

## **Janitronics Green Cleaning Policy LEED v5**

### **Location:**

**Effective date: April 2024**

### **Scope**

Janitronics Building Services has established a comprehensive Green Cleaning Policy to manage the cleaning practices of the building and all site areas under the project and site management control. This policy is designed to enhance worker safety, reduce the use of harmful chemicals, improve indoor air quality, ensure cleaner surfaces, protect building materials, and minimize the environmental impact of cleaning products.

Key components of the policy include:

- Promoting improved worker health and safety
- Reducing chemical usage and exposure
- Enhancing indoor air quality
- Maintaining the cleanliness and longevity of building materials
- Minimizing environmental harm from cleaning products
- Cleaning strategies for:
  - Hard floor and carpet cleaning and maintenance
  - Protection of vulnerable occupants during cleaning
  - Disinfectant and sanitizer selection and use
  - Safe storage and handling of cleaning chemicals, including spill management
- Performance metrics and strategy development:
  - Reductions in water use, energy use, and chemical toxicity
  - Green cleaning products purchasing
  - Green cleaning equipment purchasing
- Staffing and training plans:
  - Staffing requirements and contingency for staffing shortages
  - Timing and frequency of staff training

The Green Cleaning Policy will be communicated to all cleaning personnel and project occupants. This communication will cover the specific green cleaning products used, and any protective measures cleaning personnel are required to follow.

## **Green Cleaning Policy Goals**

This policy will be fully implemented starting on the effective date.

### **1. Use of Green Cleaning Products**

- Review all cleaning products, including degreasers, disinfectants, hand soaps, and sanitizers, to assess chemical use and potential health impacts.
- Review janitorial paper products, trash can liners, and other miscellaneous janitorial supplies used during regular operations.
- Identify opportunities to switch to greener cleaning products, reduce overall product usage, and minimize exposure to chemicals during cleaning activities.
- Establish and monitor annual goals for increasing the use of green cleaning products.
- Ensure safe handling, usage, and disposal of all cleaning products.

### **2. Promote Equity and Safety for Cleaning Personnel**

- Implement methods to reduce chemical exposures, particularly through respiratory and skin contact.
- Develop strategies to reduce the risk of musculoskeletal or repetitive stress injuries related to cleaning tasks.
- Address workplace safety by reviewing janitorial equipment annually for emissions, vibration, noise levels, and user fatigue.
- Annually assess cleaning service providers' social responsibility, ensuring they employ a legal, well-trained workforce and promote ethical labor practices.
- Reduce incidents of sexual harassment and other exploitative practices in cleaning operations.

### 3. Evaluate Cleaning Effectiveness

- Periodically evaluate cleaning performance to verify that the building is clean and that cleaning procedures and staffing methods align with current building usage.
- Ensure that cleaning personnel are adhering to established procedures and receiving up-to-date training.
- Share evaluation results with cleaning staff to encourage continuous improvement, optimize cleaning frequency, and ensure worker safety.
- Use processes like the following to evaluate cleaning effectiveness and conduct routine inspections and monitoring of the facility's green cleaning policy. This helps verify that the specified strategies are being implemented and identifies areas that need improvement. For example:
  - **Surface testing protocol:** Develop and implement a protocol for routinely measuring surface contamination using an ATP meter (or equivalent device). Randomly sample all space classes, prioritizing those used by multiple people throughout the day and the high-touch surfaces within those space classes. Create reports to verify testing was completed, identify cleaning performance of the surfaces tested, and corrective actions as warranted.
  - **APPA Audit:** Conduct an annual audit in accordance with APPA Leadership in Educational Facilities' Custodial Staffing Guidelines, or a local equivalent, to determine the appearance level of the facility. The facility must score 1.5 or better.
  - Clean the project with a cleaning service certified and in good standing under one of the following:
    - Green Seal's Environmental Standard for Commercial Cleaning Services (GS-42)
    - International Sanitary Supply Association (ISSA) Cleaning Industry Management Standard for Green Buildings (CIMS-GB)
    - ISSA GBAC STAR -- Green Building Accreditation program
    - Local equivalent for projects outside the U.S.

