Green Cleaning Policy
and
High-Performance Cleaning Program
POLICY OVERVIEW
The Green Cleaning Policy is intended to stand as the stated preference for green cleaning and custodial products. The following document will assist the management in pursuit of the goal to maintain a clean, healthy, and safe building environment while simultaneously minimizing the impacts of cleaning processes, procedures, and products on the natural environment.

SCOPE
This green cleaning policy applies to all building areas within the purview of Housekeeping, including functional spaces as well as public restrooms, lounges, public hallways, etc.

This policy is overseen by the Manager of Housekeeping and shall not be revised, changed or updated without management consent.

GOALS
PROGRAM GOALS
The goal of this green cleaning policy is to minimize exposure of building occupants and housekeeping personnel to potentially hazardous chemical, biological and particle contaminants which may adversely impact air quality, health, building finishes and systems, and the environment, and to balance these needs with the cost and quality (i.e. product effectiveness of the managed systems to provide a sustainable approach to cleaning and custodial maintenance.)

PERFORMANCE GOALS
1. Products
   • Goal – Seek to purchase effective cleaning, hard floor and carpet care products that meet program sustainability criteria.
   • Metric – Purchases will be evaluated based on the portion of the product (measured by cost) which meet one or more of the sustainable criteria and its effectiveness according to product claims and application.
   • Performance – 60% of products by cost should meet this criteria. All products shall be effective in meeting product claims.

2. Operating Procedure
   • Goal – Maintain appropriate standard operating procedures (SOPs), strategies, and guidelines for critical tasks.
   • Metric – Procedures will be evaluated based on quantitative audit and inspection results of building spaces as well as employee and customer feedback.

3. Staff Training
   • Goal – Ensure appropriate staff training on an on-going basis.
• Metric – Training will be evaluated based on time to train staff on new operating procedures and the results of quantitative building audits and inspections.

4. Occupant Feedback
• Goal – Collect feedback to ensure continuous improvement and occupant satisfaction.
• Metric – Occupant feedback will be based on the results of survey and suggestions.
• Performance – All occupants are pleased with the cleanliness of their buildings.

5. Budgetary considerations
• Goal – Meet budgetary considerations.
• Metric – Costs will be evaluated based on total money spent to enact changes.
• Performance – Enact green cleaning procedures and policy with as little expenditure as possible.

RESPONSIBILITIES
The ______________________________ is responsible for developing and managing the implementation of the Green Cleaning Policy

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PRODUCTS
GREEN CLEANING PRODUCT USE
1. Wherever feasible, cleaning products and materials, including hard floor and carpet care products, used inside and outside under the cognizance of Housekeeping shall meet third-party certification by Green Seal, UL ECOLOGO, and/or Safer Choice/Design for the Environment.
2. Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, hard floor cleaners, carpet cleaners, general purpose cleaners, specialty cleaners, odor control products, disinfectants, disposable paper products and trash bags, laundry detergent, and hand soaps.

SUSTAINABILITY CRITERIA
1. The cleaning products meet one or more of the following standards for the appropriate category:
   • Green Seal GS-37, for general purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes
   • Green Seal GS-48, for laundry detergents
   • Green Seal GS-34, for cleaning and degreasing compounds
2. Disinfectants shall meet the standards of the EPA's Design for the Environment program.
3. Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable category:
   - Green Seal GS-09, for paper towels and napkins
   - Green Seal GS-01, for tissue paper
4. Hand soaps meet one or more of the following standards:
   - Green Seal GS-41, for industrial and institutional hand cleaners
   - Safer Choice Hand Soaps

APPROVED PRODUCT LIST
The products listed in the tables below (a-g) are approved for use.

a) GENERAL CLEANING
Housekeeping Services utilizes ___________________________ chemical management system and purchases solutions to meet cleaning needs. The system dispenses product to ensure active ppm required by the EPA, limits employee contact with chemicals for enhanced safety, and the concentrated formulas minimize wasteful containers.

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<tr>
<th>Manufacturer</th>
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<th>Purpose</th>
<th>Sustainability Features</th>
<th>Certification Organization</th>
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b) FLOOR CARE

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c) **PAPER PRODUCTS**

Unbleached, recycled-content papers are the preferred choice. Housekeeping offers paper towel dispensers in bathroom regularly maintained by custodial services as the hygienic preference over folded towel dispensers or electric-powered hand dryers.

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d) **TRASH BAGS AND LINERS**

Recycled content trash bags are used whenever possible. Green Seal does not recommend products.

