

A CERTIFICATION GUIDEBOOK FOR

Commercial Cleaning Services

Green Seal's Standard for
Commercial and Institutional
Cleaning Services (GS-42)



Reproduction of material in this guidebook without express written permission from Green Seal is prohibited.

For questions about GS-42 or any Green Seal standards:

CALL: (202) 872-6400

EMAIL: customersuccess@greenseal.org

VISIT: www.GreenSeal.org

To apply for certification, visit:

www.greenseal.org/certification/get-started/



1001 Connecticut Ave NW
Suite 827
Washington, D.C.

P: (202) 872-6400

F: (202) 872-4324

www.GreenSeal.org

© 2021 Green Seal, Inc. All Rights Reserved.



Table of Contents

Introduction.....	4
Who Can Use This Standard?	4
How To Use This Guidebook.	5
Steps To Certification	6
1.0 Basic Information	7
2.0 Operations	8
2.1 Building-Specific Cleaning Plans.....	8
2.2 Cleaning Operations	11
2.2.1 Floor Maintenance	11
2.2.2 Carpet Cleaning and Maintenance	13
2.2.3 Restrooms	15
2.2.4 Dining Areas and Break Rooms	17
2.2.5 Entryways.....	18
2.3 Cleaning Techniques.....	19
2.3.2 Cleaning Cloths and Microfiber Cloths	21
2.4 Collection of Waste and Recyclable Items	23
2.5 Vulnerable Populations.....	26
2.6 Indoor Plants.....	27
2.7 Back-of-House Procedures	28
27.1 Handling and Storage of Cleaning Products	28
27.3 Waste Disposal	31
3.0 Communication.....	32
3.1 Internal Communications	32
3.2 Communications with the Client	33
4.0 Purchasing	35
4.1 Environmentally Preferable Cleaning Products and Supplies.....	35
4.2 Powered Cleaning Equipment	37
4.3 Minimizing Package Waste	38
4.4 Recordkeeping	39
5.0 Training	40
5.1 Initial Training	40
5.2 Safety Training.....	42
5.3 Site-Specific Training	43
5.4 Continuing Training	44
5.5 Records of Training	45
6.0 Trademark Use Requirements.....	46
6.1 Trademark Use	46
6.2 Misleading Claims.....	46
Appendix A – Definitions(Normative)	48
Appendix B – Scope (Informative)	49
Appendix C – Documentation Templates	50












Introduction

Welcome! This guidebook is designed to accompany you through the process of preparing for and earning Green Seal® certification, the highest bar for excellence in the cleaning industry. Only top-performing cleaning organizations are certified as having met the rigorous requirements of Green Seal's Standard for Commercial and Institutional Cleaning Services (GS-42) and earned the right to display the Green Seal certification mark.

Green Seal's Standard for Commercial and Institutional Cleaning Services (GS-42) offers cleaning service providers and in-house cleaning teams an achievable path toward safe and sustainable custodial operations. This certification helps you meet the needs of your clients, employees, and building occupants and verifies that your services achieve a healthier indoor environment with uncompromising cleaning performance.

The GS-42 standard addresses the most significant impacts for custodial services to deliver increased health and environmental protections, covering the following topics:

 Building-Specific Cleaning Plans	 Cleaning Operations & Techniques	 Waste & Recycling Collection
 Vulnerable Populations	 Indoor Plants	 Back-of-House Procedures
 Internal & Client Communications	 Environmentally Preferable Purchasing	 Employee Training

WHO CAN USE THIS STANDARD?

The GS-42 standard establishes requirements for cleaning (or custodial) services, including in-house and third-party service provider scopes of work. For the purposes of this standard, green cleaning includes all indoor environmental quality custodial tasks required to clean commercial, public, and institutional buildings.

This standard does not cover the following:

- ♦ parking lots, grounds, and picnic areas
- ♦ exterior maintenance areas except for areas directly outside building entryways
- ♦ residential buildings
- ♦ specialty cleaning services focusing on only one aspect of cleaning or special cleaning needs, such as deep or restorative carpet cleaning, window washing, upholstery cleaning, or mold remediation services

See **Appendix B** (pg. 49) for more information about the scope of this standard.



How To Use This Guidebook

This guidebook is designed to help you meet the requirements of Green Seal's Commercial Cleaning Services certification. All requirements from Edition 2.3 are provided in this guidebook. The guidebook does not replace the standard in defining the requirements for certification and does not guarantee certification.

Each section in this guidebook contains the following parts:



Intent

A brief statement of the purpose for the requirement and how it reduces impacts to human health and the environment.



Standard Requirements

The complete standard requirements for each criterion, as found in the Green Seal GS-42 Standard for Commercial and Institutional Cleaning Services Edition 2.3, issued July 7, 2015.



Documentation Needed

The documentation required to verify compliance with each requirement. In general, documents consist of narrative explanations or descriptions, established policies, copies of purchasing orders or receipts, photographic evidence, or information provided in a template developed by Green Seal. Templates for each section of the Standard are provided by Green Seal and available to GS-42 customers through our Project Portal. PDF versions are included in Appendix C of this guidebook for reference. All documentation must be submitted electronically through the Project Portal.



On-Site Auditor Visit

The list of items an auditor may visually inspect during the on-site visit to verify compliance with requirements. In addition, the auditor may ask staff questions to better understand how a particular process, procedure, or policy is implemented on-site.



Implementation Options

Examples of how organizations have successfully implemented the standard requirements. These approaches can help you meet the GS-42 requirements, but they are not the only paths to achievement.

Terms that appear in *italics* are defined in **Annex A**.

Steps To Certification

1

Apply for Certification.

The first step to begin the process of earning GS-42 certification is to complete and sign an application and submit payment for the review fee. Applications can be requested here or by emailing customersuccess@greenseal.org.

2

Demonstrate Achievement.

You will be assigned a Green Seal Project Manager to help you with the process of collecting and submitting project information and required documentation. Once all documentation has been submitted and evaluated, Green Seal will work with you to schedule and complete an on-site auditor visit to verify that the standard requirements are appropriately implemented.

3

Achieve Certification.

Once all documentation requirements are met and the on-site auditor's visit is complete and satisfactory, Green Seal will issue your official certification. After certification is achieved, you may promote your property's Green Seal certification. You will also receive access to Green Seal's Marketing Toolbox and certification logo.

GREEN CLEANING ACCOUNTS AND ON-SITE AUDITOR VISIT

Green Seal's goal is to provide a flexible, customer-friendly certification process that ensures compliance with the standard requirements. To this end, a Green Seal auditor conducts on-site visits to confirm achievement of the standard's requirements. In addition to standard compliance, this approach also reduces the amount of paperwork required for the documentation portion of the review.

After an on-site auditor's visit, a report will be compiled and provided to you. Any identified non-compliance with the standard must be remedied within 120 days of receiving the report. Corrective actions more than 120 days outstanding may be considered grounds for rejecting the application for Green Seal certification.

The number of on-site auditor visits required depends on the number of green cleaning accounts your organization has at the time you apply for certification. If your organization has 20 or fewer green cleaning accounts, an on-site auditor visit of

a single account or location will be conducted. If your organization has more than 20 green cleaning accounts, roughly 5% of those accounts will be selected for a site visit.

Once certification is awarded, on-site auditor visits will be conducted approximately every three years. Any identified non-compliance with the standard must be remedied within 120 days of receipt of the auditor's report for Green Seal certification to be renewed.