| Category                                                                                                                               | Goal                                                                                                                                                                                                                                                                                | Performance measurement unit                                       |
|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Cleaning products and materials purchases                                                                                              | 85% meet sustainability criteria                                                                                                                                                                                                                                                    | Cost                                                               |
| Cleaning equipment purchases                                                                                                           | 100% meet sustainability criteria                                                                                                                                                                                                                                                   | Number of equipment items                                          |
| Cleaning equipment inventory                                                                                                           | 40% of equipment in the project inventory will meet the applicable sustainability criteria                                                                                                                                                                                          | Number of equipment items in the overall inventory for the project |
| Toxic chemical usage (applies to all cleaning chemicals, including those not addressed by EQc Green Cleaning – Products and Materials) | Toxic chemicals will only be used in situations where products meeting the requirements of EQ Credit Green Cleaning – Products and Materials are unable to sufficiently clean the area, the area cannot be replaced (such as a floor tile), and represents a hazard to human health | Number of uses                                                     |

## **Roles and Responsibilities**

The responsible party for this policy is *Kristina Tuttle*. The responsible party ensures that this policy is executed and that any contracted cleaning vendors under management's control are aware of and fully trained on the procedures outlined in this policy. Further, the Property Manager is responsible for sharing this policy with the building tenant representatives and encouraging policy adoption accordingly. The Property Manager is responsible for reviewing this policy for any significant changes at the interval specified in the quality assurance section. If at any time updates are required to this policy, the responsible party will ensure that the appropriate individuals are informed of the updates.

## **Procedures and strategies for implementation**

### **Hard floor and carpet cleaning and maintenance**

- Hard floors, including tile, concrete, and wood surfaces, will be cleaned once a week with only sustainable cleaning products. No stripping or coatings will be applied to hard floor surfaces.
- Carpets will be vacuumed daily with vacuum cleaners that meet the sustainability criteria listed later in this policy.
- Once per month, the carpets will be inspected for stains and other damage. If feasible, the necessary areas will be spot cleaned with sustainable carpet cleaning materials. If damaged, the carpet tiles will be replaced.
- When carpet extraction equipment must be used, methods to reduce chemical usage will be implemented.

### **Protection of vulnerable occupants during cleaning**

- Vulnerable occupants include women who are pregnant, children, elderly occupants, and individuals with asthma, allergies, or other sensitivities.
- As much as possible, only sustainable cleaning products will be used. Please refer to the goals and tracking sections of this policy for additional information.
- Any cleaning that involves the use of carpet cleaners, or if at any point the use of a non-sustainable cleaning product is required, this cleaning will be performed after regular business hours.

### **Disinfectant and sanitizer selection and use**

- Only hand soaps and hand sanitizers that meet at least one of the sustainability criteria listed under the purchasing guidelines will be considered to meet the requirements of this policy.
- Hand sanitizers will be placed throughout the building for the use of occupants
- Only disinfectants meeting the purchasing sustainability criteria listed below will be considered to meet the requirements of this policy. Disinfectants will be kept locked in the janitorial closets and may only be used by the cleaning staff.
- Cleaning staff will be required to follow all dilution strategies for disinfectants.

### **Safe storage and handlings of cleaning chemicals, including spill management**

- Cleaning chemicals will be stored in the janitor closets to prevent access for other occupants.
- Cleaning staff will receive training on the various hazards of different toxic chemicals and how to address spills.
- Spills will be cleaned and handled according to the manufacturer safety data sheets provided by the manufacturer.
- All spills will be handled carefully. As soon a spill of a non-sustainable product occurs, the responsible party must be notified. If the spill occurs in an area to which typical building occupants have access, the area will be roped off and building occupants will be informed to stay clear of the area.
- Material safety data sheets for all of the cleaning chemicals used in the building will be retained and hazard information will be highlighted. This information will be clearly displayed in all janitor closets.

### Strategies for reducing the toxicity of the chemicals used for laundry, washing, and other cleaning activities

- Cleaning staff and building occupants will be supplied with safe cleaning chemicals that meet the sustainability criteria described in the purchasing guidelines listed below.
- Dish soaps and laundry detergents meeting EPA Safer Choice Standard will be supplied for ware washing and laundry.
- For surface cleaning, ionized water cleaning devices (using only water) will be used as much as possible.

### Strategies for conserving energy, water, and chemicals used for cleaning

- Manual-powered equipment and cleaning strategies will be used whenever possible to reduce the energy and water used by powered equipment and typical cleaning strategies.
- Cold water will be used for any necessary disposal to reduce energy used to heat hot water.
- The filters in vacuums and other applicable equipment will be changed frequently to enable air flow and reduce the energy consumption of the equipment.
- When cleaning chemicals are necessary, the operating procedures for chemical dilution will be followed to ensure that the minimum amount of cleaning chemicals necessary is used.

