



901 FIFTH AVENUE

**ENVIRONMENTAL BUILDING OPERATIONS
Green Cleaning Policy**

Revised December 23, 2013



**ENVIRONMENTAL BUILDING OPERATIONS POLICIES:
Green Cleaning Policy**

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 green cleaning. 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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1. INTRODUCTION

This policy establishes the best management practices for operating 901 Fifth Avenue 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 Green Cleaning Policy addresses this by employing environmentally responsible standards in cleaning practices. Through this Green Cleaning Policy, Unico ensures that business practices and contracting of services support the following key environmental concerns at 901 Fifth Avenue:

- *Water Conservation* – Reducing the use of potable water and contributing to the preservation of natural water supplies.
- *Indoor Air Quality* – Eliminating or managing volatile organic compounds and toxic off-gassing to maintain a healthy work environment.
- *Improved Live/Work Environment* – Providing a safe, comfortable, and accessible live/work environment for employees and building inhabitants
- *Bottom Line Improvements* – Green cleaning practices help encourage a competitive market for sustainable products and services which, in turn, will also lead to lowering costs.

The policy is based on the requirements of the LEED-EB OM rating system as excerpted from the 2009 edition:

LEED-EB OM Requirements EQp3 Green Cleaning Policy (Required, prerequisite)

Have in place a green cleaning policy for the building and site addressing the green cleaning credits and other requirements listed below. At a minimum, the policy must cover the green cleaning materials that are within the building and site management's control.

Purchase of sustainable cleaning and hard floor and carpet care products which meet the sustainability criteria outlined in EQ Credit 3.3.

Purchase of cleaning equipment meeting the sustainability cleaning criteria outlined in EQ Credit 3.4.

Establishment of standard operating procedures (SOPs) addressing how an effective cleaning and hard floor and carpet maintenance system will be consistently utilized, managed and audited. The SOPs shall address cleaning to protect vulnerable building occupants.

Development of strategies for promoting and improving hand hygiene, including both hand washing and the use of alcohol-based waterless hand sanitizers.

Development of guidelines addressing the safe handling and storage of cleaning chemicals used in the building, including a plan for managing hazardous spills or mishandling incidents.

Development of requirements for staffing and training of maintenance personnel appropriate to the needs of the building. Specifically include policies addressing the training of maintenance personnel in the hazards of use, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

Provision for collecting occupant feedback and continuous improvement to evaluate new technologies, procedures and processes.



2. GOAL

The goal of the Environmental Building Operations Policy for Green Cleaning 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.

Specific green cleaning goals have been set forth to reflect environmental concerns:

- Continually become more energy efficient by controlling polluting sources, streamlining cleaning processes, reducing the use of electric cleaning equipment, and using energy-efficient equipment when possible.
- Continually reduce the use of potable water for cleaning purposes.
- Minimize hazardous materials and chemicals in the cleaning process in order to continuously improve the indoor air quality and overall health of the work environment.
- Minimize material waste with efficient cleaning practices and products

3. SCOPE

The scope of this Green Cleaning Policy includes products and equipment used for the daily cleaning and light duty maintenance of 901 Fifth Avenue's interior spaces. This includes, but is not limited to, the cleaning of common lobbies, hallways, restrooms, kitchenettes, elevators, and other public spaces. Tenant spaces are also included in the scope of this policy. The policy specifies expectations regarding cleaning products, procedures, and communications among occupants and those responsible for cleaning, as well as safety and legal requirements.

4. RESPONSIBILITIES

Unico's property manager will be responsible for informing all Building personnel and 901 Fifth Avenue tenants of this Green Cleaning Policy. Moreover, the janitorial service company contracted with Unico will be responsible for implementing the practices set forth in this document in order to ensure the standards specified within are upheld. The janitorial service company may delegate certain duties relating to green cleaning to staffers but will bear ultimate responsibility for the effective implementation of the policy.

5. TIME PERIOD

This policy will start on June 1, 2013. The performance period which this policy is in effect shall be no longer than a year, at which point the policy will be reviewed and updated.

