



**Southern New Hampshire University  
Green Cleaning Policy and Program  
Plan**

**SECTION 1: SCOPE**

This Policy and Plan addresses environmental best management practices for cleaning the interior of all Facilities Operations managed interiors in the Gustafson and the Green Center building. Specifically, it addresses purchasing sustainable cleaning, hard-floor and carpet products, and entryway systems; procuring sustainable cleaning equipment; developing and implementing standard operating procedures for effective cleaning; promoting and improving hand hygiene; developing guidelines for handling cleaning chemicals; developing staffing and employee training requirements; collecting and addressing occupant feedback; and establishing procedures for use of chemical concentrates and dilution systems.

This buildings are located at **2500 N. River Rd, Hooksett NH** and **80 East Side Drive, Hooksett NH**.

**SECTION 2: GOALS**

The goal of this Green Cleaning Policy and Plan is to reduce the contact of building occupants and maintenance personnel to potentially harmful chemical, and particle contaminants, which adversely impact air quality, health, building finishes, building systems and the environment.

**SECTION 3: RESPONSIBLE PARTIES**

Housekeeping Services Managers, with support from the Directors of Facilities Management, are responsible for developing and managing the implementation of the Green Cleaning Policy and Plan.

Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy and report all relevant activities to the aforementioned parties. To ensure an effective and coordinated effort, the managers responsible for overseeing the Green Cleaning Policy and Plan in each building shall review all proposed cleaning activities before implementation.

**SECTION 4: QUALITY ASSURANCE CONTROL PROCESS**

The parties responsible for SNHU Housekeeping Services shall periodically evaluate the success of the Green Cleaning Policy and Plan. This evaluation may include producing and providing a report on an annual basis to senior management. Whenever possible, the annual report shall include an evaluation of the performance, safety, cost and environmental/public health benefits achieved as a result of its implementation.

Prior to implementation, the responsible parties shall review all proposed cleaning activities. Upon reviewing proposed activities, the responsible parties shall determine if they meet the criteria of the Green Cleaning Policy and approve or deny action.

The responsible parties shall regularly communicate with all cleaning staff, and conduct regular site inspections and evaluations to ensure that the Green Cleaning Policy and Plan is in place and functioning. As intended, in addition to ongoing quality control measures, the responsible parties will review all practices and products (typically annually) to identify opportunities for improvement and expansion of environmentally friendly practices.



## **SECTION 5: CLEANING PRODUCTS**

### PERFORMANCE METRICS AND MEASUREMENT

The practices listed below shall be implemented to the extent practicable, with a target goal of 70% of products complying, based on cost. The responsible party will coordinate with vendors to track purchase rates of both compliant and noncompliant products.

### PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING PRODUCTS

Cleaning products and materials, including hard-floor and carpet-care products, used by SNHU housekeeping staff, shall, when possible, meet the requirements of EQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials.

Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, hard-floor cleaners, carpet cleaners, general-purpose cleaners, specialty cleaners, odor control, disinfectants, disposable janitorial paper products, trash bags, and hand soaps.

EQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials Criteria:

- The cleaning products meet one or more of the following standards for the appropriate category:
  - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
  - EcoLogo for cleaning and degreasing compounds
  - EcoLogo for hard-surface cleaners
  - EcoLogo for carpet and upholstery care
- Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or UL ECOLOGO shall meet at least one of the following standards for the appropriate category:
  - Green Seal GS-40, for industrial and institutional floor-care products
  - EcoLogo for digestion additives for cleaning and odor control
  - EcoLogo, for drain or grease-trap additives
  - EcoLogo, for odor-control additives
  - EcoLogo, for hard-floor care
- Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
  - U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
  - Green Seal GS- 01, for paper towels, tissue paper and napkins
  - EcoLogo Environmental Choice, for toilet tissue
  - EcoLogo Environmental Choice, for hand towels
  - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers
- Hand soaps meet one or more of the following standards:
  - No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (i.e., food service and health care requirements)
  - Green Seal GS-41, for industrial and institutional hand cleaners
  - EcoLogo for hand cleaners and hand soaps

## **SECTION 6: CLEANING EQUIPMENT**

### **PERFORMANCE METRICS AND MEASUREMENT**

All newly acquired cleaning equipment shall comply with the criteria listed below. The responsible party shall assign staff to track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment, with a target of 60% of equipment in compliance by January 1, 2018.

