**The George Washington University Green Cleaning Policy and High Performance Program:**

**July 18, 2017**

1. **Purpose:** Aramark will introduce and operate a Green Cleaning High Performance Program at **The George Washington University**. The objective is to reduce levels of chemical, biological, and particulate contaminants that can compromise air quality, human health, building finishes, building systems, and the environment. This policy will apply to **all buildings on the Foggy Bottom, Mount Vernon, and Virginia Science and Technology Campuses of the George Washington University**. Aramark has been certified as CIMS-GB[[1]](#footnote-1) by ISSA effective November 2010 and re-certified in November 2013. This policy and high performance plan are written to conform to both ISSA CIMS-GB and LEED-EB O&M version 4 (prerequisite Green Cleaning Policy). An extract of the LEED V4 Ref Guide explaining the Green Cleaning Policy may be viewed at this link: <https://www.dropbox.com/s/g1vl2g8sxt0zm8t/EQ%20Pr%20Green%20Cleaning%20Policy%20LEED%20V4%20pdf.pdf>

NOTE: The Green Cleaning Policy is NOT required for LEED-NC but may be considered to submit along with the proposed Green Cleaning Program for a Project Building.

1. **Establishment: This policy will be put in place by The George Washington University and administered by its contracted cleaning company (Aramark) which is a CIMS-GB service certified by ISSA to be effective on January 1, 2010. The goals and strategies that follow will be provided, tracked and documented by Aramark using its internal procedures (“the Program”) and reported to The George Washington University per the monthly joint review process described in “the Program”.**
2. **Goals and Strategies:**
   1. **Operating procedures that affect effective cleaning and hard floor and carpet maintenance systems to be regularly used, managed and audited:**
      1. **Goal:** Ensure that Aramark cleaning service delivers a high performance cleaning program (defined herein after policy) which complies with Aramark’s brand (Quantum Leap Innovation covering SpaceCare QL, FloorCare QL, Touchless Care QL, ProjectCare QL and the related brands under FloorCare QL (CarpetCare QL, 3M Trizact Stone, 3M Trizact Resilient Floor) and under SpaceCare QL (QuadCare QL) all of which have been included as pertinent to the ISSA CIMS-GB certification. Inclusive to this goal is a full implementation of “the Program” which is Aramark’s Quality Management System (QMS) which is part of the CIMS-GB certification. This QMS ensures an on-going use, management and auditable (read: DOCUMENTED AND DEMONSTRATED) delivery of the stated, certified cleaning service.
      2. **Strategies:** Achieve this goal by ensuring the following auditable deliverables within Aramark’s “the Program”:
         1. **Inspection weekly** by supervisors against APPA custodial standard for cleaning buildings: Supervisors will inspect all rooms in all buildings once every 6 months on campus by a sampling system generated by the WebTMA CMMS which ensures all buildings being inspected achieve the 100% inspection by the six month milestone.
         2. **Quality Plan goal** which is stated as ensuring that the cumulative result of the inspections is always 80% or greater against the stated cleaning process inspection routine.
         3. **Routine assignments within CMMS (powered by TMA systems called Web TMA).** WebTMA creates a work schedule for each Front Line Associate (FLA is a custodian) doing cleaning. This “routine assignment” (WebTMA name for work schedule) ensures that each FLA performs the necessary cleaning tasks per room per building assigned on a 5, 6 or 7 day cleaning schedule. Every FLA cleaning will be given a routine assignment in WebTMA.
         4. **Contingency planning:** Per “the Program” the Aramark manager for cleaning the buildings will ensure daily that all no-show FLAs have their routine assignments covered by either other FLA who do show for work or by contingency cleaning FLA hired under Aramark’s temporary hire program.
         5. **Training:** All FLA will be trained at hire in the green cleaning process to include an overview of LEED-EB O&M standards for this area and the goals and strategies of this plan. This includes their routine work to ensure Aramark can track performance against these goals and strategies per “the Program” (QMS). FLA will receive no less than 2 hours of initial training and will receive no less than 2 hours of refresher training every month.
         6. **Preventive Maintenance of flooring via walk off matting, preventive cleaning practices, and restorative processes scheduled in project cleaning:** These strategies are provided in detail in the referenced training manuals found at the very end of this document.
         7. **Monthly Joint Review documents which account for all strategies in “the Program” provided in writing with a live meeting as needed between Aramark custodial manager for stated project buildings and the client representative for The George Washington University buildings being cleaned.** Typically, these are PowerPoint slide shows with accompanying minutes of meetings in Microsoft Word documents. Both can be converted to Adobe PDF as needed for uploading to the LEED Scorecard if required for prerequisite or credit documentation.
   2. **Protection of vulnerable occupants during cleaning**
      1. **Goal:** Ensure all building occupants that are subject to indoor air quality such as those having asthma, emphysema, or past evidence of sick building syndrome are protected from cleaning activities that might affect them if they are exposed to chemicals used in cleaning.
      2. **Strategies:** Achieve this goal by maximum use of the “Blue Cleaning” Aramark provides by use of Electrically Activated Water (EAW) using either the Tennant Orbio system or the ECOLAB Hydris system. Both devices use only tap water to do all cleaning tasks by charging the water with an electrically positive or negative charge. This eliminates the use of most cleaning chemicals except the stronger ones needed for some disinfecting tasks or heavy stripping of floor finish. In the case of a necessary chemical cleaning usage (floor stripping for example), strategy is to perform such cleaning at times when the affected persons identified are not in the building or area (at night, during off hours, during timeframes schools are closed, etc.) and to provide written notice prior to such cleaning to the affected persons. Stated written notices will be recorded and tracked for audit purposes.
   3. **Guidelines for safe handling and storage of cleaning chemicals used in the building including plan for managing hazardous spills and mishandling incidents.**
      1. **Goal:** Ensure all cleaning products are stored in locked custodial closets and in a central supply room with controlled entry (keys only held by Aramark authorized personnel). All liquid cleaning products used will be stored in containers that protect usage in a concentrated form i.e. dilution stations that mix the cleaning product at proper rates with cleaning water. There will be a spill containment kit in every custodial closet consisting of enough containment products (soaking socks or rags and spill removal containers) to contain the spill of the largest container in the supply area. Mishandling incidents will be reported to the cleaning supervisor and noted in a daily log to be maintained by the Aramark manager for the building being cleaned. If an environmental spill results, the manager will call Aramark’s tool-free environmental risk service for further guidance and control.
      2. **Strategies:** Achieve 100% of above goal by ensuring all supplies and products are inventoried and stored in secure custodial closets and storage rooms. Ensure spill kits are in place as stated and inspected weekly. Ensure a daily log is maintained and all spills and mishandling are reported as stated.
   4. **Reducing the toxicity of the chemicals used for laundry, ware washing, and other cleaning activities.**
      1. **Goal:** Ensure the least toxic cleaning chemical necessary is used for cleaning of custodial equipment and cleaning products such as the microfiber mops and hand cloths. Work to reduce use of chemicals where ever the use of the Blue Cleaning (EAW) can produce the same or better cleaning results. Work to reduce any remaining use of chemicals by new methods and procedures that achieve the desired cleaning result (disinfection, buildup of deposits, etc.).
      2. **Strategies:** Achieve a reduced toxicity in use of laundry by adherence to cleaning process described for microfiber pads and clothes (this is described in the SpaceCare QL training manual). Achieve reduced toxicity in any ware washing by using Green Seal or similar laundry detergents. Achieve reduced toxicity in other cleaning activities by advancing the use of Blue Cleaning (EAW) to eliminate the need of cleaning chemicals. For those activities that remain, work to document use of approved (Green Seal) cleaning products to replace them or some form of cleaning that will be discovered through continuous improvement over time.
   5. **Promoting the conservation of energy, water and chemicals used for cleaning.**
      1. **Goal:** Ensure Aramark manager establishes a means to measure the electrical energy used by all cleaning equipment, the water in gallons used for cleaning and the volume of type chemicals used on a monthly basis. Establish a baseline and use strategies stated to achieve a reduction in use of all three.
      2. **Strategies:** Achieve reduced use of electricity in cleaning by resorting to maximum use of battery powered floor machines feasible for the building’s cleaning; by replacement of larger equipment with more efficient smaller equipment, by use of non-powered methods where feasible. Reduce water by changes in task frequency, use of cleaning methods that do not require water, or by changes in actual surfaces being cleaned that reduce use of water. Reduce chemical used primarily by switching to Blue Cleaning (EAW) or by finding alternative means to clean that avoid use of cleaning chemicals.
   6. **Promoting and improving hand hygiene**
      1. **Goal:** Ensure hand washing signage and supplemental hand sanitation stations are made available at all building restrooms and by building entrances.
      2. **Strategies:** Achieve this goal by placing hand foam dispensers and “wash your hands” signage in every restroom and placing appropriate signage and foam dispenser at building entrances.
   7. **EQ Credit: Green Cleaning – Purchase of Cleaning Products and Materials**
      1. **Goal:** Ensure that the annual purchase of cleaning products and materials that meet the LEED-EB O&M standard is 75% or greater of the total volume cost of all purchases of cleaning products and materials for each project building stated for this policy.
      2. **Strategies:** Achieve this by documentation of all purchases by the Aramark manager for each building using the guidance to document provided in the LEED-EB O&M standard for this credit (pages 510 to 519 of the LEED V4 Ref Guide EB O&M). An extract of these pages can be found at this link: <https://www.aramark.net/highereducation/home/topic.aspx?id=2876&contentid=57802>
   8. **EQ Credit: Green Cleaning – Cleaning Equipment**
      1. **Goal:** Ensure that at least 40% of the equipment brought onto campus for the stated project building’s cleaning meets the criteria of the LEED-EB O&M standard for this credit.
      2. **Strategies:** Achieve this by documentation of all equipment inventoried by the Aramark manager for each building using the guidance to document provided in the LEED-EB O&M standard for this credit (pages 520 to 526 of the LEED V4 Ref Guide EB O&M). An extract of these pages can be found at this link: <https://www.dropbox.com/s/hx0cq3qa5bgiams/EQ%20C%20Green%20Cleaning%20Equipment%20LEED%20V4%20pdf.pdf>
3. **Further Elaboration for EQ Credit: Green Cleaning – Purchase of Cleaning Products and Materials:** The George Washington University will encourage the purchasing of the following green cleaning products and materials. Purchasing activity for the entire building and associated ground must be included and documented.
   1. Cleaning, hard floor, and carpet care products meeting the sustainability criteria outlined below. Appendix B resources lists URL that give the reader access to the criteria.
   2. Cleaning products that meet Green Seal GS-37 criteria for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes.
   3. Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 that meet Green Seal GS-40 for industrial and institutional floor care products or that meet the California code of Regulations maximum allowable VOC levels for the specific product category.
   4. Disposable janitorial paper products and trash bags that meet the minimum requirements of the Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners, or Green Seal GS-09 for paper towels and napkins, or Green Seal GS-01 for tissue paper.
