

Facilities Management Operations and Maintenance

GREEN CLEANING POLICY\*

Oversight Parties:

Gary Buckman-Director of Facilities Operations

Service Building 11 (845) 257-3306

Kim Nelson- Assistant Director of Facilities Operations

Service Building 11 (845) 257-3380

Lisa Mitten-Sustainibility Coordinator

Service Building 9 (845)257-3325

Feb 2015

*\*This document meets the ISSA’s Cleaning Industry Management Standard – Green Building (CIMS-GB)*

**Contents**

**Introduction** 4

Intent

Sustainability Statement of Commitment

Three Pillars of Sustainability

**Objectives and Outcomes** 5

**Occupant Responsibility** 5

**Sustainable Purchasing**  5-8

Requirements (Cleaning Materials & Products)

Requirements (Equipment)

**Green/High Performance Cleaning Program** 8-9

**Hand Hygiene** 9

**Integrated Pest Management** 9-10

**Exterior Hardscape** 10-11

**Indoor Air Quality** 11

**Pollutant Source Control** 11

**Resource Conservation** 11

**Waste Reduction/Diversion** 12

**Occupant Health and Safety** 12

**Worker Health and Safety** 12

**Packaging** 12

**Storage** 12-13

**Training** 13

**Floor and Carpet Care Logs** 13-14

**Scope of Work** 14

**Contents**

**Frequency Minimums** 14

**Periodic Audits/Assessment** 14

**APPA Appearance Assessment** 14

**Regulatory Compliance** 15

**Definitions and Glossary** 15-17

**Resources** 17

**Introduction**

Building environments have a significant impact on human and environmental health, worker productivity and overall sustainability. Based on extensive industry research focused on building maintenance and operations, technology and cleaning science, SUNY New Paltz has identified the best tools, products and practices for maintaining sustainable buildings that protect human health and the environment. This policy adheres to the ISSA Cleaning Management Standard – Green Building Standard.

**Intent**

This policy is intended to identify maintenance and operations best practices and guidelines for minimizing building impact on human health and the environment. Compliance with this policy allows SUNY New Paltz to create a building environment that minimizes waste, uses more sustainable products and systems, and uses energy as efficiently as possible.

**Sustainability Statement of Commitment**

SUNY New Paltz is committed to maintaining and operating buildings in the most sustainable way. We define sustainability as operating “to meet the needs of the present without compromising the ability of future generations to meet their own needs,” particularly with regard to use and waste of natural resources.

**The Three Pillars of Sustainability**

Sustainability is often defined as the “triple bottom line” or as having three pillars: People, Planet and Profit. A balance of these three pillars is essential to achieving sustainability. This policy includes elements that address all three.

* **Social Responsibility (People):** SUNY New Paltzwill follow fair and beneficial business practices with regard to employees and the community in which the company conducts its business.
* **Environmental Issues (Planet):** SUNY New Paltz will adopt and adhere to sustainable business practices to have as little impact on human health and the environment as possible.
* **Economic Issues (Profit):** SUNY New Paltz will conduct business with not only social and environmental impact in mind, but also with the best economic outcome possible.

**Objectives and Outcomes**

* Implement and follow practices that promote sustainability, including steps to reduce buildings’ impact on human health and the environment, increase efficiency, and reduce waste, both in SUNY New Paltz’s operations and those of its suppliers.
* Promote health, safety and productivity throughout the organization through quality maintenance and operations of SUNY New Paltz’s buildings.
* Drive SUNY New Paltz’s long-term commitment to sustainability as a journey instead of a destination.
* Record and measure all sustainability practices for reporting, monitoring and continuous improvement purposes.

**Occupant Responsibility**

One of the primary objectives of this policy is to protect the health of building occupants. SUNY New Paltz will communicate the policy’s objectives and outcomes with building occupants organization-wide, with the message that occupants play a significant role in supporting the policy to ensure its success. SUNY New Paltz will ask occupants to provide feedback on maintenance and operations performance, objectives and outcomes.

**Sustainable Purchasing**

*CIMS-GB, 6.4*

SUNY New Paltz will follow a sustainable purchasing policy that is aligned with the U.S. Environmental Protection Agency’s Environmentally Preferable Purchasing Policy to protect human health and reduce the environmental impact of materials used in the operations and maintenance of buildings. The purchasing policy will identify and outline acceptable products, tools, equipment and materials based on product ingredients and packaging.

SUNY New Paltz will evaluate the items that are purchased for the building, identify more environmentally friendly alternatives, and establish a policy to purchase these alternatives when economically feasible. The organization will work with suppliers to identify environmentally preferable products that meet the needs of the building.