6. PERFORMANCE METRIC

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 Unico'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:

Performance will be measured through compliance with the requirements of the following LEED-EB OM credits:

- EQc3.1 High-Performance Cleaning
- EQc3.2 Custodial Effectiveness Audit
- EQc3.3 Sustainable Cleaning Products
- EQc3.4 Sustainable Cleaning Equipment
- EQc3.5 Entry Way Systems



7. PROCEDURES AND STRATEGIES

A. Source Control of Pollutants

Pollutant source control must address both contaminants that are tracked in on clothing and shoes, and those that are emitted within 901 Fifth Avenue by equipment and housekeeping products. Controlling the source of pollutants (which includes, but is not limited to, debris, dust, dirt, or any other unwanted particles or gases) helps minimize the distribution of these contaminants throughout the Building. This also allows for a lighter cleaning routine, ultimately using fewer cleaning products while reducing wear and tear on cleaning tools, cleaning equipment, and interior finishes. The following are areas of focus for pollution and debris source control, along with their associated cleaning methods.

- 1) Containment and ventilation:
 - Isolate areas of the Building where hazardous chemicals are in use or hazardous particulates are generated. These relatively “dirty” zones, which include but are not limited to copy/printing rooms, hazardous chemical storage, garage or combustion motorized equipment storage areas, will be contained as much as possible.
 - Recommend occupants focus pollutant-generating tasks in contained rooms where walls are continuous from floor slab to floor slab.
 - Other methods of contaminant control such as dust curtains, exhaust hoods, or monitoring of doorways, will also be encouraged.
 - When possible, clean exhaust rooms or areas where hazardous gases or particulates are being generated so that the air is 100% exhausted and not re-circulated into the ventilation system.
 - Cleaning in these areas will take into consideration the nature of the hazardous gases or particulates being generated in the space. The appropriate cleaning method and agents necessary to control the migration of pollutants will be used.
- 2) Storage and disposal of hazardous chemicals – The storage and disposal of hazardous chemicals/wastes shall adhere to the following requirements:
 - Cleaning products containing hazardous chemicals will be stored in a lockable and ventilated space, preferably a ventilated cabinet, marked as hazardous and not accessible by Building occupants.
 - Liquids labeled as hazardous waste shall not be poured into janitorial sink drains, lavatories, toilets, or shower drains. These liquids shall be placed in appropriate containers and disposed of properly by 901 Fifth Avenue Management and/or Engineering Staff.
 - Solids or mixed materials labeled as hazardous waste shall also be collected and disposed of properly by 901 Fifth Avenue Management and/or Engineering Staff.
 - Hazardous wastes can either be brought to a municipal hazardous waste facility or be collected by a licensed waste management contractor who upholds sustainable disposal practices.
 - Refer to Sustainable Solid Waste Management Policy (MRp2 – 901 Fifth Avenue Solid Waste Management Policy) for further waste disposal and recycling protocol.
- 3) Building Entryways – All entryways and entrances into the Building shall employ the following measures:
 - Permanent entryway systems such as grilles, grates, or walk-off mats with daily cleaning specifications, will be installed and maintained at all primary entrances. These systems will be a minimum of 10 feet long in the direction of travel.
 - If grates or grilles are employed, these will be vacuumed and surface cleaned daily. Grille/grate wells will also be cleaned during this process and mopped weekly.
 - If walk-off mats are employed at primary entrances, they will be thoroughly vacuumed on a daily basis.



B. Building-Specific Cleaning Methods

All cleaning services provided shall strive to meet the environmental standards as outlined in the contract with Building Management, using GS-42, Green Seal Environmental Standard for Cleaning Services as a reference. Contracts shall include the following measures as applicable to 901 Fifth Avenue:

- Standard operation procedures
- Building-specific green cleaning plan
- Powered equipment use/maintenance plan
- Reducing chemical waste/efficient use of chemicals
- Reducing solid waste
- Vacuum use/maintenance
- Entryways
- Floor care
- Disinfection
- Indoor plants
- Vulnerable populations
- Restroom care
- Dining areas and break rooms
- Trash collection, recycling, and composting
- Communication protocols between Property Management and service providers
- Training

C. Sustainable Cleaning Products and Materials

All cleaning products provided shall meet the environmental standards as outlined below when applicable. The scope shall include products provided by outsourced service providers as well as those purchased by 901 Fifth Avenue’s Management and/or Engineering Staff.

1) Cleaning products, tier I

Products shall meet one of more of the following standards:

- Green Seal GS-37, General-Purpose, Bathroom, Glass, and Carpet Cleaners Used for Industrial and Institutional Purposes
- Environmental Choice CCD-110 for Cleaning and Degreasing Compounds
- Environmental Choice CCD-146 for Hard Surface Cleaners
- Environmental Choice CCD-148 for Carpet and Upholstery Care

2) Cleaning products, tier II

If cleaning products meeting the standards outlines in Tier I above are not applicable, products shall meet one or more of the following standards:

- Green Seal GS-40 for Industrial and Institutional Floor-Care Products
- Environmental Choice CCD-112 for Digestion Additives for Cleaning and Odor Control
- Environmental Choice CCD-113 for Drain or Grease Traps Additives
- Environmental Choice CCD-115 for Odor Control Additives
- Environmental Choice CCD-147 Hard Floor Care
- California Code of Regulations maximum allowable VOC levels for the specific product category.