### Strategies for promoting hand hygiene

- All restrooms will be equipped with hands-free soap dispensers, faucets, hand dryers, and towel dispensers.
- Hand sanitizers meeting UL EcoLogo 2783 standard for Instant Hand Antiseptics (formerly Environmental Choice CCD 170) will be placed throughout the building.

### Tracking plan for staffing and overall performance

- Regular APPA audits will be conducted to evaluate cleanliness. As a part of the audits, the auditors will interview cleaning staff to ensure that the cleaning and hard floor and carpet maintenance system is being consistently used.
- The audits will be conducted once every sixth months and will be led by the responsible party for this policy. The responsible party is responsible for recording the results of the audits in the management records, following up with any cleaning staff to provide additional training and/or guidance and recording these actions.
- All cleaning staff are required to check in each day when they arrive at work. The responsible party will retain these records to ensure that the building is sufficiently staffed with trained professionals.
- The responsible party will log all training that is provided to the cleaning staff and will ensure that the training plans described above are met.
- When new staff come on board, the responsible party will record the initial training and orientation provided to the staff.

### Tracking plan for water, energy, and toxic chemical usage

- Every time a toxic chemical is used, it must be reported to the responsible party. The responsible party will record which chemical was used, where it was applied, and the reason for its use. This information will be used to track against the goal for toxic chemical usage (**Note, toxic chemicals are not used**).
- All vacuum filters will be replaced on a regular basis. The responsible party will record maintenance performed on all cleaning equipment, including filter replacement, to ensure that they are regularly replaced to reduce energy usage.

### Tracking plan for cleaning product and cleaning equipment purchases

- All cleaning product and cleaning equipment purchases, made by either by the cleaning vendor for use in the building or made by the building management, will be recorded in the purchasing log.

- On an annual basis, the responsible party will review all purchases and compare them against the policy goals. If the policy goals are not being met, the responsible party will take corrective action, typically in the form of providing education to the individuals in charge of procurement on the goals and sustainability criteria outlined in this policy.

### **Staffing and contingency plans**

- A site-specific scope of work or performance outcome describing cleaning service requirements and frequencies will be provided to in-house cleaning staff or outsourced building service contractor.
- The responsible party determines how many people to maintain on the cleaning staff. A staffing plan will be used to determine the workload needed to sufficiently clean the building. The plan is based on budgeting, costing data, building owner requests, and cleaning industry benchmarks.
- Feedback will be collected from building occupants and custodial staff immediately after contingency plans are implemented via an online survey.
- Occupant and custodial staff feedback will be taken into account in the cleaning procedures described in this policy. The responsible party will evaluate whether updates to the staffing plan and contingency plan are necessary based on the feedback.

### **Staff training plan**

- A contingency plan will be in place to manage staffing shortages and service interruptions, along with a process to obtain customer feedback when the contingency plan is used.
- All cleaning staff, including backup personnel, are required to receive the following training per year. Average hours of training per year per employee:

#### General Field Staff

(Total 10 – 11 hours depending on the Curriculum assignment via LMS)

On-the-job training occurs throughout the year, an average is 7-8 hours.

Ongoing training hours: General Cleaning Staff Curriculum LMS (Average total time spent 3.43 hrs.)

#### Break Down

- o OSHA Safety Training 58 mins.
- o Ladder Safety
- o Custodial Safety
- o Bloodborne Pathogens
- o General Lab Safety
- o Emergency Procedures
- o Ergonomics
- o Sexual Harassment Training 15 mins
- o Restroom Cleaning Training 54 mins
- o Understanding the Application of Disinfectants 30 mins
- o Microfiber Safety Training 19 mins
- o Sharps Disposal 15 mins
- o Snow Removal Safety training 15 mins

### **Green Cleaning Products**

55 Cambridge Parkway will operate its facility using green cleaning best practices, ensuring that both the interior and exterior areas under site management control are maintained according to sustainable principles.

Key actions:

**Product Review:**

Conduct regular reviews of all cleaning products used in the facility, including degreasers, disinfectants, hand soaps, and sanitizers. This review will assess the chemical composition of each product and its potential health impacts on cleaning staff and building occupants.

**Opportunities for Greener Alternatives:** Identify opportunities to switch to greener cleaning products that minimize chemical exposure and environmental harm. These products should be in line with the EQ credit: Green Cleaning Option 3 recommendations.

**Janitorial Supplies:** Evaluate janitorial paper products, trash can liners, and other miscellaneous janitorial supplies to identify eco-friendly alternatives that support the goals of reducing waste and minimizing exposure to harmful substances.

**Safe Handling and Disposal:** Establish protocols for the safe handling, use, and disposal of all cleaning products. Cleaning personnel will receive training on these protocols to ensure proper usage and reduce the risk of chemical exposure.

