

Green Cleaning Policy

I. SCOPE

This policy applies to all cleaning procedures, cleaning material purchases, cleaning equipment purchases, and cleaning. Specifically, this policy covers the following:

- ▶ The purchase of sustainable cleaning products and materials
- ▶ The purchase of sustainable cleaning equipment
- ▶ Standard operating procedures for effective hard floor and carpet maintenance
- ▶ Cleaning to protect vulnerable occupants
- ▶ Hand hygiene
- ▶ The safe handling and storage of cleaning chemicals and a plan for managing hazardous spills
- ▶ The use of chemical concentrates
- ▶ Staffing and training requirements
- ▶ Provisions for collecting occupant feedback and continuous improvement to evaluate new technologies, procedures, and processes

II. GOALS AND PERFORMANCE METRICS

Cleaning equipment, materials and chemicals shall, when possible, meet the requirements of IEQc3.3.

Product types subject to these requirements include, but are not limited to, vacuums, automatic scrubbers, mops, rags, general purpose cleaners, hard-floor cleaners, carpet cleaners and specialty cleaners. These items shall meet goals as follows:

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



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III. RESPONSIBLE PARTY

The responsible party for this policy is A&A Elevated Facility Solutions. A&A is responsible for ensuring 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, A&A is responsible for sharing this policy with the building tenant representatives and encouraging policy adoption accordingly. A&A is responsible for reviewing this policy for any significant changes on the interval specified in the quality assurance section. If at any time updates are required to this policy, they will ensure that the appropriate individuals are informed of the updates.

IV. PROCEDURES AND STRATEGIES

Tracking plan for cleaning product and cleaning equipment purchases

- ▶ All cleaning product and cleaning equipment purchases, made by either A&A Elevated Facility Solutions for use in the building or made by the building management, will be recorded in the purchasing log.
- ▶ On a quarterly basis, the responsible party will review all purchases and compare 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.

Hard floor and carpet cleaning and maintenance

- ▶ Hard floors, including tile, concrete, and wood surfaces, will be cleaned with only sustainable cleaning products.
- ▶ Carpets will be vacuumed with vacuum cleaners that meet the sustainability criteria listed later in this policy.
- ▶ The carpets will be inspected for stains and other damages. 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.



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- ▶ 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.

Hand hygiene

- ▶ 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.
- ▶ All restrooms will be equipped with hands-free soap dispensers, faucets, hand dryers, and towel dispensers.

PRACTICES TO OPTIMIZE HAND HYGIENE

- ▶ Signage can be provided in restrooms to educate building users on the importance of hand hygiene and effective hand washing technique.
- ▶ Only alcohol-based hand sanitizers can be made available for use in all areas.
 - *No antimicrobial agents (other than as a preservative) except where required by health codes and...*
- ▶ other regulations (i.e., food service, health care requirements, or animal research facilities).
 - *Green Seal GS-41, for industrial and institutional hand cleaners.*
 - *Environmental Choice CCD-104, for hand cleaners and hand soaps.*

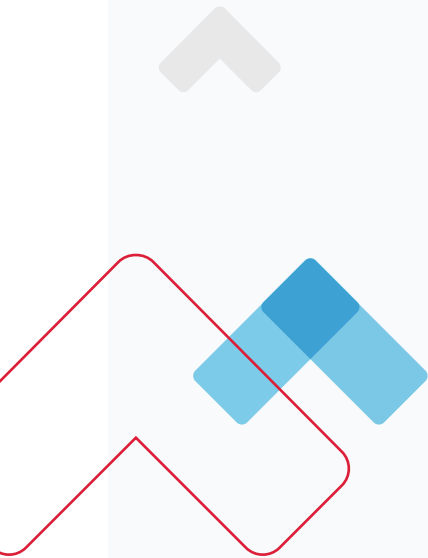
Safe storage and handling of cleaning chemicals, including spill management

- ▶ Cleaning chemicals will be stored in janitor closets to prevent access from 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.



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- ▶ All spills will be handled carefully. As soon as 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.

GUIDELINES REGARDING THE SAFE HANDLING AND STORAGE OF CLEANING CHEMICALS

Strategies for chemical safety to include:

- ▶ Proper labeling to identify hazardous chemicals and provide hazard warnings for physical and health hazards.
- ▶ Storing only compatible materials together. For example, storing oxidizers should not be stored with organic materials.
- ▶ Storing chemicals in well-ventilated areas away from direct sunlight or other heat source, and away from sparks, flames, static electricity or other sources of ignition.
- ▶ Ensuring that all containers have secure lids/caps.
- ▶ Stacking products so that they cannot fall over and always returning the product to its proper place after using it.
- ▶ Periodically inventorying the chemicals to check for proper storage and check for damaged or corroded containers, signs of leakage or container pressure buildup and making sure empty or damaged chemicals are disposed of properly.
- ▶ Wearing gloves and protective clothing if producer is harmful when in contact with the skin and wearing goggles if product can harm the eyes.
 - *Maintaining plans for managing spills or mishandling incidents.*
- ▶ A Log shall be kept that details all housekeeping chemicals used or stored on premises.
- ▶ Proper containment, storage and dispensing techniques should be implemented.



