



September 2013

High Performance Green Cleaning Plan

901 Fifth Avenue

The Environmental Building Operations Policies are meant to be used by property managers to institutionalize environmental procedures within existing building operations. The policy provided herein covers sustainable purchasing. This policy is a requirement for LEED for Existing Buildings: Operations and Maintenance (LEED-EB OM). LEED-EB OM is a green building rating system developed and administered by the U.S. Green Building Council (USGBC). All policies and plans must meet the LEED prerequisite and credit requirements.

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I. Introduction

This plan establishes the best management practices for operating in a manner that takes into consideration the long-term health and environmental effects of cleaning practices. Green cleaning goes beyond using low environmental impact cleaning products. It also accounts for the impacts of the cleaning process, the waste stream of cleaning products and packaging, and the effects on human health and comfort.

Green cleaning choices directly impact health and well-being and help transform the marketplace by creating a greater demand for green cleaning products and services. The High Performance Cleaning Plan addresses this by employing environmentally responsible standards in cleaning practices. The High Performance Cleaning Plan, in conjunction with the Green Cleaning Policy, ensures that business practices and contracting of services support key environmental concerns.

The plan is based on the requirements of the LEED-EBOM 2009 rating system as excerpted from the LEED Reference Guide 2009 Edition.

II. Goal

The goal of the Environmental Building Operations Plan for High Performance Cleaning Plan is to utilize green cleaning products and practices to improve the indoor air quality of the building and to reduce the exposure of building occupants and maintenance personnel to contaminants that have an adverse effect on health and comfort. The requirements will include the all-encompassing nature of the cleaning program: staffing, chemicals, equipment and disposal.

Specific High Performance Cleaning Plan goals include:

- Select a vendor that is committed to the supporting the Green Cleaning Policy (EQp3).
- Develop an appropriate staffing plan to meet building needs and plans. This staffing plan is to be revised and communicated to building staff annually.
- Implement a comprehensive training program, to be reviewed and changed annually, for maintenance staff, which covers, at a minimum, the following areas:
 - Intent and goals of sustainable cleaning
 - Specific training on recyclable vs. non-recyclable products
 - Hazards, uses and disposal of cleaning products and chemicals
 - Appropriate dilution of chemical concentrates
 - Sustainable cleaning materials, products, and equipment, including the use of microfiber tools and wipes meeting the criteria outlined in EQc3.3 and 3.4. Expenditures in these cleaning aspects must be environmentally preferable, as stated in the EQp3 Green Cleaning Policy, 60 percent of the time by cost. The team should strive to reach environmentally preferable expenditures 90 percent of the time.
 - Proper care for hard floor and carpeted surfaces meeting sustainability criteria outlined in EQc3.3.

III. Responsibilities

The Property Manager will be responsible for informing all building personnel of this green cleaning policy and plan. Moreover, the Property Manager will be responsible for implementing the practices set forth in this document in order to ensure the standards specified within are upheld. The Property Manager may delegate certain duties relating to green cleaning to staffers but will bear ultimate responsibility for the effective implementation of the policy.

IV. Guidance for Implementation

TRAINING PROGRAM

Implement a high performance green cleaning training program so that each cleaner has been trained on the following procedures: safety, general cleaning, entryway maintenance, restroom care, hard floor care, carpet care, chemical mixing and dilution, tools and equipment, and chemical use, storage and disposal.

STAFFING PLAN

See Exhibit A.

CHEMICAL DILUTION SYSTEM

The use of a chemical proportioning and dispensing system provides a multitude of benefits and is an integral part of any green high-performance cleaning program.

- Effective use of resources by dispensing precisely measured amounts of chemical.
- Reduces waste of both chemical and packaging products.
- Minimizes employee contact with chemicals
- By reducing amounts of chemicals used, we reduce the amount of chemicals building occupants are exposed to.

USE OF SUSTAINABLE MATERIALS, PRODUCTS, EQUIPMENT, PAPER PRODUCTS, TRASH BAGS, INCLUDING USE OF MICROFIBER CLEANING TOOLS AND WIPES

Sustainability is the key to a green high-performance cleaning program.

- All paper products used in the project building should be Green Seal Certified GS9.
- Trash bags are high density plastic. High density bags can be thinner, reducing the amount of plastic used. We are also working to right-size the liners to better fit waste receptacles, which will reduce plastic waste.

- Microfiber wipes, dusters and mops are used for cleaning purposes.
- The main cleaning chemicals used in the building are Green Seal certified GS41A.
- Vacuums and burnishers used in the building meet EQ Credit 3.4 green cleaning equipment sustainability criteria.