**Annual Goals:** Set annual goals for increasing the use of green cleaning products and reducing reliance on harmful chemicals. Regular progress reviews will ensure that these goals are being met and that the facility continues to improve its green cleaning practices.

**Purchasing guidelines**

Cleaning products must meet one or more of the following standards:

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes;
- UL EcoLogo 2792 (formerly CCD 110), for cleaning and degreasing compounds;
- UL EcoLogo 2759 (formerly CCD 146), for hard-surface cleaners;
- UL EcoLogo 2795 (formerly CCD 148), for carpet and upholstery care;
- Green Seal GS-40, for industrial and institutional floor care products;
- UL EcoLogo 2777 (formerly CCD 147) , for hard-floor care;
- EPA Safer Choice Standard; and/or
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Safer Choice Standard requirements, as appropriate for use patterns and marketing claims).

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards:

- UL EcoLogo 2798 (formerly CCD 112), for digestion additives for cleaning and odor control;
- UL EcoLogo 2791 (formerly CCD 113), for drain or grease trap additives;
- UL EcoLogo 2796 (formerly CCD 115/107), for odor control additives;
- Green Seal GS-52/53, for specialty cleaning products;
- California Code of Regulations maximum allowable VOC levels for the specific product category;
- EPA Safer Choice Standard; and/or
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Safer Choice Standard requirements, as appropriate for use patterns and marketing claims).

Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs:

- EPA comprehensive procurement guidelines, for janitorial paper;
- Green Seal GS-01, for tissue paper, paper towels and napkins;
- UL EcoLogo 175 Sanitary Paper Products, for toilet tissue and hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers;
- FSC certification, for fiber procurement;
- EPA comprehensive procurement guidelines, for plastic trash can liners; and/or
- California integrated waste management requirements, for plastic trash can liners (California Code of Regulations Title 14, Chapter 4, Article 5, or SABRC 42290-42297 Recycled Content Plastic Trash Bag Program).

Hand soaps and hand sanitizers must 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 (e.g., food service and health care requirements);
- Green Seal GS-41, for industrial and institutional hand cleaners;
- UL EcoLogo 2784 (formerly CCD 104), for hand cleaners and hand soaps;
- UL EcoLogo 2783 (formerly CCD 170), for hand sanitizers;
- EPA Safer Choice Standard.

## **Equity within cleaning operations and protections for cleaning personnel**

Janitronics Building Services is dedicated to promoting equity and ensuring the safety of all cleaning personnel working within the facility. This policy focuses on reducing chemical exposure, preventing physical injuries, maintaining workplace safety through the use of proper equipment, and upholding social responsibility and ethical practices within cleaning operations.

### **Key Actions:**

#### **Reduce Chemical Exposures**

- Implement methods to minimize exposure to cleaning chemicals, particularly through respiratory and skin contact.
- Ensure all cleaning personnel have access to appropriate personal protective equipment (PPE) and are trained in the safe use, handling, and disposal of chemicals.
- Use safer, low-toxicity cleaning products to protect both workers and building occupants.

#### **Musculoskeletal and Repetitive Stress Injury Prevention**

- Develop strategies to reduce the risk of musculoskeletal injuries and repetitive stress caused by cleaning tasks.
- Provide ongoing training for cleaning staff on proper body mechanics and ergonomics to minimize strain.
- Review and modify cleaning procedures as necessary to ensure tasks are performed in a safe and ergonomic manner.

#### **Workplace Safety: Equipment and Tools**

- Annually review and assess janitorial equipment for safety features, including emissions, vibration, noise levels, and user fatigue.
- Replace or upgrade any equipment that does not meet safety standards or poses a risk to workers.
- Ensure staff are properly trained on the correct use and maintenance of all cleaning equipment.

#### **Sustainability Criteria for Cleaning Equipment**

All powered equipment must have the following features:

- safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces;

- ergonomic design to minimize vibration, noise, and user fatigue, as reported in the user manual in accordance with ISO 5349-1 for arm vibrations, ISO 2631–1 for vibration to the whole body, and ISO 11201 for sound pressure at operator's ear
- as applicable, environmentally preferable batteries (e.g., gel, absorbent glass mat, lithium-ion) except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by the use of sealed batteries.

Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of 70 dBA or less in accordance with ISO 11201.

Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval Deep Cleaning Extractors and Seal of Approval Deep Cleaning Systems program.