   5. Others as per the guidance in the LEED-EB O&M credit (see link previously under the goals and strategies section)
   6. Cleaning, hard floor, and carpet care products meeting the sustainability criteria outlined in IEQ Credit 3.3 of LEED-EB O&M 2009 standard – these can be found on Aramark.net under Supply Chain Management – look for the Green Seal and EPA criteria for the product in question. Use your local source of paper and plastic to identify products you purchase that meet the EPA criteria. Below are the specific criteria that are listed for credit 3.3;
      1. Cleaning products that meet 1 or more of the following standards for the appropriate category:
         1. Green Seal GS-37 for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes.
         2. Environmental Choice CCD -110, for cleaning and degreasing compounds.
         3. Environmental Choice CCD-146, for hard surface cleaners.
         4. Environmental Choice CCd-148, for carpet and upholstery care.
      2. Disinfectants, metal polish, floor finishes, strippers or other products not addressed by the above standards meet 1 or more of the following standards for the appropriate category:
         1. Green Seal-40, for industrial and institutional floor care products.
         2. Environmental Choice CCD-112, for digestion additives for cleaning and odor control.
         3. Environmental Choice CCD-113, for drain or grease trap additives.
         4. Environmental Choice CCD-115, for odor control additives.
         5. Environmental Choice CCD-147, for hard floor care.
         6. California Code of Regulations maximum allowable VOC levels for the specific product category.
      3. Disposable janitorial paper products and trash bags meet the minimum requirements of 1 or more of the following programs for the applicable product category:
         1. Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
         2. Green Seal GS-09, for paper towels and napkins.
         3. Green Seal GS-01, for tissue paper.
         4. Environmental Choice CCD-082, for toilet tissue.
         5. Environmental Choice CCD-086, for hand towels.
      4. Hand soaps meet 1 or more of the following standards:
         1. No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g. food service and health care requirements).
         2. Green Seal GS-41, for industrial and institutional hand cleaners.
         3. Environmental Choice CCD-104, for hand cleaners and hand soaps.
4. **Further Elaboration for EQ Credit: Green Cleaning – Cleaning Equipment:** Cleaning equipment meeting the sustainability criteria outlined below. Section 14.10 provides a link that give the reader access to the criteria.
   1. Vacuum cleaners are certified by the Carpet and Rug Institute “Green Label” Testing Program for vacuum cleaners and operate with a sound level of less than 70 decibels.
   2. Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet and Rug Institute’s “Seal of Approval” Testing Program for deep-cleaning extractors.
   3. Powered floor maintenance equipment, including electric and battery-powered floor buffers and burnishers, is equipped with vacuums, guards, and/or other devices for capturing fine particulates and operates with a sound level of less than 70 decibels.
   4. Propane-powered floor equipment has high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board (CARB) or Environmental Protection Agency (EPA) standards for the specific engine size and operate with a sound level of less than 90 decibels.
   5. Automated scrubbing machines are equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
   6. Battery-powered equipment is equipped with environmentally preferable gel batteries.
   7. Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
   8. Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
   9. Others per the LEED-EB O&M standard for the credit (see link to extract under goals and strategies section)
   10. Cleaning equipment meeting the sustainability criteria outlined in IEQ Credit 3.4 of LEED-EB O&M 2009 standard – these can be found on Aramark.net under Supply Chain Management – look for the Green Seal and EPA criteria for the product in question. Use your local source of paper and plastic to identify products you purchase that meet the EPA criteria. Below are the specific criteria that are listed for credit 3.4
5. **Further Elaboration of the stated goals and objectives for the High Performance Cleaning Program:** The George Washington University will establish standard operating procedures to address how an effective cleaning, hard floor, and carpet maintenance system will be consistently utilized, managed, and audited. This will specifically address cleaning to protect vulnerable building occupants, such as occupants with asthma, other respiratory conditions, or sensitive or damaged skin.
   * 1. A written floor maintenance plan and log should be kept that details the number of coats of floor finish applied, including base and top coats, along with relevant maintenance and restoration practices and the dates of these activities.
     2. The duration between stripping and refinishing cycles should be documented.
     3. All of the above is accomplished by instituting and documenting the following Aramark programs:
        1. CarpetCare QL – describes processes for cleaning & maintaining carpet
        2. FloorCare QL – describes processes for cleaning & maintaining all hard surface floor types
        3. Resilient floor care – teaches how hard surface floors are manufactured, installed, and finished – the WHY for the FloorCare QL program
        4. Carpet care – teaches how carpet is manufactured, maintained, and properly cleaned – the WHY for the CarpetCare QL program
        5. SpaceCare QL – explains how zone cleaning is done with microfiber products and high efficiency equipment
        6. QuadCare QL – explains how Team CleaningTM is utilized in Aramark accounts
        7. Marble and Terrazzo – program for polishing stone floors to eliminate use of acrylic finish
        8. Grout and Tile – program for cleaning and polishing tile and grout to eliminate use of finish and sealants that damage the floor
        9. Outlast Floor Cover – program for utilizing a water-based, polyurethane finish in heavy traffic floors that eliminates use of acrylic finish.
        10. Gym Floor Care – program for finish care of an oil-based polyurethane finish on wooden flooring systems.
   1. The George Washington University will develop strategies for promoting and improving hand hygiene, including the following:
      1. Hand washing (These are just two initial suggested strategies – Aramark will introduce others as they are discovered through continuous improvement)
         1. Educational program must be offered
         2. Posters must be provided in lavatories
      2. Use of alcohol-based waterless hand sanitizers (These are just two suggested strategies)
         1. Alcohol-based hand sanitizers must be provided for each (classroom, lavatory, teachers’ lounge, other).
         2. Ideally, these can be mounted on the walls near the entrances and exits or on pole-based platforms in same locations.
      3. Hand soaps must not contain antimicrobial agents (other than as a preservative system), except where required by health codes and other regulations.
      4. Hands-free dispensers must be used for janitorial paper products to eliminate levers and cranks that users share (highly touched surfaces).
   2. The George Washington University will have developed guidelines addressing the safe handling and storage of cleaning chemicals used in the building, including a plan for handling hazardous spills or mishandling incidents.
      1. The following guidelines are two initial suggested strategies:
         1. All janitorial closets will be equipped with the approved Aramark chemical dispensing equipment.
         2. All janitorial closets will have an inventory sheet posted on the door listing all equipment and chemicals stored in same. This will be kept up by the assigned custodian and checked by the supervisor weekly.
      2. A log should be kept that details all housekeeping chemicals used or stored on the premises.
      3. Cleaning products procured for use in the building should meet the requirements previously outlined above in paragraph 3.7.1
      4. Proper containment storage and dispensing techniques should be implemented.
      5. Proper hot and cold water supplies and drain systems in janitor closets for the use of chemical dispensing and dilution should be installed.
      6. Portion controlled dilution equipment or pre-measured pouches of chemical concentrates should be used.
   3. The George Washington University will develop requirements for staffing and training maintenance personnel appropriate to the needs of the specific building. These requirements will specifically address the training of maintenance personnel in the hazards of use, disposal, and recycling of cleaning chemicals, dispensing equipment, and packaging.
      1. Training records certifying each person’s specific training dates should be documented.
      2. See the Green Cleaning High-Performance Cleaning program (Aramark procedures) for Founders FC. This is listed as part of the policy implementation in section 14.2.
      3. TMA (Aramark’s Computerized Maintenance Management System [CMMS] software) will be used to track the staffing and training requirements and history.
   4. The George Washington University will develop provisions for collecting occupant feedback and continuous improvement to evaluate new technologies, procedures, and processes:
      1. Implement an occupant survey and complain response system.
      2. Document survey results and remedial actions taken.
      3. The feedback and continuous improvement program are detailed in the Green Cleaning High-Performance Cleaning Program (see section 14.2).
6. **Documentation of the cleaning process to meet goals and strategies:**
   1. Green cleaning equipment will be documented primarily in WebTMA via equipment records with PM work order history showing how it was maintained. Documentation to prove an item meets the LEED-EB O&M standard for the credit will comply with the guidance given in the LEED V4 EB O&M reference guide (see link found in goals and strategies section 3.8.2)
   2. Documentation of the type of chemical, volume, and concentration used in all cleaning processes must be maintained. This is in part achieved via the inventory sheets kept in each custodial closet and by the custodial manager for the overall campus.
   3. Documentation of the frequency of each cleaning process must be maintained. This is achieved by the Aramark cleaning program work schedules (routine assignments in WebTMA) and project calendar per ProjectCare QL guidelines.
   4. Records and documentation for all guidelines, training, occupant feedback, and other strategies must be maintained. This is kept in the WebTMA database. Maintained by the Aramark Custodial Manager.
7. **Performance Goals**
   1. All appropriate cleaning personnel and responsible parties at The George Washington University will strive to identify and use low-environmental-impact chemicals in its cleaning polices while reducing exposure of occupants to chemical hazards. All appropriate cleaning personnel and responsible parties at The George Washington University will also dispose of and/or recycle cleaning materials and chemicals in a sustainable manner.
8. **Procedures and Strategies**
   1. The Executive Director of Maintenance must be responsible for:
      1. Adopting purchasing policy for sustainable cleaning products and equipment.
      2. Establishing and enforcing standard operating procedures for consistent use of floor cleaning system.
         1. Providing on-going documentation of enforcement.
      3. Implementing strategies to improve hand hygiene.
      4. Developing and enforcing guidelines for handling safe storage and cleaning chemicals.
         1. This must include plan for managing hazardous spills.
      5. Implementing training for staff and maintenance personnel.
      6. The collection of occupant feedback.
9. **Responsible Parties**
   1. Resident District Manager
   2. Administrative Assistant for Supply Purchasing
   3. General Manager/Operations Manager
   4. Aramark custodial managers for project buildings.
10. **Time Period.** The policy will remain in effect going forward from its inception date (March 5th, 2014).
11. **Definitions**
    1. Green cleaning is the use of cleaning products and practices that have reduced environmental impacts in comparison with conventional products and practices.
    2. Recycling is the collection, reprocessing, marketing, and use of materials that were diverted or recovered from the solid waste system.
    3. Sustainable purchasing policy is the preferential purchasing of products that meet sustainability standards.
12. **Policy Letter** – following is a format for publishing a letter that will broadcast this policy to the campus.