USE OF SUSTAINABLE CLEANING, HARD FLOOR AND CARPET CARE PRODUCTS

The majority of the cleaning products used in the project building should meet GS41A criteria. The exceptions are disinfectants and bowl cleaners, which are, by definition, not green, and floor stripper.

Disinfectants are used only on touch surfaces and restroom fixtures, and bowl cleaner is specifically used to clean restrooms bowls, and both are used sparingly and only as required.

Green floor stripper is not an effective product. However, the use of a good quality floor finish eliminates the frequency of both stripping and waxing. We will not strip a floor until it is a necessity. After the existing floor finish is removed, we will refinish the floor, using a green finish. By implementing a floor maintenance program of effective scrubbing and burnishing, we can reduce the frequency of waxing while still maintaining a consistently clean look to the floors.

We utilize two methods of carpet cleaning: encapsulation and extraction. Green chemicals are available for carpet cleaning, and where effective, we will employ them.

Encapsulation eliminates the introduction of moisture into the carpet, which helps reduce the opportunity for mold to grow in warmer, damp areas of the carpet. Extraction, while introducing water into the carpet, often provides a cleaner carpet. It is possible to extraction clean a carpet in low- to moderate traffic areas, using hot water and no chemical, reducing the amount of chemicals introduced into the environment.

V. Performance Measurement

Performance will be measured through quantitative reports and evaluations throughout the year. For example, all cleaning-related purchases must be environmentally preferable 60 percent of the time (by cost) and will be recorded in the building's ongoing performance measurement and verification system. Evaluation of performance will be checked throughout the year with varying frequency and will use assessment tools noted below for quantitative analysis. In detail, performance measurement will be carried out in the following ways:

- Compliance with the requirements of the following LEED-EBOM credits must be reviewed and validated annually:
 - IEQc3.3 Sustainable Cleaning Products
 - IEQc3.4 Sustainable Cleaning Equipment
- Cleaning product and equipment expenditures will be tracked and reported through the building's performance measurement and verification tool quarterly in the property management reports to ensure the purchasing goals set forth in this plan are being met.
- Staffing levels and task assignments are to be reviewed and adjusted annually. Since the building occupancy is constantly changing the staffing plan is adjusted accordingly to the square footage each janitor is cleaning. APPA audits, inspections and spot checks will also be used to determine if staffing plan continues to be valid or if adjustments are necessary.
- An APPA audit will be performed at least one time per year to ensure that proper cleaning of the building was performed. This will include proper use of equipment and tools. The APPA audit will be tracked utilizing an excel spreadsheet provided by the preferred vendor. The results will be analyzed and compared to previous results
- Weekly, the preferred vendor account manager will spot check the site to ensure that policies and plans are in place and met.
- Nightly, the onsite supervisor will work with the staffers to train and support the green cleaning plan.
- Training records will be created for each staffer documenting the training received and the dates of such training.

VI. Quality Assurance

The Property Manager will ensure on-going quality and compliance with the Green Cleaning Policy and the High Performance Cleaning Plan by participating in regular meetings with the preferred vendor, conducting building inspections, reviewing quarterly performance measurement and verification reports, addressing concerns observed on site by staffer, tenants and vendors, and by conducting an annual review of the selected vendor to validate performance is meeting the goals set forth within this plan.

Exhibit A. Staffing Plan

901 5th Avenue Building Staffing

Name	Position	Schedule	Hours
Javier Corrosco	Day Porter	Mon - Fri	6:30am-3:00pm
Robert Halmsteiner	Foreperson	Sun - Thu	6:00pm-2:30am
Tawdros Alenu	Night janitor	Sun - Thu	6:00pm-2:30am
Mohamed Husein	Night janitor	Sun - Thu	6:00pm-2:30am
Marcellus Hood	Night janitor	Sun - Thu	6:00pm-2:30am
Jorge Munoz	Night janitor	Sun - Thu	6:00pm-2:30am
Meseret Workie	Night janitor	Sun - Thu	6:00pm-2:30am
Juana Alvarado Medina	Night janitor	Sun - Thu	6:00pm-2:30am

Exhibit B. Seattle Building Maintenance High Performance Green Cleaning Plan

LEED Compliance and Green Cleaning Plan

SBM staff operates under our High-Performance Green Cleaning (HPGC) system at all our client sites. The HPGC system is at the heart of what we do as a company, internally and for our clients.