### **PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING EQUIPMENT**

#### **Purchase Criteria**

All new equipment acquisitions shall comply with the requirements of EQc3.4: Green Cleaning, Sustainable Cleaning Equipment:

- Vacuum cleaners meet the requirements of the Carpet and Rug Institute "Green Label" Testing Program- Vacuum Cleaner Criteria and are capable of capturing 96% of particulates 0.3 microns in size and shall operate with a sound level less than 70dB.
- Carpet extraction equipment for restorative, deep cleaning is certified by the Carpet and Rug institute's "Seal of Approval" Testing Program for deep-cleaning extractors.
- Powered floor equipment-e.g., electric and battery-powered floor buffers and furnishers-is equipped with vacuums, guards and/or other devices for capturing fine particulates, and operates with a sound level less than 70dB.
- Automated scrubbing machines are equipped with variable-speed feed pumps and onboard 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 rollers or rubber bumpers, to reduce potential damage to building surfaces.

#### **Record-keeping**

A log shall be kept for all powered cleaning equipment to document the date of purchase and all repair and maintenance activities. Vendor cut sheets for all equipment used onsite shall be stored onsite. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with the specifications.

## **SECTION 7: HARD-FLOOR AND CARPET MAINTENANCE**

### **PERFORMANCE METRICS AND MEASUREMENT**

Floor-care maintenance shall consistently be performed according to written protocols, without exception. QC checks will be used to ensure 100% adoption.

### **PRACTICES TO OPTIMIZE HARD-FLOOR AND CARPET MAINTENANCE**

- The floor and carpet maintenance program is designed to use few, or no, harmful chemicals; remove and eliminate irritating dust, dirt and other contaminants; and protect and preserve floors.
- To minimize chemical use, the frequency of stripping or removing coatings has been reduced to once annually unless additional is required, and the floor's longevity is still able to be maximized, thereby conserving cleaning and floor restoration materials and minimizing occupants' exposure to harmful chemicals.



## **SECTION 8: ENTRYWAY SYSTEMS**

### **PERFORMANCE METRICS AND MEASUREMENT**

Protocols promoting effective use of entryway systems shall be wholly adopted. Quality control checks shall be used to ensure 100% adoption.

### **PRACTICES TO OPTIMIZE USE AND MAINTENANCE OF ENTRYWAY SYSTEMS**

All entryways and entrances are equipped with walk-off mats:

- Walk-off mats at all primary entrances shall be cleaned daily. These systems shall be a minimum of 10 feet long in the direction of travel where practicable.
- The walk-off mats shall be professionally cleaned on a weekly basis and thoroughly vacuumed onsite on a daily basis. The flooring beneath the mats shall be vacuumed and mopped on a weekly basis as well.
- Secondary entrances shall also have walk-off mats to capture initial loose particles entering the building. These mats must be vacuumed daily, and the floor beneath shall be vacuumed and mopped on a weekly basis.

## **SECTION 9: HAND HYGIENE**

### **PERFORMANCE METRICS AND MEASUREMENT**

Protocols promoting hand hygiene shall be wholly adopted. QC checks will be used to ensure 100% adoption.

### **PRACTICES TO OPTIMIZE HAND HYGIENE**

- All restroom facilities, shall include appropriate hand soaps. (See Section 5.)
- Per regulations, hand-hygiene notices will be placed in all employee rest rooms.
- All hand soap and hand sanitizer dispensers are checked on a daily basis to ensure they are operational.

## **SECTION 10: HANDLING AND STORAGE OF CLEANING CHEMICALS**

### **PERFORMANCE METRICS AND MEASUREMENT**

Protocols governing safe handling and storage of cleaning chemicals shall be wholly adopted. QC checks will be used to ensure 100% adoption.

### **PRACTICES TO OPTIMIZE HANDLING AND STORAGE OF CLEANING CHEMICALS**

The following protocols have been established to mitigate spills, leaks and mismanagement.

#### **Storage**

- Cleaning chemicals are stored in single-locked janitorial closets on each floor. Workers access chemicals at the beginning of their shift and as needed.
- All cleaning chemical bottles are labeled with correct product safety, storage and usage information.