**Purpose:** It is the intent of Aramark Higher Education facility services to operate the George Washington University custodial program at Washington D.C and Ashburn Virginia so that it complies with the highest standards of sustainability and low impact on the environment. In order to accomplish this, the following aspects of our custodial program will be enforced. Whether you are an employee for Aramark, a George Washington University (GWU) staff member or one of our customers (GWU faculty, staff, or students), we’d like you to understand this policy so you can help us in upholding this standard.

**Documentation of Program** – we will keep up-to-date records of all of our cleaning schedules, inspections, training accomplished, and specification for cleaning using an appropriate Computerized Maintenance Management System (CMMS) used by Aramark for accurate management information. Such CMMS will allow us to track specifically the space being cleaned, the time standards for cleaning that space, the schedules needed for employees to perform the cleaning, the specific cleaning tasks that accomplishes the cleaning, training of employees, and the inspection program used to measure performance and accomplish continuous improvement to the program and the building-specific cleaning plan for high performance cleaning. We will ensure our system aligns with the APPA standards for 5 levels of cleanliness with the objective of achieving level 2 or better in the building.

**Staffing plan** – we will deploy a high performance cleaning plan for The George Washington University that specifies the necessary staff to clean the building to the standard stated above.

**Product Use** – we will endeavor to use only those chemical cleaning products that have earned the various criteria described by the LEED-EB O&M standard for purchasing sustainable products which includes the Green Seal of approval as having low impact on the environment, certain EPA standards as for sanitation products, and other cited standards such as the Certification Criteria Documents (CCD). These are a series of product specifications from the Canadian-based Environmental Choice M Program.

**Hand Cleaning** – we will deploy effective hand washing systems in the washrooms we service and deploy educational documents in the washrooms to help educate our own employees, our customers (staff, faculty, and students) and our clients in the effective methods for cleaning hands. As we develop the means, we’ll deploy additional methods such as alcohol-based hand lotion dispensers adjacent to or near the soap and towel or air drying dispenser we deploy for our client.

**Chemical Dispensing** – we will use chemical dispensing systems in our janitor closets to ensure accurate use of concentrated product and safety for our housekeeping staff

**Cleaning Management of Projects** – we will ensure the ongoing cleanliness of critical flooring and all interior surfaces by maintaining not only daily and weekly cleaning schedules for the housekeeping staff, but a monthly project calendar to ensure critical cleaning of walk off mats, all floors and carpet, and every surface people touch is cleaned and kept free of soil, dust and other contaminants.

**Green Cleaning Training** – we will ensure our housekeepers get a minimum of 8 hours per year training in cleaning practices that ensure their safety, reduce the risk of ergonomic stress on their bodies, and help them realize how their daily cleaning actions ensure a low impact on our environment

**The George Washington University Cleaning Specification (the High Performance Plan)** – we will deploy a cleaning specification that accomplishes the above for all surfaces for The George Washington University such that from the walk off mats at every entrance to every surface a person can touch, we keep these clean and free of soil, dust, or other contaminants.

**Green cleaning equipment and supplies** – our use of supplies, equipment, and disposable products will be designed to reduce the impact on the environment by stressing use of recycled, reused, or earth-friendly products. Where possible, we will use alternative materials that reduce the impact on our earth and atmosphere. We will select and maintain these items that comply with the criteria cited for credit 3.8 addressing Entryway Matting of the Indoor Environmental Quality (EQ) section of the LEED-EB O&M standard published August 1st, 2008, and EQ credit 3.4 through 3.6 addressing dollar volume of purchase of green cleaning supplies, products and chemicals, and EQ credit 3.7 addressing green cleaning equipment.

**Effective Date:** This policy is in effect as of the date of occupation of The George Washington University and indicated by my signature below.

**LEED-EB O&M criteria:** This policy is written to meet the Prerequisite 3 of the EQ section of the LEED-EB O&M standard.

Harold Speed

Executive Director of Maintenance

Division of Operations

The George Washington University

2025 F St. 204

Washington, DC 20052

1. **High Performance Cleaning Program**

**The George Washington University High Performance Cleaning Program – GREEN CLEANING**

Indoor Environmental Quality

Green Cleaning – High Performance Cleaning Program (HPCP)

For **all buildings on the Foggy Bottom, Mount Vernon, and Virginia Science and Technology Campuses of the George Washington** and all future project buildings registered on campus for LEED-EB O&M)

***14.1. Purpose:***

This High Performance Cleaning Program (HPCP) was developed for use by the custodial operations team responsible for general building maintenance i.e. housekeeping or custodial services for the listed buildings above and any new LEED-EB O&M project buildings added in the future that are located on the SAMPLE COLLEGE campus. This HPCP is specifically written to fulfill the intent of the Green Cleaning credit in the Indoor Environmental Quality section of the LEED-EB O&M standard. The goal is for the project buildings to “reduce exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems, and the environment.” “This comprehensive green cleaning housekeeping HPCP seeks to create this overall reduction. This program is provided by Aramark Higher Education which is a CIMS-GB[[2]](#footnote-2) provider certified by ISSA effective November 2010 and re-certified by ISSA November 2013.

***14.2. Application:***

AFFIDAVIT – the SOP will be put into effect as soon as list-all-applicable-green-project-buildings are occupied and all items in the action/process table below are dated as in place. The authority who has signed the The George Washington University green cleaning policy should initial off below when his/her custodial manager(s) confirm with appropriate documentation that the action/process actually is in place, functioning, and has begun recordable evidence of being practiced such as inspection results in TMA. Unless otherwise stated, this is the Resident District Manager for the George Washington University. All progress will be tracked and documented by Aramark using its internal procedures (“the Program”) and reported to The George Washington University per the monthly joint review process described in “the Program”.

Specific actions that The George Washington University facility services will take are listed below and further described herein and include the following items in the table below.