High-Performance Green Cleaning (HPGC) is the cleaning methodology developed by Seattle Building Maintenance (SBM) to effectively and efficiently service our client's buildings. Through Industrial Engineering principles, continuous improvement and standards development HPGC is the framework through which our operations function. High Performance Green Cleaning is based on the requirements of LEED-EBOM 2009 on Green Cleaning.

Specialization

Rather than assigning work by area or zones (AKA "Zone Cleaning") HPGC is task-driven and work is assigned via specialization to Specialists who are trained for certain groups of tasks. Specialization allows for greater equipment utilization, which in turn leads to reduced equipment expenses and maintenance. Furthermore, the HPGC system drives quality with built-in quality monitoring procedures assigned to certain specialists.

The Specialists

Within HPGC there are four different types of specialists, each having an area of specialization to which they receive additional training. The four specialists are:

1. Light-duty Specialist ("Starter") – Waste removal, dusting, and surface cleaning
2. Vacuum Specialist ("Closer") – Vacuuming, quality and security inspections
3. Restroom Specialist ("Sanitor") – Remove waste, clean & sanitize fixtures/floors, fill dispensers
4. Utility Specialist ("Utility") – Miscellaneous tasks such as stairwells, lobby's, trash collection, threshold and elevator channel cleaning, etc.

Furthermore, the Starter and Closer work in a team system, with the Closer staggered behind the Starter so that they do not get in the way of one another on the job site. If the Starter observes something during their pass through that requires the Closer's attention they leave a "signal" that the Closer will recognize and attend to as required. Additionally, with the team system the Closer can check the work of the Starter; essentially giving each area the benefit of being reviewed by two sets of eyes.

Quadrants

The HPGC system is specifically tailored to that building's needs is developed. The resulting Quadrants are then utilized by the SBM Operations Team to service the building.

By dividing the cleanable area of the building into four close to equal sections, the HPGC Quadrants are created. These Quadrants dictate the scheduling for the Detail and Periodic cleaning that occurs within each quadrant. The following key illustrates the Detail and Periodic cleaning schedules that are standardized across all SBM job sites.

Periodic Cleaning Items

During the first workday (typically Sundays) of the week, the Periodic cleaning items are performed within the corresponding quadrant based on the week of the month. For example, Quadrant 1 is always serviced with Periodic items on the 1st Sunday of every month while Quadrant 3 is always serviced with Periodic items on the 3rd Sunday of every month.

Detail Cleaning Items

During the remaining 4 days of the week (typically Monday through Thursday), the Detail items are performed within the corresponding quadrants based on the day of the week. Quadrant 1 is always Detail serviced on Mondays, Quadrant 2 is always Detail serviced on Tuesdays and so on and so forth.

When a Quadrant is not scheduled for a Detail clean it receives a Routine clean.

Greener Materials & Equipment

SBM's HPGC system incorporates the use of consumable materials and equipment that aim to reduce the impact on humans and the environment while increasing the efficacy with which we service our client's buildings.

Visual Cues

Just like in World-class Manufacturing Plants, SBM's HPGC system uses visual cues and systems to simplify the operational aspects of the cleaner's duties. For example, our color-coded microfiber towels greatly reduce the chance of material and surface cross-contamination while making training easier. SBM has taken this one step further by color-matching our daily cleaning chemicals and spray bottles.

The SBM HPGC Color-coding System

- Yellow – Dusting: No chemicals or water is to be used.
- Blue – Mirrors, chrome and glass: Use only water or color-matched blue glass cleaner
- Green – General Purpose and surface cleaning: Use only color-matched green general purpose cleaner
- Red – Sanitization of toilets, urinals and fixtures.

Chemicals

SBM is constantly looking for ways to better our environmental footprint and has implemented the use of dispensing systems that automates the mixing of cleaning chemicals; thereby reducing waste and exposure to cleaning staff.

Main cleaning chemicals are all GS41A compliant. SBM also utilizes EcoLogo and EPA certified chemicals as needed.

By definition, disinfectants and floor strippers are not green.

Microfiber Towels

SBM utilizes microfiber towels for their vastly superior ability to clean surfaces. A study by UC Davis found that microfiber towels reduce the number of bacteria on a surface 300% more than a conventional material such as cotton. Additionally, microfiber towels require less cleaning chemicals and are highly reusable after washing.