Annually, on your certification anniversary, you can expect to receive a short questionnaire from Green Seal requesting information on any changes to your green cleaning accounts or services. Any new accounts will be added to the total number of accounts listed for your organization. All current green cleaning accounts will be used to calculate the number of on-site auditor visits required to be performed at the three-year mark.



1.0 – Basic Information



Intent

To gather basic information regarding the organization or departmental structure and types of facilities served, and to ensure that the organization has not violated any environmental laws or regulations.



Standard Requirements

This standard establishes environmental and health requirements for commercial and institutional *cleaning/custodial services*.

The scope of this standard covers both in-house and external *cleaning/custodial services* and includes all activities typically required to clean indoor areas of commercial, public, and industrial buildings, and areas directly outside building entryways. This standard does not cover residential buildings or the maintenance of any exterior areas, such as parking lots, grounds, or picnic areas. See Appendix 1 for an example of services included in this standard.

The requirements specified in this standard are mandatory for all *cleaning/custodial services*, unless specifically noted or shown to be not applicable or not available. Where criteria conflict with local code or regulations, the latter shall be followed.



Documentation Needed

Using the Green Seal template, provide and upload the following information:

- ❖ **Company Information.** Provide basic contact information for the company and primary contact.
- ❖ **Company Organizational Chart.** Upload a company organizational chart that lists or describes key relationships between service procedure development, product and equipment, quality control, and environment, health, and safety. The chart must include subcontractors and contracted employees.
- ❖ **Green Cleaning Accounts.** Provide the name of the client or account, address, client contact information, and account square footage for all clients currently served by the cleaning service where GS-42 is fully implemented.
- ❖ **Environmental Compliance Personnel.** Upload a list of environmental compliance personnel and a description of the company's environmental compliance program to the Green Seal Project Portal.
- ❖ **Environmental Regulation Compliance.** Upload a signed and dated statement to the Green Seal Project Portal on company letterhead, by the company president or other authorized signatory, that the company has received no environmental violations in the past six months. If a violation has occurred, give details about the incident and how it was remedied.



On-Site Auditor Visit

No action needed.



Implementation Options

Create an organizational chart that identifies the personnel assigned to manage and assist with implementing and maintaining the green cleaning service. Often, these are professionals trained in regulatory rules and compliance. Then, describe how the personnel are involved in procurement of compliant products and establishing and implementing green cleaning policies and procedures.

If no one is dedicated to regulatory compliance, describe the compliance program and how it is implemented.

If the organization has no existing compliance program, identify and review the federal, state, and local regulatory requirements applicable to the service (e.g., disposal of chemical waste, cleaning products, and equipment). Then describe the actions the service has taken to comply with applicable laws.

Review the organization's records and identify any applicable local, state, or federal environmental violations that have occurred in the six months before applying for Green Seal certification. If a violation has occurred, describe the incident and any corrective measures.

If no violations have occurred, provide a statement on company letterhead, signed and dated by executive leadership, confirming that no violations have occurred in the past six months.

2.0 – Operations

2.1 BUILDING-SPECIFIC CLEANING PLANS



Intent

To ensure that custodial operations are effective and efficient, minimize disruption, and maximize human health protections through the establishment of green cleaning standard operating procedures.



Standard Requirements

2.1 Building-Specific Cleaning Plans. The cleaning service shall have a written cleaning plan for each building¹ which describes the following:

Standard operating procedures that address:

- ✦ Cleaning and waste collection (Sections 2.2, 2.3, 2.4).
- ✦ Handling, tracking, and storage of cleaning products (Sections 2.7.1, 4.4).
- ✦ Equipment operation procedures and maintenance (Sections 2.3.3, 2.7.2).
- ✦ Waste disposal (Sections 2.4, 2.7.3).
- ✦ Communications with management and occupants of the building (Section 3.2).

¹ This written plan is intended to describe how the general procedures are to be implemented at each site. General procedures and site-specific information may be included directly or by reference, and may be combined as best fits the needs of the cleaning service.

Schedules for:

- ✧ Routine cleaning operations, detailing the minimum frequency required for each (Section 2.2 and all other areas to be cleaned).
- ✧ Activities performed periodically (Section 2.2).
- ✧ Equipment maintenance (Section 2.7.2).

Schedules of cleaning operations shall be reviewed at least twice a year and adjusted as needed in response to the changing needs of the building and its occupants.

Details that are specific to each building, including:

- ✧ Contact people, contact information, location of resources and rooms for use by cleaning personnel.
- ✧ Vulnerable populations: their location, vulnerability, and measures to be taken (Section 2.5).
- ✧ Seasonal changes to the building operations (e.g., school closings).
- ✧ Indoor sources of contaminants or pollution.²
- ✧ Potentially hazardous materials, fixtures, and infrastructure.³
- ✧ Areas with special concerns.⁴
- ✧ Schedule of cleaning and maintenance operations.
- ✧ General procedures to follow in the event of an accident.
- ✧ Activities that should be implemented when non-routine events occur (e.g., renovations, construction, new installations, emergencies, malfunctions, etc.).

Cleaning plans shall be reviewed for possible revisions at least once a year.

The cleaning plan shall be made available to all cleaning personnel and clients.

**Documentation Needed**

Documentation requirements for the Building-Specific Plan cover many of the requirements for the other sections in 2.0 Operations. Using the Green Seal template, provide and upload a building-specific plan for each green cleaning account, including information on policies and procedures, schedules, building details, and non-routine events.

Required documentation covers the following topics:

1. Standard Operating Procedures

- ✧ cleaning operations
- ✧ cleaning techniques
- ✧ collection of waste and recyclable items
- ✧ handling, tracking, and storage of cleaning products
- ✧ equipment operation and maintenance procedures
- ✧ waste disposal
- ✧ communication with management and occupants

² Both temporary and permanent sources (e.g., building renovations, indoor plants, and new carpet installations).

³ E.g., floors containing asbestos, paint containing lead, or other hazards identified by the Occupational Safety and Health Administration.

⁴ E.g., high-traffic areas; laboratories; those with inadequate ventilation, poor lighting, or restricted access; and historical structures requiring special accommodations.

If the organization uses Green Cleaning Standard Operating Procedures for each of its Building-Specific Cleaning Plans, either:

A

Upload the organization-wide Green Cleaning Standard Operating Procedures document, referenced as appropriate in each plan.

OR

B

Ensure that the relevant portions of the Green Cleaning Standard Operating Procedures are fully described in each plan submitted.

2. Schedules

- ✧ routine cleaning operations
- ✧ activities performed periodically
- ✧ equipment maintenance

A separately uploaded cleaning schedule can be used in lieu of listing schedules for any of the items listed below. If a cleaning schedule is uploaded, indicate so below.

3. Building-Specific Details

- ✧ client contacts and resource locations
- ✧ vulnerable populations
- ✧ building operations and seasonal changes
- ✧ indoor contaminant sources
- ✧ hazardous materials
- ✧ areas of special concern
- ✧ cleaning and maintenance operations schedule
- ✧ emergencies

4. Non-Routine Events

- ✧ implementing service during non-routine events

5. Review and Revision

- ✧ process
- ✧ schedule

6. Plan Accessibility

- ✧ personnel and client access to Building-Specific Cleaning Plan

7. Other Information

- ✧ optional relevant information not addressed above



On-Site Auditor Visit

The auditor will check the Building-Specific Cleaning Plan for the site to verify that it is available and accessible to custodial staff and building management. The auditor may also ask custodial staff about cleaning procedures.



