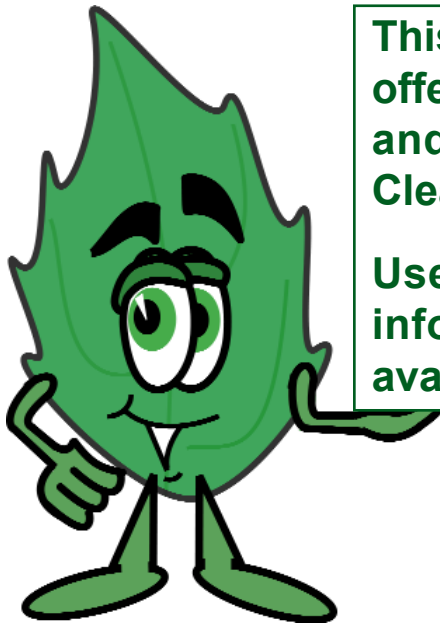


EASY
**Your Guide
to Green**



This operations guide is designed to offer guidance on the development and implementation of a Green Cleaning Program.

Use this guide to supplement information and resource tools available from Multi-Clean.

www.yourguidetoclean.com

The website dedicated to make going green easier.

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Click on the Sustainable Planet logo to watch a TV clip on Green Cleaning.



sustainable planet

As seen on the National Geographic Channel



Introduction: *Green Cleaning*



Cleaning to protect health
without harming the environment.

The definition for green cleaning is simple and concise. However, the prospect of implementing green cleaning practices has not been as simple for many facilities. Those responsible for cleaning and maintaining commercial facilities have been left with confusing information about what to do and how to do it when it comes to green cleaning.

Green cleaning is about much more than using certain products. Green cleaning is “process driven”, resulting in effectively combining products, tools, equipment with sustainable cleaning practices. The goal is a healthier facility for building occupants to learn, work and play while having the least environmental impact.

At Multi-Clean, we believe there is a better way. It starts by recognizing that much of the actual nuts and bolts of implementation is going to fall upon those in charge of cleaning operations. Our exclusive six step process called YOUR EASY GUIDE TO GREEN is an operations based process that includes a variety of support, resource, and information tools to help you every step of the way.



Your Easy Guide to Green

This operations guide lays out our 6 step process to make the transition to green cleaning more straightforward.

Who should use this guide?

Distributors and their customers will find this guide useful.

How should this guide be used?

We recommend using the basic guidelines along with the more detailed information found on our educational website: www.yourguidetoclean.com. At the bottom of each page is a Resource box that highlights where additional information can be found.

What about LEED?

The LEED-EB program has an entire section on Indoor Environmental Quality. It is now a pre-requisite for LEED-EB certification to have a green cleaning policy in place. Following the six step Your Easy Guide to Green will help fulfill these requirements.

Step 1: *Inspect Your Facility*



You cannot get started on a green cleaning program without determining where you are at now. A Green Building Survey is a 15 point inspection process that looks at current facility operations and maintenance from a human health and environmental impact perspective. Once the Green Building Survey is complete, it serves as a blueprint for implementing green cleaning practices.

15 Point Green Building Survey

1. **Outside:** Identify conditions outside that may impact the environment indoors.
2. ***Entrances:** Review building entrances and how they are maintained.
3. **Public Areas:** Examine public areas and determine cleanliness conditions.
4. **Basements and Crawl Spaces:** Inspect these hiding places for pests and mold.
5. **Mechanical Rooms:** Review HVAC maintenance and any storage of chemicals.
6. **Garages and Loading Docks:** Look for sources of exhaust fumes.
7. ***Storage Areas:** Review storage of all hazardous materials / chemicals.
8. **Stairs and Elevators:** Review stair cleaning from a safety perspective.
9. **Office and Work Areas:** Examine how these areas are cleaned.
10. **Food Areas:** Inspect and review procedures for handling food waste.
11. **Restrooms:** Review procedures and frequency of restroom cleaning.
12. ***Cleaning Closets:** Inspect closets to insure proper storage and venting to outside.
13. **Roof Area:** Inspect to identify defects that could impact the indoor environment.
14. ***Cleaning Chemicals:** Review the currently used cleaning chemicals.
15. ***Cleaning Equipment and Supplies:** Review equipment and current supplies.



* LEED-EB Required

Resources: Green Building Survey

Download a Green Building Survey template to utilize as a guide and to document your inspection. Visit www.yourguidetoclean.com and look under the tab "Your Easy Guide to Green".