**NOTE:** HPCP becomes active once Resident District Manager at The George Washington University is in the position to activate all of the ongoing housekeeping management processes described below. He/she will do this by indicating a date in the “date in place” column that indicates that he/she has activated the process and is now responsible for ensuring it’s on going activity and record of same.

|  |  |  |  |
| --- | --- | --- | --- |
| **Item#** | **ACTION or PROCESS DESCRIBED IN SOP** | Date in place | |
| 1. | **Once this HPCP** is signed and published – the custodial manager has read, understood and has a copy of this HPCP for his/her reference use (on his/her computer or a paper copy in hand and on/in her/his file) | 1/2/13 | |
|  |  |  | |
| 2. | **TMA training** was conducted for use in custodial operations. | 1/20/13 | |
|  |  |  | |
| 3. | Custodial manager has a **working inventory of all chemicals** – they are **all “green seal”** | 1/14/13 | |
|  |  |  | |
| 4. | **Dispensers and janitor closets** all meet the criteria of the HPCP | 1/20/14 | |
|  |  | |  | |
| 5. | **Project calendar** in place and being properly updated | | 5/20/14 | |
|  |  | |  | |
| 6. | Custodial manager has written and is **teaching the green cleaning class** | | 7/15/14 | |
|  |  | |  | |
| 7. | Custodial manager put in place the **building cleaning specification & walk off matting** | | 9/10/14 | |
|  |  | |  | |
| 8. | **Equipment meets green cleaning standards?** | | 7/10/12 | |
|  |  | |  | |
| 9. | Proper hand sanitization measures are in place throughout the applicable project buildings | | 7/10/12 | |
|  |  | |  | |

Once this green cleaning HPCP is in place for The George Washington University (post-occupancy for LEED-NC version 2 project buildings and as implemented in LEED-EB O&M 2009 project buildings) it is documented by providing records of housekeeping inspections in the TMA software described in this SOP.

***14.3. Publication of Program: The George Washington University Cleaning HPCP – the following HPCP statement should be signed, printed and posted in custodial employee locker room(s), at key public areas authorized for same by The George Washington University, and on a significant area where guests and building occupants can read it in each of the following buildings: list-all-applicable-green-project-buildings:***

***Example:***

**The George Washington University Cleaning HPCP:**

It is the intent of Aramark to operate the George Washington University custodial program so that it complies with the highest standards of sustainability and low impact on the environment. In order to accomplish this, the following aspects of our custodial program will be enforced. Whether you are an employee for Aramark, a GWU staff member, faculty, student, visiting parent, or guest, we’d like you to understand this HPCP so you can help us in upholding this standard.

**Documentation of Program** – we will keep up-to-date records of all of our cleaning schedules, inspections, training accomplished, and specification for cleaning using TMA, a Computerized Maintenance Management System used by Aramark for accurate management information.

**Product Use** – we will endeavor to use only those chemical cleaning products that have earned the Green Seal of approval as having low impact on the environment

**Chemical Dispensing** – we will use chemical dispensing systems in our janitor closets to ensure accurate use of concentrated product and safety for our housekeeping staff

**Cleaning Management of Projects** – we will ensure the ongoing cleanliness of critical flooring and all interior surfaces by maintaining not only daily and weekly cleaning schedules for the housekeeping staff, but a monthly project calendar to ensure critical cleaning of walk off mats, all floors and carpet, and every surface people touch is cleaned and kept free of soil, dust and other contaminants.

**Green Cleaning Training** – we will ensure our housekeepers get a minimum of 8 hours per year training in cleaning practices that ensure their safety, reduce the risk of ergonomic stress on their bodies, and help them realize how their daily cleaning actions ensure a low impact on our environment

**The George Washington University Cleaning Specification** – we will deploy a cleaning specification that accomplishes the above for all surfaces at The George Washington University such that from the walk off mats at every entrance to every surface a person can touch, we keep these clean and free of soil, dust, or other contaminants.

**Green cleaning equipment and supplies** – our use of supplies, equipment, and disposable products will be designed to reduce the impact on the environment by stressing use of recycled, reused, or earth-friendly products. Where possible, we will use alternative materials that reduce the impact on our earth and atmosphere.

This HPCP is in effect as of March 5th 2014 for The George Washington University and indicated by my signature below.

Harold Speed

Executive Director of Maintenance

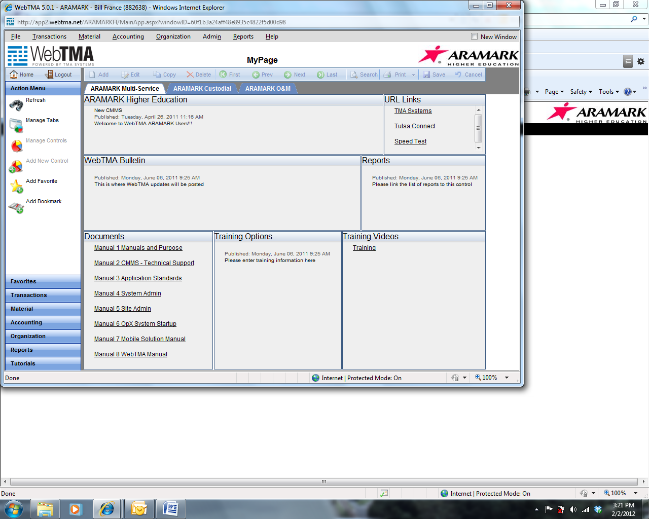
Division of Operations

The George Washington University

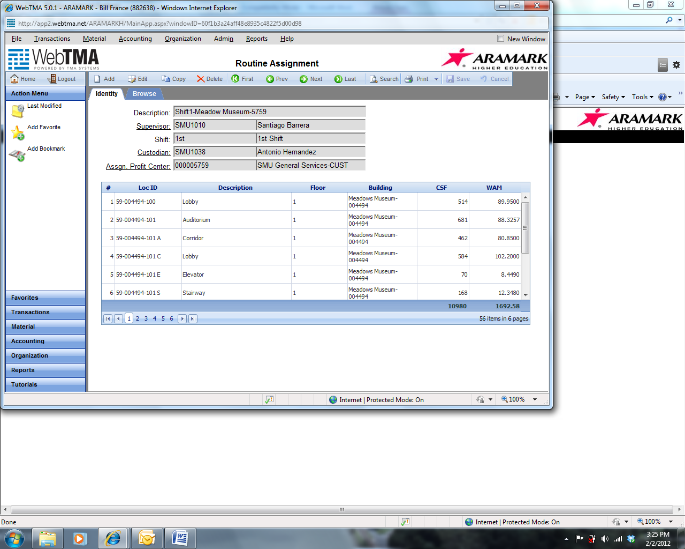
2025 F St. 204

Washington, DC 20052

***14.4. WebTMA hosted by TMA Systems Tulsa, OK is Aramark’s chosen provider for CMMS (computerized maintenance management software). Below is a screen shot of the opening page upon log-in):***

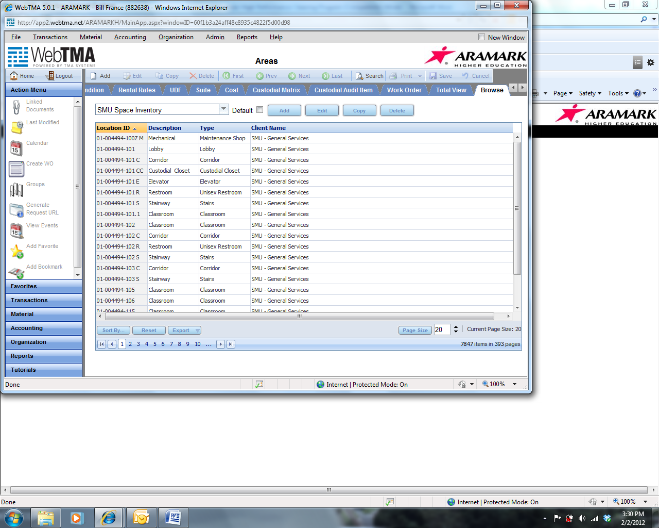
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*a. What is WebTMA:* WebTMA is a Computerized Maintenance Management System (CMMS) that has been adopted for use by Aramark to maintain all types of work history specifically for maintaining building infrastructure both in facility and general maintenance. The specific use in mind at The George Washington Univeristy is for management of the housekeeping processes under the Custodial module (screen shot below shows the Routine Assignment records in WebTMA used for creating custodial work schedules.). WebTMA is an ON-LINE version of a CMMS which Aramark contracted to begin using in the January 2011 timeframe and deployed at The George Washington University in January 13, 2013

