



GCA Services Group, Inc.™

Custom Green[®] Cleaning Program Policy



The GCA CUSTOM GREEN program offers a holistic approach to develop the most effective cleaning methods that protect human health and safety while reducing harmful impacts on the environment.



GCA Custom Green Cleaning Policy

- I. GCA Custom Green Cleaning Program to include corporate *Standardized Operating Procedures*:**
 - a. Cleaning procedures
 - b. Chemical handling
 - c. Tracking requirements
 - d. Equipment maintenance
 - e. Operations procedures
 - f. Communication protocols and requirements
 - g. Training and inspection programs
 - h. Record keeping and reporting procedures
 - i. Must be reviewed on an annual basis for possible revisions

- II. GCA Site Specific Custom Green Cleaning Program includes:**
 - a. Comprehensive communications plan (as established with the client) along with periodic effectiveness audit to protect human health and the environment.
 - b. Procedures for cleaning personnel to communicate with building management and occupants
 - c. Provide a system for feedback from building management and occupants
 - d. Floor maintenance plan to extend the life of flooring
 - e. Schedules of routine cleaning operations, periodical cleaning, equipment maintenance and operation, cleaning inspections, and accident preparedness plans (reviewed bi-annually)
 - f. Detailed description of how Custom Green cleaning procedures address high traffic and food preparation areas
 - g. Storage and chemical use, security of chemicals, and proper management of storage area
 - h. Proper ventilation concerning chemicals and recharging equipment
 - i. Address vulnerable populations (children, asthmatics, etc)
 - j. Address any sources of indoor contamination and pollutants
 - k. Special requirements of potentially hazardous materials including asbestos, and bloodborne pathogen standards
 - l. Cleaning of areas that have special concerns (inadequate ventilation, lighting, or restricted access)

- m. Seasonal or periodic of increased or decreased use
- n. Detailed description of the Integrated Pest Management program
- o. Any cleaning procedure that may affect frequency of cleaning or negatively impact human health or the environment
- p. Provide a detailed Bloodborne Pathogen Standard (OSHA Approved)

III. All powered equipment (scrubbers, burnishers, extractors, power washers, etc) must maximize the effective reduction of building contaminants with minimal environmental impact

- a. Vacuum cleaners meet Carpet and Rug Institute (CRI) Green Program requirements and operate at less than 70 dBA
- b. Carpet extractors must meet minimum CRI Bronze Seal Award
- c. Powered floor maintenance equipment must be equipped to collect and capture particulates while operating at a sound level of less than 70 dBA
- d. Propane floor equipment must have low emission engines certified by the California Air Resources Board under SORE program and equipped with catalytic and exhaust systems; may only be used while building is unoccupied
- e. Powered scrubbing machines must be able to dispense a variable rate of cleaning fluids to optimize the use of cleaning chemicals
- f. Quarterly maintenance program that inspects and maintains the performance of all janitorial equipment documented on a maintenance log

IV. GCA Custom Green Cleaning Program to use only *environmentally preferable products (where applicable)

- a. GS-37 = GP cleaners, floor, bathroom, glass, and carpet cleaners
- b. GS-40 = Floor finishes and floor strippers
- c. GS 41 = Liquid hand soap
- d. GS 1 = Toilet and facial tissue
- e. GS 9 = Paper towels and napkins
- f. Plastic trash liners may contain a minimum of 10% post-consumer recycled content

** A disinfectant is currently not eligible for Green Seal approval*

V. GCA Custom Green Cleaning Program will reduce chemical waste resulting in more efficient use of chemicals

- a. Provide written directions for cleaning staff in appropriate written or graphic languages for dilution of chemical cleaning products
- b. Track quantities of chemical use on at least a quarterly basis
- c. Use a chemical measuring and dilution control system
- d. Train all workers on effective use of cleaning chemical products

- e. Use appropriate technology for applying chemical product that does not waste nor result in overuse
- f. Provide directions for proper rinsing and disposal of used or empty chemical solutions
- g. Prevent other building areas from being adversely affected
- h. Reduce, minimize, or eliminate the need for using cleaning chemicals when possible

VI. GCA Custom Green Cleaning Program will help reduce solid waste

- a. Purchase products and supplies in quantities to minimize the amount of packaging and container waste generated
- b. When possible, use reusable or microfiber technology in lieu of paper products (must only be used for two consecutive hours)
- c. Reusable or microfiber materials must be placed in a sealable container and washed prior to reuse
- d. Segregate & recycle all waste items (equipment) from cleaning operations

VII. Proper use and periodic maintenance of vacuums

- a. All vacuums must have filter or bag and changed or cleaned during manufacturers recommendations
- b. Vacuum bags must be inspected at least every two hours and changed or replaced when half-full
- c. Precautions taken to limit worker exposure to dust and particulate matter when cleaning and/or replacing bags and filters

