



## **Green Cleaning Policy for The McPherson Building**

Effective date: June 1, 2020

### **i. Scope**

This policy applies to all cleaning procedures, cleaning material purchases, cleaning equipment purchases, and cleaning services that occur inside and on the building site and grounds for The McPherson Building. Specifically, this policy covers the following:

Cleaning strategies for:

- Hard floor and carpet cleaning and maintenance
- Protection of vulnerable occupants during cleaning
- Disinfectant and sanitizer selection and use
- Safe storage and handlings of cleaning chemicals, including spill management

Performance metrics and strategy development:

- Reductions in water use, energy use, and chemical toxicity
- Green cleaning products purchasing
- Green cleaning equipment purchasing

Staffing and training plans:

- Staffing requirements and contingency for staffing shortages
- Timing and frequency of staff training

### **ii. Goals**

This policy will be fully implemented starting on the effective date.

<b><u>Category</u></b>	<b><u>Goal</u></b>
Cleaning products and materials purchases	100% meet sustainability criteria
Cleaning equipment purchases	100% meet sustainability criteria
Cleaning equipment inventory	100% of equipment in the project inventory will meet the applicable sustainability criteria
Toxic chemical usage (applies to all cleaning chemicals, including those not addressed by EQc Green Cleaning - Products and Materials)	Toxic chemicals will only be used in situations where products meeting the requirements of EQ Credit Green Cleaning - Products and Materials are unable to sufficiently clean the area, the area cannot be replaced (such as a floor tile), and represents a hazard to human health

### **iii. Roles and Responsibilities**

The responsible party for this policy is the Property Manager. The responsible party ensures that this policy is executed and that any contracted cleaning vendors under management's control are aware of



and fully trained on the procedures outlined in this policy. Further, the Property Manager is responsible for sharing this policy with the building tenant representatives and encouraging policy adoption accordingly. The Property Manager is responsible for reviewing this policy for any significant changes on the interval specified in the quality assurance section. If at any time updates are required to this policy, the responsible party will ensure that the appropriate individuals are informed of the updates.

#### **iv. Procedures and strategies for implementation**

##### **Hard floor and carpet cleaning and maintenance**

- Hard floors, including tile, concrete, and wood surfaces, will be cleaned once a week with only sustainable cleaning products. No stripping or coatings will be applied to hard floor surfaces.
- Carpets will be vacuumed daily with vacuum cleaners that meet the sustainability criteria listed later in this policy.
- One per month, the carpets will be inspected for stains and other damages. If feasible, the necessary areas will be spot cleaned with sustainable carpet cleaning materials. If damaged, the carpet tiles will be replaced.
- When carpet extraction equipment must be used, methods to reduce chemical usage will be implemented.

##### **Protection of vulnerable occupants during cleaning**

- Vulnerable occupants include women who are pregnant, children, elderly occupants, and individuals with asthma, allergies, or other sensitivities.
- As much as possible, only sustainable cleaning products will be used. Please refer to the goals and tracking sections of this policy for additional information.
- Any cleaning that involves the use of carpet cleaners, or if at any point the use of a non-sustainable cleaning product is required, this cleaning will be performed after regular business hours.

##### **Disinfectant and sanitizer selection and use**

- Only hand soaps and hand sanitizers that meet the at least one of the sustainability criteria listed under the purchasing guidelines will be considered to meet the requirements of this policy.
- Hand sanitizers will be placed throughout the building for the use of occupants
- Only disinfectants meeting the purchasing sustainability criteria listed below will be considered to meet the requirements of this policy. Disinfectants will be kept locked in the janitorial closets and may only be used by the cleaning staff.
- Cleaning staff will be required to follow all dilution strategies for disinfectants.