Implementation Options

Establish a standard operating procedure document for your green cleaning program that includes the procedures undertaken at all green cleaning account sites. This document should minimally include the following activities:

- cleaning and waste collection
- handling, tracking, and storage of cleaning products
- equipment operation procedures and maintenance
- waste disposal
- communications with management and building occupants

In addition to preparing the standard operating procedures used at each site, develop a Building-Specific Cleaning Plan to address the unique needs of clients. Expect to engage substantially with building managers, owners, and occupants to develop tailored cleaning policies that supplement the standard operating procedures in order to meet their needs effectively. Topics that should be covered are addressed in the other portions of Section 2.

Consider using the following questions during client intake to help you begin gathering information for a building-specific plan:

- How many buildings or spaces are included in the green cleaning account? How is each used? Are there any special uses that may affect the manner in which a space is cleaned?
- Who are the building occupants? Do they have any special needs when it comes to chemical cleaning products, cleaning equipment, or waste disposal?

2.2 CLEANING OPERATIONS

2.2.1 FLOOR MAINTENANCE



Intent

To reduce resource use by extending flooring life and reducing the need for restorative maintenance.



Standard Requirements

2.2 Cleaning Operations. Schedules and procedures shall be established and implemented for routine, periodic, interim, and restorative cleaning operations for floors and carpets.

2.2.1 Floor Maintenance.

2.2.1.1 : For routine floor maintenance, the cleaning service shall vacuum floors or use mops equipped with reusable heads or equivalent.

Floors shall be cleaned on a predetermined schedule and as needed⁵ to keep them clean.

- **Scheduled daily cleaning:** heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas.
- **Vacuum or mop as necessary to keep clean:** light traffic areas, including conference rooms, administrative offices, auditoriums, media centers, limited-access areas, and other areas or spaces with limited or periodic use.

⁵ E.g., in the event of spills or heavy use.

2.2.1.2 : For periodic and restorative maintenance of floors, the cleaning service shall:

- ✧ schedule floor stripping and refinishing during periods of minimum occupancy.
- ✧ provide reasonable notice to the *client* before non-routine floor maintenance operations. The timing and method of the notice shall be established in consultation with building management.
- ✧ ensure that sufficient floor finish exists on the floor surface before performing periodic maintenance, in order to avoid damage to the flooring.
- ✧ floor restoration chemicals shall not be applied by spraying.⁶
- ✧ perform restoration⁷ only when needed, rather than on a predetermined schedule.
- ✧ use burnishing or buffing equipment capable of capturing the dust generated by the equipment.
- ✧ ventilate the area to the outside if possible, both during and after floor stripping, floor scrubbing, or recoating.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for most of the criteria in *2.2.1 Floor Maintenance*:

- ✧ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Cleaning Operations,” provide the standard operating procedures for floor maintenance.
- ✧ In the Building-Specific Cleaning Plan, II: Schedules, Section “Routine Cleaning Operations: Floor Maintenance,” provide the routine cleaning schedules for floor maintenance. Include the minimum cleaning frequencies required.
- ✧ In the Building-Specific Cleaning Plan, II: Schedules, Section “Activities Performed Periodically: Floor Maintenance,” provide the periodic and restorative schedules for floor maintenance. Include the minimum cleaning frequencies required.

If restorative maintenance is part of the scope of work, provide a brief narrative description in the Green Seal template explaining why this level of maintenance is necessary.



On-Site Auditor Visit

The auditor will inspect the facility floors for evidence of proper maintenance. Staff should be prepared to answer questions about floor maintenance procedures.



Implementation Options

Routine or Interim Maintenance

Identify the various types of flooring throughout the building and the associated needs for routine maintenance.

- ✧ How much traffic does each type of flooring receive? When does this traffic typically occur?
- ✧ What cleaning activities should be conducted, and on what schedule, to ensure that the flooring is properly maintained (e.g., daily vacuuming or mopping)?
- ✧ What does the manufacturer recommend for maintenance to prevent voiding of warranties?
- ✧ Are there special circumstances to consider (e.g., does routine maintenance change in the event of rain or snow)?

⁶ Mop-on or autoscrubber methods may be used.

⁷ Intended to maintain the appearance and integrity of the floor finish.

Train staff to identify the different types of flooring and their associated maintenance.

Adjust cleaning schedules as needed, working with the client to review and revise contract specifications and ensure alignment with best practice for each flooring type.

Periodic Restorative Maintenance

Floor restoration maintains the appearance and integrity of the floor finish and should be performed only as necessary. In fact, periodic flooring restoration is often unnecessary if proper routine or interim maintenance is performed.

Always ensure that floor restoration is necessary before conducting this work. Consult the floor manufacturer's manual and identify the specific issues that necessitate restorative maintenance. If none are present, review this information with the client to determine the most appropriate maintenance.

2.2.2 CARPET CLEANING AND MAINTENANCE



Intent

To reduce resource use by extending carpet life and reducing the need for restorative maintenance.



Standard Requirements

2.2.2 Carpet Cleaning and Maintenance

2.2.2.1 : For routine carpet maintenance, the *cleaning service* shall vacuum carpets on a predetermined schedule and as needed to keep them clean.

- ♦ **Vacuum daily:** heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas.
- ♦ **Vacuum to keep clean:** light traffic areas, including conference rooms, administrative offices, auditoriums, media centers, limited-access areas, and other areas or spaces with limited or periodic use.

2.2.2.2 : For *interim* and *restorative* cleaning,⁸ the cleaning service shall:

- ♦ provide reasonable notice to the client before interim or restorative carpet cleaning operations. The timing and method of the notice shall be established in consultation with building management.
- ♦ perform carpet extraction only as needed rather than on a regular schedule.
- ♦ clean carpets so that they will dry in less than 12 hours.
- ♦ schedule carpet extraction during periods of minimum occupancy.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *2.2.2 Carpet Maintenance*:

- ♦ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Cleaning Operations, Carpet Cleaning and Maintenance,” provide the standard operating procedures for carpet cleaning and maintenance. Include procedures for routine or interim and periodic restorative carpet maintenance.

⁸ When normal cleaning is not sufficient to clean carpets in heavy-use areas.

- ✦ In the Building-Specific Cleaning Plan, II: Schedules, Section “Routine Cleaning Operations: Carpet Cleaning and Maintenance,” provide the routine cleaning schedules for carpet cleaning and maintenance. Include the minimum cleaning frequencies required.
- ✦ In the Building-Specific Cleaning Plan, II: Schedules, Section “Activities Performed Periodically: Cleaning and Maintenance,” provide the schedules for interim and restorative carpet cleaning and maintenance. Include the minimum cleaning frequencies required.



On-Site Auditor Visit

The auditor will inspect the carpet in the facility for evidence of proper maintenance. The auditor may ask the client and staff about carpet cleaning procedures.



Implementation Options

Routine or Interim Maintenance

Identify the carpeted areas in the facility and determine the appropriate routine maintenance needs. Work with building management to answer the following questions:

- ✦ What are the traffic patterns for each carpeted area? Light-traffic areas can be evaluated and scheduled for cleaning as appropriate to maintain cleanliness. Heavily used carpet will need more regular maintenance.
- ✦ When is the most appropriate time to conduct routine vacuuming in order to minimize disruption to building occupants?
- ✦ What is the most effective and least disruptive way to monitor high-traffic areas as necessary?

