



CSU Fullerton Green Cleaning Policy and Program Plan

SECTION 1: SCOPE

This Policy and Plan addresses environmental best practices for cleaning the interior of all Facilities Operations managed interiors. Specifically, it addresses purchasing sustainable cleaning, hard-floor and carpet products, and entryway systems; procuring sustainable cleaning equipment; developing and implementing standard operating procedures for effective cleaning; promoting and improving hand hygiene; developing guidelines for handling cleaning chemicals; developing staffing and employee training requirements; collecting and addressing occupant feedback; and establishing procedures for use of chemical concentrates and dilution systems.

This building is located at 800 N State College Blvd, Fullerton, CA 92834.

SECTION 2: GOALS

The goal of this Green Cleaning Policy and Plan is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems and the environment.

SECTION 3: RESPONSIBLE PARTIES

Tuan Nguyen, the Physical Plant Director, is responsible for developing and managing the implementation of the Green Cleaning Policy and Plan.

Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy, and report all relevant activities to the aforementioned parties. To ensure an effective and coordinated effort, the Operations Managers responsible for overseeing the Green Cleaning Policy and Plan in each building shall review all proposed cleaning activities before implementation.

SECTION 4: QUALITY ASSURANCE CONTROL PROCESS

The parties responsible for CSU Fullerton Custodial Services shall periodically evaluate the success of the Green Cleaning Policy and Plan. This evaluation may include producing and providing a report on an annual basis to senior management. Whenever possible, the annual report shall include an evaluation of the performance, safety, cost and environmental /public health benefits achieved as a result of its implementation.

Prior to implementation, the responsible parties shall review all proposed cleaning activities. Upon reviewing proposed activities, the responsible parties shall determine if they meet the criteria of the Green Cleaning Policy and approve or deny action.

The responsible parties shall regularly communicate with all cleaning staff, and conduct regular site inspections and evaluations to ensure that the Green Cleaning Policy and Plan is in place and functioning, as intended. In addition to ongoing quality control measures, the responsible parties will review all practices and products (typically annually) to identify opportunities for improvement and expansion of environmentally friendly practices.

SECTION 5: CLEANING PRODUCTS

PERFORMANCE METRICS AND MEASUREMENT

The practices listed below shall be implemented, to the extent practicable, with a target goal of 60% of products complying, based on cost. The Responsible Party will coordinate with vendors to track purchase rates of both compliant and noncompliant products.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING PRODUCTS

Cleaning products and materials, including hard-floor and carpet-care products, used by CSU Fullerton custodial staff shall, when possible, meet the requirements of EQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials.

Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, hard-floor cleaners, carpet cleaners, general-purpose cleaners, specialty cleaners, odor control, disinfectants, disposable janitorial paper products and trash bags, and hand soaps.

EQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials Criteria:

- The cleaning products meet one or more of the following standards for the appropriate category:
 - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
 - EcoLogo Environmental Choice CCD-110 / UL 2792, for cleaning and degreasing compounds
 - EcoLogo Environmental Choice CCD-146 / UL 2759, for hard-surface cleaners
 - EcoLogo Environmental Choice CCD-148 / UL 2795, for carpet and upholstery care
 - EPA Safer Choice / DfE
- Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or UL ECOLOGO CCD-110 / 2792, 146 / 2759, or 148 / 2795 shall meet at least one of the following standards for the appropriate category:
 - Green Seal GS-40, for industrial and institutional floor-care products
 - EcoLogo Environmental Choice CCD-112 / UL 2798, for digestion additives for cleaning and odor control
 - EcoLogo Environmental Choice CCD-113 / UL 2791, for drain or grease-trap additives
 - EcoLogo Environmental Choice CCD-115 / UL 2796, for odor-control additives
 - EcoLogo Environmental Choice CCD-147 / UL 2777, for hard-floor care
 - California Code of Regulations maximum allowable **VOE** levels for the specific product category.
- Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
 - U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
 - Green Seal GS- 01, for paper towels, tissue paper and napkins
 - EcoLogo Environmental Choice CCD-082 / UL 175, for toilet tissue
 - EcoLogo Environmental Choice CCD-086 / UL 175, for hand towels
 - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers
 - FSC certified
- Hand soaps meet one or more of the following standards:
 - No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (i.e., food service and health care requirements)
 - Green Seal GS-41, for industrial and institutional hand cleaners
 - EcoLogo Environmental Choice CCD-104 / UL 2784, for hand cleaners and hand soaps

SECTION 6: CLEANING EQUIPMENT

PERFORMANCE METRICS AND MEASUREMENT

All newly acquired cleaning equipment shall comply with the criteria listed below. The Responsible Party shall assign staff to track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment, with a target of 40% of equipment in compliance by January 1, 2017.