VIII. GCA Custom Green Cleaning Program will keep all entryways free of debris and matting systems properly maintained

- a. Walk-off matting both inside and outside building entryways are 10-20 feet in length (6-10 feet of scraper/wiper matting and 6-10 feet of wiper matting) emergency exits excluded
- b. Matting is in accordance with appropriate daily maintenance schedule

IX. Hard Surface Floor Care

- a. Vacuum to remove and contain particulate matter from floor surface or use mops equipped with reusable or cleanable collection heads
- b. Heavy traffic areas (entrances, corridors, break areas, or primary work spaces) must be performed daily
- c. Provide reasonable notice to building management prior to performing any non-routine floor cleaning operations
- d. Apply restoration chemicals with mop or auto scrubber (NO SPRAY)
- e. Burnishers and buffers must have particulate collection or capture devices

- f. Restoration may only be performed on a “as needed” basis (no predetermined schedule)
 - g. Ensure proper ventilation during scrubbing and recoating operations
 - h. Minimum occupancy during floor stripping and refinishing
- X. Carpet Maintenance shall be vacuumed on a predetermined schedule to help extend the life span of soft surfaces**
- a. Heavy traffic areas may be vacuumed daily
 - b. Light traffic areas may be vacuumed periodically
 - c. Provide reasonable notice to building management prior to periodic light carpet cleaning and restorative cleaning
 - d. Carpet extraction on a as-needed basis (not on a regular schedule)
 - e. Carpets must dry in less than 12 hours after cleaning or extraction
 - f. Extraction must be scheduled during minimum building occupancy
 - g. Recommended to provide a interim maintenance (encapsulation) carpet cleaning program in lieu of carpet extraction
- XI. May use disinfectants in areas or surfaces where pathogens can collect and breed**
- a. Disinfectants and devices must be EPA registered
 - b. Dilution rate and dwell time according to product labels must be followed
- XII. All restroom care must be cleaned from high to low, toward the doorway with dry cleaning tasks performed prior to wet cleaning operations**
- a. Surfaces touched by hands must be cleaned and disinfected DAILY
 - b. Standing water or moisture on floor must be controlled and removed in a timely manner
 - c. Restroom cleaning equipment may only be used specifically for restrooms
 - d. Trash receptacles must be disinfected and liners pulled daily
 - e. Fill all drain traps on a regular basis
- XIII. Break Rooms & Dining Areas**
- a. All food preparation and consumption areas may be cleaned daily to protect human health
 - b. All surfaces that are touched by hands must be cleaned and sanitized DAILY
 - c. Waste containers likely to collect food waste must be covered, emptied when full, and cleaned/sanitized daily

- XIV. Trash Collection and Recycling**
- a. Remove general (office) trash and replace liners only when soiled from wet trash or prior to weekends or holidays
 - b. Dispose of trash in external, covered containers away from the immediate exterior of the building
 - c. Must mark recycling stations clearly and be accessible to building occupants
 - d. Food related recyclables must be collected and removed from the building prior to weekends and holidays
 - e. Must inspect and clean recycling areas and containers daily
 - f. Procedures for rinsing, separation, and locations of recyclable content must be communicated through building management
 - g. It is highly recommended to eliminate the use of trash liners if/where deemed appropriate
- XV. Collect and dispose of all indoor plant debris such as fallen leaves and flower petals**
(plants may not touch the carpet and may not be near HVAC vents)
- XVI. Schedule cleaning activities to avoid exposure to vulnerable populations**
- a. Adopt alternative cleaning practices that minimize chemical use
 - b. Chemicals must be used in well ventilated areas (blowers may be used to increase the rate of chemical dissipation)
 - c. Prevent the transfer of impacts from cleaning to other areas of building
- XVII. Communications must be in conjunction with building owners, facility managers, and building occupants**
- a. Provide a system for employees to provide comments and suggestions about workplace issues or improvements of the service
 - b. Provide communication of pest or maintenance issues within facility
 - c. Provide building occupants feedback to reduce the need of more intensive cleaning processes (reduce clutter or reporting of spills)
 - d. Provide a product list and contact person for facility (MSDS)
- XVIII. Proper care and maintenance of microfiber products**
- a. Microfiber may only be used for up to two hours of use prior to mandatory laundering
 - b. Microfiber must be laundered after two hours of use or when soiled
 - c. It is recommended to launder microfiber with warm to cool water temperatures, no bleach, and dry at a low setting (or air dry).

- XIX. Must provide initial, on-site or site specific and annual in-service training to employees**
- a. New hires must receive 12 hours of initial training followed by 24 hours of in-service training on an annual basis.
 - b. All cleaning personnel must be properly trained in handling of chemicals, P.P.E., equipment, and cleaning procedures prior to beginning independent work.
 - c. Safety training must be provided initially to all personnel to reduce and prevent ergonomic injuries and exposure to hazardous materials.
 - d. Site specific training must also be documented and retained at the facility for all current employees and one year for former employees.

***** GCA Services Group may conduct corporate on-site effectiveness audits and periodic monitoring to verify compliance**