Periodic Restorative Maintenance

Always work with building management to determine whether restorative carpet cleaning is necessary. Determine the best time to conduct restorative cleaning (e.g., when the building is empty or during the lightest-traffic periods).

Prior to performing restoration, ensure that the equipment is adequate for the task and has been prepared to operate efficiently, effectively, and safely and that the operator has been trained to operate the equipment and perform the procedure(s) correctly.

When performing restorative maintenance, follow these procedures:

- ✦ Gather appropriate chemicals and equipment for the type of maintenance required.
- ✦ Close off the areas being restored and post signage to alert occupants.
- ✦ Prepare the area for restoration according to the contract specifications.
- ✦ Use approved equipment.
- ✦ Set up ventilation pathways using air movers and/or fans to promote faster drying.
- ✦ Coordinate ventilation system operation with the client to minimize workers’ exposure during non-working hours.

2.2.3 RESTROOMS



Intent

To prevent pathogen transmission and spread, reduce chemical and water use, preserve surfaces, and protect human health through efficient and effective restroom cleaning and maintenance.



Standard Requirements

2.2.3 Restrooms

2.2.3.1 : Restroom cleaning shall be conducted from high to low, toward the doorway, with dry cleaning tasks performed before wet cleaning operations.

2.2.3.2 : Areas where pathogens can collect and surfaces touched by hands⁹ shall be cleaned and disinfected daily, and more frequently in the event of high traffic volume or high occupancy levels.

2.2.3.3 : Standing moisture shall be removed from floors and bathroom surfaces.

2.2.3.4 : Equipment that has been used to clean restrooms,¹⁰ except for powered devices, shall not be used to clean any other areas of the building.

2.2.3.5 : At least once a day, bathroom trash liners shall be pulled and trash receptacles disinfected.

2.2.3.6 : Drain traps shall be filled on a predetermined schedule.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *2.2.3 Restrooms*:

- In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Cleaning Operations, Restrooms,” provide the standard operating procedures for restroom cleaning and disinfection. Include personal protective equipment (PPE) requirements and procedures to ensure that equipment used in the restrooms will not be used in other areas.
- In the Building-Specific Cleaning Plan, II: Schedules, Section “Routine Cleaning Operations: Restrooms,” provide the routine cleaning schedules for restroom cleaning and disinfection. Include the drain trap filling schedule and minimum cleaning frequencies required.
- In the Building-Specific Cleaning Plan, II: Schedules, Section “Activities Performed Periodically: Restrooms,” provide the schedules for periodic restroom deep cleaning. Include the minimum cleaning frequencies required.

⁹ E.g., toilet bowls, urinals, sinks, door knobs, light switches, handles.

¹⁰ Or equipment that is designated only for cleaning restrooms.



On-Site Auditor Visit

The auditor will inspect restrooms and ask the client and staff about restroom cleaning and safety procedures. The auditor will confirm that equipment used to clean restrooms is not used in other areas.



Implementation Options

2.2.3.1 Cleaning Process. Provide cleaning staff with step-by-step instructions on all restroom cleaning procedures, using their primary spoken languages. List the equipment and cleaning supplies that must be used to comply with this standard and the client's scope of work. Consider whether the order of cleaning activities is relevant, and if so, specify the order of the steps. Ensure that the number and type of restrooms in each building (single use, multiple stalls) and their cleaning schedules are properly outlined in the building-specific plan.

2.2.3.2 Pathogen Removal. Identify restroom areas and surfaces most frequently touched by hands and routinely contaminated by human waste and ensure that cleaning and disinfecting procedures are provided in the policy. Create a checklist of these areas for employees so that no surfaces are missed. Require tracking and logging of daily high-touch surface cleaning activities for verification.

The disinfecting procedure is as follows: After surfaces are cleaned, wet-apply a disinfectant approved by the U.S. Environmental Protection Agency (EPA). Let it stand on the surface for the manufacturer's recommended amount of time needed to kill pathogens. Restrict entry to occupants during disinfecting procedures and when floors are wet. Adjust the frequency of cleaning as necessary for traffic or other factors (e.g., time of year, prevalence of sick building occupants).

2.2.3.3 Moisture Reduction. Ensure that the cleaning plan includes regular inspections of all restrooms to prevent and remove moisture. This includes keeping the restroom as clean and dry as possible to prevent the growth of mold and mildew.

2.2.3.4 Cleaning Equipment. Clearly label the equipment used for restroom cleaning (e.g., with a permanent marker or by color) as designated for restroom-only cleaning. Train all staff to identify restroom-only designated equipment and to use and store it correctly. Store all equipment for the cleaning of restrooms separately from other cleaning equipment, and maintain a written list of equipment and where it is located.

2.3.3.5 Trash Removal. Ensure a schedule, procedures, and necessary PPE for checking and removing waste liners, including containers for feminine sanitary products, is included in the restroom cleaning plan. Confirm that the procedures note when containers are to be disinfected. Determine which restrooms are most frequently used and require trash removal more than once per day. Train staff in proper liner removal and replacement for both trash canisters and feminine sanitary product containers.

2.3.3.6 Drain Traps. Wet cleaning operations conducted regularly should provide adequate water deposits to effectively maintain the drain traps. Identify any drains that do not receive regular wet cleaning and determine a maintenance process. For example, pour a half-gallon of clean water down the drain to maintain drain and reduce odor. Ensure that staff are trained to avoid pouring contaminated or cleaning wastewater into drain traps. Staff should report any odors to a supervisor for further action.

2.2.4 DINING AREAS AND BREAK ROOMS



Intent

To protect human health and safety through effective cleaning and maintenance of food preparation surfaces, waste containers, and consumption areas.



Standard Requirements

2.2.4 Dining Areas and Break Rooms

2.2.4.1 Surfaces in food preparation and consumption areas shall be cleaned and sanitized at least daily, and more frequently as needed.¹¹

2.2.4.2 Surfaces touched by hands¹² shall be cleaned and *sanitized* daily.

2.2.4.3 Containers used for food waste shall be cleaned and *sanitized* daily. They shall be emptied once per day and when full.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *2.2.4 Dining Areas and Break Rooms*:

- ✦ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Cleaning Operations, Dining Areas and Break Rooms,” provide the standard operating procedures for cleaning dining areas and break rooms. If the custodial team is responsible only for cleaning and maintaining the floors, tables, and chairs in these spaces, indicate this as well and identify the responsible party.
- ✦ In the Building-Specific Cleaning Plan, II: Schedules, Section “Routine Cleaning Operations: Dining Areas and Break Rooms,” provide the routine cleaning schedules for cleaning dining areas and break rooms. Include minimum cleaning frequencies required.
- ✦ In the Building-Specific Cleaning Plan, II: Schedules, Section “Activities Performed Periodically: Dining Areas and Break Rooms,” provide the schedules for periodic deep cleaning of dining areas and break rooms. Include the minimum cleaning frequencies required.



On-Site Auditor Visit

The auditor will inspect dining areas, break rooms, and kitchenettes within the scope of work for evidence of proper maintenance activities. The auditor may also ask the client and staff about the procedures.

¹¹ E.g., after spills or if dirty.

¹² E.g., faucet handles, drinking fountains, cafeteria serving lines.



Implementation Options

Make a list of all food preparation and eating areas you are responsible for cleaning and maintaining. Consider the following questions:

- ❖ In each area, which surfaces are regularly touched or used for food preparation and eating?
- ❖ What is the frequency that this space is used (e.g., daily, weekly, for special events)?
- ❖ Is this space open for regular hours or are there designated times it is used (e.g., cafeteria hours, scheduled meal or break times) that would affect the cleaning schedule?
- ❖ Are there appliances that need to be cleaned and maintained within the scope of work? Determine the appropriate procedures and schedule.