PRACTICES TO OPTIMIZE USE OF SUSTAINABLE CLEANING EQUIPMENT

Purchase Criteria

All new equipment acquisitions shall comply with the requirements of EQc3.4: Green Cleaning, Sustainable Cleaning Equipment:

- Vacuum cleaners meet the requirements of the Carpet and Rug Institute "Green Label" Testing Program- Vacuum Cleaner Criteria and are capable of capturing 96% of particulates 0.3 microns in size and shall operate with a sound level less than 70dB.
- Carpet extraction equipment for restorative, deep cleaning is certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.
- Powered floor equipment- e.g., 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 less than 70dB.
- Propane-powered floor equipment has high-efficiency, low-emission engines with catalytic converters and mufflers that meet California Air Resources Board (CARS) or Environmental Protection Agency (EPA) standards for the specific engine size, and operate with a sound level of less than 90dB.
- Automated scrubbing machines are equipped with variable-speed feed pumps and onboard chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Record-keeping

A log shall be kept for all powered cleaning equipment to document the date of purchase and all repair and maintenance activities. Vendor cut sheets for all equipment used onsite shall be stored onsite. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with the specifications.

SECTION 7: HARD-FLOOR AND CARPET MAINTENANCE

PERFORMANCE METRICS AND MEASUREMENT

Floor-care maintenance shall consistently be performed according to written protocols, without exception. QC checks will be used to ensure 100% adoption.

PRACTICES TO OPTIMIZE HARD-FLOOR AND CARPET MAINTENANCE

- The floor and carpet maintenance program is designed to use few, or no, harmful chemicals; remove and eliminate irritating dust, dirt and other contaminants; and protect and preserve floors.
- To minimize chemical use, the frequency of stripping or removing coatings has been reduced to once annually unless additional is required, and the floor's longevity is still able to be maximized, thereby conserving cleaning and floor restoration materials and minimizing occupants' exposure to harmful chemicals.

SECTION 8: ENTRYWAY SYSTEMS

PERFORMANCE METRICS AND MEASUREMENT

Protocols promoting effective use of entryway systems shall be wholly adopted. Quality control checks shall be used to ensure 100% adoption.

PRACTICES TO OPTIMIZE USE AND MAINTENANCE OF ENTRYWAY SYSTEMS

All entryways and entrances are equipped with walk-off mats:

- Walk-off mats at all primary entrances shall be cleaned daily. These systems shall be a minimum of 10 feet long in the direction of travel where practicable.
- The walk-off mats shall be professionally cleaned on a biweekly basis and thoroughly vacuumed onsite on a daily basis. The flooring beneath the mats shall be vacuumed and mopped on a weekly basis as well.
- Secondary entrances shall also have walk-off mats to capture initial loose particles entering the building. These mats must be vacuumed daily, and the floor beneath shall be vacuumed and mopped on a weekly basis.

SECTION 9: HAND HYGIENE

PERFORMANCE METRICS AND MEASUREMENT

Protocols promoting hand hygiene shall be wholly adopted. QC checks will be used to ensure 100% adoption.

PRACTICES TO OPTIMIZE HAND HYGIENE

- All restroom facilities, including those in guest rooms, public areas and back-of-house spaces shall include appropriate hand soaps. (See Section 5.)
- Per regulations, hand-hygiene notices will be placed in all employee rest rooms.
- All hand soap and hand sanitizer dispensers are checked on a daily basis to ensure they are operational.

SECTION 10: HANDLING AND STORAGE OF CLEANING CHEMICALS

PERFORMANCE METRICS AND MEASUREMENT

Protocols governing safe handling and storage of cleaning chemicals shall be wholly adopted. QC checks will be used to ensure 100% adoption.

PRACTICES TO OPTIMIZE HANDLING AND STORAGE OF CLEANING CHEMICALS

The following protocols have been established to mitigate spills, leaks and mismanagement.

Storage

- Cleaning chemicals are stored in single-locked janitorial closets on each floor. Workers access chemicals at the beginning of their shift and as needed.
- All cleaning chemical bottles are labeled with correct product safety, storage and usage information.

Chemical Dilution systems

(See Section 11)

MSDS/SDS Storage

- The cleaning chemical supplier **WAXIE** Sanitary Supply is required to provide accurate MSDS/SDSs for all chemicals delivered to the building.
- The cleaning chemical supplier **WAXIE** Sanitary Supply maintains a toll-free hotline that can be called in the event of spills or accidents to access safety data and protocols.
- MSDS/SDS information is provided online.

Emergency Procedures

All Staff members are trained to contact their manager if any type of emergency exists. If an accident occurs they are to report it immediately at which time direction will be given to them for proper care. Upon any building emergency the staff has been instructed to exit the building and meet at a pre-determined location.