Step 2: Switch to Green Products



To begin the process of transitioning toward green cleaning chemical products, you first have to determine what you are currently using. The best way to do this is to conduct an inventory of your current janitor closets referred to as a **Cleaning Chemical Audit**.

What are you looking for with current product usage?

- Product Name
- Function: What is it used for?
- Type: Is the product a concentrate, ready to use or aerosol?
- Required Documentation: Is an MSDS on file for this product?

After completing the Cleaning Chemical Audit, you will need to identify viable alternatives products that are safer for people and the environment. A **Green Chemical Evaluation** form is an extension of the audit that offers alternatives to the existing product and briefly explains the benefit of using the product.

- Current Chemical Product (from audit above)
- Recommended Alternative Product
- Primary Benefit of alternative product

This is the point where it is critical to involve your Multi-Clean authorized distributor representative to recommend the best and most appropriate products.



We recommend that the switch to green cleaning products be approached as a transition process over time. Switching all at once can create issues with the cleaning staff. Change is always difficult, allowing staff to evaluate chemicals and make them part of the process can help lower resistance to change.



* LEED-EB Required

Resources: Cleaning Chemical Audit and Evaluation

Download a **Cleaning Chemical Audit** spreadsheet to document your existing chemicals used. Then use the **Green Chemical Evaluation** form to identify alternatives. Visit **www.yourguidetoclean.com** and click on the tab "Your Easy Guide to Green."

Step 3: Introduce Green Equipment and Supplies



Implement a program for the use of janitorial equipment that reduces building contaminants and minimizes environmental impact. The cleaning equipment program may require the following:

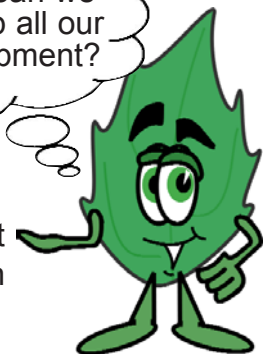
- Vacuum cleaners are certified by the Carpet and Rug Institute “Green Label” Testing Program for vacuum cleaners and operate with a sound level of less than 70dBA.
- Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet and Rug Institute’s “Seal of Approval” Testing Program for deep-cleaning extractors.
- Powered floor maintenance equipment, including 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 of less than 70dBA.
- Propane-powered floor equipment has high-efficiency, low emissions engines with catalytic converters and mufflers that meet the California Air Resources Board (CARB) or Environmental Protection Agency (EPA) standards for the specific engine size and operate with a sound level of less than 90dBA.
- Automated scrubbing machines are 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.

Keep a log for all powered cleaning equipment to document the date of equipment purchase and all repair and maintenance activities on each type of equipment in use.

Disposable Supplies Guidelines

- US EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Can Liners.
- Green Seal GS-09, for paper towels and napkins.
- Green Seal GS-01, for tissue paper.

Does this mean we have to scrap all our existing equipment?



Equipment Procurement Policy

You do not have to scrap existing equipment. However, a new equipment procurement policy should be in place that specifies the purchase of green equipment.

* LEED-EB Required

Resources

Review equipment guidelines in the comprehensive LEED-EB guide (on page 79) here: www.usgbc.org, or under the Green Seal Standard GS-42 here:

www.greenseal.org/certification/cleaning_services_gs_42.pdf

Info on supplies can be found under the EPA Comprehensive Procurement Guidelines for Trash Liners and Sanitary Paper products:

www.epa.gov/epawaste/conserve/tools/cpg/products/index.htm#paper

Step 4: Adopt Green Cleaning Practices



Implementing a green cleaning program involves much more than simply switching to green chemical products. Each Green Cleaning Program must incorporate certain practices into their cleaning program that address human health and environmental impacts. We call these practices GREEN CLEANING FOCAL POINTS. There are 10 Green Cleaning Focal Points, which if you document and follow, will lead you on the path to a truly green cleaning program.