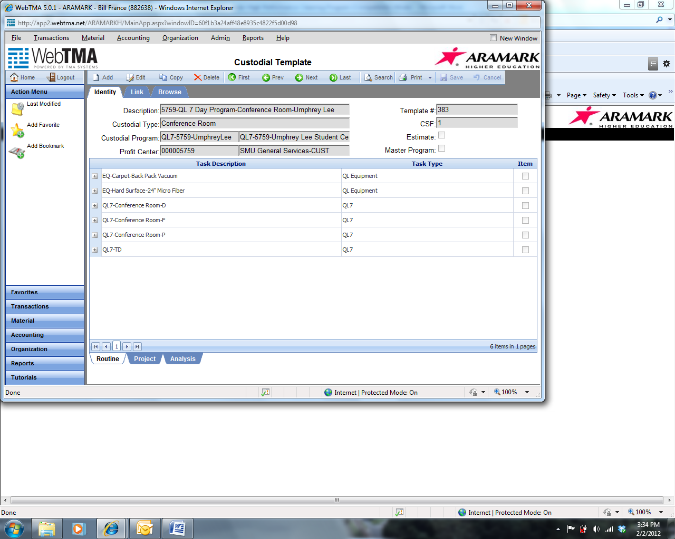


*b. What does WebTMA’s Custodial module do?*

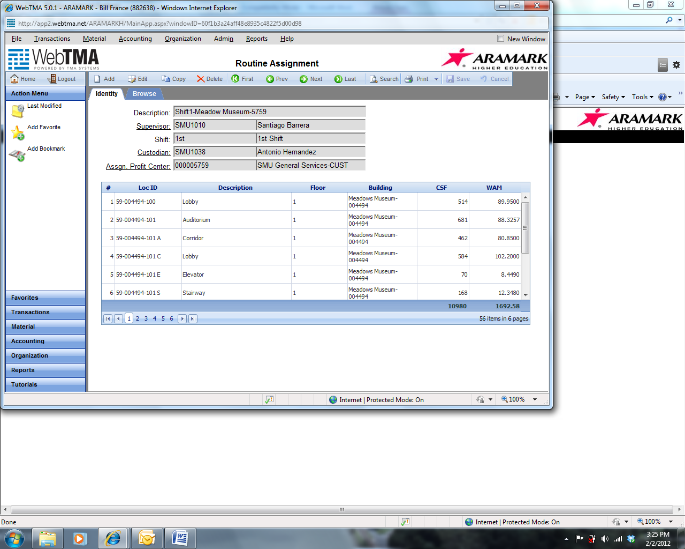
**(1) The Area Inventory** creates a listing of all of the rooms in The George Washington University and displays the cleanable contents each room (audit items in WebTMA language) and the cleaning tasks that Aramark will use to clean these contents on a daily and weekly basis. A future improvement will incorporate project cleaning as well but for the immediate future (2014 and forward) we will use an EXCEL workbook project calendar to accomplish the cleaning tasks in The George Washington University that occur less frequently (monthly or longer). This EXCEL workbook is described in the ProjectCare QL Training Manual referenced at the end of this HPCP. Following is a screen shot of the “Area” record in WebTMA which describes any room on campus.



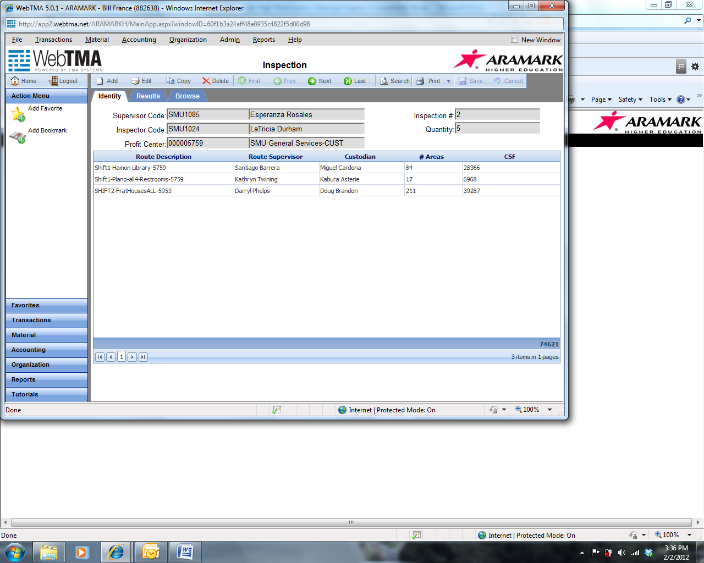
**(2) The Custodial Template describes the cleaning process that is defined for each type of room that any area will be classified as. These room types tend to follow the APPA standard for custodial staffing.**



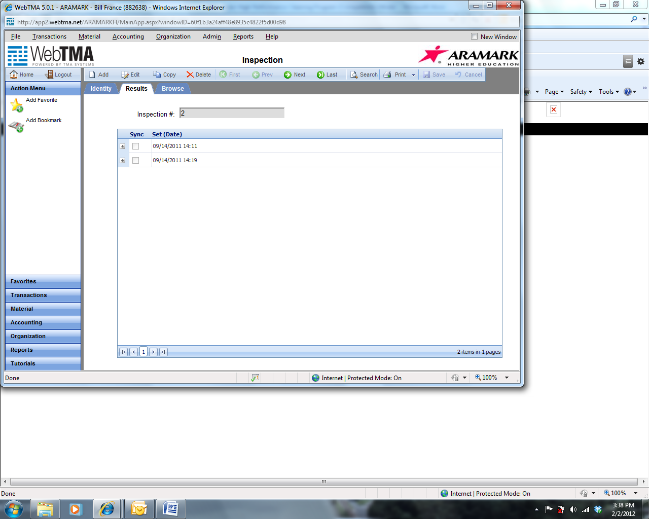
**(3) The Routine Assignment record** creates the weekly and daily cleaning schedules that each custodian will use for his/her daily shift. For The George Washington University this will detail the work done by all Aramark hired or GWU hired employees who will be performing cleaning tasks on campus. Below is a screen shot of the Routine Assignment record in WebTMA.



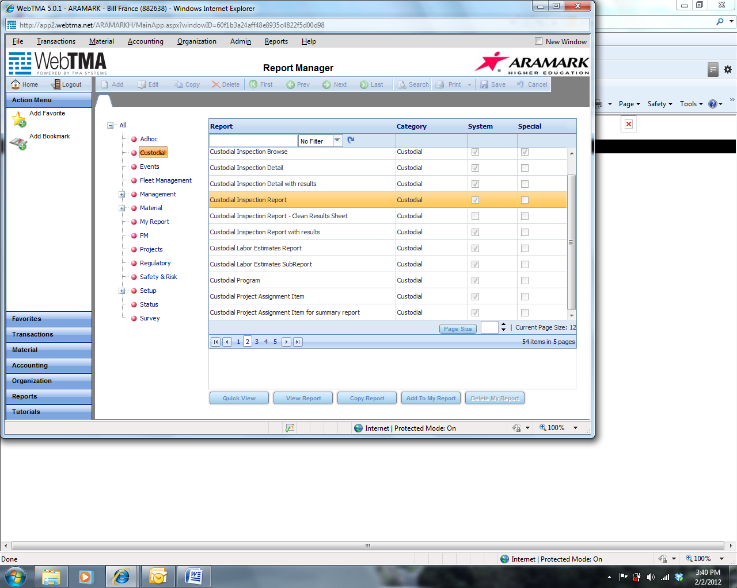
**(4) Inspections – In WebTMA’s custodial module there is a record for creating and managing on-going cleaning INSPECTIONS. The record for an inspection routine is shown in the screen shot below:**

****

**(5) Inspection method - Using this module, the housekeeping manager at The George Washington University will be able to develop inspection points (templates), link like type inspections together if needed (inspection link group), schedule inspections (generation), score them (scoring) and report them to others (history). Below is an example of a typical cleaning inspection “template” that will be usable at GWU to verify that all items per the cleaning specification were cleaned according to this green HPCP and procedure:**

****

**(6) Reporting Inspections: Using the Inspection record, and the ability to broadcast the inspections to supervisors on their handheld devices (iPhone, iPad, or iPad-Mini) allows them to record the inspection results as they tour their areas daily. A weekly requirement to inspect all rooms generated for them each day ensures that we can meet a 6 month projected goal to inspect 100% of the rooms on campus against our cleaning standard. The stated quality goal is to achieve 80% or higher routinely for all cleaning results.**

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c*. How do you go about setting up WebTMA Custodial Module for use?* WebTMA’s area inventory will be indexed either by an Aramark contracted consultant or by an Operational Excellence Manager (OpX) working in conjunction with the The George Washington University Aramark Custodial Management Team to input the area inventory, set up the initial routine assignments (work schedules) and build the inspection program that documents that the cleaning was done to standard on the scheduled basis. This is done within the first month of operations or shortly before The George Washington University begins a new semester. The indexing process takes anywhere from one week to three months depending on size of campus, availability of reliable as-built floor plans, and assistance from the campus architect. This involves the OpX Manager working alongside the Aramark Custodial Management Team on an iPad equipped with the WebTMA inventory application, setup for the basic account data, and then either measuring each room or using valid as-built floor plans to enter each room (area) definition. This is complimented by a walking inventory to validate contents in every room and to confirm the cleaning specification founds herein. When this is done, the housekeeping management team then has the inventory, the first schedules, and working inspection templates to begin documenting the cleaning processes in place.

d. *How will The George Washington University custodial management team be trained so they can maintain and use the WebTMA software for this cleaning HPCP?*

(1) Initially, the managers will be trained by the OpX manager during the indexing described above. After this, the managers will have access to the on line training program using the on-line training resources found on the WebTMA MyPage (opening login page). All the managers will have access as an employee to this web site. The TMA training was accomplished in MONTH PRIOR TO MAIN DATE BEGINNING OF THIS DOCUMENT on campus by OpX personnel.