**Requirements (Cleaning Materials & Products):**

*CIMS-GB, 6.4*

SUNY New Paltz will implement sustainable purchasing for cleaning materials and products, disposable janitorial paper products and trash bags. Cleaning product and material purchases include items used by in-house staff and/or outsourced service providers.

The cleaning chemicals meet one or more of the following standards for the appropriate category:

* Be certified by Green Seal or Environmental Choice, or be recognized by the U.S. Environmental Protection Agency’s Design for the Environment Program (DfE), or California Code of Regulations maximum allowable VOC levels for the specific product category
* Meet the requirements of the Alternate Qualification provision set forth in Section 6.4.6. Alternative Qualification: A product shall be deemed in compliance with the criteria of Section 6.4.3, 6.4.4, or 6.4.5 if there is independent documentation verifying that the product meets the applicable certification/ recognition criteria referenced in the section. The required verification shall be provided by one or more independent, third-party laboratories.
* A minimum of sixty (60) percent, by purchase cost and calculated per building, of the chemical products specified in Section 6.4.3 that are provided by the organization and used in buildings to which this section applies (listed in Section 6.1.2) shall meet one of the applicable compliance criteria.

Disposable janitorial paper products and trash bags: This provision only applies to those purchases that are in the control of the organization.

Products in this group include:

* Paper towels and napkins
* Facial tissue
* Toilet tissue
* Hand towels
* Kitchen towels
* Plastic trash bags
* A minimum of fifty (50) percent of products in this group shall be certified by Green Seal or Environmental Choice, or meet the requirements of the Alternative Qualification provision set forth in Section 6.4.6., or comply with the U.S. Environmental Protection Agency’s Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners, or be derived from rapidly renewable resources or made from tree-free fibers by purchase cost and calculated per building, of the products specified in Section 6.4.4 that are provided by the organization and used in buildings to which this section applies

Hand soaps: This provision only applies to those purchases that are in the control of the organization. Products in this group include:

* Industrial and institutional hand cleaners and soaps
* Certified by Green Seal or Environmental Choice, or be recognized by the U.S. Environmental Protection Agency’s Design for the Environment Program (DfE), or Meet the requirements of the Alternative Qualification provision set forth in Section 6.4.6.
* A specified percentage of products in this group shall be free of antimicrobial agents (except as a preservative and unless required by health codes and other regulations)
* A minimum of sixty (60) percent, by purchase cost and calculated per building

**Requirements (Equipment):**

*CIMS-GB, 6.5*

SUNY New Paltz will use janitorial equipment that reduces building contaminants and minimizes environmental impact. The cleaning equipment program includes the following:

* 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 70dBA
* 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.
* 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 70dBA.
* 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 90dBA.
* Automated scrubbing machines are equipped with variable-speed feed pumps and on-board chemical metering, or use dilution control system for refilling or use only water and no added chemical cleaning products.
* Battery-powered equipment is equipped with environmentally preferable sealed batteries such as Lithium-Ion, absorbed glass mat or gel cell.
* Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
* Equipment Inventory List: The organization shall maintain a list of all powered equipment that, at a minimum, includes:
  + Identification of each type of equipment by make and model
  + Number of pieces in use
  + Date of purchase
  + Purchase cost
  + Applicability of relevant sustainability criteria (Section 6.5.2)

The SUNY New Paltz shall purchase and use in buildings to which this section applies. The percentage shall be calculated per building and shall be either:

* A minimum of sixty (60) percent, by either purchase cost or number of units, or
* A minimum of thirty (30) percent, by either purchase cost or number of units, in which case the organization shall also have a purchasing policy specifying that new cleaning equipment must meet the applicable criteria.

**Green/High Performance Cleaning Program**

*CIMS-GB, 6.2*

SUNY New Paltz will follow sustainable cleaning procedures to 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.

