



University Policy: Green Cleaning

Policy Category: Sustainability

Subject: Cleaning

Office Responsible for Review of this Policy: Sustainability

Procedures: Appendix A – Green Cleaning Program

Related University Policies: American College and University Presidents Climate Commitment; Green Building Policy; Sustainable Purchasing Policy; Talloires Declaration; Zero Waste Policy

I. SCOPE

This policy applies to all cleaning products, equipment and practices conducted or contracted by the University.

II. POLICY STATEMENT

Consistent with American University’s strategic goal to “Act on our values through Social Responsibility and ... an active pursuit of sustainability,” and in accordance with the sustainability policies referenced above, the purpose of this policy is to advance social responsibility and environmental sustainability by utilizing cleaning products and practices designed to: improve energy, water, and material efficiency; utilize renewable materials; enable the University to attain carbon-neutrality or net positive renewable energy production; eliminate waste, especially hazardous materials; enhance the physical campus environment; and protect and enhance the health of the University community.

III. DEFINITIONS

Green Cleaning: the use of cleaning products and practices with less environmental impact than conventional products and practices.

US Green Building Council (USGBC) LEED Standard: is a Washington, D.C.-based 501(c)(3) nonprofit organization committed to promoting cost-efficient and energy-saving green buildings through the Leadership in Energy and Environmental Design (LEED) green building certification program. LEED is a voluntary, consensus-based national rating system for buildings designed, constructed and operated for improved environmental and human health performance, addressing all building types, and emphasizing state-of-the-art strategies in: sustainable site development, water savings, energy efficiency, materials and resources selection, and indoor environmental quality.

IV. POLICY

The University will conduct and contract cleaning services to be consistent with the requirements of the United States Green Building Council (USGBC), Leadership in Environmental Engineering and Design EB: O&M 2009 standards, as summarized in Appendix A – Green Cleaning Program.

V. FREQUENCY OF REVIEW AND UPDATE

Any party affected by this Policy may initiate review and update at any time. The Office of Sustainability will initiative review, and update if necessary, not more than three years from the effective date, or date of last review or update, whichever is most recent.

VI. EFFECTIVE DATE AND APPROVAL

This Policy is effective January 14, 2010.
Last reviewed and updated April 19, 2013.

This document was approved and signed by

Cornelius Kerwin
President

Donald Myers
CFO, Vice President and Treasurer

on July 31, 2013

Appendix A – Green Cleaning Program

American University's Assistant Director of Facilities Management, in collaboration with cleaning services contractor(s) as appropriate, is responsible for this Green Cleaning Program.

1. High Performance Cleaning Program

The university will reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants, which adversely affect air quality, human health, building finishes, building systems and the environment, by implementing the following:

- A staffing plan;
- A chemical use log;
- Tracking and reporting of purchasing of all cleaning products, materials and equipment;
- Training of maintenance personnel in the hazards, use maintenance, disposal and recycling of cleaning chemicals, dispensing equipment and packaging;
- Use chemical concentrates with appropriate dilution systems to minimize chemical use wherever possible;
- Use sustainable cleaning materials, products, equipment, janitorial paper products and trash bags, including microfiber tools and wipes;
- Use sustainable cleaning and hard floor and carpet care products as described in the Sustainable Cleaning Products and Materials section below;
- Use cleaning equipment as described in the Sustainable Cleaning Equipment section below.
- Conduct an audit in accordance with APPA Leadership in Educational Facilities' (APPA) "Custodial Staffing Guidelines" to determine the appearance of facilities; and earn a score of 3 or less.

2. Sustainable Cleaning Products and Materials

At least 30% of the university's total annual spend on cleaning products and materials, disposable janitorial paper products and trash bags will meet one or more of the following criteria: :

- Cleaning products and materials must meet Green Seal and/or EcoLogo standards for product categories in which a standard is available. Lists of Green Seal and EcoLogo certified products are available online: <http://greenseal.org/certification/environmental.cfm>; and http://www.terrachoice-certified.com/en/seeourcriteria/category.asp?category_id=21.
- Disinfectants, metal polish, floor finishes, strippers or other products not covered under "cleaning products and materials" must meet Green Seal and/or EcoLogo standards for product categories in which a standard is available. All cleaning products not covered by Green Seal and/or EcoLogo standards must comply with the California Code of Regulations maximum allowable VOC levels.
- Hand soaps must contain 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) and/or meet Green Seal or EcoLogo standards for hand cleaners.

- Disposable janitorial paper products and trash bags must meet Green Seal and/or EcoLogo standards for product categories in which a standard is available and/or meet the minimum requirements of the U.S. EPA Comprehensive Procurement Guidelines and/or be derived from rapidly renewable resources or made from tree-free fibers

Reporting

University units responsible for purchasing or contracting cleaning products shall provide the Office of Sustainability:

- ✓ Access to monthly documentation of all covered materials purchased and the total cost of these purchases;
- ✓ A calculation of the percentage of covered materials purchased that meet one or more of the specified sustainability criteria (on a cost basis).