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### e) Hand Soap

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### f) Occasional Use Products

The following products are used occasionally on an “as needed” basis.

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g) Microfiber Laundry

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EQUIPMENT
GREEN CLEANING EQUIPMENT USE

SUSTAINABILITY CRITERIA

1. All Equipment
   • Powered equipment is ergonomically designed to minimize vibration, noise, and user fatigue.
   • Equipment is designed with safeguards such as rollers and bumpers to reduce potential damage to building surfaces.
   • Electric and battery-powered equipment operate at a sound level less than 70 dBA.
   • If battery-powered, equipment should use environmentally preferred gel batteries.

2. Automated scrubbing machines
   • Equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids, or only uses tap water with no added cleaning products.
   • Operate at a sound level of less than 70 dBA.

3. Buffers and burnishers (electric/battery-powered floor maintenance equipment)
   • Equipped with vacuums, guards, and/or other devices for capturing fine particulates.
   • Electric, low-speed.
   • Operate at a sound level less than 70 dBA.

4. Vacuums
   • Certified by the CRI “Seal of Approval” Testing Program.
   • Operate at a sound level of less than 70 dBA.
   • Capable of capturing 96% of particulates 0.3 microns in size.

5. Carpet extractors
   • Certified by the CRI “Seal of Approval” Testing Program for deep-cleaning extractors.
   • Hot water extraction equipment for deep cleaning carpets capable of removing moisture such that the carpet may dry in less than 24 hours.

6. Propane-powered floor equipment
Meets Environmental Protection Agency (EPA) standards for specific engine size.
- Equipped with high efficiency, low emission engines with catalytic converters and mufflers.
- Operate at a sound level less than 70 dBA.

7. Re-usable/washable rags are to be utilized to clean surfaces throughout the building.
8. Re-usable/washable carpet bonnets are to be utilized.
9. Re-usable/washable dust and wet mops are to be utilized.
10. No equipment shall be used in a manner that voids carpet, fixture or any manufacturer warranties.

As appropriate, all products are to be recycled.

CLEANING PROCEDURES
The procedures, strategies and metrics below have been adopted under the purview of Housekeeping to ensure the effective implementation of the Green Cleaning Policy.

GENERAL STRATEGIES FOR SUSTAINABLE CLEANING
1. Assess the areas to be maintained and the usage patterns.
2. Determine how to meet the overall goals of the cleaning program.
3. Develop a comprehensive approach to the maintenance of the building property and determine the product specifications to be used.
4. Ensure that in-house maintenance staff are educated on the policies.
5. Ensure that safety, health, and environmental practices are compliant with applicable local regulatory requirements.
6. Outline building-specific procedures with Physical Plant for the proper disposal of all cleaning wastes.
7. Development of cleaning strategies should focus on the following:
   - Efficient use of chemicals
   - Efficient use of supplies
   - Meeting the hygiene and appearance goals of the building/property
   - Protecting the building’s occupants, systems and finishes from contaminants that adversely affect them
   - Addressing the frequency of cleaning in all areas (see specifications)

CLEANING PROCEDURES FOR SPECIFIC AREAS
Cleaning and safety guidelines for specific areas can be found in Housekeeping Operating Instructions 1-10. Specific area types addressed in the operating instructions are:

1. Restrooms (daily cleaning)
2. Common Areas
3. Offices and Classrooms
4. Showers and Locker Rooms
5. Stairwells
6. Entryways and Exterior Walkways
7. Elevators
8. Housekeeping Closets
9. Hard and Carpeted Flooring (cleaning, stripping, and refinishing)
10. Microfiber Laundry

Indoor air quality and environmental impact start at the door. Appropriate matting, properly placed and maintained, will prevent indoor floor surfaces from wearing prematurely, decrease contaminants inside the building, and prevent slips and injury. All public points of entry into buildings under the purview of Housekeeping are equipped with walk-off mats. All walk-off mats at all public building entries measure a combined minimum of 10 linear feet in the direction of ingress.

**CHEMICAL SAFETY PROCEDURES**

The following protocols have been established to mitigate spills, leaks and mismanagement. All practices below are communicated to custodians working on the property in a formal training setting on a biannual basis.