2.2.5 ENTRYWAYS



Intent

To improve cleanliness and indoor air quality and extend the life of entryway systems by limiting the debris, dust, and contaminants that enter the building.



Standard Requirements

2.2.5 Entryways

2.2.5.1 Outside entryways shall be cleaned daily.

2.2.5.2 Walk-off matting shall be placed at all building entryways: 6–10 feet of scraper/wiper matting, followed by 6–10 feet of wiper matting.

Exceptions:

- ❖ Smaller mat sizes may be accepted if the entry space is too small for the required sizes.
- ❖ If a facility owner/operator does not allow the use of the required matting, the cleaning service shall document that they have notified the client of the reasons for using matting and how to obtain appropriate matting.

2.2.5.3 Matting shall be vacuumed daily and as needed to prevent tracking of contaminants into the building.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for most of the criteria in *2.2.5 Entryways*:

- ❖ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Cleaning Operations, Entryways,” provide the standard operating procedures for entryway cleaning. Describe the matting at each entryway, including type, length, and number of mats used.
- ❖ In the Building-Specific Cleaning Plan, II: Schedules, Section “Routine Cleaning Operations: Entryways,” provide the routine cleaning schedules for entryway cleaning. Include minimum cleaning frequencies required.

- ❖ In the Building-Specific Cleaning Plan, II: Schedules, Section “Activities Performed Periodically: Entryways,” provide the schedules for periodic entryway deep cleaning. Include the minimum cleaning frequencies required.

If the facility owner or operator does not allow or will not purchase matting, provide a letter sent to the client about the benefits of using matting and how to obtain appropriate matting.



On-Site Auditor Visit

The auditor will check entryways for appropriate walk-off matting both inside and outside the facility, as well as the condition of the matting.



Implementation Options

Inspect each entryway to determine appropriate matting needs to accommodate building traffic, seasonal and weather patterns, and regular cleaning needs.

Address all non-compliant areas by installing appropriate walk-off matting. Walk-off matting should be at least 6 feet long in the primary direction of travel. Examples of appropriate matting include the following:

- ❖ permanently installed grates
- ❖ grilles
- ❖ slotted systems that can be cleaned underneath
- ❖ roll-out mats

Regularly assess the matting condition. Note whether any need replacement and whether the cleaning schedule is appropriate for the traffic and condition of the matting.

2.3 CLEANING TECHNIQUES

2.3.1 DISINFECTION



Intent

To protect human health and the environment through the proper, safe, and effective use of disinfectants.



Standard Requirements

2.3.1 Disinfection. The cleaning service shall:

2.3.1.1 Disinfect areas or surfaces where pathogens can collect.¹³ Use disinfectants only where required as described in Section 2.2.3.

2.3.1.2 Disinfect using only disinfectants registered or devices regulated by the U.S. Environmental Protection Agency (EPA).

¹³ E.g., in restrooms or on door handles, or bathroom faucets.

2.3.1.3 Follow product label directions for preparing disinfection solutions (e.g., dilution rate), and for the appropriate method for disinfecting and cleaning the area.¹⁴



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for most of the criteria in *2.3.1 Disinfection*:

- ▶ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Cleaning Techniques, Disinfection,” provide the standard operating procedures for disinfection. Include specific procedures for disinfecting areas and surfaces where pathogens collect, including appropriate dwell time and pre-cleaning procedures.

Upload the safety data sheets (SDSs) or product data sheets for every EPA-registered disinfectant or EPA-regulated device used in each green cleaning account.



On-Site Auditor Visit

The auditor will check disinfectant chemicals and devices to ensure that they are registered or regulated by EPA. The auditor may ask the client and custodial staff about procedures and schedules for disinfecting.



Implementation Options

Create a list of the areas where pathogens are likely to collect and breed, such as:

- ▶ restrooms
- ▶ eating areas
- ▶ fitness centers
- ▶ high-touch surfaces

For each space, note any regular hours of operation and times of highest traffic. Determine the most appropriate disinfectant by consulting the [U.S. EPA-approved list](#) and develop a cleaning schedule and procedures. Keep in mind that disinfectants are best used when occupant traffic is lowest, to minimize exposure. Whenever possible, schedule disinfecting activities for periods of low or no occupancy.

Ensure that staff are trained in their primary language and are provided adequate PPE for disinfecting procedures.

2.3.2 CLEANING CLOTHS AND MICROFIBER CLOTHS



Intent

To safeguard human health by effectively removing contaminants, improving indoor air quality, and minimizing waste generation.

¹⁴ E.g., dwell time and whether precleaning is required.



Standard Requirements

2.3.2 Cleaning Cloths and Microfiber Cloths

2.3.2.1 Whenever appropriate,¹⁵ reusable cleaning cloths or microfiber technology shall be used instead of paper products.

2.3.2.2 Within two hours of use, all cleaning towels, cloths, and materials shall be disposed of, rinsed, or placed in a sealed container.

2.3.2.3 Reusable cleaning cloths or microfiber must be cleaned or laundered prior to reuse.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for most of the criteria in *2.3.2 Cleaning Cloths and Microfiber Cloths*:

- In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Cleaning Techniques, Cleaning Cloths,” provide the standard operating procedures for cleaning cloths. Include procedures for the proper use and laundering of cleaning cloths.

Upload the purchase orders or receipts for reusable and microfiber cloths used in each green cleaning account. If products have not yet been purchased, provide evidence of intent to purchase these materials.



On-Site Auditor Visit

The auditor will check the inventory of cleaning cloths and may ask the client and staff about use and laundering procedures and whether the cleaning process has improved through the introduction of cleaning cloths.



Implementation Options

Review the areas where paper products are currently in use for cleaning and determine whether opportunities exist to replace paper with reusable cleaning cloths. Consider whether cross-contamination is an issue in the space and which product would better reduce potential problems. For example, reusable cloths should never be used to clean blood and other bodily fluids. Any area where these fluids could be present should likely be cleaned with disposable materials.

Once areas are designated for reusable cloth use, create a color-coded system such that each area, surface type, or task (or combination) is cleaned with a cloth of a different color. For example:

- red cloths for sanitary appliances, restroom floors, toilets, and urinals
- yellow cloths for restroom sinks, towels, hand dryers, soap dispensers, doors, and walls
- green cloths for eating areas, lunch rooms, break rooms, and kitchenettes
- blue cloths for low-risk areas, such as common rooms, offices, and classrooms

Color coding is an easy system to remember and follow, and it can be used to verify that the cleaning team is following protocol and changing cloths at the appropriate times. Training and consistency are

¹⁵ E.g., not when dealing with bodily fluids.

critical for an effective color coding system. Include the color coding as part of training, and whenever possible, provide visual reminders for staff regarding which colors correspond with each surface. Cleaning and Maintenance Management [provides guidance on creating an effective color coding system.](#)

Proper maintenance is critical for a successful microfiber cloth system. Designate an appropriate sealable container for storing used cloths until it is time to launder them in order to minimize off-gassing of residual cleaning products. Train staff on the procedures for using and laundering reusable cloths. At minimum, implement the following standards for microfiber cloth maintenance:

- Clean and disinfect cloths used for restroom cleaning or contaminated surfaces immediately after every use.
- Clean and sanitize cloths used for general cleaning within two hours of use and/or at the end of each shift.