##### **Safe storage and handlings of cleaning chemicals, including spill management**

- Cleaning chemicals will be stored in the janitor closets to prevent access for other occupants.
- Cleaning staff will receive training on the various hazards of different toxic chemicals and how to address spills.
- Spills will be cleaned and handled according to the manufacturer safety data sheets provided by the manufacturer.
- All spills will be handled carefully. As soon a spill of a non-sustainable product occurs, the responsible party must be notified. If the spill occurs in an area to which typical building



occupants have access, the area will be roped off and building occupants will be informed to stay clear of the area.

- Material safety data sheets for all of the cleaning chemicals used in the building will be retained and hazard information will be highlighted. This information will be clearly displayed in all janitor closets.

#### **Strategies for reducing the toxicity of the chemicals used for laundry, ware washing, and other cleaning activities**

- Cleaning staff and building occupants will be supplied with safe cleaning chemicals that meet the sustainability criteria described in the purchasing guidelines listed below.
- Dish soaps and laundry detergent meeting EPA Safer Choice Standard will be supplied for ware washing and laundry.
- For surface cleaning, ionized water cleaning devices (using only water) will be used as much as possible.

#### **Strategies for conserving energy, water, and chemicals used for cleaning**

- Manual-powered equipment and cleaning strategies will be used whenever possible to reduce the energy and water used by powered equipment and typical cleaning strategies.
- Cold water will be used for any necessary disposal to reduce energy used to heat hot water.
- The filters in vacuums and other applicable equipment will be changed frequently to enable air flow and reduce the energy consumption of the equipment.
- When cleaning chemicals are necessary, the operating procedures for chemical dilution will be followed to ensure that the minimum amount of cleaning chemicals necessary is used.

#### **Strategies for promoting hand hygiene**

- All restrooms will be equipped with hands-free soap dispensers, faucets, hand dryers, and towel dispensers.
- Hand sanitizers meeting UL EcoLogo 2783 standard for Instant Hand Antiseptics (formerly Environmental Choice CCD 170) will be placed throughout the building.

#### **Tracking plan for staffing and overall performance**

- Regular APPA audits will be conducted to evaluate cleanliness. As a part of the audits, the auditors will interview cleaning staff to ensure that the cleaning and hard floor and carpet maintenance system is being consistently used.
- The audits will be conducted once every sixth months and will be led by the responsible party for this policy. The responsible party is responsible for recording the results of the audits in the management records, following up with any cleaning staff to provide additional training and/or guidance and recording these actions.
- All cleaning staff are required to check in each day when they arrive at work. The responsible party will retain these records to ensure that the building is sufficiently staffed with trained professionals.
- The responsible party will log all training that is provided to the cleaning staff and will ensure that the training plans described above are met.
- When new staff come on board, the responsible party will record the initial training and orientation provided to the staff.

#### **Tracking plan for water, energy, and toxic chemical usage**

- Every time a toxic chemical is used, it must be reported to the responsible party. The responsible party will record which chemical was used, where it was applied, and the reason for its use. This information will be used to track against the goal for using toxic chemicals only when strictly necessary.
- All vacuum filters will be replaced on a regular basis. The responsible party will record maintenance performed on all cleaning equipment, including filter replacement, to ensure that they are regularly replaced to reduce energy usage.

#### **Tracking plan for cleaning product and cleaning equipment purchases**

- All cleaning product and cleaning equipment purchases, made by either by the cleaning vendor for use in the building or made by the building management, will be recorded in the purchasing log.
- On a quarterly basis, the responsible party will review all purchases and compare against the policy goals. If the policy goals are not being met, the responsible party will take corrective action, typically in the form of providing education to the individuals in charge of procurement on the goals and sustainability criteria outlined in this policy.