**LABELS AND MATERIAL SAFETY DATA SHEETS (MSDS)**

- Follow all chemical labels and SDS warnings and use products only as directed.
- Employees shall never use an unlabeled container.
- Employees shall never use any chemical product if uncertain what it is.
- Report to cognizant supervisor all missing or unreadable labels
- A current SDS for all chemicals shall be maintained in each building in a readily accessible location.
- SDS for disused chemicals shall be maintained for a period of 30 years after the chemical was disused.

**PERSONAL PROTECTIVE EQUIPMENT (PPE) AND SAFETY CONTROLS FOR STAFF**

- Wear protective gloves and/or safety glasses as directed on the product label or SDS.
- Inform your supervisor if PPE is needed.
- Always spray chemicals away from the body, especially eyes and mouth. Whenever possible, spray chemical into microfiber cloth.
- Do not eat or drink near any cleaning chemicals and always wash hands after using chemicals.
- Never smell, inhale or taste the contents of a chemical container to determine its contents.

**CLEANING WITH CHEMICALS AND CHEMICAL SAFETY**

- Use only products provided by Housekeeping.
- Employees should only use products they have been trained to use.
• Report all chemical spills to a supervisor immediately and refer to instructions on SDS for proper spill cleanup and disposal.
• Employees should inform a supervisor if unable to get something clean with the chemicals provided.
• If product comes into contact with any body part, flush immediately with water. Remove any contaminated clothing. Follow first-aid instruction on the label or SDS.
• All chemical containers are to be securely covered and stored away from flames, heat, and the sun.
• Properly remove all cleaning chemical residue so customers and tenants will not be overexposed to chemicals.
• Wash hands after using chemicals.
• Do not bring products from home.
• Never puncture or collapse an aerosol can. Use only in accordance with label instructions.

MIXING CHEMICALS
• Never mix two different chemical products together: this may cause a dangerous reaction and/or poisonous gas.
• Only fill each secondary container bottle with the exact same product each time you refill.
• Dilute with water only where required.
• Make sure water is turned off and that no chemicals remain in mop buckets, dispensers or machines.
• Make sure all caps are secure when returning chemicals to rack or closet.

CHEMICAL STORAGE
• Do not store chemicals above eye level.
• Do not store or consume food or drinks around chemicals (No food or beverages may be kept on housekeeping cart).
• All chemicals must be stored in a manner that limits opportunities for accidental spills, leaks and other mishaps.

CHEMICAL CONCENTRATES AND DILUTION SYSTEMS
• It is the intent of building management to have chemical concentrates used whenever possible in order to lower transportation costs between manufacturer and end-user, reduce use of packaging materials, reduce real chemical use to obtain same performance, and to lower exposure of maintenance personnel to hazardous chemicals.
• A portion controlled, closed dilution system is to be utilized in order to further reduce environmental impacts.
• Pre-labeled containers are to be utilized.
• Chemical concentrates shall be used with dilution systems to the maximum extent possible.
• Dilution systems and portion control devices shall never be tampered with or bypassed.
CLEANING AND VULNERABLE BUILDING OCCUPANTS.

- The needs of vulnerable building occupants, such as occupants with asthma, other respiratory conditions, compromised immune systems, or sensitive or damaged skin under the purview of Housekeeping will be addressed to ensure that adequate precautionary measures are taken in relation to the Green Cleaning Program. Product selection and use should vary on a case-by-case basis, as needed.

HAND HYGIENE

- All restroom facilities, public areas, and back-of-house spaces shall include appropriate handpush soap dispensers (see Approved Cleaning Products list).
- Staff will be educated on the importance of hand hygiene through informative seminars.
- Protocols promoting hand hygiene shall be adopted.
- All staff will be required to clean their hands using this soap upon the completion of their work day to protect their health as well as others.

STAFF TRAINING

- All housekeepers are properly trained in the use, maintenance and disposal of cleaning products, dispensing equipment and packaging. All housekeepers are trained on new equipment and chemicals prior to initial use. Housekeepers also receive training about PPE, the prevention of repetitive motion/stress injuries, and the proper way to move and lift objects.
- All housekeepers receive annual chemical safety training.
- All housekeepers are educated on the use of products upon their hire and once per year thereafter, as well as annual HAZCOM training. Or, as necessary, to ensure proper use and disposal of products.
- Training records of all staff are to be maintained by the Housekeeping Manager, or person designated by the Manager. Records can be made available to building management and third parties for review upon request.

Based on the LEED V4 Sample Green Cleaning Policy - [https://www.usgbc.org/resources/v4-eqp-green-cleaning-policy-template](https://www.usgbc.org/resources/v4-eqp-green-cleaning-policy-template)