2.3.3 POWERED EQUIPMENT: OPERATIONS



Intent

To reduce resource use by extending equipment life through efficient and effective operations.



Standard Requirements

2.3.3 Powered Equipment: Operations¹⁶

2.3.3.1 The cleaning service shall establish procedures for the use of powered equipment in order to clean effectively with minimum environmental impact.

2.3.3.2 Vacuum bags or canisters shall be:

- inspected at least every two hours.
- replaced or emptied when half full or when indicated by a bag sensor.

2.3.3.3 Precautions shall be taken to limit worker exposure to dust and particulate matter from vacuum cleaners when cleaning and replacing bags and filters.

2.3.3.4 Propane-powered equipment may not be used indoors when the building is occupied.¹⁷ The maximum air circulation and exchange shall be provided.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for some of the criteria in *2.3.3 Powered Equipment: Operations*:

- In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Equipment Operation and Maintenance Procedures,” provide the standard operating procedures for powered equipment operations. Include inspection frequency and procedures for vacuum bags or canisters to be replaced or emptied.

¹⁶ Section 2.7.2 describes requirements for maintenance of powered equipment.

¹⁷ Local and state ordinances may restrict the use of propane-powered equipment indoors.

Using the Green Seal template, provide the following information:

- ♦ **Procedures.** Identify the section of each building-specific plan that outlines procedures for operation or use of powered equipment.
- ♦ **Inspection.** Confirm that the procedures require vacuum bags or canisters to be inspected at least every two hours.
- ♦ **Changing or Replacement.** Confirm that the procedures require vacuum bags or canisters to be replaced or emptied when half full or when indicated by a bag sensor.
- ♦ **Workers' Exposure.** Describe the precautions taken to limit workers' exposure to dust and particulate matter from vacuum cleaners when cleaning and replacing bags and filters.
- ♦ **Propane-Powered Equipment.** Indicate whether propane-powered equipment is used indoors. If yes, identify the section of the relevant building-specific plan that addresses use during occupancy. Providing the maximum air circulation and exchange for each piece of propane-powered equipment (if applicable).



On-Site Auditor Visit

The auditor will observe how powered equipment is used or ask staff about the procedures for operating the equipment.



Implementation Options

To protect the health and safety of staff, ensure that personnel are properly trained and shown how to use powered equipment prior to use. We highly recommend that anyone using powered equipment review the operator's manual and be approved to use the equipment after receiving formal, documented training. Staff should also be trained in how to protect themselves from exposure to dust, particulate matter, chemicals, and fumes and know how to use appropriate PPE effectively.

Local and state ordinances may restrict the use of propane-powered equipment indoors. Review local regulations to determine whether purchasing propane-powered equipment makes sense in your area. Whenever possible, use propane-powered equipment with low-emission engines that meet California Air Resources Board Small Off-Road Engines and Equipment requirements and are equipped with catalytic and exhaust monitoring. More information is available [here](#).

2.4 COLLECTION OF WASTE AND RECYCLABLE ITEMS

2.4.1 WASTE/TRASH COLLECTION



Intent

To minimize odors and pests resulting from improper waste storage and disposal by implementing a standardized waste stream management program.



Standard Requirements

2.4.1 Waste/Trash Collection.¹⁸ For waste containers not addressed elsewhere in the standard, the cleaning service shall:

¹⁸ Waste containers in restrooms are addressed in Section 2.2.3 and those in food areas are addressed in Section 2.2.4.

2.4.1.1 Remove trash and replace liners only when they are soiled from wet trash or food, become broken, or as required by the client.

2.4.1.2 Dispose of all trash before weekends and holidays.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *2.4.1 Waste/Trash Collection*:

- In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Collection of Waste and Recyclable Items—Waste/Trash Collection,” provide the protocol for waste and trash collection for each green cleaning account. Include procedures for safe waste removal and waste bin cleaning and sanitization. Ensure that the schedule includes weekends, holidays, and other times when the building may be closed.



On-Site Auditor Visit

The auditor will inspect waste containers throughout the facility and the exterior disposal site. The auditor may ask staff about the prevalence of odors or pests and the effectiveness of the waste storage and disposal program.



Implementation Options

As part of client intake (or after an initial period of providing green cleaning services), we recommend collaborating with the client to refine procedures for keeping bins clean and, if necessary, making recommendations for their location.

Create a list of all waste containers on site that are the responsibility of the cleaning service. Based on traffic, space use, and type of trash in an area, determine how often staff should check each bin and develop a schedule for trash bin cleaning and sanitization. Communicate the plan to staff in their primary spoken language.

Ensure that staff have the supplies and equipment necessary to clean wet or soiled waste containers and know the appropriate person to whom they should report broken trash containers.

If staff notice recyclables in trash containers, report this to the client to determine how to help building occupants use trash and recycling containers appropriately.

Note: Waste containers in restrooms and food areas are addressed in Sections 2.2.3 and 2.2.4, respectively.

2.4.2 RECYCLING



Intent

To reduce landfill waste and maintain cleanliness through implementation of a recycling program.



Standard Requirements

2.4.2 Recycling. Where a recycling program exists, cleaning services shall:

2.4.2.1 Inspect recycling areas daily, including collection bins, and clean them if they are dirty.

2.4.2.2 Collect soda and other beverage containers weekly or more frequently as required.

2.4.2.3 Ensure that the recycling stations are marked clearly.

2.4.2.4 Collect recyclable materials that have come in contact with food¹⁹ and remove from the building before weekends and holidays.

2.4.2.5 Determine, together with the *client*:

- procedures for rinsing and separation of recyclables.
- locations and procedures for collecting recyclables.
- how to ensure that recycling stations are accessible.

2.4.2.6 Periodically review with the *client* the status of the recycling program, including effectiveness and any problems regarding separation or collection of recyclable materials.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *2.4.2 Recycling*:

- In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Collection of Waste and Recyclable Items—Recycling.” provide the standard operating procedures for recycling, including procedures for liner changing and recycle bin cleaning and sanitization. Ensure that the schedule includes weekends, holidays, and other times when the building may be closed.



On-Site Auditor Visit

The auditor will inspect waste containers throughout the facility and the exterior disposal site. The auditor may ask staff about the prevalence of odors or pests and the effectiveness of the waste storage and disposal program.



Implementation Options

- As part of client intake (or after an initial period of providing green cleaning services), we recommend collaborating with the client to refine procedures for keeping bins clean and, if necessary, making recommendations for their location.
- When developing standard operating procedures for a green cleaning client, consider the location of recycling bins, their foot traffic and space uses, and the likelihood that the can may collect liquids or become contaminated by food. Ensure that the schedule for monitoring and emptying accommodates the traffic and space use pattern. Staff should know where all recycling bins are located and how often each should be checked.

¹⁹ E.g., soda cans.

- ❖ Recycling bins should be properly labeled so that occupants know what materials can be recycled. If staff notice trash in recycling bins, report this to the client to determine how to help building occupants use recycling containers appropriately.

2.5 VULNERABLE POPULATIONS



Intent

To protect vulnerable populations and the facility's indoor environment by minimizing the impact of cleaning chemicals.



Standard Requirements

2.5 Vulnerable Populations. The cleaning service shall obtain from the building management a list of areas with vulnerable populations.