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Using chemical concentrates

- ▶ Concentrated chemicals will be purchased as much as possible.
- ▶ When using these concentrated chemicals, the manufacturer's instructions for dilution will be followed.
- ▶ Concentrated chemicals will clearly be labeled as concentrates in the storage area.
- ▶ Cleaning personnel will use the available dilution storage containers and measuring materials when mixing the diluted chemical solution.
- ▶ The diluted solution will be created in the janitorial sinks, where any spills will be contained.
- ▶ Janitorial staff must wear gloves at all times when mixing diluted solutions.
- ▶ Containers with diluted solutions must be clearly identified and labeled as containing a diluted solution (as opposed to a concentrated solution) and must be clearly labeled with the correct chemical.

Staffing and training plans

Requirements for maintenance personnel:

- ▶ All cleaning staff, including backup personnel, are required to receive at least 8 hours of training per year.
- ▶ The responsible party will record the training attended by each staff member.
- ▶ Trainings are held monthly. Topics vary each month, and cover standard operating procedures.
- ▶ Procedures include cleaning different surfaces, proper toxic chemical usage, spill management, hazards of toxic chemicals, cleaning to protect vulnerable occupants, cleaning equipment maintenance, conservation of energy, and water usage during cleaning.
 - *The responsible party coordinates and hosts all of the trainings.*

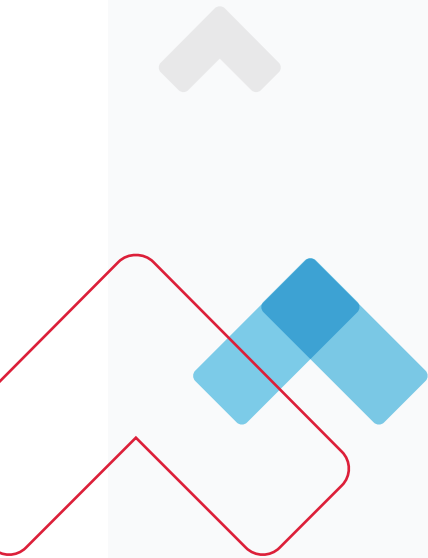
Provisions for collecting occupant feedback and continuous improvement to evaluate new technologies, procedures, and processes

- ▶ Feedback on overall building cleanliness and cleaning procedures will be collected during the biannual occupant comfort survey.



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- ▶ Occupant feedback will be taken into account in regards to the cleaning procedures described in this policy. The responsible party will evaluate whether updates to the cleaning procedures are necessary based on the feedback.
- ▶ The responsible party will continuously evaluate new cleaning technologies, either suggested via occupant feedback or discovered by some other means. Appropriate new procedures will be incorporated into the cleaning procedures as necessary.

PERFORMANCE METRICS AND MEASUREMENT

- ▶ All building occupants shall have a process to provide feedback on cleaning practices.
- ▶ The optimization of building occupant feedback to evaluate processes, procedures and technology.
 - *A&A Elevated Facility Solutions can implement technology to enable feedback about the sustainable cleaning program through a web portal that can be accessed via desktop computer or mobile device. Building occupants are instructed and encouraged to utilize this system to report issues relating to the cleaning program. The feedback submissions are routed to building management as well as the A&A Elevated Facility Solutions Service Request Manager to ensure issues will*

Additionally, the A&A leadership and innovation teams regularly research and integrates new high performance, sustainable cleaning technologies into the facility's cleaning procedures in an effort to more effectively and efficiently provide a clean working environment for building occupants and visitors.

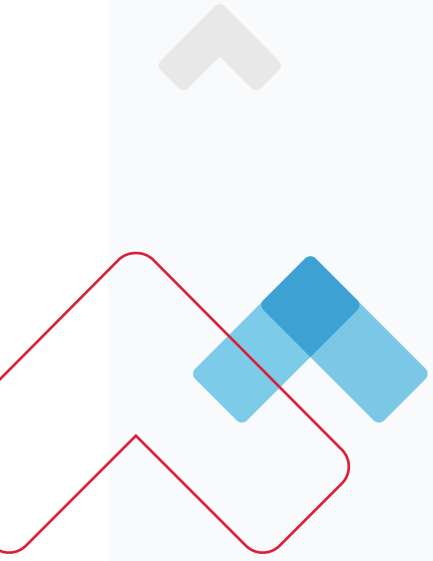
Tracking plan for staffing and overall performance

- ▶ Regular audits will be conducted to evaluate cleanliness. As 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 at least once every two years and will be managed by the responsible party of 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.



