

<b>BUTLER</b> UNIVERSITY		
Butler University	Operations Division	Building Services Department
LEED EB O&M 2009 IEQp3: Green Cleaning Policy		Second Edition, Version 1
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Approved By		
Effective Date		

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## ***1. Intent***

The purpose of this Green Housekeeping Program is to advise Butler University faculty, staff & students about the importance of environmentally preferred cleaning products and instruct all University constituents to perform their everyday operations in ways that will foster healthy indoor environments that are free of hazardous and harmful pollutants stemming from the traditional everyday housekeeping methods.

This Green Housekeeping Policy will delineate the products, procedures and training required to take full advantage of the environmentally conscious cleaning practices that are now in effect.

## ***2. Scope***

This Green Cleaning Policy shall be utilized in all Butler University owned buildings (except Athletics and Clowes Hall who have their own housekeeping staff). This policy does not apply to privately-owned residential units or dormitories.

### ***Responsible Parties***

#### Operations Director of Building Services

Dick Hamm: Office – (317) 940-8402; E-mail – [chamm@butler.edu](mailto:chamm@butler.edu)

- Manages purchasing of sustainable cleaning products & equipment
- Manages all Building Services Supervisors who, in turn, are responsible for enforcing all SOPs and collecting occupant feedback
- Applies to all Butler University owned buildings (except for Athletics buildings)

#### Athletics Crew Supervisor

Christopher Pierle: Office – (317) 940-1225; E-mail – [cpierle@butler.edu](mailto:cpierle@butler.edu)

- Manages purchasing of sustainable cleaning products & equipment
- Enforces all SOPs and collects occupant feedback
- Applies to only Butler University owned Athletic buildings

## ***3. Requirements & Recommendations***

### **a. Referenced Performance Standards**

**Goal #1:** By December of 2016, 100% of all cleaning products, disposable paper products, and hand soaps/cleaners shall meet at least one of the applicable referenced performance standards addressed below:

U.S. Environmental Protection Agency's (EPA) Final Guidance on Environmentally Preferable Purchasing (EPP) as published by the EPA on August 20, 1999.

U.S. Environmental Protection Agency's (EPA) Selected EPA-Registered Disinfectants as published by the EPA on January 9, 2009.

Green Seal™ Standard GS-01: *Tissue Paper*, Second Edition (February 12, 1992).

Green Seal™ Standard GS-9: *Environmental Standard for Paper Towels and Paper Napkins*, First Edition (January 27, 1993).

Green Seal™ Standard GS-37: *Environmental Standard for General-Purpose, Bathroom, Glass, and Carpet Cleaners Used for Industrial and Institutional Purposes*, Third Edition (February 27, 2006).

Green Seal™ Standard GS-37: *Environmental Standard for Industrial and Institutional Cleaners*, Fourth Edition (August 29, 2008).

Green Seal™ Standard GS-40: *Environmental Standard for Industrial and Institutional Floor-Care Products*, First Edition (November 12, 2004).

Green Seal™ Standard GS-41: *Environmental Standard for Hand Cleaners and Hand Soaps Used for Industrial and Institutional Purposes*, First Edition (June 6, 2006).

The reputable third-party verification executed by the entities that developed these referenced standards lends credibility and validity to the products recognized for adhering to the standards' applicable requirements. Thus, through by adhering to the referenced standards, the approved products are assumed to have demonstrated that they are non-hazardous, have a low environmental impact, and meet the criteria set forth by the applicable performance standards.

As a general policy, concentrated cleaning products should be utilized when available

## **b. Cleaning Products**

**Goal # 2:** By December of 2016, 100% of the following products will be utilized for the cleaning of all campus buildings until further notice.

All general purpose, bathroom, glass, and carpet cleaners used must be Green Seal™ Certified in accordance with either the third (2006) or fourth edition (2008) of standard GS-37. Alternative products may be proposed. However, alternative products may not be employed until the Butler University Building Services Department has issued a letter of approval.

**Alpha-HP- Multi-Surface Cleaner (JohnsonDiversey)** : An all-in-one, environmentally friendly multi-surface cleaner that cleans and brightens surfaces safely and easily. Alpha-HP is also used for window cleaning and carpet cleaning. Alpha-HP products are Green Seal

certified.

