



GREEN CLEANING POLICY

Intent: To reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological, and particulate contaminants, which adversely affect air quality, human health, building finishes, building systems and the environment.

SCOPE

It is our intent to engage in a green cleaning program that includes the following minimum sustainable green cleaning protocols:

- To provide appropriate staffing to support the plan.
- To develop requirements for training of maintenance personnel in the hazards of use, disposal, and recycling of cleaning chemicals, dispensing equipment, and packaging.
- To create guidelines for use of chemical concentrates with appropriate dilutions systems to minimize chemical use.
- To implement the purchase and use of sustainable cleaning materials, products, equipment, janitorial paper products & trash bags, cleaning tools and wipes.
- To establish guidelines for purchase of products and equipment for sustainable cleaning and hard floor and carpet care products.
- For the purchase of sustainable cleaning equipment.
- To establish a high performance cleaning program, policies and plans for effective cleaning, maintenance and material storage.
- Promote good hand hygiene.
- Auditing of the appearance and cleanliness of all areas are conducted on a semi-annual basis using the APPA Custodial Staffing Guideline Standards.
- To provide for collecting occupant feedback and continuous improvement to evaluate new technologies, procedures, and processes.

GOALS AND OBJECTIVES

We recognize that green cleaning is a significant component of indoor air quality, and that the contribution of indoor air quality to employee productivity is significant. We are committed to devoting the time and resources to perform these functions at an exemplary level. It is our policy to ensure that our building operates in an

environmentally responsible manner and we demonstrate good environmental stewardship within our community.

Our goal is to perform each of these strategies at the highest level of our abilities and comprehension.

PROCEDURES AND STRATEGIES

Our internal custodial staff will provide all cleaning, maintenance and purchasing services. We will provide sustainable cleaning products as detailed below and we will use cleaning equipment complying with the sustainability criterion.

STAFFING

The building will be evaluated using APPA standards to calculate staffing needs based on room types, flooring types and other factors.

TRAINING

The custodial staff will have at a minimum of 4 hours of initial green cleaning training and the policies associated with this task. There will be at least a minimum of 2 hours refresher course on green cleaning and the policies associated each year.

This training will include:

- Proper use and maintenance of tools and equipment
- Proper floor care procedures and products
- Job site, bio-hazard and chemical safety
- Cleaning chemicals

PURCHASING

At least 30% (by cost) of the total annual purchase of the following products will meet will be made using the sustainability criterion established in LEED for Existing Building Operations and Maintenance 2009, *IEQ Credit 3.3: Green Cleaning – Purchase of Sustainable Cleaning Products and Materials*:

- Cleaning materials & products
- Disposable janitorial paper products
- Trash bags

Cleaning equipment purchases will meet sustainability criterion established in LEED for Existing Building Operations and Maintenance 2009, *IEQ Credit 3.4: Green Cleaning – Sustainable Cleaning Equipment*.

Cleaning equipment will comply with the sustainability criterion. We will protect worker safety and improve productivity with mechanical equipment designed for ergonomics, low sound emissions, and reduced environmental emissions. Documentation of equipment purchases and maintenance will be maintained.

Cleaning equipment is maintained by our on-staff technician by regularly replacing components such as filters and brushes, physical inspections to evaluate wear and tear and replacement of equipment that can no longer operate in an efficient manner.

STANDARD OPERATION PROCEDURES:

- Effective General Cleaning:
 - Ensure that chemicals have a proper dwell time so that soil is thoroughly removed using the least amount of product.
 - All areas of the building are to be cleaned on a regular basis.
 - Use Green Seal Certified or low VOC chemicals and tools that capture dust particles and contain them. Disinfectants will only be used in required areas or on touch points to reduce the use.
 - Send out notifications when project work such as floor care or carpet care will be conducted.
 - Capture dust, dirt and other contaminants, rather than moving it around through the use of the proper tools: microfiber dusting tools, microfiber mops, vacuums, carpet cleaning equipment.
 - Use microfiber cloths and flat mops to reduce or eliminate the need for chemicals.
 - Promote safety and prevent cross-contamination by using color-coded tools to ensure that pollutants are not carried from one area (such as a restroom) to another.
 - All equipment to meet LEED for Existing Building Operations and Maintenance 2009, *IEQ Credit 3.4: Green Cleaning – Sustainable Cleaning Equipment*.
- Hard Floor Care:
 - Hard floor types include: wood floor, LVT, ceramic tile and polished concrete.
 - All areas are cleaned weekly with either an automatic scrubber or micro fiber mop and bucket with a peroxide-based neutral cleaner or clean water.
- Carpet Care
 - Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be host for moisture problems and mold growth. Use Carpet & Rug Institute's Green Label approved vacuums with sound level less than 70dBA.

- Vacuuming of carpeted areas will be conducted on a daily basis.
- Carpets are to be scrubbed and extracted on an as needed basis using equipment certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors. Notification of this activity to be sent to all occupants prior to the work being done. Work to be done during off hours and semester breaks. This ensures that occupants with vulnerabilities are more protected.
- Entryways
 - Reducing particulate infiltration protects floor products, mechanical equipment, and reduces respiratory problems. Focus cleaning efforts at entrances to intercept particulates at the door. Most pollutants enter the building on people's feet, so it is important to trap and remove dirt before it enters the building and to clean frequently the entrances and entry mats.
 - Entryway systems are to be vacuumed daily using a vacuum approved by the Carpet and Rug Institute's Green Label with sound level less than 70dBA.
 - Entryway systems are cleaned and extracted as needed
 - Inspection of the entryway systems occurs during our semi-annual cleaning audits
 - Auditing of the appearance and cleanliness of the entryways are conducted on a semi-annual basis using the APPA Standards and our QA Inspection Form semi-annually by a Supervisor.