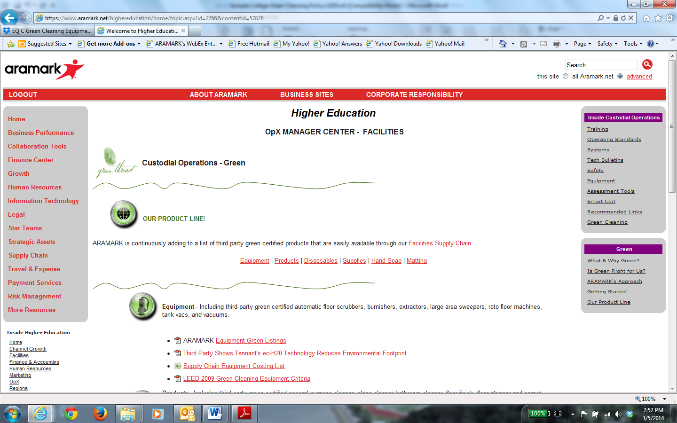
(2) Thereafter, there are routine training classes Aramark schedules to allow WebTMA users to advance their skill in using the software and there is a user group that meets regularly to enhance the skills of “super users” throughout Aramark to ensure every manager can get help as needed.

***14.5. Chemical Inventory***

1. The housekeeping manager will keep a working inventory of the following products for daily, weekly, and project cleaning tasks (projects are done monthly, or less frequently).
2. The following chemicals are shown in the quantities expected for use on a monthly basis:
   1. Blue Cleaning (EAW) from a Tennant Orbio machine – approximately 10 gallons per 10,000 square feet cleaned per month (this is an estimate – this must be measured and recorded by the manager and supervisor).
   2. Sanimaster 4 – 2 cases (8 gallons) yearly per building – this is our disinfectant
3. The following chemicals are shown in the quantities expected for annual use:
   1. Sanimaster 4 – 2 cases (8 gallons) yearly
   2. Glass Star – 1 case (4 gallons) yearly
4. The following chemicals are for project work specific to carpet cleaning by extraction and hard surface floor finishing and removal: EXCEPT where Blue Cleaning (EAW) is shown to do the necessary cleaning and these chemicals can be eliminated.
   1. RevitalizeTM Carpet and Upholstery Pre-Spray Cleaner – 1 case (4 gallons) on hand (may last longer than yearly)
   2. Fiber Fresh® Light Extraction Cleaner – 1 case (4 gallons) annually
   3. Zinc Free Floor Finish – 2 each 5 gallon pails
   4. Zinc Free Floor Finish Remover – 2 each 5 gallon pails
5. The George Washington University housekeeping manager will maintain a running list of the inventory on hand. The Veritiv purchasing module allows him/her to do this automatically and the on-line Supply Chain Management tools at Aramark.net allow him/her to keep a running account order using the Ecolab interface.
6. Labels – the housekeeping manager will ensure that all chemicals are properly stored and maintained with labels intact in accordance with EPA and OSHA regulations regarding the safe handling of such materials. All labels by Aramark providers are now converted to the Global Harmonized System (GHS) for product safety labeling (new international warning symbols and formatting).
7. SDS – the Safety Data Sheets for these products are at Appendix B and will be printed and posted in a RED 3-RING BINDER and maintained in The George Washington University housekeeper manager’s office and in a location that all the housekeepers will have ready access to on a daily basis. These meet the GHS criteria.
8. Aramark uses primarily ECOLAB Envirros products. These are ordered by Aramark managers on line at the Aramark.net intranet. This link takes the manager to the Supply Chain website listing all these products:

<https://www.aramark.net/highereducation/home/topic.aspx?id=2766&contentid=57826>

A web shot of this site is below:



The product listing showing the “Green Seal” approvals certified for the products can be found as well in our Training Manuals listed at the end of this document (WebLinks to where the manuals can be found, downloaded and red). Products are described with their Green Seal certifications at the beginning of each manual.

***14.6. Chemical Dispensers***

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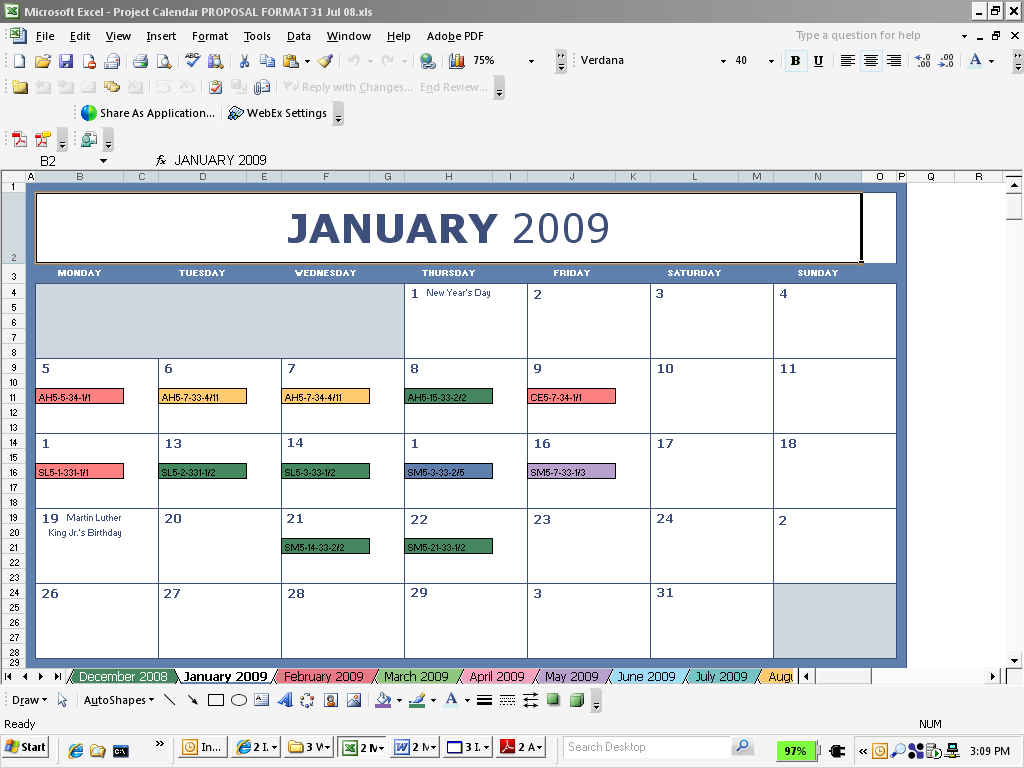
a. All products used will be the concentrated version of the product so that they may be used in the dispenser system illustrated above.

b. One of these dispensers will be located in every custodial closet at The George Washington University where any of the products are stored and used.

c. The above dispenser works to safely mix the product with water to the specified dilution rate shown on the product label. This dispensing system protects the housekeeper from any harmful VOC or other odor that may be present in these chemicals in their undiluted form and protects building occupants from any Indoor Air Quality issues that would arise from the housekeeper mixing the product by hand and using too much product (more than the label specifies).

***14.7. Project Calendar***

a. To ensure that all carpet and hard surface flooring, furniture, and other public fixtures that do not get cleaned daily or weekly are cleaned as appropriate, The George Washington University housekeeping manager will keep a project calendar similar to the one shown in the screen shot below of one done for a typical month at GWU:



Each of the color coded blocks above represents a scheduled area of flooring that will be either extracted (carpet) or refinished (removal and re-laying of a finish coating).

b. The manager uses the calendar first to ensure that every carpet and floor is scheduled for the specified cleaning frequency during a calendar year. Then, special items are added which for The George Washington University include the upholstered furniture and special care items such as metal surfaces in the lobby (door handles, handrails, etc) that have brass or similar surfaces that have to be shined or refinished occasionally to keep their shine.

c. As projects are completed, they are recorded directly on the calendar as being completed (the EXCEL file allows the manager to put a box underneath each project stating the completion. If a project is delayed due to scheduling conflicts, the manager moves the box to another date and records it finished there.

d. The calendar acts in tandem with inspections to record that all frequencies of cleaning are accomplished per the specifications in this HPCP and procedure manual.

***14.8. Green Cleaning Training***

a. There are three areas that each housekeeper has to be trained in yearly. These are

*(1) OSHA and EPA mandated safety topics*

(a) Fall protection – found in the STEP program Aramark uses

(b) Hazardous Communication – how to use the MSDS for chemical products

(c) Personal Protective Equipment (PPE) – how to use items such as gloves, goggles, aprons to protect against chemical spills. Includes the use of the wet floor signs.