**Crew – Bathroom Cleaner & Scale Remover (JohnsonDiversey) :** Mild acidic liquid cleaner, specifically developed to remove soap scum and hard water deposits. Non-corrosive. Green Seal certified.

**Stride Citrus Neutral Cleaner (JohnsonDiversey):** Neutral all-purpose cleaner for everyday floor cleaning and light duty spray and wipe cleaning. Pleasant citrus fragrance. Green Seal certified.

**Johnson Wax Professional Heavy Duty Prespray (JohnsonDiversey):** pH neutral cleaner for prespraying to loosen heavily soiled carpets. Contains soil repellent material to help reduce re-soiling on carpet. Safe to use on all carpets including wool.

### c. Disinfectants

While their use is discouraged, Butler University acknowledges that certain instances will require the use of disinfectants. Cleaning and disinfection of frequently touched surfaces will be the main focus of building services personnel during a pandemic. In order to properly disinfect a surface, it must first be sterilized with 10% bleach to water solution.

To disinfect a surface against influenza viruses, the Center for U.S. Disease Control (CDC) recommends the use of an Environmental Protection Agency (EPA)-registered household disinfectant labeled for activity against bacteria and viruses, an EPA-registered hospital disinfectant, or an EPA-registered chlorine bleach/hypochlorite solution. Green Seal certification is a standard for everyday chemical disinfectants except for deep cleaning products. Although the goal is to always have the heavy duty deep cleaning products be Green Seal certified, if a green product is not available, the minimum standard is to eliminate use of aerosol cans whenever possible.

Disinfectant should always be applied according to the manufacturer's instructions.

Influenza A viruses are susceptible to the hydrogen peroxide. All disinfectant approved by Butler University must be registered with the EPA if it is marked as having anti-microbial properties. Currently, only the following product has been approved by the Butler University Building Services Department:

JohnsonDiversey's Oxivir (RTD)

JohnsonDiversey's Oxivir disinfectant's active ingredient is hydrogen peroxide, which biodegrades into water and oxygen and is safer for the environment than most other commonly used disinfectants with other active

ingredients. Oxivir produces no noxious odors, and it does not pollute the wastewater stream, unlike many other powerful chemicals. Oxivir requires a 60 second contact time to disinfect effectively. It is also effective in destroying pathogens such as MRSA, Hepatitis C, and Norovirus.

Alternative products may be proposed as long as they are labeled as Green Seal. However, alternative products may not be employed until the Butler University Building Services Department has issued a letter of approval. Any proposed disinfectant should be accompanied with a narrative and technical data identifying its active ingredient(s), disinfection effectiveness, required contact time, and environmental health virtues compared to common disinfectants.

#### **d. Floor-Care Products**

**Goal #3:** By December of 2016, 100% of all floor-care products must be Green Seal™ Certified in accordance with the first edition (2004) standard GS-40.

The following products have been the approval of the Butler University Building Services Department:

- Freedom SC Floor Stripper (Johnson Wax Professional)
- Aquaria Floor Finish (Johnson Wax Professional)
- Green Solutions Floor Sealer & Finish (Spartan Chemical)
- Green Solutions Floor Finish Remover (Spartan Chemical)

Alternative products may be proposed as long as they comply with Green Seal standards. However, alternative products may not be employed until the Butler University Building Services Department has issued a letter of approval.

#### **e. Air Fresheners**

Butler University urges maintenance staff to use air freshener products very sparingly. In the event that air fresheners are deemed necessary, only approved air freshener products may be used.

For any air freshener product to be approved for use, a Material Safety Data Sheet (MSDS) must be submitted verifying the following product attributes:

- The product shall not be flammable.
- Inhalation of the product shall not pose a significant health hazard.
- Ingestion of the product shall not pose a significant health hazard.
- Direct exposure to the eyes and skin shall be non-hazardous (though, it mild irritation may occur).
- The product must be stable and non-reactive.

- Hazardous polymerization shall not occur.
- There shall be no reasonably foreseeable hazardous decomposition products stemming from the product's application.
- There shall be no specific materials or conditions deemed to be avoidable in terms of stability and reactivity.