SUNY New Paltz will have in place a high-performance cleaning program, supported by its green cleaning policy that includes the following:

* Staffing: Determination of staffing levels shall be compliant with Section 2.1.1(Workloading) and 2.1.3.4 (Staffing Plan).
* Training
* Supervisor Training: The organization shall comply with the training requirements set forth in Section 3.5 (Management Training).
* Worker Training: The organization shall comply with the training requirements set forth in Section 3.6 (Cleaning Personnel Training).
* Safety Training: The organization shall comply with the safety training requirements of Section 4.1 (Regulatory Compliance), including the requirement to provide employees with training on the use and hazards of chemical products.
* Green Cleaning Training: There shall be a written curriculum for green cleaning training of cleaning personnel and documentation that personnel have been trained.
* Chemical Handling, Storage and Disposal: The organization shall meet the chemical handling, storage and disposal requirements set forth in Sections 4.1.1 & 4.1.2.
* Floor Care Log: The organization shall have a written floor maintenance plan for the buildings listed in Section 6.1.2 that tracks:
* The number of coats of floor finish applied as base and top coats
* Scheduled maintenance and restoration procedures and dates
* Carpet Care Log: The organization shall have a written carpet care plan for the buildings listed in Section 6.1.2 that includes scheduled maintenance and restoration procedures and dates.
* Hand Hygiene: The organization shall develop and adopt strategies for promoting and improving hand hygiene

**Hand Hygiene**

*CIMS-GB, 6.2.6*

SUNY New Paltz will develop strategies for promoting and improving hand hygiene, including both hand washing and the use of alcohol-based waterless hand sanitizers. SUNY New Paltz will communicate with building occupants proper hand washing techniques. Employees and other building occupants will be encouraged to wash hands after cleaning; after using the restroom; before eating; after coughing, sneezing or blowing their noses; after handling trash; after exposure to an ill person; and before going home.

**Integrated Pest Management**

*CIMS-GB, 6.7*

SUNY New Paltz will develop, implement and maintain an integrated pest management (IPM) plan, defined as managing pests in a way that protects human health and the surrounding environment and that improves economic returns through the most effective, least-risk option. IPM calls for using least-toxic chemical pesticides, minimum use of chemicals, use only in targeted locations and use only for targeted species. IPM requires routine inspection and monitoring. This only applies to the extent that the organization delivers integrated pest management services and only with respect to those buildings listed in Section 6.1.2 at which those services are provided. If the organization does not provide integrated pest management services, this section is not applicable. The plan must include the following elements:

* The organization shall have an integrated pest management plan that  
  addresses the management of pest populations inside the building. Such plan shall include:
  + Integrated methods, inspections, pest monitoring, and evaluation of the need for pest control.
  + Specification of the circumstances under which an emergency application of pesticides can be conducted.
  + The organization shall develop and implement a communication strategy that provides universal notification to building occupants of pesticide application.
  + The organization shall maintain a pesticide application log that indicates the type, quantity, and circumstance of any pesticides applied within a building.
  + The organization shall establish recordkeeping procedures for pest monitoring locations and actions taken to prevent or mitigate infestations.

**Exterior Hardscape**

*CIMS-GB, 6.8*

SUNY New Paltz will develop and implement an environmentally preferable, low-impact building exterior and hardscape management plan to help preserve surrounding ecological integrity. The plan will address maintenance equipment, snow and ice removal, cleaning of building exterior, paints and sealants used on the exterior, and cleaning of sidewalks, pavement and other hardscape.

This section only applies to the extent that the organization is the primary provider of building exterior services and only with respect to those buildings listed in Section 6.1.2 at which building exterior services are provided. If the organization does not provide building exterior services, this section is not applicable.

* The organization shall develop and implement an environmentally preferable, low-impact building exterior and hardscape management plan that helps preserve surrounding ecological integrity.
* To the extent that the organization delivers the following services, the plan shall address:
* Maintenance equipment
* Snow and ice removal
* Cleaning of building exterior
* Paints and sealants used on building exterior
* Cleaning of sidewalks, pavement, and other hardscape

**Indoor Air Quality**

SUNY New Paltz will enhance indoor air quality (IAQ) by optimizing practices to prevent the development of indoor air quality problems in buildings, correcting indoor air quality problems when they occur and maintaining the well-being of the occupants.

SUNY New Paltz willdevelop and implement on an ongoing basis an IAQ management program based on the EPA Indoor Air Quality Building Education and Assessment Model (I-BEAM).

SUNY New Paltz will survey building occupants and evaluate building systems to identify potential IAQ problems and implement an ongoing program to prevent these problems from occurring and to maintain a high level of IAQ. SUNY New Paltz will also include in the program a plan for preventing moisture accumulation and mold in the building.

**Pollutant Source Control**

*CIMS-GB, 6.6*

SUNY New Paltz will employ permanent entryway systems (grilles, grates, mats) at least 10 feet long in the primary direction of travel where space allows to capture dirt and particulates entering the building at all public entry points, and develop the associated cleaning strategies to maintain those entryway systems as well as exterior walkways. Public entryways that are not in use or serve only as emergency exits are excluded from the requirements, as are private offices.