SECTION 11: USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS

PERFORMANCE METRICS AND MEASUREMENT

Dilution systems and chemical concentrates shall be wholly utilized for the following product types:

Product Type	Manufacturer/Product Name	Sustainability Criteria Met
Neutral Cleaner	WAXIE/Green Solsta #243 Neutral Cleaner	EcoLogo CCD-146 / UL 2759 Certified
All Purpose Cleaner	WAXIE/Green Solsta #255 HP All Purpose Cleaner	EcoLogo CCD-146 / UL 2759 Certified
Restroom Cleaner	WAXIE/Green Solsta #343 Restroom Cleaner	EcoLogo CCD-146 / UL 2759 Certified
Restroom Cleaner	Kai O, Orange Oil Peroxide Normal dilution 2oz/gal	Green Seal Standard GS-37
Glass Cleaner	WAXIE/Green Solsta #543 Glass & Surface Cleaner	EcoLogo CCD-146 / UL 2759 Certified
Disinfectant	WAXIE/Solsta #764 Lemon Quat Disinfectant Cleaner	Meets CA Code of Regulations for maximum allowable VOE content

PRACTICES TO OPTIMIZE USE OF CHEMICAL CONCENTRATES AND DILUTION SYSTEMS

Chemical concentrates and dilution systems are used according to the procedures below to minimize risk to staff and occupants, and to conserve resources.

Dilution System Description

Solution Stations are located in most janitor closets.

The Kai Vac machine has an internal dilution method for the restroom chemical

Protocol for Use

Directions for use are located in the janitorial closets in each building.

The Kai Vac has an internal dilution method. Follow guidelines for correct dilution rate (color tip)

Maintenance

General maintenance of the dilution control equipment is provided by WAXIE Sanitary Supply.

Kai Vac dilution method is provided by Kai Vac System.

SECTION 12: VULNERABLE BUILDING OCCUPANTS

To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff from custodial services shall only use low/no-VOC cleaning products; they shall perform routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

SECTION 13: STAFFING AND TRAINING

PERFORMANCE METRICS AND MEASUREMENT

All cleaning personnel shall receive regular training. Annual and online trainings are documented as provided.

PRACTICES TO OPTIMIZE STAFFING AND TRAINING

All cleaning staff and managers shall receive environmental safety and health training, addressing, at minimum, hazards associated with the use, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

Training Topics

- Employee safety and health compliance as it relates to the cleaning program
- Regulatory compliance standards-OSHA, EPA, and other local, state, and federal rules and regulations
- Unsafe attitudes and conditions in the work place through Job Safety Analysis-OSHA JSA or JHA (Job Hazard Analysis)
- Employee performance improvement, such as accident prevention and record-keeping
- Compliance with health and safety rules, and regulation and confidentiality issues
- Safe chemical storage and handling
- Disposal and recycling of cleaning chemicals, dispensing equipment and packaging
- All employees participate in monthly safety training reviewing safety topics, they also watch a training video that covers overall safety regulations.

Annual Training Hours

All workers shall receive a minimum of 1 hour of training monthly.

Staffing Plan

To meet cleaning objectives within the building, minimum staffing requirements must be met. Factors such as occupancy rates, seasonal variations and other considerations should be taken into account when adjusting the staffing plan.

Plan is based on time study and required tasks to complete the cleaning plan for Cal State Fullerton campus.

SECTION 14: OCCUPANT FEEDBACK AND EVALUATION OF NEW TECHNOLOGIES

PERFORMANCE METRICS AND MEASUREMENT

All guests and employees shall have a mechanism by which to provide feedback on cleaning practices.

PRACTICES TO OPTIMIZE OCCUPANT FEEDBACK AND EVALUATE NEW TECHNOLOGIES AND PROCEDURES

CSUF Custodial Services has implemented a collection system for gathering occupants' feedback about the green cleaning program. Occupants alert the Service Center to any issues relating to the green cleaning program. In addition, management regularly researches and integrates new green cleaning technologies into the building's green cleaning procedures.

SECTION 15: TIME PERIOD

This policy shall take effect on July 1, 2016 and shall continue indefinitely or until amended and/or replaced by a subsequent green cleaning policy

Signed and executed on this 17th day of Feb, 2016.