The product's toxicological information shall not indicate any of the following:

- Chronic toxicity
- Carcinogenic effects
- Reproductive toxicity
- Target organ effects

The following product(s) has been approved by Butler University:

Good Sense HC – Fresh Liquid Air Freshener (RTD) (JohnsonDiversey)

Alternative products may be proposed if they comply with the Green Seal standards. However, alternative products may not be employed until the Butler University Building Services Department has issued a letter of approval.

#### **f. Paper Products**

The following paper products are utilized in all campus buildings. All products must either meet the EPA guidelines and qualify as an Environmentally Preferable Purchasing (EPP) product or be Green Seal™ Certified in accordance with either the second edition (1992) of standard GS-01 or the first edition (1993) of standard GS-09.

The following products have been deemed acceptable:

Bay West Tissue #61990

Description: EcoSoft™ Green Seal™ bath tissue

- 100% Recycled (recovered after papermaking process)
- Minimum 20% post-consumer wastepaper content; 10% in facial tissue (EPA guidelines)
- Wastepaper is not de-inked using solvents containing chlorine or any of its derivatives such as hypochlorite and chlorine dioxide
- Wastepaper is not bleached using chlorine or any of its derivatives such as hypochlorite and chlorine dioxide
- Bath and facial tissue does not contain any added pigments, inks, dyes or fragrances
- Bath tissue contains a minimum of 40 square feet of product per roll; facial tissue contains a minimum of 70 square feet of product per box
- Product is made in accordance with reasonable industry practice with respect to holes, tears, wrinkles, cleanliness, foreign materials or dirt; product must

dispense properly from the container (dispenser) or roll

- The cores in the bath tissue and the box for the facial tissue are made from 100% recycled materials
- Packaging does not contain inks, dyes, pigments, stabilizers or any additives to which lead, cadmium, mercury or hexavalent chromium has been intentionally introduced
- Packaging materials cannot contain lead, cadmium, mercury and hexavalent chromium in excess of 100 parts per million (above trace levels)

Bay West Towels #78090

Description: DublNature® Green Seal-certified

100% Recycled (recovered after papermaking process)

- Minimum 40% post-consumer wastepaper content (EPA guidelines)
- Wastepaper is not de-inked using solvents containing chlorine or any of its derivatives such as hypochlorite and chlorine dioxide
- Wastepaper is not bleached using chlorine or any of its derivatives such as hypochlorite and chlorine dioxide
- Paper towels do not contain any added pigments, inks, dyes or fragrances
- Product is made in accordance with reasonable industry practice with respect to holes, tears, wrinkles, cleanliness, foreign materials or dirt; product must dispense properly from the container (dispenser) or roll
- The cores in the roll towels are made from 100% recycled materials
- Packaging materials cannot contain lead, cadmium, mercury and hexavalent chromium in excess of 100 parts per million (above trace levels)

Bay West Soap #12503

Description:

- Must meet or exceed applicable governmental and industrial safety
- Cannot be a skin sensitizer or skin irritant
- No antibacterial, disinfecting, antiseptic or sanitizing product claims can be made
- Cannot be formulated or manufactured with phosphates, NTA, EDTA, APEOs, halogenated organic solvents, butoxy-ethanol, or with any chemicals that are proven, probable, or possible carcinogens
- Fragrances used must be produced or handled following the code of practice of the International Fragrance Association; fragrances must be declared on the product label and MSDS sheets
- Can only be formulated or manufactured with food grade dyes
- Cannot contain volatile organic compounds in excess of 1%
- Based on standard use, hand cleaners cannot be toxic to aquatic life and must be readily biodegradable
- Must include detailed instructions for proper use to maximize product performance and minimize waste
- Must not be packaged in a bag in box packaging
- Packaging must be recyclable (an exception shall be made for lightweight flexible packaging, such as pouches or bags, that represent at least 20%

reduction in material use when compared with rigid packaging); efforts must be made to ensure packaging contains post-consumer recycled content.

Alternative products may be proposed as long as they comply with Green Seal standards. However, alternative products may not be employed until the Butler University Building Services Department has issued a letter of approval.

#### **g. Entry Ways**

Primary entryways shall have walk-off carpet installed to prevent dirt, dust, pollen and other particles from entering the building. These areas are cleaned daily and more than once per day in bad weather. The walk-off carpets are required to extend no less than 10 feet in length in the direction of travel.

#### **h. Housekeeping Equipment**

##### **Vacuums**

Current vacuum equipment meets the criteria listed below.

