

<b>Area:</b> Operations	<b>Date Issued:</b> 2013-03-11
<b>Title:</b> Green Cleaning Policy	<b>Last Revision Date:</b> 2017-05-17
<b>Issued by:</b> Director of Operations, Facilities Management	<b>Approved by:</b> Assistant Vice-President, Facilities Management

## **Purpose**

FM has been involved in green cleaning practices for over 20 years with the early adoption of green cleaning chemical use. The Green Cleaning Policy will serve as a guideline for green cleaning standards and practices and supports Facilities Management's (FM) mission to provide the Dalhousie Community with a safe and sustainable environment that supports and enhances an inspiring experience in learning, living, working and research.

## **LEED Program**

Dalhousie's Green Cleaning Policy provides the policy framework for green cleaning at the University. The Goal of the policy is expressed in the policy purpose. Responsible Parties as articulated in the Applicability section includes Facilities Management custodial manager, supervisors and staff. Custodial Services report to the Director of Operations. A detailed Custodial Handbook has been created that outlines implementation procedures and quality assurance and control processes. The Office of Sustainability supports Facilities management with information and resources were required. Performance measurement metrics are tracked and reported on including workplace health, procurement and use of green cleaners and equipment, and APPA rating system for cleanliness.

## **Applicability**

Operations Unit Custodial Services Staff and Managers/Supervisors who administer the policy.

## **Policy**

Facilities Management is committed to providing a healthy work environment and reducing our collective ecological footprint.

This policy is relative to all Dalhousie University Campuses and focuses on interior cleaning including the purchase of sustainable supplies, materials and cleaning equipment.

The policy goals include:

- reducing the exposure of building occupants and custodial and maintenance personnel to potentially harmful and hazardous contaminants that may adversely affect air quality, human health, building finishes, building systems and the environment
- reducing the amount of products purchased and used thus reducing waste and costs
- purchasing sustainable flooring products that are durable and are suited to diverse occupant settings in a campus environment
- increasing waste diversion

- reducing energy and water consumption through intelligent equipment purchases and custodial practices

## **Procedure**

The Green Cleaning Policy establishes standards and practices for effective cleaning, carpet and hard floor maintenance programs.

The Green Cleaning Program will address the following areas:

### **1) Cleaning and Custodial Products and Use**

- The purchase and proper use of sustainable cleaning, custodial, and hard floor care products shall meet Dalhousie sustainability criteria for these products (Appendix A). These products will be used in cleaning throughout the interiors of Dalhousie buildings. Interiors of these buildings include all circulation and hallway areas, classrooms, laboratories, offices, conference rooms, restrooms, cafeterias, dorm rooms and recreational areas.

### **2) Cleaning Equipment and Use**

- The purchase and proper use of cleaning equipment shall meet Dalhousie sustainability criteria for these products (Appendix B).

### **3) Flooring Products**

- The purchase of flooring shall meet Dalhousie sustainability criteria for these products (Appendix C).

### **4) Hand Hygiene**

- Meet sustainability product criteria for hand soaps outlined in Appendix A.
- Follow recommended hand washing procedures provided by the Dalhousie Office of Environmental Health and Safety: [http://safety.dal.ca/programs\\_services/awareness/illness.php](http://safety.dal.ca/programs_services/awareness/illness.php)

### **5) Safe Handling and Storage of Chemicals**

- Follow recommended chemical spill response procedures as outlined in the Dalhousie Office of Environmental Health and Safety guide: [http://safety.dal.ca/programs\\_services/lab\\_safety/chemical/spill.php](http://safety.dal.ca/programs_services/lab_safety/chemical/spill.php)

### **6) Custodial Training**

- All employees will receive training and/or education to maintain knowledge of proper procedures for safety, tools, techniques, and pertinent environmental standards. This training will include:
  - Sustainability and health and safety goals at the University
  - Role & responsibilities of Custodial staff in meeting these goals
  - Overview of green cleaning policy and program
  - Waste management systems and sorting procedures
  - Proper handling of cleaning products, chemicals, and equipment; use and maintenance of equipment; cleaning procedures; use of dilution control measures, sequencing of cleaning steps, use of personal protective equipment; and the adequate disposal or recycling of cleaning materials and supplies
  - How to reduce and prevent ergonomic injuries and exposure to hazardous materials
  - Cleaning of entryway systems to reduce particulate matter entering the building