Powered floor maintenance equipment must be equipped with such as vacuums, guards, or other devices for capturing fine particulates and must operate with a maximum sound level of 70 dBA, in accordance with ISO 11201.

Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sound level of 90 dBA or less, in accordance with ISO 11201.

Automated scrubbing machines must be equipped with variable-speed feed pumps and either (1) on-board chemical metering to optimize the use of cleaning fluids or (2) dilution control systems for chemical refilling. Alternatively, scrubbing machines may use tap water only, with no added cleaning products.

### **Social Responsibility of Cleaning Service Providers**

- Annually assess the social responsibility of cleaning service providers to confirm they employ a legal, well-trained workforce.
- Ensure all providers demonstrate ethical labor practices, including fair wages, proper training, and compliance with workplace safety regulations.
- Regularly review reports and certifications from service providers to verify their commitment to social responsibility and worker welfare.

### **Prevention of Sexual Harassment and Exploitative Practices**

- Implement strict measures to prevent sexual harassment and other exploitative practices within cleaning operations.
- Provide training to cleaning personnel on how to recognize and report incidents of harassment or exploitation.
- Maintain a clear and confidential process for reporting any such incidents, ensuring they are addressed promptly and appropriately.

### **Policy Implementation:**

- All cleaning personnel will be informed of the equity and safety policy and receive regular training on safety procedures, chemical handling, and their rights in the workplace.
- Janitronics Building Services will perform annual reviews of cleaning operations, equipment, and staff well-being, incorporating feedback from personnel to make ongoing improvements.
- Cleaning contractors and service providers will be required to align with *55 Cambridge Parkway, Cambridge, MA*, equity and safety standards.

By adhering to these guidelines, Janitronics Building Services ensures a safe, equitable, and respectful work environment for all cleaning personnel.

## **Evaluate Cleaning Effectiveness**

Janitronics Building Services is committed to ensuring that cleaning operations are both effective and aligned with the needs of the building and its occupants. We will periodically evaluate cleaning performance to maintain high standards of cleanliness while optimizing procedures and staffing. The following measures will be implemented to ensure continuous improvement and maintain a safe working environment:

### **Key Actions:**

#### **Periodic Evaluation of Cleaning Performance**

- Conduct regular inspections and assessments to ensure the building is clean and sanitary, in accordance with established cleaning standards.
- Assess cleaning procedures and staffing methods to verify that they align with the current usage patterns of the building, including events, conferences, and daily operations.

#### **Adherence to Procedures and Training**

- Ensure that cleaning personnel are following established cleaning procedures and protocols at all times.
- Conduct regular training sessions for cleaning staff to keep them updated on the latest cleaning techniques, safety measures, and any new protocols implemented at *55 Cambridge Parkway, Cambridge, MA*
- Evaluate training effectiveness by reviewing staff performance and ensuring compliance with the policy.

#### **Continuous Improvement and Optimization**

- Share the results of cleaning performance evaluations with cleaning personnel to encourage transparency, feedback, and continuous improvement.
- Use evaluation results to optimize cleaning schedules and adjust cleaning frequency to meet the dynamic needs of the facility.
- Ensure that the cleaning practices are not only effective but also minimize chemical exposure and enhance worker safety.

#### **Monitoring and Feedback Process**

- Establish a clear process for monitoring cleaning effectiveness through regular evaluations, inspections, and feedback mechanisms.
- Provide cleaning staff with regular updates on performance metrics, celebrate successes, and identify areas for improvement.
- Use feedback to make data-driven decisions on improving cleaning effectiveness, worker safety, and efficiency.

By periodically reviewing and assessing cleaning effectiveness, *55 Cambridge Parkway, Cambridge, MA*, aims to maintain a high standard of cleanliness and safety for both the building occupants and cleaning personnel.

## **Quality Assurance/Quality Control Processes**

The responsible party will evaluate the green cleaning policy on a quarterly basis to evaluate progress towards the implementation goals. If any cleaning product or equipment purchases are not being recorded properly, the responsible party will inform the appropriate individuals to ensure that activities are recorded moving forward. The responsible party will evaluate the results of the cleaning audits to determine whether the building is being sufficiently cleaned and whether

the standard cleaning procedures are being properly executed. As necessary, the responsible party will revise the green cleaning policy to include additional cleaning strategies or modify existing cleaning strategies.

In addition, if any implementation goals are not being met, the responsible party will investigate the situation and will work with the individuals purchasing the materials and equipment or using the equipment. The responsible party will evaluate whether updates are necessary to the in order to achieve the implementation goals.

Any revisions that are made to the policy will be incorporated into the next training cycle for the cleaning staff.