Building carpets must be vacuumed with high efficiency particulate air (HEPA) filtered equipped vacuum cleaners.

The following products have been deemed acceptable:

- Uprights: Windsor Sensor XP (SRXP12) Vacuum Cleaners
- Backpacks: Windsor VP10 Backpack Vacuums (EK4010)

By December 2016, all newly purchased vacuum equipment will be vacuum cleaners that are certified by the Carpet and Rug Institute “Green Label” Testing Program that operate at a sound level less the 70dBA. Alternative products may be proposed as long as they comply with Green Seal standards. However, alternative products may not be employed until the Butler University Building Services Department has issued a letter of approval.

##### **Cleaning Cloths, Dust Mops, and Wet Mops**

All cleaning cloths, dust mops, and wet mops are required to consist of microfiber. Currently, only the following products have been approved by Butler University:

- Rubbermaid Cleaning System (explicitly consisting of microfiber)
- IMPACT, LLC

Alternative products may be proposed as long as they comply with Green Seal standards. However, alternative products may not be employed until the Butler University Building Services Department has issued a letter of approval.



## **Other Cleaning Equipment**

Also by December 2016, newly purchased automated scrub machines will be equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of the cleaning fluids. Battery operated equipment will be equipped with environmentally preferable gel batteries. Powered equipment will be ergonomically designed to minimize noise, vibration, and user fatigue. All equipment must be designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

### ***4. Hand Cleaners and Hand Hygiene***

All hand cleaners and hand soap products must be Green Seal™ Certified in accordance with the first edition (2006) of standard GS-41(A). The following products have been the approval of the Butler University Building Services Department:

- GOJO Green Certified Foam Hand Cleaner (GOJO)
- GOJO Green Certified Lotion Hand Cleaner (GOJO)
- GOJO E1 Handwash (GOJO)
- Lite 'n Foamy Sunflower Fresh BioRenewables Hand, Hair and Body Wash (Spartan Chemical)
- Lite 'n Foamy Citrus Fresh BioRenewables Hand, Hair and Body Wash (Spartan Chemical)

Alternative products may be proposed as long as they comply with Green Seal standards. However, alternative products may not be employed until the Butler University Building Services Department has issued a letter of approval.

Throughout the year, the Health Center provides campus wide signs promoting the proper way to wash hands. The signs are especially in use during flu season. There are also hand sanitizing stations throughout the academic buildings and residence halls. These are available and encouraged for use year round.

### ***5. Safe Handling and Storage of Cleaning Chemicals***

#### **5.1 The following must be adapted for chemical storage:**

- Storage areas will be fully ventilated
- Storage areas will be kept clean
- Containers will be closed completely when not in use

#### **5.2 The following outlines a plan for handling chemicals and hazardous spills:**

A response plan is in place by Butler University Environmental Services for Butler University, Green Cleaning Policy, Second Edition (2015)

the event of a hazardous chemical spill. The people in the surrounding area of the hazardous spill should be notified of the chemicals nearby. All hazardous spills should be reported immediately so properly trained personnel can offer their evaluations and assistance to facilitate the cleanup of the spill. Depending on the chemicals involved in the spill, appropriate protective equipment must be worn during cleanup. After the cleanup of the chemical spill, all materials involved in the cleaning must be carefully disposed of in the designated chemical waste.

The following establishes a protocol for responding to incidents where blood-borne pathogens may exist. The following step-by-step procedures will be taken whenever there is possibility of this type of exposure.

- **Vomit**

If there is an incident in a residence hall where a person has vomited in a common area, it will be the responsibility of the residence hall staff to cover the area with a neutralizing agent. Facilities management will provide this material to the residence hall staff.

If housekeeping personnel are on duty, they will be contacted to clean the area.

If the incident occurs after normal working hours for housekeeping, the residence hall Staff will notify the Butler University Police Department Dispatch Office and inform the dispatcher of the location of the incident.

The dispatcher will contact facilities management via university voice mail (ext. 8402) and let him/her know of the situation. Call facilities management in the morning (Saturday/Sunday) via channel 1 on the radio to confirm that he received the message.

For areas outside of the residence halls, BUPD staff will be responsible for spreading the neutralizing agent. Follow the same notification procedures for housekeeping.