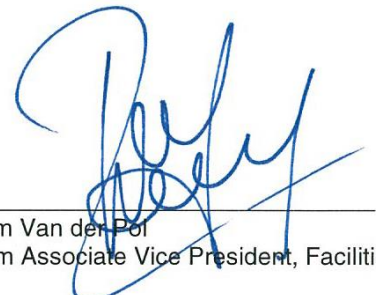
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References

U.S. Green Building Council,
CIR - LEED Interpretations and Addenda Database
LEED V3 2009 for Existing Buildings: Operations & Maintenance Green Building Rating System
EQ Prerequisite 3: Green Cleaning Policy
www.usgbc.org

Green Seal:
Industrial & Institutional Cleaners (GS-37)
Industrial & Institutional Floor-Care Products (GS-40)
Industrial & Institutional Hand Cleaners (GS-41)
Tissue Paper (GS-01)
Paper Towels and Paper Napkins (GS-09)
www.green Seal.org

UL EcoLogo:
Hard Surface Cleaners (CCD-146) (UL 2759)
Hard Floor Care Products (CCD-147) (UL 2777)
Hand Cleaners (CCD-104) (UL 2784)
Hand Towels (CCD-086) (UL 175)
Toilet Tissue (CCD-082) (UL 175)
www.ecologo.org

Carpet & Rug Institute:
www.carpet-rug.org

EPA Comprehensive Procurement Guidelines:
<http://epa.gov/cpq>

Janitorial Products Pollution Prevention Project:
www.wrppn.org/Janitorial/jp4.cfm

Cleaner Solutions Database:
<http://www.cleanersolutions.org>

WAXIE Sanitary Supply:
www.waxie.com/green

Kai Vac Systems:
www.kaivac.com

CIR

The following CIR was also referenced when formulating and documenting the Green Cleaning Policy for this project:

Credit Interpretation Ruling #766

Green Cleaning/Housekeeping

Please describe generic requirements and submittals for a green cleaning/housekeeping innovation credit. Note that previous CIRs (e.g., 1Dc1.1 inquiry dated 6/2/03; and 1Dc1.4 inquiry dated 1/16/04) provide guidance that is relevant, but customized for particular projects.

4/8/2004 -

Ruling

ENVIRONMENTALLY PREFERABLE CLEANING PRODUCTS AND PRACTICES

The commitment to environmentally preferable cleaning products and practices is a noteworthy one that complements the IEQ requirements of LEED. Generic requirements for commercial and multi-unit residential buildings are addressed below.

INTENT: Reduce exposure of building occupants and maintenance personnel to potentially hazardous chemical contaminants that adversely impact air quality, occupant well-being, and the environment.

REQUIREMENTS FOR COMMERCIAL BUILDINGS:

To receive an innovation point, the project team will need to demonstrate that a comprehensive green cleaning/housekeeping program is in place with clear performance goals, including:

1. A statement of purpose describing what the policy is trying to achieve from a health and environmental standpoint, focusing on cleaning chemicals and custodial training at a minimum.
2. A contractual or procedural requirement for operations staff to comply with the guidelines, including a written program for training and implementation.
3. A clear set of acceptable performance level standards by which to measure progress or achievement, such as Green Seal standard GS-37 (see www.greenseal.org) or California Code of Regulations, Title 17 Section 94509, VOC standards for cleaning products (go to www.calregs.com, click on "California Code of Regulations" and perform a keyword search for 6945096).
4. Documentation of the program's housekeeping policies and environmental cleaning solution specifications, including a list of approved and prohibited chemicals and practices. Demonstrate that the products used in the project are non-hazardous, have a low environmental impact, and meet the criteria set forth in #3 above. Concentrated cleaning products should be utilized when available.

REQUIREMENTS FOR MULTI-UNIT RESIDENTIAL BUILDINGS:

For cleaning and maintenance of common areas, a building owner/manager must comply with the requirements stated above. Additional steps are required to influence housekeeping protocols within residences. Select six major cleaning needs and identify products (compliant with #3, above) that will be supplied to meet these needs. Note that one cleaner may address several cleaning functions. Examples of cleaning needs include, but are not limited to: counter, sink, tub/shower, tile, limescale remover, toilet, hard flooring, laundry detergent, laundry bleach and windows. Provide an estimated 6 month supply of these products to residents, as well as information on how to easily purchase refills and/or replacements. Educate the residents on the green cleaning concepts and products via discussion and written materials upon move-in and periodically thereafter.

Additionally, if the building contains retail tenants, actively educate them on the cleaning products, standards and protocols that are being used in the common areas. Submit a narrative and highlighted supportive documents (e.g., relevant to policy, O&M, communications, products and contracts) as part of your LEED certification submittal.

POTENTIAL TECHNOLOGIES AND STRATEGIES

Refer to "Cleaning for Health" by Inform, Inc. (<http://www.informinc.org/cleanforhealth.php>)

Note: Projects using LEED 2009 rating systems should reference EBOM EQp3: Green Cleaning Policy when attempting green cleaning as an innovation strategy.