SUNY New Paltz shall have an appropriate cleaning, maintenance and replacement plan for matting systems in place.

**Resource Conservation**

*CIMS-GB, 6.10*

SUNY New Paltz will, where possible, conserve resources, including cleaning materials, water, energy, and transportation used in the process of cleaning and maintaining buildings. When possible, SUNY New Paltz will specify solutions that save water and energy, such as waterless urinals, hybrid fleet vehicles, automatic restroom fixtures, day cleaning and source reduction.

**Waste Reduction/Diversion***CIMS-GB, 6.9*

Through the development and implementation of a waste management plan, SUNY New Paltz will facilitate waste reduction initiatives to reduce the amount of waste generated by building occupants that is hauled to and disposed of in landfills or incineration facilities.

The organization will evaluate the building’s waste stream and establish policies to divert materials from disposal in landfills or incineration facilities by encouraging the reuse and recycling of items.

**Occupant Health & Safety**

*CIMS-GB, 4.0*

SUNY New Paltz will demonstrate its capability to meet occupant environmental, heath and safety requirements. Based on these requirements SUNY New Paltz will develop, implement and communicate a policy for occupant health and safety.

**Worker Health & Safety***CIMS-GB, 4.2.3*

SUNY New Paltz will have a workplace health and safety policy. SUNY New Paltz will train and document training of workers on safe work practices. Management and employees will be trained to report and track any accidents and incidents. SUNY New Paltz and its staff will review the workplace health and safety policy at least once every 24 months.

**Packaging**

*CIMS-GB, 6.4*

SUNY New Paltz will use, when possible, highly concentrated cleaning products for their reduced environmental impact from packaging and transportation. Cleaning products will have adequate dilution control system. Packaging will be recycled when possible.

**Storage***CIMS-GB, 4.1.1, 4.1.2, 6.2.3*

SUNY New Paltz will develop guidelines that address the safe handling and storage of cleaning chemicals used in buildings, including a plan for managing hazardous spills or mishandling incidents. SUNY New Paltz’s storage guidelines will also include:

* Storage of corrosives, flammables and combustibles according to applicable OSHA, EPA and NFPA standards.
  + Separation of Incompatibles
  + Proper cabinets for storage of large quantities
  + Proper Labeling of containers
  + Minimal Storage
* A spill containment plan and documented employee training including but not limited to:
  + Knowing emergency number
  + Isolate area of Spill
  + Proper handling of small spills
* A waste disposal and recycling plan and documented employee training.

**Training***CIMS-GB, 6.2.2*

SUNY New Paltz will develop requirements for staffing and training of maintenance and cleaning personnel appropriate to the needs of buildings. Curriculum will specifically address the training of maintenance personnel in the hazards of use and in the disposal and recycling of cleaning chemicals, dispensing equipment and packaging. Management and workers will be trained in the following areas:

* Supervisor Training – Supervisors and managers will be trained on technical and leadership skills, when available. Currently available through Hillyard University online and GOER(Governor's Office of Employee Relations)
* Worker Training – Workers will be trained on customer service skills, technical skills and personal development, when available. Currently available online through Hillyard University with monthly training and GOER (Governor's Office of Employee Relations) when available.
* Safety Training – All employees will go through safety training as required by regulations, including safe handling and use of hazardous materials and chemicals, annually. Annual training provided and track through Campus Environmental Health & Safety Office.
* Green Cleaning Training – Cleaning personnel will be trained according to the organization’s green cleaning curriculum. This is currently on line program, through Hillyard.
* All training will be documented. /Trainings are documented through a online software program provided through Hillyard.

**Floor and Carpet Care Logs***CIMS-GB, 6.2.4, 6.2.5*

SUNY New Paltz will have a written floor maintenance plan and carpet care plan for buildings. The plan will include:

* The number of coats of floor finish applied to floors as base and top coats.
* Scheduled floor maintenance and restoration procedures by dates.
* Scheduled carpet maintenance and restoration procedures by dates.

**Scope of Work**

*CIMS-GB, 1.1.1*

SUNY New Paltz will define cleaning service requirements with a site-specific scope of work describing cleaning service requirements. Cleaning service requirements will align with SUNY New Paltz’s mission and values. Any changes to cleaning service requirements will be documented.

**Frequency Minimums***CIMS-GB, 1.1*

SUNY New Paltz will measure and document cleaning performance against the scope of work and performance outcome requirements. Supported by customer feedback surveys, inspections and level of complaints, SUNY New Paltz will determine when it is necessary to adjust cleaning frequencies for the best cleaning performance and customer satisfaction. Frequency minimums will be set based on impact on occupant health and overall risk.