In situations where cleaning operations have the potential to adversely affect any identified members of a vulnerable population, the cleaning service shall document their presence at each building and:

- ❖ **2.5.1** Schedule daily cleaning activities to prevent exposure of vulnerable populations to the cleaning process.
- ❖ **2.5.2** Adopt alternative cleaning practices that minimize or eliminate use of products listed in Section 4.1.
- ❖ **2.5.3** Cleaning products (Section 4.1) shall be used only in areas where the ventilation will dissipate them before the area becomes repopulated.²⁰
- ❖ **2.5.4** Prevent the transfer of cleaning products and other impacts to areas of the building where vulnerable populations may be present.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *2.5 Vulnerable Populations*:

- ❖ In the Building-Specific Cleaning Plan, III: Building-Specific Details, Section “Vulnerable Populations,” provide the locations of vulnerable populations identified by the client (a floor plan with locations identified is acceptable). In addition, provide protection measures in the building-specific cleaning plan for protecting vulnerable populations in the building, or indicate that no vulnerable populations are present.



On-Site Auditor Visit

The auditor will ask staff about the vulnerable populations present, how procedures and protocols are adjusted to accommodate these populations, and whether these measures appear to be effective or could be improved.

²⁰ Ensure sufficient ventilation. Blowers may be used to increase ventilation if necessary.



Implementation Options

Vulnerable populations include occupants, customers, or employees who are more susceptible than the general population to health risks that may be posed by cleaning operations. Examples of such populations include children, pregnant women, asthmatics, the elderly and infirm, and people with chemical sensitivities (e.g., to fragrances). With the help of building management, identify and document any vulnerable populations in the building. As necessary, determine how to adjust cleaning schedules and/or use of cleaning products to prevent or minimize exposure.

Protecting vulnerable populations promotes their comfort, safety, and satisfaction; delivering on these protections is an ongoing process. Building management may need to contact occupants directly to determine whether additional measures should be implemented to address their needs. Consider asking building management to periodically discuss the cleaning program with members of various vulnerable populations and how services can be further refined and improved. In addition, consider requesting that building management provide clear opportunities for occupants to report on changes to their needs and make requests for accommodations and adjustments to the cleaning program.

2.6 INDOOR PLANTS



Intent

To maintain efficient operations by ensuring that plants do not interfere with cleaning operations or mechanical systems.



Standard Requirements

2.6 Indoor Plants. Cleaning services that are responsible for maintenance of indoor plants shall:

- ensure that plants are not in direct contact with carpet.
- move plants away from heating, ventilating, and air conditioning vents.

Cleaning services that are not responsible for plant care shall inform the client if these requirements are not met or if plants interfere with cleaning (Section 3.2).



Documentation Needed

Using the Green Seal template, determine whether indoor plant care is within the account scope of work.

If not, confirm that the client has been advised 1) to ensure that plants are not in direct contact with carpet, and 2) to move plants away from heating, ventilating, and air-conditioning vents. Commit to informing the client if these conditions are not met, or if plants interfere with cleaning.

If indoor plant care is within the account scope of work, describe the procedures for indoor plant care.

The Green Seal template for 2.1 Building-Specific Cleaning Plan includes documentation requirements for some of the criteria in 2.6 Indoor Plants:

- As part of the Building-Specific Cleaning Plan, III: Building-Specific Details, Section “Indoor Contaminant Sources,” describe how the cleaning service will address indoor plants.



On-Site Auditor Visit

If this standard is applicable to the scope of work, the auditor will observe areas in the facility where plants are present to assess their placement.



Implementation Options

Together with building management, determine whether the cleaning service is responsible for indoor plant maintenance and ensure that this is communicated to the staff. If it is outside the scope of work, staff should be informed of whom to contact if a problem arises. Staff should be directed to report to management any plants in direct contact with carpet or close to vents, for relocation.

2.7 BACK-OF-HOUSE PROCEDURES

2.7.1 HANDLING AND STORAGE OF CLEANING PRODUCTS



Intent

To protect human health and the environment by ensuring that chemicals are being handled, applied, and stored in a safe, efficient, and consistent manner.



Standard Requirements

2.7.1 Handling and Storage of Cleaning Products

2.7.1.1 Concentrated cleaning products shall be diluted using *dilution control* that limits worker exposure. Easily understood directions²¹ for the dilution of cleaning products shall be provided to cleaning staff.

2.7.1.2 Cleaning products shall be applied using the appropriate technology²² in a manner that prevents overuse and waste of the product.

2.7.1.3 Directions shall be provided for the proper rinsing and disposal of leftover cleaning products and empty containers.

2.7.1.4 Storage of Cleaning Products. The *cleaning service* shall establish locations for the storage of cleaning products in the facility, and establish requirements for proper ventilation, adequate security, safety, and proper management of the area.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *2.7.1 Handling and Storage of Cleaning Products*:

- ♦ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Cleaning and Waste Collection: Collection of Waste and Recyclable Items: Handling, Tracking, and Storage of Cleaning Products.” provide the standard operating procedures for cleaning product handling and

²¹ E.g., in appropriate written languages or graphic representation.

²² E.g., coarse spray bottles, automatic chemical dispensers on powered equipment.

storage. Include procedures for proper use of a chemical dilution control system and method for proper labeling, and description of appropriate dispensing technology, such as coarse spray bottles or automatic chemical dispensers on powered equipment.



On-Site Auditor Visit

The auditor will assess the dilution control system and storage areas for cleaning products to verify that they meet the requirements. The auditor will also review storage ventilation, security, safety, and management requirements and use of appropriate dispensing technology.



Implementation Options

Manufacturers typically provide recommendations for proper dispensing and application of their products. Ensure that staff are using the appropriate dispensing technology. Remind staff to regularly check spray bottles and other delivery systems to make sure they are in proper working order and are properly labeled. If not, discuss this with building management or your client to ensure that replacements are provided.

If a manufacturer's instructions or SDSs do not include directions for proper rinsing and disposal of chemical containers, consult local regulations to determine whether specific rules apply.

Adequate ventilation should be prioritized to protect cleaning workers' health and safety. Ventilation could include fresh air or air filtration or be provided by opening the storeroom door to an open area. Regularly check with custodial staff to determine whether additional ventilation strategies are needed and discuss these issues with building management or your client as they arise.

To protect staff in the event of an accident or spill, maintain a spill kit in areas where hazardous substances are stored. A spill kit contains PPE that allows for the quick, effective treatment of a chemical or hazardous material spill: heavy-duty nitrile or neoprene gloves, chemical-resistant safety goggles, and a disposable lab coat or apron. For areas where larger spills could potentially occur, include a disposable protective suit and boot covers. Locate the spill kit and arrange its contents in a way that allows for effective use in an emergency.

2.7.2 POWERED EQUIPMENT: MAINTENANCE



Intent

To reduce resource use by extending powered equipment life.



Standard Requirements

2.7.2 Powered Equipment: Maintenance²³

2.7.2.1 General Powered Equipment Maintenance. The cleaning service shall:

- ◆ Ensure that the equipment functions properly or is tagged out of service.

²³ Section 2.3.3 describes requirements for operations of powered equipment.

- ✧ Use equipment for its full service life.
- ✧ Develop a plan for the phase-out of equipment that does not meet the specifications in Section 4.2.
- ✧ Establish a quarterly maintenance program to inspect and maintain all equipment, according to manufacturer recommendations. A maintenance log shall be maintained.