- **Blood / Body Fluids**

With incidents involving blood or other bodily fluids, housekeeping will be notified for cleanup during normal business hours. BUPD should be contacted for cleanup in instances where housekeeping staff is not available. Cleansing of the affected area will be conducted as per the guidelines of the University Blood-borne Pathogens Exposure Control Plan, and department training directives, ensuring universal precautions are utilized.

All waste from an exposure cleanup will be placed in a hazardous material bag and be taken to the Office of Environmental Programs, located in Holcomb Building, Room 12. The bag will be placed in the refrigerator, located inside of the laboratory. A message will be left for the manager of environmental programs via university voice mail (ext. 6408) informing him/her that hazardous material has been placed in his office.

Housekeeping staff will deliver any hazardous material bags to the Butler University Police Department. The on-duty shift supervisor will ensure that the material is taken to the Office of Environmental Programs.

Sharps containers may be obtained from the Butler University Health Center.

With incidents involving broken glass, contact facilities management/housekeeping during normal business hours. If the glass has blood or other bodily fluids, contact BUPD.

## ***6. Standard Operating Procedures (SOPs)***

To protect vulnerable building occupants who are sensitive to the impacts of the standard cleaning products and practices as described, those individuals will be addressed on a case by case basis. When a complaint from a vulnerable building occupant is received, the process to protect that specific occupant will begin with Building Services scheduling a meeting to discuss a potential solution. Some options to be discussed include but are not limited to adjusting the cleaning schedule, changing cleaning scents or products, adjusting cleaning location, or eliminating cleaning products / related issues entirely (if able). This discussion will meet until the goal of finding a solution to adjust the process in order to minimize or eliminate impact on affected groups is reached.

The following SOPs are based on green cleaning and should be employed 100% of the time. The housekeeping cleaning schedule including daily, weekly, and annual duties, is described below:

### **❖ Window Cleaning**

Windows in selected public areas of the following buildings are cleaned annually by a contractor: Gallahue Hall, Gallahue bridge, Holcomb Building, Pharmacy Building, Lilly Hall, Robertson Hall, Fairbanks Center, Atherton Union, Starbucks, Jordan Hall, Health & Recreation Center and the Schrott Center for Performing Arts. All other window cleaning (unless outlined below) must be funded by the requesting department.

### **❖ Floor Refinishing**

Classroom, lab, public area and corridor carpeted and hard floors are refinished as needed according to priority. All other floor refinishing must be funded by the requesting department.

❖ **Classrooms and Study Rooms**

*Daily* - Spot vacuum/dust mop/spot wet mop; clean chalkboard/white board; empty waste cans and reline; empty pencil sharpeners; spot dust/wet mop/vacuum entire room

*Weekly* - Clean glass on entrance doors

*First week of classes* - Re-set furniture

*As needed* - Wipe down desks, tables and chairs; check for two erasers, black markers and/or chalk for general inventory classrooms

*Semi-annually* - Spot wash walls from height of six feet down; feather dust blinds

*Annually* - High dust with extension pole; clean window door transoms; prioritized summer deep clean of classroom spaces

❖ **Dance Studios**

*Daily* - Empty waste cans and reline; dust, mop & spot mop as necessary

*Weekly* - Clean mirrors

*As needed* - Treat marley dance floors with Slip-No-More product

*Semi-annually* - Spot wash walls from height of six feet down

*Annually* - High dust with extension pole

❖ **Corridors**

*Daily* - Vacuum/dust mop/spot wet mop; empty waste cans and reline; water fountain cleaning; clean glass on public entrance doors

*Mondays & Thursdays* - Pick up recycling

*As needed* - Spot wash walls from height of six feet down

*Annually* - High dust with extension pole

❖ **Stairwell**

*Weekly* – Vacuum, dust mop, spot wet mop; wipe hand rails and spot clean as necessary

*Semi-annually* – Spot wash walls from height of six feet down

*Annually* – High dusting with extension pole

❖ **Laboratory / Clinic**

*Daily* – Spot dust, wet mop; empty waste cans and reline

*Weekly* – Dust, wet mop, vacuum entire room

*As needed* – Remove and replace “glass” container boxes

*Semi-annually* – Spot wash walls from height of six feet down; feather dust blinds

*Annually* – High dust with extension pole; strip and wax floors, priority determined as needed; prioritize summer deep clean of classroom spaces