(d) Lock Out Tag Out (LOTO) – familiarization for housekeepers with what maintenance personnel must do to protect building occupants and themselves from equipment when it is being worked on and must be de-energized (boilers, chillers, air handling units, elevators for example).

(e) Asbestos Awareness – even though The George Washington University will have no asbestos, OSHA requires this 2 hour course for all new employees and a brief yearly refresher course – the class makes sure the housekeeper is aware of what friable asbestos is and what asbestos containing materials are and what health effects result from exposure to air borne asbestos fibers.

(f) Blood borne pathogens – familiarizes the housekeepers with the risk of exposure to human body fluids due to the risk of contracting Hepatitis B or the HIV virus. Teaches how to operate an awareness program and what must be done if a housekeeper is accidentally injured by a sharp. The George Washington University will have the authorized needle collection boxes installed in the restrooms so that insulin users who are guests can safely dispose of their needles.

(g) Respiratory Protection and Confined Space Entry – these topics will not be required for the housekeeping staff and may be needed for the maintenance staff if The George Washington University has any confined spaces in its design.

(*2) LEED-NC and EB O&M based green cleaning topics:*

(a) Familiarization with this HPCP and procedure manual

(b) Awareness of how the actions of the housekeeping staff affects the environment – the class will cover the following subtopics:

[1] impact of chemicals on water – why we use green chemicals so we don’t impact waste water or ground water around The George Washington University

[2] impact of chemicals on the air – why we use dispensers to protect the housekeeper and building occupants from potential odors, smells, and airborne contaminants that affect Indoor Air Quality (IAQ)

[3] impact of the consumable products – why we try to use soap, paper, and plastic products that either themselves were made from recycled materials or will be disposed of in a way that allows them to be recycled. This ties into The George Washington University recycling HPCP as well.

[4] impact of equipment – why we use the Tennant FAST and Tennant ECHO machines that use little or no chemical (ECHO only uses water) and why we use the microfiber mops and the Pro-Team back pack vacuum cleaners due to their low ergonomic impact on the housekeeper and their high efficiency for cleaning.

[5] impact of walk off mats – why we use these as our first defense for the cleanliness of the building because they allow every person entering the building to deposit the dirt on their shoes before they enter the building. How this sustains the life of carpet and floor finish and therefore reduces the overall impact by reducing the need for additional cleaning that uses more energy and impacts the environment.

[6] impact of using schedules and project calendars – how this makes our work efficient and ensures that the building is kept clean so that it has an excellent indoor environmental quality.

[7[ impact of using hand sanitization processes and appropriate hand sanitizing chemicals and proper sanitization of “highly touched surfaces” (door knobs, computer mouse and keyboard, door plates, hand rails, etc) and how human disease (virus, MRSA, etc) are transmitted.

*(3) LEED-NC and EB O&M based sustainable maintenance of buildings*

(a) Make the employees aware of the work that the maintenance people do to ensure that The George Washington University HVAC systems and the electrical and mechanical systems function in a way that reduces the impact on the environment.

(b) Explain the five basic areas of LEED so the custodians can appreciate the breadth of lowered impact that a certified building has on the following planet resources:

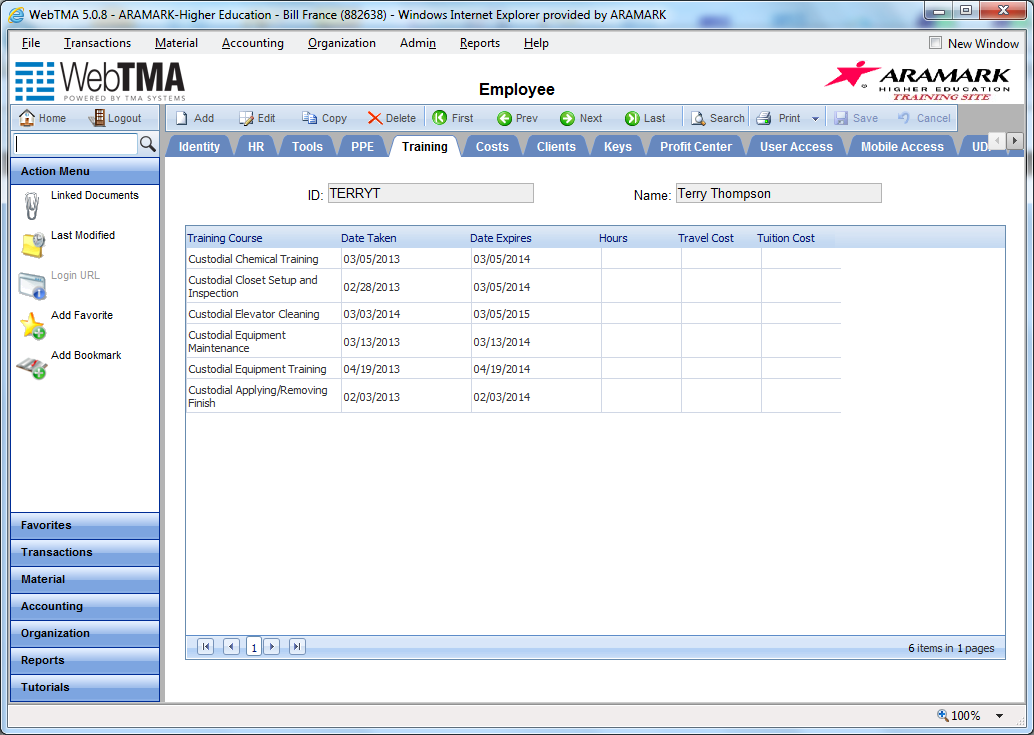
[1] Soil and land – Sustainable Sites – how a building impacts the natural earth and vegetation and reducing this impact. Explain the specific features that list-all-applicable-green-project-buildings was/were designed and built to accomplish here.

[2] Water – Water Efficiency – how a building’s use of potable water for people and irrigation impacts the availability of 2% of the earth’s most precious resource (clean water) and how a properly designed and operated building’s plumbing and irrigation systems can reduce the impact. Explain the specific features that list-all-applicable-green-project-buildings was/were designed and built to accomplish here.

[3] Earth and Atmosphere – how the building’s energy using features reduce the use of fossil fuels that pollute the air and affect the climate. Explain the specific features that list-all-applicable-green-project-buildings was/were designed and built to accomplish here.

[4] Material Resources – how use of supplies, equipment, chemicals, and every product purchased and used in the building affects the overall impact on our planet’s limited resources. Explain the specific features that list-all-applicable-green-project-buildings was/were designed and built to accomplish here.

[5] Indoor Environmental Quality – how the overall design and use of list-all-applicable-green-project-buildings makes the inside of the building(s) a pleasant, healthy place for humans to work in. This specifically is why the green cleaning HPCP exists and this needs to be pointed out to the custodians during this class.

b. The manager will ensure that these topics are scheduled in the WebTMA Employee records and scheduled therein. He/she will publish a monthly schedule to indicate to the housekeeping staff when and how they will be trained. The manager will keep a record of this training in two formats. The first is a sign in sheet that the WebTMA report manager can generate. This is especially critical for the OSHA topics but will work for all 3 areas of training listed above as well to document that the training was accomplished. The second documentation is the Employee record on the training tab for each topic taught. The tab shown in the screen shot below includes a record line for all training that the employee receives and this acts as a proof as well that the training was accomplished. 

***14.9. The George Washington University Cleaning Specification & Walk-Off Matting***

***List-all-applicable-green-project-buildings will be maintained at a minimum of APPA level 2 cleanliness (APPA cleaning levels are defined in Appendix A to this HPCP). Aramark will strive to keep these buildings at level 2 APPA. To do this the cleaning frequencies in WebTMA that default will be followed as the defaults are set to APPA level 2 cleaning. What follows describes what the cleaning tasks in WebTMA’s level 2 tasking accomplishes.***

a. The following cleaning frequencies are applied by default in WebTMA:

(1) **Restrooms:** Day Porters or assigned custodians will clean the restrooms (they get cleaned more than once a day)

(a) Restock all paper and soap twice daily or as needed during conference attendance

(b) Clean urinals, toilets, sinks twice daily or as needed during conference attendance

(c) Clean mirrors daily

(d) Clean stall dividers weekly

(e) Wet mop floor with microfiber mop daily

(f) Sanitize the floor once a week or more frequently as needed with Sanimaster4 4

(2) **Conference rooms:**

(a) Spot vacuum floors daily

(b) Remove trash and recycled materials daily

(c) Spot clean chairs, tables and desk tops daily

(d) Sanitize telephone receivers weekly

(e) Full vacuum floors weekly

(f) Low and high dust weekly

(3) **Office rooms:**

(a) Spot vacuum floors daily

(b) Remove trash and recycled materials daily

(c) Spot clean chairs, tables, and desk tops (open area only) daily

(d) Sanitize telephone receivers weekly

(e) Sanitize computer keyboard and mouse weekly

(f) Full vacuum floors weekly

(g) Low and high dust weekly

(4) **Lobby:**

(a) Spot clean floor daily

(b) Dust mop floor daily

(c) Low dust all surfaces daily

(d) Spot clean all touchable surfaces daily as needed

(e) Spot vacuum area rugs or small carpet areas daily

(f) High dust weekly

(g) Clean windows and doors with glass cleaner weekly (or as needed)

(h) Spot clean furniture as needed

(5) **Entrance areas and entrance vestibules**

(a) Clean door handles daily (spot clean)

(b) Clean glass as needed

(c) Spot vacuum the walk off mats daily (remove major dirt accumulation)

(d) Full vacuum walk off mats weekly (or as needed during winter or after rain storms)

(6) If a project building is a conference center then this applies: **Guest rooms** – done per room after a guest departs (check out)

(a) Spot clean (vacuum) floors daily

(b) Take out trash and recyclables

(c ) Make up bed (use fresh linen if soiled)

(d) Spot clean the desks and furniture as needed

(e) Clean toilet, sink and bathtub (or shower stall) using microfiber pad and All Purpose Cleaner (bowl cleaner if scale deposits are showing)

(f) Restock bathroom with fresh towels, wash clothes, soap, shampoo, conditioner, mouth wash, sewing kit, shoe cloth, and shower caps as needed. Recycle any items that are left empty by guest.