Sample Green Cleaning Purchasing report

Total Cost of cleaning products and materials, disposable janitorial paper products and trash bags.								\$	
Date Purchased	Item Purchased	Purchasing Entity	Product Category	Standard(s)	Cost/Unit	QTY	Documentation	% of Purchase	Value
10/10/09	Brand bathroom cleaner	Aramark	Cleaning product	GS-37	\$10	25	Yes	25%	\$250
10/10/09	Brand toilet tissue	Aramark	Janitorial paper, trash bags	EcoLogo CCD-082	\$2	150	No	30%	\$300
Total sustainable purchases									\$550
Sustainable purchases as percent of total purchases									55%
The team has provided documentation from manufacturers or suppliers that verifies product compliance with the specified standards for the following percentage of the purchased value of the sustainable purchases listed above (must be 20% minimum, by cost, to demonstrate compliance.									45%

3. Sustainable Cleaning Equipment

The university will reduce exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely affect air quality, human health, building finishes, building systems and the environment by implementing a janitorial equipment program. At least 20% of the existing cleaning equipment servicing campus buildings and 100% of new equipment purchased for use in a project building during the building’s performance period will meet one or more of the following criteria:

- Vacuum cleaners meet the requirements of the Carpet & Rug Institute “Green Label” Testing Program - Vacuum Cleaner Criteria and are capable of capturing 96% of particulates 0.3 microns in size and operate with a sound level less than 70dBA.
- Carpet extraction equipment used for deep cleaning is certified by the Carpet and Rug Institute’s Seal of Approval Testing program for deep-cleaning extractors.
- 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 shall operate with a sound level less than 70dBA.
- Propane-powered floor equipment has high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sounds level of less than 90dBA.

- 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.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment is designed with safeguards, such as rubber bumpers, to reduce potential damage to building surfaces.
- Where appropriate, active micro fiber technology is used to reduce cleaning chemical consumption and prolong life of disposable scrubbing pads.
- A log is kept for all powered housekeeping equipment to document the date of equipment purchase and all repair and maintenance activities and include vendor cut sheets for each type of equipment in use in the logbook.

Reporting

University units responsible for purchasing, conducting, or contracting cleaning products, equipment or services shall provide the Office of Sustainability:

- ✓ Access to a log of the maintenance of each piece of equipment.

4. Indoor Chemical and Pollutant Source Control

The university will reduce exposure of building occupants and maintenance personnel to dirt and potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems, and the environment by:

- Employing permanent entryway systems (grills, grates, mats) at least 10 feet long in the primary direction of travel to capture dirt and particulates entering buildings at all public entry points;
- Developing the associated cleaning strategies to maintain those entryway systems as well as walkways. Public entryways that are not in use or serve only as emergency exits are excluded from this, as are private offices.
- When practicable, providing containment drains plumbed for appropriate disposal of hazardous liquid wastes in places where water and chemical concentrate mixing occurs for laboratory purposes.

Reporting

University units responsible for purchasing, conducting, or contracting cleaning products, equipment or services shall provide the Office of Sustainability:

- ✓ Product literature, including information about the size and physical qualities, or all entryway systems;
- ✓ A detailed cleaning and maintenance plan for permanent entryway systems and walk-off mats to manage the contaminants brought into buildings.

5. Floor Cleaning

The 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 occupants, such as occupants with asthma, other respiratory conditions, or sensitive or damaged skin.

- A written floor maintenance plan and log shall 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
- The duration between stripping and refinishing cycles should be documented

6. Hand Hygiene

The university shall develop strategies for promoting and improving hand hygiene, including the following:

- Hand washing
- Educational programming
- Posters in lavatories
- Use of alcohol-based hand sanitizers
- Alcohol-based hand sanitizers must be provided in each lavatory
- Hand soaps must not contain anti-microbial agents (other than as a preservative system), except where required by health codes or other regulations

7. Cleaning Chemical Safety

The university has developed guidelines addressing safe handling and storage of cleaning chemicals used in buildings, including a plan for handling hazardous spills or mishandling incidents.

- Strategies for chemical safety include:
 - Proper labeling to identify hazardous chemicals and provide hazard warnings for physical and health hazards.
 - Storing only compatible materials together. For example, strong oxidizers should not be stored with organic materials.
 - Storing chemicals in well-ventilated areas, away from direct sunlight or other heat source, and away from sparks, flames, static electricity or other sources of ignition.
 - Ensuring that all containers have secure lids/caps.
 - Stacking products so that they cannot fall over and always returning the product to its proper place after using it.
 - Periodically inventorying the chemicals to check for proper storage and check for damaged or corroded containers, signs of leakage or container pressure buildup and making sure empty or damaged chemicals are disposed of properly.
 - Wearing gloves and protective clothing if product is harmful when in contact with the skin and wearing goggles if product can harm the eyes.
 - Maintaining plans for managing hazardous spills or mishandling incidents.
- A log shall be kept that details all housekeeping chemicals used or stored on the premises
- Cleaning products procured for use in University buildings shall meet the requirements in LEED EB O&M 2007 IEQ credit 3.3
- Proper containment, storage and dispensing techniques should be implemented
- University will provide proper hot and cold water supplies and drain systems in janitorial closets for the use of chemical dispensing and dilution, where needed

- Portion-controlled dilution equipment or pre-measured pouches of chemical concentrates should be used, when chemical cleaners are used

8. Staffing and Training

The university will develop requirements for staffing and training maintenance personnel appropriate to the needs of the buildings. 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.

- Training records certifying each person's specific training dates shall be documented

9. Occupant Feedback

The university shall develop provisions for collecting occupant feedback and continuous improvement to evaluate new technologies, procedures, and processes:

- Implement an occupant survey and complaint response system
- Document survey results and remedial actions taken.