HANDLING AND STORAGE OF CLEANING CHEMICALS

- **Handling of Cleaning Products:**
 - Minimize particles and chemicals in the air. Mechanically capturing dust and dirt, using coarse spray chemicals, and applying the cleaner to the cloth rather than spraying the surface to be cleaned, are all important aspects of this indoor air quality program.
 - Use environmentally preferable cleaning chemicals along with chemical management systems for accurate product dilution. Therefore, fewer and milder/low VOC chemicals can be used.
 - Focus on preventive measures and quick clean up of accidental spills.
 - Maintain SDS Sheets of all cleaning chemicals, and store in an accessible location. Hope College has an online system for SDS that is accessible by all employees.
- **Storage of Cleaning Products:**
 - All cleaning products will be stored in the designated custodial closets. Every product has a home location that is labeled with the product number based on ergonomics and frequency of use. If cleaning products are found to be stored elsewhere, they will be moved to the correct storage area immediately.

- If cleaning products are found that do not comply with the green cleaning requirements in this document they are to be disposed of immediately in the proper manner.
- Non-compliant chemical products that have no reference standard may be used if approved for use by the Management Team.
- All Hope College employees are required to follow these guidelines.

HAND HYGIENE

- Cleaning processes will focus on touch points like door handles and other objects or fixtures within the facility.
- Communication will be done with employees on the importance of good hand hygiene via periodic e-mail reminders, our Emergency Preparedness Plan, and inclusion of training at team meetings.
- Protective apparel is available for employees.

ASSESSMENT

The building will be audited on a semi-annual basis in accordance with APPA Leadership in Educational Facilities “Custodial Staffing Guidelines” to evaluate the appearance level of the facility. Evaluations will be done by members of the campus custodial team and management.

The building must score at level 1 or 2. Buildings scoring higher will be evaluated by management to determine further action.

Occupant feedback is accepted through our Maintenance Connections Work-order system. Complaints on cleaning quality are submitted in through the Maintenance Connections Work Order System and reviewed by the Responsible Party. Individuals with specific complaints are responded to within 48 hours. Copies of all complaints will be kept on file, and reviewed annually by the management team to attempt to detect patterns.

STANDARDS AND REFERENCES:

All products shall meet the Green Seal requirements where available. Not all product categories include GS-37 certified products and in that case, the safest available product available will be used.

- The cleaning supplies meet one or more of the following standards:
 - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes
 - Environmental Choice CCD-110 for Cleaning and Degreasing Compounds
 - Environmental Choice CCD-146 for Hard surface Cleaners

- Environmental Choice CCD-148 for Carpet and Upholstery Care
- Disinfectants, metal polish, floor finishes, strippers, or other products:
 - Green Seal GS-40, for industrial and institutional floor care products
 - Environmental Choice CCD-112 for Digestion Additives for Cleaning and Odor Control
 - Environmental Choice CCD-113 for Drain or Grease Traps Additives
 - Environmental Choice CCD-115 for Odor Control Additives
 - Environmental Choice CCD-147 for Hard Floor Care Products
 - California Code of Regulations maximum allowable VOC levels for the specific product category (<http://www.arb.ca.gov/consprod/regs/cp.pdf>)
- Disposable janitorial paper products and trash bags:
 - US EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
 - Green Seal GS-09, for paper towels and napkins
 - Green Seal GS-01, for tissue paper
 - Environmental Choice CCD 082, for toilet tissue
 - Environmental Choice CCD-086, for hand towels
 - Janitorial paper products derived from rapidly renewable resources or made from tree free fibers
- Hand Soaps
 - No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations.

APPROVED PRODUCTS

Most products are shipped directly to the building. Some products will be shipped into our central receiving/warehouse and then pulled as needed from Central Supply.

General Purpose, Bathroom, Glass & Carpet Cleaners

Description	Manufacturer	Meets Sustainability Criterion	Certification Information or Notes

Green Certified Multi-purpose Cleaner	Envirox	Yes	Green Seal GS-37
Green Certified Neutral Floor Cleaner	Envirox	Yes	Green Seal GS-37
Green Certified Hard Water/Soap Scum Remover	Envirox	Yes	EcoLogo (Environmental Choice) UL 2759
Green Certified H2O2 Orange Cleaner	Envirox	Yes	EcoLogo (Environmental Choice) UL 2759

Paper, Skin Care and Trash Can Liners

Description	Manufacturer	Meets Sustainability Criterion	Certification Information or Notes
FMX Luxury Foam Hair & Body	GoJo	Yes	EcoLogo
FMX Green Certified Hand Soap	GoJo	Yes	EcoLogo
Trash Liners 43x48	Heritage	No	
Trash Liners 24x33	Heritage	No	
EcoSoft Toilet Paper Jumbo Roll	Wasau	Yes	Green Seal GS-01
EcoSoft Paper Towel multi-fold	Wasau	Yes	Green Seal GS-09

Equipment

Description	Manufacturer	Meets Sustainability Criterion	Certification Information or Notes
Super Coach Pro 6 Backpack Vacuums	ProTeam	Yes	66dBA, CRI Approved
Swingo 455B floor scrubber	Taski	Yes	68dBA, Chemical metering, variable speed
Clipper carpet extractor	Windsor	Yes	CRI Approved
Versamatic Plus 14 Vacuum	Windsor	Yes	64.5dBA, CRI Approved

PERFORMANCE METRIC

- Semi-annual APPA Custodial Effectiveness Assessment
- Occupant Feedback
- Sustainability Criterion Performance levels
- Documentation of custodial staff training
- Equipment maintenance Logs
- Floor and carpet maintenance Logs
- Approved product and equipment list

Responsible Party: Kara Slater, Director of Physical Plant