

**Title: Green Cleaning Policy – Custodial Services, Facilities Management, University of Victoria**
**Effective date:** January 1, 2021

**1. Scope**

**Purpose:** This policy applies to cleaning procedures, cleaning material purchases, cleaning equipment purchases, and cleaning services that occur inside and on the building site and grounds for the University of Victoria academic and support space.

Specifically, this policy covers the following:

**1.1 Cleaning strategies for:**

- Hard floor, 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

**1.2 Performance metrics and strategy development:**

- Reduction in water use, energy use, and chemical toxicity
- Green cleaning product purchasing
- Green cleaning equipment purchasing

**1.3 Staffing and training plans:**

- Staffing requirements and contingency for staffing shortages
- Timing and frequency of staff training

**2.Goals**

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

<b><u>Category</u></b>	<b><u>Goal</u></b>	<b><u>Performance measurement unit</u></b>
Cleaning products and materials purchases	85% meet sustainability criteria	Total Cost
Cleaning equipment purchases	90% meet sustainability criteria	Total equipment items
Cleaning equipment inventory	80% of equipment in the project inventory will meet the applicable sustainability criteria	Total equipment items in the overall inventory for the project
Toxic chemical usage (applies to all cleaning chemicals, including those not addressed by EQ Credit 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

### **3. Roles and Responsibilities**

The responsible party for this policy is UVic Custodial Services, Facilities Management (FMCS). 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, UVic FMCS is responsible for sharing this policy with the building tenant representatives and encouraging policy adoption accordingly. UVic FMCS 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, the responsible party will ensure that the appropriate individuals are informed of the updates.

### **4. Procedures and Strategies for Implementation**

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

- Hard floors, including tile, concrete, and wood surfaces, will be cleaned at least once a week, or more in frequently-used areas, with sustainable cleaning products. Stripping or hard floor coatings will only be applied to hard floor surfaces where necessary. The most sustainable options will be considered and implemented as a priority.
- Carpets will be vacuumed at least once a week, or more in frequently-used areas, with vacuum cleaners that meet the sustainability criteria listed later in this policy.
- On a regular basis, carpets will be inspected for stains and other damage. Where 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, sustainable cleaning products will be used as a primary option and supplemental mechanical action is applied to reduce the need to use less sustainable cleaning products.

#### **4.2 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 and low-to-no scent cleaning products are 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 or when occupants are not present in the space.

#### **4.3 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 are placed at main entrances to all buildings in order to capture all occupants and visitors that may enter a building. Hand sanitizers are also located near classroom areas where large numbers of students may be present.
- Only disinfectants meeting the purchasing sustainability criteria listed below will be considered to meet the requirements of this policy. Disinfectants are stored in locked custodial areas.
- Cleaning staff dispense disinfectants from a "closed dilution system" that does not require the user to manually measure and mix products. This system includes pre-installed metering tips in each product cartridge to ensure correct dilution rates every time. As a result, this reduces improper dilution rates caused by poor dispenser maintenance. The product cartridges are also sealed and thus prevent free-mixing by the user. Furthermore, the dispenser includes a backflow prevention system to eliminate source water contamination.

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

- Cleaning chemicals will be stored in locked custodial closets to prevent access to other occupants.

- UVic Custodial Services strongly limits the use of hazardous chemicals. Cleaning staff receive orientation and 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 cordoned 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 is housed in a MSDS database system and will be updated regularly.

#### **4.5 Strategies for reducing the toxicity of the chemicals used for laundry, ware 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.
- Highly concentrated laundry detergents will be used reducing key negative environmental impacts, such as reducing packaging demands (which are also recyclable), storage, waste, and transportation requirements thus reducing greenhouse gas emissions,
- For surface cleaning, peroxide based green seal certified products will be used wherever possible.

#### **4.6 Strategies for conserving energy, water, and chemicals used for cleaning:**

- Manual-powered equipment and cleaning strategies will be used in small area locations where possible to reduce the energy and water used by powered equipment and typical cleaning strategies.
- Powered equipment will be used where improved cleaning can be attained. All selected power equipment uses sustainable electrical power with no emissions. Powered equipment such as autoscrubbers also reduce water consumption in large areas versus manual methods and significantly improves surface cleanliness for occupants.
- Cold water will be used for most cleaning applications to reduce energy used to heat hot water.
- Vacuum filters and other applicable equipment will be changed frequently to enable air flow and reduce the energy consumption of the equipment.
- Wherever possible, the cleaning chemical use will be minimized.