❖ **Office**

*Daily* - Empty waste cans and reline; spot clean floors

*Mondays & Thursdays* - Pick up recycling

*Weekly* – Vacuum carpets

*Semi-annually* – Spot wash walls from height of six feet down; feather dust

blinds; scheduled upon request dusting

❖ **Conference Room**

*Daily* – Spot vacuum, dust mop, spot wet mop; empty waste cans and reline

*Weekly* – Complete vacuum, dust mop, wet mop; spot clean walls; high dust

*Semi-annually* – Wipe down tables and chairs; spot wash walls from height of six feet down; feather dust blinds

❖ **Building Entry / Lobby / Atrium**

*Daily* – Vacuum, dust mop, wet mop; empty interior waste cans and reline; vacuum interior mats; sweep trash and cigarette butts 20' parameter from entrance

*Mondays & Thursdays* – Pick up recycling

*Semi-annually* – Spot wash walls from height of six feet down

❖ **Restroom**

*Daily* – Empty waste cans and reline; high dust horizontal ledges; sanitize sinks and mirrors; sanitize toilers and urinals; sanitize tub and shower; refill paper supplies; refill soap dispensers; sanitize stall partitions; dry mop and wet mop; stock feminine products and empty receptacles

*As Needed* – Scrub floor, wash walls

❖ **Elevator**

*Daily* – Spot vacuum, dust mop, wet mop; polish stainless steel; spot clean walls

*Monthly* – Vacuum elevator tracks

❖ **Waiting Room / Lounge / Break Room**

*Daily* – Spot vacuum, dust mop, wet mop; polish stainless steel; empty waste cans and reline

*Weekly* – Complete vacuum, dust mop, wet mop

*Mondays & Thursdays* – Pick up recycling

*Monthly* – Spot wash walls from height of six feet down

*Semi-annually* – Feather dust blinds

❖ **Work Room / Work Area**

*Daily* – Spot vacuum, dust mop, wet mop; empty waste cans and reline

*Mondays & Thursdays* – Pick up recycling

*Semi-annually* – Spot wash walls from height of six feet down

*Annually* – High dust with extension pole

❖ **Residential Area**

*Daily* – Clean lobby areas; vacuum, clean, and mop the hallways, entrance, and lobby floors; clean restrooms; empty waste cans and reline

*Weekly* – Clean and mop stairwells

*Mondays & Thursdays* – Pick up recycling

*As needed* – Spot wash walls from height of six feet down; clean duplex

apartments between occupancies  
*Annually (Summer)* – Residence halls, apartments, and suites deep  
 cleaning

## 7. *Custodial / Facility Management Training Program*

Please observe the following contractual and procedural requirements for all University operations staff (e.g. custodial and facility management staff).

### ❖ **Custodial / Facility Management Training Program**

Housekeeping employees are regularly trained on new product implementation and also undergo on-going training during the supervisor's bi-weekly staff meetings. Prior to employment, all operations staff must sign contract they have read and understood and agree to abide by this Green Housekeeping Policy (and any subsequent errata or addenda).

### ❖ **Product Implementation Program**

Once a new product or system is introduced into the Building Services Department's cleaning operations, an individual hands-on training class must be held to review procedures, MSDS sheets and any special requirements that are associated with those products. A product may not be applied or utilized until it is approved through the review procedure and proper training has been conducted.

At least one copy of every product's MSDS sheets are to be located in the housekeeping main offices and storage rooms.

See Appendix 1a for a copy of the *MSDS Acknowledgement Form*.

### ❖ **Post-Occupancy Implementation of Green Housekeeping Policy**

Once a product is approved for implementation and training has been administered by the Building Services Department, it may be applied in accordance with the manufacturer's recommended specifications. In the absence of recommended specifications, the Building Services Department must be consulted for further direction. The Building Services Department will oversee the proper application of approved green housekeeping products through periodic unannounced reviews.

Supervisors are required oversee the work of at least two housekeeping staff each week. See Appendix 1b for a copy of the corresponding *Housekeeping Inspection Form*.

## 8. *Occupant Feedback Program*

Occupants have the opportunity to provide feedback for the green cleaning program. With the following form available, occupants can express their thoughts on the processes, procedures, products, and technologies in place.