- Site-specific training will also be provided covering specific cleaning instructions, tailored procedural training (e.g. servicing areas for vulnerable populations) based on the needs of the facility and occupants, and hazardous communication standards.
- Custodial supervisors will receive additional training on:
  - Tracking the quantities of cleaning products and equipment
  - Sustainable purchasing criteria for products, equipment and flooring
  - Use of chemical measuring and dilution control system that limits worker exposure
  - Training records for each employee will be kept including a general outline of information covered, the name and qualifications of the trainer, and the date(s) and duration of the training or courses

## **7) Occupant Feedback and Continuous Improvement**

- Occupant feedback and continuous improvements to evaluate new technologies, procedures and process will be ongoing
- Custodial effectiveness assessments will be undertaken periodically in accordance with APPA standards and audits set out in Facilities' Custodial Staffing Guidelines
- Custodial practices will aim to reduce energy and water through actions such as turning on lights in cleaning areas only when needed and turning off lights when leaving if occupant areas are not in use

## **Standards**

### **Operating procedures**

- Residence and summer cleaning
- Regular custodial cleaning

## **Definitions**

FM = Facilities Management

FMP = Facilities Management Policy

HMIS = Hazardous Materials Identification System

SOP = Standard Operating Procedure

VOC = Volatile Organic Compound

## **Related Documents**

- Facilities Management Strategic Plan
- University Sustainability Plan
- Environmental Health & Safety Handbook
- Sustainable Cleaning Training Manual
- LEED Canada for Existing Buildings: Operations and Maintenance 2009 (LEED EB: O&M 2009).

## **Revision History**

2013-03-11 - Procedure Created

2013-04-16 -Revised

2013-05-20- Revised

2017-05-03 - Revised

## **Appendix A - Cleaning and Janitorial Products**

Cleaning products shall:

- have a neutral pH (closer to 7) compared to those with extreme pH (closer to 1 or 14)
- be readily biodegradable
- have no or low levels of dyes and fragrances
- have no or low VOCs
- have no carcinogens
- use materials derived from renewable resources compared to those from non-renewable resources
- have a high flashpoint compared to those with a low flashpoint as outlined on the product's MSDS
- have zero hazard rating from the HMIS (hazardous Materials Identification system) rating
- have multiple uses and be able to effectively be used with cold water
- be available as concentrates and/or concentrates used in dilution control

Janitorial products shall have:

- high post-consumer recycled content
  - no chlorine-bleaching
  - no use of de-inking solvents
  - consist of Micro Fiber cleaning tool technology where applicable
  - no triclosan in hand sanitizers and other cleaning products
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- Custodial products must meet EcoLogo and/or Green Seal certification where products are available.
  - Custodial products should be packaged in recycled packaging that is recyclable.
  - Preference shall be given to products that meet the goals of this policy to the greatest degree.

## **Appendix B - Cleaning Equipment**

Vacuums must:

- operate at a sound level below 70dBa and have 96% filtration
- have safeguards and be designed ergonomically to minimize vibration, noise and user fatigue
- be certified by the Carpet and Rug Institute or include similar criteria

Carpet extractors must:

- operate with a sound level below 70dBa and have 96% filtration
- have safeguards and be designed ergonomically to minimize vibration, noise and user fatigue
- be certified by the Carpet and Rug Institute or include similar criteria

Burnishers (dual speeds and low speeds) must:

- operate at a sound level below 70dBa have 96% filtration
- have safeguards and be designed ergonomically to minimize vibration, noise and user fatigue
- Shall operate with safeguards
- be equipped with vacuum guards and/or other devices for catching fine particulates
- be equipped with gel batteries when batteries are necessary

Floor scrubbers must:

- operate with a sound level below 70dBa
- have safeguards and be designed ergonomically to minimize vibration, noise and user fatigue
- be equipped with gel batteries when batteries are necessary
- contain variable speed feed pumps and on-board chemical metering

## **Appendix C – Flooring Products**

The preference for flooring material shall be guided by the following performance criteria:

- durability
  - low maintenance
  - reduction of product use
  - no or low VOCs (off gassing)
  - reduction of captured particulate matter
  - ability for reuse and/or recycling
  - meeting acoustic requirements of the space in question
- No floor shall be waxed or stripped unless it is one of the following types: tile, terrazzo, marble, stone and some quarry tile/ linoleum (to be determined by Custodial Services).
  - Flooring products should meet EcoLogo and/or Green Seal certification where products are available.