**Periodic Audits/Assessment***CIMS-GB, 6.1.3, 6.3*

SUNY New Paltz will implement measurement tools, an annual questionnaire, conducted through survey monkey, of customer feedback and a continuous improvement plan, conducted by Custodial Supervisors, using audit software, to periodically evaluate the effectiveness of the green cleaning program, including technologies, procedures and processes.

**APPA Appearance Assessment**

*CIMS-GB, 6.3*

SUNY New Paltz will conduct an audit in accordance with APPA Leadership in Educational Facilities’ “Custodial Staffing Guidelines” to determine the appearance level of the facility. SUNY New Paltz will require that facilities score 3 or less.

If areas are identified as falling below the expected standard, SUNY New Paltz will make improvements to the cleaning program accordingly.

**Regulatory Compliance***CIMS-GB, 4.1*

SUNY New Paltz will comply with all pertinent provisions of the federal OSHA Hazard Communication Standard and all comparable state requirements. The organization will comply with the following provisions:

* Develop, implement and maintain a written hazard communication program.
* Make readily available Material Safety Data Sheets (MSDS) for all hazardous chemical products.
* Maintain an inventory of chemicals that includes an accurate and complete list of all chemicals onsite.
* Train all employees who handle chemicals on the use and hazards of the chemicals.
* Ensure chemicals are used safely and properly, and according to manufacturers’ instructions.

SUNY New Paltz will also follow regulations for chemical storage and disposal, selection of Personal Protective Equipment (PPE).

**Definitions and Glossary**

**APPA (Leadership in Educational Facilities):** association for educational facilities management professionals that promotes excellence in all phases of educational facilities management, including administration, planning, design, construction, energy/utilities, maintenance, and operations.

**APPA Custodial Staffing Guidelines:** guidelines established by APPA, an association for educational facilities management professionals, covering five levels of clean used to assess facility appearance.

**Building occupants:** those who visit and work in buildings.

**California Air Resources Board (CARB):** governing board of California, also known as CARB, “clean air agency” for the California government.

**California Code of Regulations:** contains the text of the regulations that have been formally adopted by state agencies.

**Carpet and Rug Institute:** a nonprofit trade association representing the manufacturers of more than 95 percent of all carpet made in the United States, as well as their suppliers and service providers.

**Cleaning:** locating, identifying, containing, removing and properly disposing of undesirable substances from surfaces or materials.

**Environmental Choice:** an eco labeling program established by Environment Canada addressing more than 300 product categories to help cleaning product and services purchasers identify services and products that are less harmful to the environment.

**Environmentally preferable:** Executive Order 13423 defines “environmentally preferable” as “products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose.”

**Green cleaning:** the use of cleaning products and practices that have lower environmental impacts than conventional products and practices.

**Green Seal:** an independent, nonprofit certifier and science-based standards development organization. A Green Seal certification mark on a product means that it has gone through a stringent process to show that it has less impact on the environment and human health.

**MSDS (Material Safety Data Sheet):** a form containing data regarding the properties of a particular substance. Record of all MSDS is an important component of product stewardship and workplace safety.

**Management:** individuals who make decisions about how the organization is operated.

**NFPA (National Fire and Protection Association:** international, nonprofit association with a mission to reduce worldwide fires and other hazards that impact quality of life. The association provides and advocates consensus codes and standards, research, training and education.

**OSHA (Occupational Safety and Health Administration):** a government agency of the U.S. Department of Labor that is charged with maintaining safe and healthy work environments.

**OSHA Hazard Communication Standard:** a standard that addresses the issue of evaluating the potential hazards of chemicals, and communicating information concerning hazards and appropriate protective measures to employees.

**Rapidly renewable resources:** agricultural products than take 10 years or less to grow or raise and can be harvested in a sustainable fashion.

**Sustainable:** when sustainability is defined as operating “to meet the needs of the present without compromising the ability of future generations to meet their own needs,” something is sustainable when it is capable of being used with minimal long-term effect on the environment.

**Workers:** employees who deliver cleaning services.

**Resources**

*Definition of sustainability on page 4* – The United Nations. Statement made by Norwegian Prime Minister Gro Harlem Brundtland, 1989.

*Policy elements were written to comply with the following industry standards:*

* ISSA’s Cleaning Industry Management Standard for Green Buildings (CIMS-GB)