Building Services will supply each campus building with a *Customer*

*Complaint and Supervisor Investigation Form.* See Appendix 1c for a copy of the *Customer Complaint and Supervisor Investigation Form.*

## Appendix 1a

Date: \_\_\_\_\_

To File:

My signature below is to represent that I have been properly trained in the use of the MSDS (Material Safety Data Sheets) information. I also acknowledge that my supervisor has informed me of the location where I can find the MSDS information as needed and that I understand that the book is readily available to me if I choose to review the information.

The MSDS Book(s) for my assigned area is located in (include building, room # and exact location):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Staff Name: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

## Appendix 1b

STAFF PERSON - HOUSEKEEPER: \_\_\_\_\_

ASSIGNED AREA or BUILDING: \_\_\_\_\_ DATE: \_\_\_\_\_

*Supervisors: Two (2) staff Inspections are due each week – i.e.: 2 people each week. Inspect each staff’s work on one floor (or area) assigned to them using the criteria below. Return your completed inspection forms to the Director of Building Services weekly – due every Friday.*

*Rate each area on a scale of 1 to 5; 1 being the lowest and 5 being the highest. Any rating of one “1” or two “2” requires an explanation in the remarks area.*

**1 = FAIL      2 = POOR      3 = ACCEPTABLE      4 = ABOVE AVERAGE      5 = SUPERIOR**

### 1. RESTROOMS:

- A. Commodes & urinals (working & clean) \_\_\_\_\_
- B. Sinks & mirrors (working & clean) \_\_\_\_\_
- C. Floors (swept, cleaned & vacuumed) \_\_\_\_\_
- D. Restroom dispensers (stocked, working & clean) \_\_\_\_\_
- E. Trash receptacles/recycle containers (clean & properly labeled) \_\_\_\_\_
- F. Walls/Graffiti/Dust Fixtures \_\_\_\_\_

### 2. CLASSROOMS/OFFICES/CONFERENCE ROOMS/LOBBIES:

- A. Clean glass on doors \_\_\_\_\_
- B. Floors; vacuumed/mopped \_\_\_\_\_
- C. Dust; woodwork, desk, chairs, tables \_\_\_\_\_
- D. Fixtures cleaned & dusted \_\_\_\_\_
- E. Doors & frames \_\_\_\_\_
- F. Chalkboard trays clean/dusted \_\_\_\_\_



- G. Trash receptacles/recycle containers (clean & properly labeled) \_\_\_\_\_
- H. Walls/ceilings (marks, stains, cob webs) \_\_\_\_\_

3. PUBLIC AREAS: STAIRWELLS, HALLWAYS, ENTRANCES, ELEVATORS

- A. Steps/floors: swept, mopped, vacuumed \_\_\_\_\_
- B. Fixtures cleaned \_\_\_\_\_
- C. Doors, walls, panels cleaned \_\_\_\_\_
- D. Entrances cleaned, mats vacuumed \_\_\_\_\_
- E. Trash/recycle receptacles cleaned \_\_\_\_\_

4. HOUSEKEEPING CLOSETS:

- A. Clean & orderly - properly stocked \_\_\_\_\_
- B. Spray bottles properly labeled \_\_\_\_\_
- C. Equipment clean & operating \_\_\_\_\_
- D. Personal Protection Equipment (PPE) \_\_\_\_\_

TOTAL SCORE: \_\_\_\_\_

SUPERVISOR REMARKS (Please use back of page as necessary):

\_\_\_\_\_  
\_\_\_\_\_

STAFF SIGNATURE: \_\_\_\_\_

SUPERVISOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**Appendix 1c**

DATE COMPLAINT RECEIVED: \_\_\_\_\_

LOCATION (Building & Room #) : \_\_\_\_\_

COMPLAINANT NAME (Customer): \_\_\_\_\_

CUSTOMER CONTACT NUMBER OR EMAIL: \_\_\_\_\_

INVESTIGATED BY (Supervisor Name): \_\_\_\_\_

DESCRIPTION OF CUSTOMER COMPLAINT (Details – use back of form as necessary):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SUPERVISOR RESPONSE TO COMPLAINT & ACTION TAKEN:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SUPERVISOR'S 30 DAY FOLLOW-UP TO COMPLAINT:

\_\_\_\_\_  
\_\_\_\_\_