputs

3.13**performance**

measurable result

Note 1 to entry: Performance can relate either to quantitative or qualitative findings.

Note 2 to entry: Performance can relate to managing activities, *processes* (3.12), products (including services), systems or *organizations* (3.1).

3.14**outsource**

make an arrangement where an external *organization* (3.1) performs part of an organization’s function or *process* (3.12)

Note 1 to entry: An external organization is outside the scope of the *management system* (3.4), although the outsourced function or process is within the scope.

3.15**monitoring**

determining the status of a system, a *process* (3.12) or an activity

Note 1 to entry: To determine the status, there can be a need to check, supervise or critically observe.

3.16**measurement**

process (3.12) to determine a value

3.17

audit

systematic, independent and documented *process* (3.12) for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

Note 1 to entry: An audit can be an internal audit (first party) or an external audit (second party or third party), and it can be a combined audit (combining two or more disciplines).

Note 2 to entry: An internal audit is conducted by the organization itself, or by an external party on its behalf.

Note 3 to entry: "Audit evidence" and "audit criteria" are defined in ISO 19011.

3.18

conformity

fulfilment of a *requirement* (3.3)

3.19

non conformity

non-fulfilment of a *requirement* (3.3)

3.20

corrective action

action to eliminate the cause(s) of a *nonconformity* (3.19) and to prevent recurrence

3.21

continual improvement

recurring activity to enhance *performance* (3.13)

3.22

indoor environment

environment delimited by the envelope of the enclosures for any use except those dedicated exclusively to industrial and/or agricultural activities

[SOURCE: UNE 171330-1:2008]

3.23

indoor air quality aspect

elements of the site and its surroundings, activities and/or services of an organization that can interact with indoor quality

[SOURCE: UNE 171330-1:2008]

3.24

indoor air quality

quality of air inside a building, described in terms of odour, physical parameters, chemical and biological pollutants

Note 1 to entry: Indoor air quality is directly related to the ventilation rate, air distribution patterns and pollution sources.

Note 2 to entry: Indoor air quality is important in ensuring human health, olfactory comfort and perceived comfort.

Note 3 to entry: Adapted from ISO 16813:2006, 3.21. The definition has been simplified to refer to a building in general, versus only non-industrial buildings, and the non-essential but relevant characteristics are now referenced in notes.

4 Context of the organization

4.1 Understanding the organization and its context

The organization shall determine external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended outcome(s) of its indoor air quality management system.

4.2 Understanding the needs and expectations of interested parties

The organization shall determine:

- a) the interested parties that are relevant to the indoor air quality management system;
- b) the relevant requirements of these interested parties.

4.3 Determining the scope of the indoor air quality management system

The organization shall determine the boundaries and applicability of the indoor air quality management system to establish its scope.

When determining this scope, the organization shall consider:

- a) the external and internal issues referred to in 4.1;
- b) the requirements referred to in 4.2.

The scope shall be available as documented information.

4.4 Indoor air quality management system

The organization shall establish, document, implement, maintain and continually improve an indoor air quality management system, including the processes needed and their interactions, in accordance with the requirements of this document. It shall determine how it will fulfil these requirements.

When an organization chooses to outsource any activity affecting conformity to these requirements, the organization shall ensure control over such activities. The responsibilities and necessary controls in such outsourced activities should be identified in the management system.

NOTE 1 An outsourced indoor air quality activity is one that the organization needs for its indoor air management system and that it chooses to have performed by an external party.

NOTE 2 Ensuring control of outsourced activities does not absolve the organization of the responsibility to conform to all requirements, including statutory and regulatory requirements.

5 Leadership

5.1 Leadership and commitment

5.1.1 General

Management shall demonstrate leadership and commitment with respect to the indoor air quality management system by:

- a) ensuring that the indoor air quality policies and indoor air quality objectives are established and are compatible with the strategic direction of the organization;
- b) ensuring the integration of the indoor air quality management system requirements into the organization's business processes;

- c) ensuring that the resources needed for the indoor air quality management system are available;
- d) communicating the importance of an effective indoor air quality management system and of conforming to the indoor air quality management system requirements;
- e) ensuring that the indoor air quality management system achieves its intended outcome(s);
- f) directing and supporting persons to contribute to the effectiveness of the indoor air quality management system;
- g) promoting continual improvement;
- h) supporting other relevant managerial roles to demonstrate their leadership as it applies to their areas of responsibility;
- i) carrying out management reviews.

NOTE Reference to “business” in this document can be interpreted broadly to mean those activities that are core to the purposes of the organization’s existence.

5.1.2 Management representatives

5.1.2.1 The organization should define roles, responsibilities and authority. These should be documented and communicated within the organization, to facilitate the effective management of indoor air quality.

The organization shall establish the appropriate communication channels for:

- a) internal communication between its various levels and functions;
- b) receiving, documenting and responding to communications from external stakeholders (see 7.4).

It shall ensure that the effectiveness of the indoor air quality management system is communicated.

5.1.2.2 As part of measuring the performance of the indoor air quality management system, the organization may periodically monitor the perception of users regarding the fulfilment of their indoor air quality expectations, as well as the management of the organization’s related activities. If a decision is taken to conduct periodic monitoring, the organization shall determine and document the methods for obtaining and using this information.

5.1.2.3 Management shall appoint a member of the organization’s management who, irrespective of other responsibilities, shall have the responsibility and authority to ensure:

- a) the indoor air quality management system is established, implemented and maintained in accordance with the requirements of this document;
- b) reports are made to management on the performance of the management system review, including recommendations for improvement;
- c) ensure the promotion of awareness of management activities on indoor air quality at all levels of the organization.

NOTE The responsibility of the management representative can include liaison with external parties on matters relating to the indoor air quality management system.

5.2 Policy

5.2.1 Management shall establish an indoor air quality policy that:

- a) is appropriate to the purpose of the organization;