3) Paper products and janitorial products shall meet one or more of the following standards:

- U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
- Green Seal GS-09 for Paper Towels and Napkins
- Green Seal GS-01 for Tissue paper



- Environmental choice CCD-082 for Toilet Tissue
- Environmental choice CCD-086 for Hand Towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers

4) Hand Hygiene Strategies and Products

All staff shall receive training in effective hand washing hygiene. This includes the use of non-antimicrobial agents and waterless hand sanitizers. These strategies shall be promoted to all building occupants by using non-antimicrobial agents in soap dispensaries and by providing waterless hand sanitizing dispensaries in applicable public areas (i.e. lobbies and restrooms). Night janitors are also required to use gloves when cleaning.

Products shall meet one or more of the following standards:

- Shall not contain antimicrobial agents (other than as preservative system), except where required by health codes and other regulations (such as food service and health care requirements)
- Green Seal GS-41 for Industrial and Institutional Hand Cleaners
- Environmental Choice CCD-104 for Hand Cleaners/Hand Soaps

D. *Sustainable Cleaning Equipment*

Equipment used for cleaning 901 Fifth Avenue shall meet the environmental requirements as outlined below when applicable. The scope shall include products provided by outsourced service providers as well as those purchased by the Building's Management and/or Engineering Staff. The requirements listed below are per the LEED –EB OM rating system as excerpted from the 2009 edition:

Contracts shall include the following measures as applicable:

- Micro-fiber cleaning towels are used in combination with relevant cleaning materials and chemicals.
- Vacuum cleaners are certified by the Carpet & Rug Institute "Green Label" Testing Program – Vacuum Cleaner Criteria, and operate with a sound level of less than 70 dBA.
- Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet & Rug Institute's "Seal of Approval" Testing Program for Certified Deep Cleaning Extractors.
- Powered floor maintenance equipment including electric and battery powered floor buffers and burnishers are equipped with vacuums, guards and/or other devices for capturing fine particulates, and shall operate with a sound level less than 70 dBA.
- Propane-powered floor equipment have high-efficiency, low-emission engines with catalytic converter/mufflers which meet the California Air Resources Board (CARB) /Environmental Protection Agency (EPA) standards for the specific engine size and operate with a sound level less than 90 dBA.
- Automated scrubbing machines are equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and use fatigue.
- Equipment is designed to reduce potential damage to building surfaces by using safeguards, such as rollers or rubber bumpers.
- A log will be kept for all powered cleaning equipment to document the date of equipment purchase and all repair and maintenance activities and include vendor specification sheets for each type of equipment in use of the logbook.

E. *Training*

Upon hire, cleaning personnel, both in-house Building Staff and employees of service providers, will undergo an initial training on the proper use of cleaning products, equipment and practices; facility-specific cleaning methods and the order in which they occur; environmental standards; and safety measures regarding exposure to hazardous



chemicals. Cleaning personnel will receive ongoing training on an annual basis to maintain knowledge and stay up-to-date regarding any new practices, procedures, and/or environmental standards. Where applicable, personnel will also be instructed on how best to clean tenant areas and other areas where privacy and expediency are high priorities. The janitorial contractor is required to share with the property management team new technologies, procedures, and processes that could be implemented through staff training to ensure best practices are current and continuously improving.

F. *Occupant Feedback and Best Practices*

Obtaining feedback from tenants is important to continually improve our services. Feedback shall be collected through each of the following ways: service requests, weekly janitorial audits, annual CEL surveys to tenant contacts, and annual occupancy surveys.

8. RECORD KEEPING DOCUMENTS

All documentation relating to the tasks required by this Green Cleaning Policy will be kept on file for purposes of LEED –EB OM (re)certification. All green cleaning products, materials, equipment, and procedures will be tracked and recorded.

9. REFERENCES

- GS-42: Green Seal’s Environmental Standard for Cleaning Services
http://www.greenseal.org/certification/cleaning_services_gs_42.pdf
- GS-37: Green Seal’s Environmental Standard for Industrial and Institutional Purposes
http://www.greenseal.org/certification/standards/GS-37_Industrial_Cleaner_Standard.pdf