Green Cleaning Focal Points

1. ***Efficient Use of Chemicals:** A method of insuring that chemicals are diluted properly through a supplied measuring system or device.
2. ***Communications:** Identifying "vulnerable populations" that may be effected by cleaning activities. Feedback mechanisms.
3. ***Entryways:** Attention is given to the point where the bulk of contaminants enter a facility.
4. **Hard Floor Care Program:** A maintenace program that emphasizes routine, scheduled maintenance to extend finish life.
5. **Carpet Care Program:** A maintenace program that emphasizes routine maintenance to regularly remove trapped contaminants.
6. **Disinfection Strategy:** A plan for use of disinfectants in areas only where needed.
7. **Restroom Care:** A thorough and regularly scheduled maintenance program for restrooms.
8. **Cafeterias and Kitchens:** Addressing these areas where bacteria, odors, and pests can accumulate.
9. **Trash Collection and Recycling:** A protocol for collection and disposal of trash and general recycling guideleins and policies.
10. **Training:** Documented training for all employees on green cleaning procedures. Additional annual training.



* LEED-EB Required

Resources

Multi-Clean has developed "GREEN GUIDE TEMPLATES" to help document the adoption of green cleaning practices within your facility. Download at www.yourguidetoclean.com under the heading Your Easy Guide to Green. Green Seal has also developed a Cleaning Service Standard (GS-42) that identifies each of the 10 Green Cleaning Focal Points. View the Standard at www.greenseal.org.

Step 5: Training



An important part of successfully implementing a green cleaning program is training your staff. There are four broad areas of training to consider.

1. **Required Training:** This type of training is required by law. The most important training is the OSHA Hazard Communication Standard (HCS). The HCS requires that each employee who will be handling chemicals be trained. The HCS had four main areas that pertain to employer responsibilities:
 - ✓ Written Program
 - ✓ Material Safety Data Sheets (MSDS)
 - ✓ Labeling
 - ✓ Information and Training
2. **Green Cleaning Procedures:** A standard operating procedure (SOP) should be prepared for each cleaning task. Employees should be trained in accordance with each SOP.
3. **Safety:** The HCS addresses the safety of employees working with chemicals. Another part of safety is protecting building occupants during the cleaning and floor maintenance process. This can include slip/fall prevention practices and communication with vulnerable populations that may be sensitive to certain maintenance processes.
4. **Professionalism:** A new area of employee training relates to teaching how to interact with the public. As more facilities are considering a switch to cleaning during the day, interaction with the public becomes more prevalent. Already in schools, health care facilities and other public places, this training can result in a positive image.



* LEED-EB Required

Resources

A variety of training information can be found at the Multi-Clean website www.multi-clean.com. Click on the training link to locate training information on procedures and well as required OSHA training information. OSHA and ISSA also offer a Health and Safety Portal with useful information here: www.issa.com/?id=safety_health_portal.

Step 6: Ongoing Improvement



Going Green: A Continuous Process

Like a quality program, the process of going green never ends. You can expect that leading manufacturers will continue to develop products that make the job of cleaning and maintaining facilities more effective and productive. That means, what is considered green today, may not be as green tomorrow. That means the process of greening your facility operations does not have an end point.

Monitor Your Progress

An important question is “how do you measure the ongoing success of your green cleaning program?”. One way is to develop a base line cost estimation about transitioning to green cleaning and periodically documenting progress. Look at the GREEN CLEANING POLLUTION PREVENTION CALCULATOR to help you develop this at the beginning of your green cleaning journey. This simple tool asks some specific information about your various facilities and cleaning practices. It then provides you with a detailed assessment about how the green cleaning process can benefit your cleaning operation.



The Cost of Going Green

Many think that implementing a green cleaning program is a costly investment. We advocate that Green Cleaning is a cost neutral proposition. Some increases in cost of training, documentation, chemicals, equipment, and supplies will be offset by gains in productivity. Most certainly the largest benefit is simply a cleaner and healthier facility for employees, students, customers, patients, and employees.

* LEED-EB Required

Resources

The Green Cleaning Pollution Prevention Calculator can be accessed by going to www.yourguidetoclean.com and clicking on the tab “Your Easy Guide to Green”. This tool will help you show how much you can save by going green.

Warning & Disclaimer: Results may vary. Multi-Clean chemicals are to be used only by appropriately trained personnel. IMPROPER USE POSES RISK OF PHYSICAL INJURY OR PROPERTY DAMAGE. See appropriate Multi-Clean Method Bulletin for further warnings and information for your application. The suitability of and proper application of this product is the responsibility of the applier. The manufacturer disclaims all warranties, express and implied, including any warranties of MERCHANTABILITY AND FITNESS OF PURPOSE. The manufacturer's liability is limited to replacement of or reimbursement for any product proved defective. No person has authority to waive these disclaimers or make any representations or warranties on behalf of the manufacturer, except in writing signed by the manufacturer.