#### **4.7 Strategies for promoting hand hygiene:**

- All restrooms will be equipped with no-touch or hands-free hand dryers and/or towel dispensers.
- Hand sanitizers will be placed at main entrances to all buildings and in areas where high concentrations of people are located.
- Signs are installed in washrooms to encourage proper handwashing.

#### **4.8 Tracking plan for staffing and overall performance:**

- Regular APPA-oriented audits will be conducted by both internal and external auditors to evaluate cleanliness. Included in internal audits, UVic Custodial Services supervisors will conduct post-audit discussions to ensure that cleaning standards and protocols are consistently met. Internal audits will be conducted monthly by UVic FMCS supervisors and external audits will be conducted annually by a third party auditor. Internal audit results will be collected via UVic's Facility Management property management software. External audit results have and will be provided by report, delivered to UVic management.
- All FMCS cleaning staff check in each day with FMCS supervisors when they arrive at work. Attendance records are kept to ensure that the building is sufficiently staffed with trained professionals.
- UVic's FMCS supervisors will log all provided training and will ensure that the training plans described above are met.
- When new staff come on board, the UVic's FMCS supervisors will record the initial training and orientation provided to the staff.

#### **4.9 Tracking plan for water, energy, and toxic chemical usage:**

- Toxic chemicals are rarely used and only when strictly necessary. Only FMCS supervisors or managers can issue these products and will be responsible for providing on-the-spot training in use and safety measures. FMCS supervisors 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 using toxic chemicals only when strictly necessary.
- All vacuum filters will be replaced on a regular basis.

#### **4.10 Tracking plan for cleaning product and cleaning equipment purchases:**

- All cleaning product purchases, made by UVic FMCS will be recorded through vendor purchasing online software, UVic FMCS logs and accounts payable invoice tracking. Cleaning equipment purchases are tracked internally through UVic's accounting software.
- On an regular 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 adjusting procurement on the goals and sustainability criteria outlined in this policy.

#### **4.11 Staffing and contingency plans:**

- Detailed cleaning requirements are based on APPA standards and are allocated to cleaning staff using workloading software that assigns appropriate times based on space-types and cleaning frequencies. This method is used instead of the conventional "time per square foot method" as it allows for better staffing allocation in relation to area types.
- UVic FMCS either supplements absences and/or prioritizes required cleaning tasks in the event of staffing shortages.
- Feedback is collected from building occupants via customer service surveys generated with each work order created. As noted above, regular internal audits will be conducted to minimize any potential recurring cleanliness issues.
- Occupant and custodial supervisory staff feedback are 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.

#### **4.12 Staff training plan:**

- All cleaning staff, including backup personnel, receive training upon hiring and as necessary, whenever new procedures are introduced, and when procedures are changed. Reminders and reviews are conducted proactively and regularly by on-the-floor Custodial Services supervisors.
- Regular communication meetings are held at least monthly, and often weekly. Topics vary and cover standard operating procedures for cleaning different surfaces, proper toxic chemical usage and spill management, hazards of toxic chemicals, cleaning to protect vulnerable occupants, cleaning equipment maintenance, and conservation of energy and water usage during cleaning.
- The responsible party coordinates and hosts all of the trainings.

### **5. Purchasing guidelines**

#### **Sustainability Criteria for Cleaning Products and Materials**

Regularly used cleaning products and consumable products including paper, refuse bags, soap and hand sanitizer must meet or exceed one or more of the following environmental program standards:

Green Seal , UL EcoLogo, EC EcoLogo, FSC, and/or EPA

## **Sustainability Criteria for Cleaning Equipment**

### **5.1 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 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 contain HEPA filtration, have a minimum Silver Level certification by the Carpet and Rug Institute, and operate with a maximum sound level of 70 dBA or less.

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

Propane-powered floor equipment will not be purchased and/or must not be used on campus.

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. Most cleaning products must be dispensed from the closed dilution system dispenser. Alternatively, scrubbing machines may use tap water only, with no added cleaning products.

## **6. Quality Assurance/Quality Control Processes**

The responsible party will evaluate the green cleaning policy regularly 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.