#### **Staffing and contingency plans**

- The Property Management and Cleaning Vendor work together to determine the appropriate staffing plan to meet the needs of the building. The breakdowns of cleaning staff required at the building is:

<b>Staffing Plan</b>		
<b># of People</b>	<b>Position</b>	<b>Hours of Cleaning</b>
2	Day Porter	6:30am - 3:00pm
1	Day Matron	7:30am - 4:00pm
1	Day Porter	8:00am - 4:30pm
1	Day Porter	8:30pm - 5:00pm
1	Lead Porter / Supervisor	8:30am - 9:30 pm
7	Night Cleaner	5:30pm - 2:00am

- In the event of staffing shortages, the building maintains a contact with a backup cleaning vendor who can supply additional staff.
- Feedback will be collected from building occupants and custodial staff immediately after contingency plans are implemented via an online survey.
- Occupant and custodial staff feedback will be taken into account in the cleaning procedures described in this policy. The responsible party will evaluate whether updates to the staffing plan and contingency plan are necessary based on the feedback.

#### **Staff training plan**



- All cleaning staff, including backup personnel, are required to receive at least 8 hours of training per year. The responsible party will record the training attended by each staff member.
- Trainings are held once a month and are one hour long. Topics vary each month, and cover standard operating procedures for cleaning different surfaces, proper toxic chemical usage and spill management, hazards of toxic chemicals, cleaning to protect vulnerable occupants, cleaning equipment maintenance, and conservation of energy and water usage during cleaning.
- The responsible party coordinates and hosts all the trainings.

#### **v. Purchasing guidelines**

##### **Sustainability Criteria for Cleaning Products and Materials**

All cleaning products must meet one or more of the following standards:

- certified by the Global Ecolabelling Network (GEN)
- EPA's Comprehensive Procurement Guideline (CPG) Program, with a listing under the CPG Product Supplier Directory
- EPA's Safer Choice Label
- Ecologo Certified.

##### **Sustainability Criteria for Cleaning Equipment**

All powered equipment must have the following features:

- safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces;
- ergonomic design to minimize vibration, noise, and user fatigue, as reported in the user manual in accordance with ISO 5349-1 for arm vibrations, ISO 2631-1 for vibration to the whole body, and ISO 11201 for sound pressure at operator's ear
- as applicable, environmentally preferable batteries (e.g., gel, absorbent glass mat, lithium-ion) except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by the use of sealed batteries.

and must comply with a minimum of one of the following

- certified by the Global Ecolabelling Network (GEN)
- EPA's Comprehensive Procurement Guideline (CPG) Program, with a listing under the CPG Product Supplier Directory
- EPA's Safer Choice Label
- Ecologo Certified.

Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of 70 dBA or less in accordance with ISO 11201.

Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval Deep Cleaning Extractors and Seal of Approval Deep Cleaning Systems program.



Powered floor maintenance equipment must be equipped with such as vacuums, guards, or other devices for capturing fine particulates and must operate with a maximum sound level of 70 dBA, in accordance with ISO 11201.

Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sound level of 90 dBA or less, in accordance with ISO 11201.

Automated scrubbing machines must be equipped with variable-speed feed pumps and either (1) on-board chemical metering to optimize the use of cleaning fluids or (2) dilution control systems for chemical refilling. Alternatively, scrubbing machines may use tap water only, with no added cleaning products.

#### **vi. Quality Assurance/Quality Control Processes**

The responsible party will evaluate the green cleaning policy on a quarterly basis to evaluate progress towards the implementation goals. If any cleaning product or equipment purchases are not being recorded properly, the responsible party will inform the appropriate individuals to ensure that activities are recorded moving forward. The responsible party will evaluate the results of the cleaning audits to determine whether the building is being sufficiently cleaned and whether the standard cleaning procedures are being properly executed. As necessary, the responsible party will revise the green cleaning policy to include additional cleaning strategies or modify existing cleaning strategies.

In addition, if any implementation goals are not being met, the responsible party will investigate the situation and will work with the individuals purchasing the materials and equipment or using the equipment. The responsible party will evaluate whether updates are necessary to the in order to achieve the implementation goals.

Any revisions that are made to the policy will be incorporated into the next training cycle for the cleaning staff.