#### **Chemical Dilution systems**

(See Section 11)

#### **SDS Storage**

- The cleaning chemical suppliers are required to provide accurate SDSs for all chemicals delivered to the building.
- SDS information is -available to SNHU faculty, staff and students at <\\Enterprise.snhu.edu\Data\Snhu-Public\Public>

**Emergency Procedures**

All Staff members are trained to contact their manager if any type of emergency exists. If an accident occurs they are to report it immediately at which time direction will be given to them for proper care. Upon any building emergency the staff has been instructed to exit the building and meet at a pre-determined location.

**SECTION 11: USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS**

PERFORMANCE METRICS AND MEASUREMENT

Dilution systems and chemical concentrates shall be wholly utilized for the following product types:

Product Type	Manufacturer/Product Name	Sustainability Criteria Met
Restroom Cleaner	Buckeye International INC E16 ECO Acid Cleaner	Eco Certified
All Purpose Cleaner	Buckeye International INC E15 ECO Hydrogen Peroxide	Eco Certified
Floor Cleaner	Buckeye International INC E32 ECO Floor Cleaner	Eco Certified
Glass Cleaner	Buckeye International INC E12 ECO Glass Cleaner	Eco Certified
Heavy Duty Cleaner	Buckeye International INC E51 ECO Heavy Duty Cleaner	Eco Certified
Biobased Cleaner and Protectant	Genesan Enzysan 2000	UL Eco Certified

PRACTICES TO OPTIMIZE USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS

Chemical concentrates and dilution systems are used according to the procedures below to minimize risk to staff and occupants, and to conserve resources.

**Dilution System Description**

Solution Stations are located in most janitor closets.

**Protocol for Use**

Directions for use are located in the janitorial closets in each building.

**Maintenance**

General maintenance of the dilution control equipment is provided by Clean – O – Rama.

**SECTION 12: VULNERABLE BUILDING OCCUPANTS**

To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants , individuals with allergies and highly sensitive individuals, cleaning staff from custodial services shall only use low/no-VOC cleaning products; they shall perform routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high *level* of cleanliness thus minimizing the presence of irritants.

**SECTION 13: STAFFING AND TRAINING**

PERFORMANCE METRICS AND MEASUREMENT

All cleaning personnel shall receive regular training. Annual and online trainings are documented as provided.

## PRACTICES TO OPTIMIZE STAFFING AND TRAINING

All cleaning staff and managers shall receive environmental safety and health training, addressing, at minimum, hazards associated with the use, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

### **Training Topics**

- Employee safety and health compliance as it relates to the cleaning program
- Regulatory compliance standards-OSHA, EPA, and other local, state, and federal rules and regulations
- Employee performance improvement, such as accident prevention and record-keeping
- Compliance with health and safety rules, and regulation and confidentiality issues
- Safe chemical storage and handling
- Disposal and recycling of cleaning chemicals, dispensing equipment and packaging
- All employees participate in monthly safety training reviewing safety topics, they also watch a training video that covers overall safety regulations.

### **Annual Training Hours**

All workers shall receive a minimum of 1 hour of training monthly.

### **Staffing Plan**

To meet cleaning objectives within the building, minimum staffing requirements must be met. Factors such as occupancy rates, seasonal variations and other considerations should be taken into account when adjusting the staffing plan.

Under typical conditions, total cleaning staff time shall not be less than 24 hours per day. Generally, 1 staff member works 8 hours on day shift, afternoon shift 8 hours, and 8 hours night shift.

## **SECTION 14: OCCUPANT FEEDBACK AND EVALUATION OF NEW TECHNOLOGIES**

### **PERFORMANCE METRICS AND MEASUREMENT**

All guests and employees shall have a mechanism by which to provide feedback on cleaning practices.

### **PRACTICES TO OPTIMIZE OCCUPANT FEEDBACK AND EVALUATE NEW TECHNOLOGIES AND PROCEDURES**

SNHU Housekeeping Services will be implementing a collection system for gathering occupants' feedback about the green cleaning program. Occupants alert the Facilities Operations Center to any issues relating to the green cleaning program. In addition, management regularly researches and integrates new green cleaning technologies into the building's green cleaning procedures.

**SECTION 15: TIME PERIOD**

This policy shall take effect on January 1, 2018 and shall continue indefinitely or until amended and/or replaced by a subsequent green cleaning policy.

Signed and executed on this \_\_\_\_\_ day of

\_\_\_\_\_, 2017

Southern New Hampshire University

By:

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Housekeeping Manager

By:

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