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- ▶ 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 comes on board, the responsible party will record the initial training and orientation provided.

V. PURCHASING GUIDELINES

Sustainability Criteria for Cleaning Products and Materials

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 2792 (formerly CCD 110), for cleaning and degreasing compounds.
- ▶ UL 2759 (formerly CCD 146), for hard-surface cleaners.
- ▶ UL 2795 (formerly CCD 148), for carpet and upholstery care.

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

- ▶ Green Seal GS-40, for industrial and institutional floor care products.
- ▶ UL 2798 (formerly CCD 112), for digestion additives for cleaning and odor control.
- ▶ UL 2791 (formerly CCD 113), for drain or grease trap additives.
- ▶ UL 2796 (formerly CCD 115/107), for odor control additives.
- ▶ UL 2777 (formerly CCD 147), for hard-floor care.
- ▶ California Code of Regulations maximum allowable VOC levels for the specific product category.

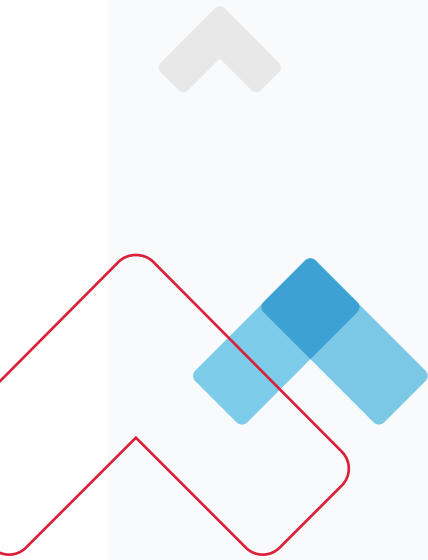
Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs:

- ▶ EPA comprehensive procurement guidelines, for janitorial paper and plastic trash can liners.
- ▶ Green Seal GS-09, for paper towels and napkins.



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- ▶ Green Seal GS-01, for tissue paper.
- ▶ UL 175 (formerly CCD-082 and CCD-086), for toilet tissue and hand towels.
- ▶ Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

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 2784 (formerly CCD-104), for hand cleaners and hand soaps.

Sustainability Criteria for Cleaning Equipment

All powered equipment must have the following features:

- ▶ Ergonomic design to minimize vibration, noise, and user fatigue.
- ▶ Safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
- ▶ If the equipment is battery powered, the batteries must be environmentally preferable gel batteries.

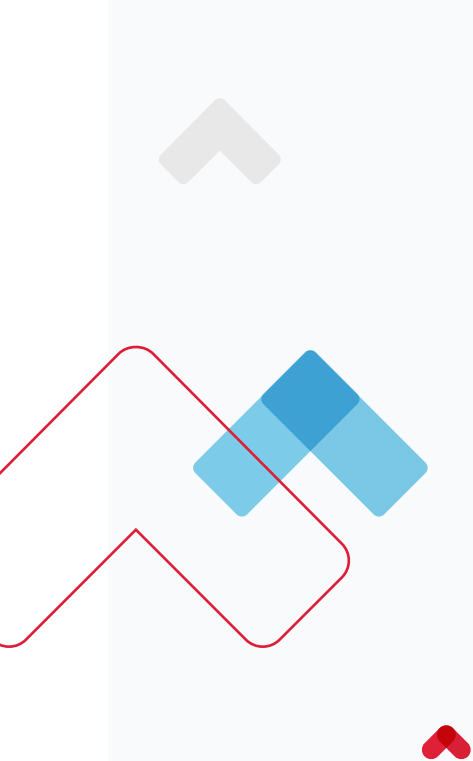
In addition, the applicable category-specific criteria below must be met

- ▶ 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 less than 70 dBA.
- ▶ Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval testing program for Deep Cleaning Extractors.
- ▶ Powered floor maintenance equipment must be equipped items such as vacuums, guards, or other devices for capturing fine particulates and must operate with a sound level of less than 70 dBA.
- ▶ 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 less than 90 dBA.



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

VI. QUALITY ASSURANCE/QUALITY CONTROL PROCESSES

A&A Elevated Facility Solutions will evaluate the green cleaning policy on a quarterly basis to evaluate progress towards the implementation goals. If any cleaning product or equipment purchase is 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 in order to achieve the implementation goals.

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

VII. VULNERABLE POPULATIONS

Vulnerable site populations such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals to ensure adequate precautions are in place relating to the janitorial maintenance plan. The client will determine the appropriate manner in which vulnerable site populations are initially identified, updated as population changes occur and notified of janitorial maintenance operations that may affect those populations. A&A Elevated Facility Solutions sustainable cleaning is designed with vulnerable site populations in mind, however at each site will review the products, equipment and processes in place related to cleaning to ensure vulnerable site populations are protected.



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