(g) After guest checks out – all of the above plus re-arrange all The George Washington University room contents according to the posted standard shown in the locker room (photos of what the GWU standard room will look like).

(7) **Corridors**

(a) Daily spot clean and vacuum carpet

(b) Remove recycled materials from collection zones to the loading dock sorting area

(c) Weekly perform a light extraction with Tennant 1610 Ready Space walk behind machine.

(8) **Kitchen area and dining rooms:**

(a) The kitchen staff is responsible for cleaning the main kitchen and will ensure daily that the floors are swept and wet mopped, all greasy surfaces (frying, grill, oven tops, and convection oven surfaces) are properly scraped clean by kitchen staff. They will ensure all cleanable surface areas are properly disinfected using Sanimaster4.

(b) Dining area – housekeeping staff will full vacuum floor daily and will clean all tables and chairs as needed.

(9) **Other areas not specified above:**

(a) All floors will be addressed at least monthly with either dry mopping or with wet mopping as needed (hard surface) or a full vacuum if carpeted.

(b) All cleanable surfaces above the floor will be dusted with a microfiber pad and cleaned as needed with All Purpose Cleaner

(10) **Projects**

(a) Carpet – as needed will be scheduled for a full extraction yearly

(b) Hard surface floor – as needed will be burnished quarterly and refinished bi-annually unless wear indicates more frequency is needed. NOTE: the zinc-free acrylic finish is not as durable as the older style acrylics Aramark used previously, so this frequency may be annually or semi-annually depending on traffic wear at GWU.

(c) Lights – clean quarterly as needed (dust and clean the lens and lamp)

(d) Vents – clean quarterly – remove dirt and dust in vent spaces with microfiber pad

(e) Hand rails – clean monthly with Sanimaster4

(f) Stairways – clean monthly by wet mopping floors

(g) Elevators – clean cab and entry space monthly

(h) Upholstered Furniture – shampoo yearly as needed

(i) Metal surfaces – shine and finish quarterly or as needed (the lobby surfaces may need to be done more frequently due to high guest traffic

(j) Mechanical, electrical, and other utility spaces – these closet like areas tend to be “out of sight – out of mind” – maintenance workers will clean behind themselves whenever they work in these spaces. Custodial service will dry mop the floors and dust as needed yearly.

(k) Dorm Rooms and Apartments – these are the responsibility of the student to clean and will be detail cleaned on a project basis at the end of the school year and during the summer months as needed if The George Washington University has special summer programs that will require dorms or apartments to be occupied.

***14.10. Use of green cleaning equipment***

The George Washington University housekeeping staff will have the following basic equipment: This link takes the manager to the Supply Chain website listing all these products:[https://www.aramark.net/highereducation/home/topic.aspx?id=2766&contentid=57826#equipment](https://www.aramark.net/highereducation/home/topic.aspx?id=2766&contentid=57826" \l "equipment)

* + 1. Tennant Orbio EAW supply – these are stationary devices located for custodial access that apply an electrical charge to tap water. The system ionizes the water so that in its negative charged ions it kills germs (sanitizes surfaces) and in its positive charged ions it picks up and removes soil and dirt from surfaces. No chemical is needed.
    2. Kaivac systems for public restrooms– this is “touchless cleaning” which uses the least invasive chemical process to clean restrooms quickly and sanitizes them efficiently.
    3. Tennant 1610 Ready Space with ECHO technology – this is the technology that uses ionized water to clean and does not require any chemical.
    4. Housekeeping Carts similar to those shown in the training manuals found at the URL links at the end of this document.
    5. Back pack vacuum cleaners – for the daily cleaning by the crews doing routine carpet cleaning. These vacuums are designed to be low impact on the worker’s backs and with HEPA filters they collect much more dirt and soil than older systems. These are more efficient for the workers than the older upright models.

***Appendix A – Definition of the APPA cleaning levels 1 through 5.***

**LEVEL ONE – ORDERLY SPOTLESSNESS**

Level one of APPA is defined as “**Orderly Spotlessness**”. This level is outlined as follows:

* Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
* All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges and fingerprints.
* Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate
* Trash containers and pencil sharpeners are empty, clean, and odor-free.

**LEVEL TWO – ORDINARY TIDINESS**

Level two of APPA is defined as “**Ordinary Tidiness**”. This level is outlined in the APPA standards as follows:

* Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days’ worth of dirt, dust, stains, or streaks.
* All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable with close observation.
* Washroom and shower tile and fixtures gleam, are odor-free, and supplies are adequate.
* Trash containers and pencil sharpeners are empty, clean, and odor-free

**LEVEL THREE – CASUAL INATTENTION**

Level three of APPA is defined as **“Casual Inattention”.** This level reflects the first budget cut, or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

* Floors are swept clean, but upon close observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners or along walls, can be seen.
* There are dull spots and/or matted carpet in walking lanes, and streaks and splashes on base molding.
* All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints.
* Lamps all work and all fixtures are clean.
* Trash containers and pencil sharpeners are empty, clean and odor-free.

**LEVEL FOUR – MODERATE DINGINESS[[3]](#footnote-3)**

Level four of APPA is defined as **“Moderate Dinginess”.** Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People are beginning to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning”.

* Floors are swept clean, but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt, and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
* All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks that will be difficult to remove.
* Less than 5% of lamps are burned out, and fixtures are dingy.
* Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

**LEVEL FIVE – UNKEMPT NEGLECT**

Level five of APPA is defined as **“Unkempt Neglect”.** This is the final and lowest level. The trucking industry calls this “just-in-time cleaning”. The facility is always dirty, with cleaning accomplished at an unacceptable level.

* Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust, and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
* All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
* More than 5% of lamps are burned out, and fixtures are dirty with dust balls and flies.
* Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

***Appendix B – the following URL web links take you to the Technical Training manuals that thoroughly describe the working elements of the High Performance Cleaning Program (HPCP) this document has described:***

The link below takes you to the **facility service custodial operation playbook** which describes Aramark’s overall brand:

<https://www.aramark.net/highereducation/home/basic.aspx?id=2944&contentid=248266>

Our process for cleaning management in **Flow Charts (Operating Standards)** is at this link below: <http://www.aramark.net/uploads/files/Education/K-12/Sales_and_G-Force/Facilities_Design_Manual/Re-Design%20Flow%20Chart.ppt>

The **ProjectCareQL Training Manual** is at this link below:

<http://www.aramark.net/uploads/files/Campus_Services/OpX/FloorCareQL_Manual%2001-25-07.pdf>

The **FloorCareQL Volume 1 on Hard Surface**:

<https://www.aramark.net/uploads/files/Campus_Services/OpX/FloorCareQL_Manual%2001-25-07.pdf>

The **FloorCareQL Volume 2 on Carpet**:

<https://www.aramark.net/uploads/files/Campus_Services/OpX/CarpetCareQL_Manual.pdf>

The **SpaceCareQL Manual**:

<https://www.aramark.net/uploads/files/Campus_Services/OpX/SpaceCareQL_Manual%2010-15-08(1).docx>

The **TouchlessCareQL Manual**:

<https://www.aramark.net/uploads/files/Campus_Services/OpX/Touchless%20Restroom%20Cleaning%20QL%20System.pdf>

1. CIMS-GB stands for the Cleaning Industry Management System – (for) Green Buildings – the International Sanitary Supply Association (ISSA) runs this certification program. [↑](#footnote-ref-1)
2. CIMS-GB stands for the Cleaning Industry Management System (for) Green Buildings and it is administered by the International Sanitary Supply Association (ISSA) who is the certifying organization. ARAMARK earned this in 2010. [↑](#footnote-ref-2)
3. The title for level 4 and 5 tells anyone they really don’t want this standard. [↑](#footnote-ref-3)