Vacuum equipment

SBM utilizes battery powered back pack vacuums, allowing for more efficient cleaning and energy savings. At the same time, these units are NFSI approved, have CRI Seal of Approval, meet GS-42 Standards and Requirements, can contribute to EQ 3.7 LEED, and meet requirements GGHC, ES Credit 5. Have a noise level of 58dB.

Green Cleaning Program (HPGC)

The goal of the HPGC program is to provide the most effective and efficient cleaning of the buildings that SBM services, by using innovative methodology, equipment, and cleaning products that meet LEED standards.

The result is a cleaner and healthier work environment for all the occupants and guests of each building SBM services.

- SBM provides necessary staffing to clean the building
- SBM staff is trained in the HPGC System and regularly reviewed on site
- Use of dilution systems to minimize waste and exposure
- Purchase sustainable products (paper and cleaning) to maintain a minimum of 60%
- Purchasing cleaning equipment to meet the LEED 2009 EBOM guidelines for noise levels, CRI certification for vacuums, floor and other equipment to meet the protection and ergonomic standards by GS, EPA, CRI, etc – pertaining to LEED.
- Purchasing products with minimum packaging
- All cleaning products to use renewal source materials and comply with LEED EQ –c3 per 2009 LEED EBOM

Personnel

Each and every current and potential SBM employee undergoes a very strict vetting process prior to being hired on.

In addition to the initial job application and follow up interview - each person must clear **eVerify** (as administered by SSA and DHS); pass a criminal background check; pass a pre-employment drug screen; and receive an appropriate Predictive Index Survey evaluation.

Predictive Index Survey

Seattle Building Maintenance (SBM) has selected an assessment tool and consulting from the Predictive Index (PI) in order to place the right person in the right job, and then harness each person's unique behavioral strengths for maximum productivity and job satisfaction. PI enables the management of SBM to understand and utilize their employees' natural "behavioral strengths"—keeping them energized, productive and loyal. To do this, PI identifies individuals' motivating needs and workplace behaviors. Beginning with an analysis of the behaviors that are most effective in each job and coupled with the PI Patterns of the star performers in existing workgroups, SBM is able to identify desired behavior and motivating needs for each position on each team. This leads to a highly effective workforce and one of the lowest turnover rates in the industry.

Training

Every new employee goes through an orientation and initial training at the SBM office. At the orientation, we review the standards of conduct; performance expectations; safety policies and procedures; and reporting and payroll procedures.

The new employee then participates in an interactive video presentation of SBM's High Performance Green Cleaning (HPGC) method.

On Site Training

Once an employee is assigned to the site, he/she will have hands on training provided by a Night Supervisor. This consists of reviewing the duties and tasks assigned to their position and the particular expectations and safety policies and procedures for that site. The Night Supervisor works side-by-side with the new employee during the first week of their assignment. There is a daily follow up inspection for the following week, and spot inspections and review training at least twice a week until the end of the first month.

Ongoing Training

SBM employees review OSHA training topics once a month. As new equipment; supplies, and chemicals are developed and brought to the marketplace and onto the site - their training and education is updated.

SBM supervisors have a weekly training session to review established procedures and any new topics.

Quality Assurance

Quality Assurance is a team effort in which many SBM employees participate. From the janitorial staff, night and day supervision, management team, and ownership - SBM is committed to provide outstanding service and customer care.

SBM Client Services Manager will tour the building on a weekly basis with Property Management representative. Observations that merit recognition or correction will be recorded on the SBM Inspection Form and a copy of the form will be provided to Property Management. (See attached example)

Any items that need to be corrected will be communicated to the night staff that same day via the web based SBM Work Order System. The appropriate Supervisor will oversee the corrective work and a completion notice is sent back to Client Services. From there it is communicated to Property Management and we will make sure it was done to your satisfaction.

In addition to regularly scheduled building tours, the Client Services Manager will also perform unscheduled spot audits of the building.

Inventory Control

SBM has implemented two major electronic systems for inventory control. One is for equipment tracking; and the second is for key tracking.

FATS is our web based equipment tracking system. Each piece of equipment is barcoded and inventoried in FATS. It is a paperless solution that provides real time information on the status of each major piece of equipment (vacuums, floor machines, trash barrels, etc).

SBM performs three annual full inventory runs and occasional spot audits of individual buildings. Inventory and audits are performed using barcode scanners.

[Key Tracking](#) is our software solution for managing all keys entrusted to us by each of our clients. As keys or work assignments change, the associated keys and keyholders are updated in the system. The system provides information of returned keys, broken keys, newly issued keys, etc. We also utilize tamper resistant key-rings in all of our client sites.