2.7.2.2 Vacuum Cleaner Maintenance

- ✧ **2.7.2.2.1** Vacuum cleaners shall be equipped with the proper filter or bag; the filters shall be changed or cleaned according to manufacturer recommendations.
- ✧ **2.7.2.3.2** Precautions shall be taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for some of the criteria in *2.7.2 Powered Equipment: Maintenance*:

- ✧ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Equipment Operation and Maintenance Procedures—Powered Equipment Maintenance,” provide the standard operating procedures for powered equipment maintenance.
- ✧ In the Building-Specific Cleaning Plan, II: Schedules, Section “Maintenance,” provide the schedule for powered equipment maintenance.

Using the Green Seal template, provide and upload the following information:

- ✧ **Maintenance.** Confirm that the procedures ensure that equipment functions properly or is tagged out of service.
- ✧ **Full Service Life.** Confirm that the procedures ensure that the equipment is used for its full service life.
- ✧ **Phase-Out.** Identify the section of each building-specific plan that addresses the phase-out of equipment that does not meet the specifications in Section 4.2.
- ✧ **Preventive Maintenance.** Identify the section of each building-specific cleaning plan that outlines the quarterly preventive maintenance program.
- ✧ **Inspection.** Confirm that the maintenance program requires inspection of all powered equipment according to manufacturers’ recommendations.
- ✧ **Record-keeping.** Confirm that a maintenance log for equipment is kept up to date.
- ✧ **Vacuum Filtration.** Confirm that the procedures require vacuum cleaners to be equipped with the proper filter or bag.
- ✧ **Vacuum Filter Maintenance.** Confirm that the procedures require vacuum cleaner filters to be changed or cleaned according to manufacturers’ recommendations.
- ✧ **Workers’ Protection.** Confirm that the procedures outline precautions to limit workers’ exposure to dust and particulates when cleaning and replacing vacuum bags and filters.



On-Site Auditor Visit

The auditor will check equipment against the phase-out plan and maintenance logs. The auditor will confirm that bags and filters are appropriate for the type of vacuum cleaner and are in satisfactory condition.



Implementation Options

Ensure that equipment manuals are available to inform staff of how equipment should be maintained. Staff should be properly trained in equipment maintenance, understand the signs of equipment breakdown, and know how to check for normal wear and tear. In addition, alert staff to the danger of dust and particulate matter exposure and the importance of proper vacuum bag and filter changing.

Create an equipment maintenance log based on the operator's manual for each piece of equipment in use to track condition and service.

Develop and implement a phase-out plan for replacing equipment nearing end-of-life. Determine the indicators that equipment is nearing end-of-life and remind staff to look for these signs.

Note: Section 2.3.3 describes requirements for operation of powered equipment.

2.7.3 WASTE DISPOSAL



Intent

To reduce the volume of material entering the waste stream and ensure proper disposal and recycling of materials.



Standard Requirements

2.7.3 Waste Disposal

2.7.3.1 All waste items that are accepted for recycling in the community²⁴ shall be stored in separate containers and recycled.

2.7.3.2 Trash shall be disposed of outside in covered containers away from the immediate exterior of the building.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *2.7.3 Waste Disposal*:

- In the Building Specific Cleaning Plan, I: Standard Operating Procedures, Section “Waste Disposal: Waste/Trash Disposal,” provide the standard operating procedures for waste disposal, including procedures for how worn and broken equipment is recycled or disposed of.
- In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Waste Disposal: Recycling,” provide the standard operating procedures for recycling disposal, including procedures for how recyclables are separated from trash and removed from the building.

²⁴ E.g., paper, glass, plastics, cardboard, other packaging materials, empty chemical containers, and worn equipment.



On-Site Auditor Visit

The auditor will check waste streams around the building to make sure that trash is being separated properly and that accepted materials are being recycled. The auditor may also ask staff about the program, how they separate and dispose of trash, and how well the building occupants comply in placing recyclables in the appropriate containers.



Implementation Options

Assist your client or building management by checking local regulations to determine which materials are accepted for recycling in the area and which companies can haul away waste. Express opportunities for the client to reduce waste and increase recycling.

If the building does not already have a recycling program, discuss the process for implementing one with building management. You may recommend that building management use the [StopWaste Guidelines for Recycling, Organics, and Refuse Services](#) to assist with planning collection locations, considerations for exterior enclosures, and considerations for special building types. In addition, building management may consider using the waste tracking functionality in the [ENERGY STAR Portfolio Manager](#) along with its [communications toolkit](#) to let colleagues, stakeholders, and customers know about waste reduction efforts.

Signage and training are both critical for the success of a recycling program. Ensure that appropriate signage is provided near bins, using both words and images, in the languages spoken by building occupants.

Ensure that exterior trash and recycling containers are kept covered and the areas around the containers are kept clean.

3.0 – Communication

3.1 INTERNAL COMMUNICATIONS



Intent

To provide continually improved cleaning services through clear and consistent communication between custodial staff and management.



Standard Requirements

3.1 Internal Communications.

The *cleaning service* shall establish procedures for cleaning service employees to provide comments and suggestions about workplace issues and suggestions for improvements.



Documentation Needed

Using the Green Seal template, provide a description of how the company will address communications within the cleaning service team, including ways for employees to provide comments about workplace issues and suggestions for improvement.



On-Site Auditor Visit

The auditor will confirm that a system is in place and may ask staff about their ability to provide comments and suggestions and their experience of how feedback is used.



Implementation Options

Our experience shows that companies that routinely collect and act on employee feedback are more effective in identifying problems and finding solutions that improve staff morale, performance, and retention. Harvard Business Review [provides an overview](#) of employee feedback mechanisms and processes for setting up a meaningful and accessible process. Give employees a secure, anonymous method to provide comments and suggestions about workplace issues and suggestions for improvement. Management should at minimum communicate to employees how these comments are used and on what schedule suggestions will be reviewed and considered.

3.2 COMMUNICATIONS WITH THE CLIENT



Intent

To ensure a clear path of communication between the client and the cleaning service so that all parties understand what is expected in cleaning operations and are informed of issues or situations that may arise.



Standard Requirements

3.2 Communications with the Client. The cleaning service shall:

3.2.1 Establish with the client procedures for cleaning personnel to communicate with building management and occupants, and for building management and occupants to provide feedback. The following issues shall be addressed:

- ❖ coordination with pest control.
- ❖ construction and building improvements.
- ❖ other services.

3.2.2 Inform building management about the presence of pests, any maintenance issues, and any situations that interfere with cleaning or recycling operations.²⁵

²⁵ E.g., plants on heaters or floor, restrictions on trash or recycling bin access, unmarked recycling stations.

3.2.3 Request that the *clients* identify *vulnerable populations* in the building and establish a process to meet the requirements in Section 2.5.

3.2.4 Identify an employee who is available to the *client* as a contact person for information and comment.

3.2.5 Provide building management with:

- ✧ a list of all cleaning products used in the building.
- ✧ the name, address, and phone number of the contact persons for the *cleaning service* and the *client*.
- ✧ a statement that the cleaning service maintains the product labels and Safety Data Sheets (SDSs) of each product used in the building.
- ✧ a statement that the labels or SDSs are available for review upon request.
- ✧ materials that explain how building occupants can reduce the need for more intensive cleaning processes or treatments.²⁶



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for the criteria in *3.2 Communications with the Client*:

- ✧ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Communication with Management and Occupants: Client Communications,” provide the standard operating procedures for cleaning personnel to communicate with building management and occupants, and for building management and occupants to provide feedback on issues such as pest control, construction, and building improvement.



On-Site Auditor Visit

The auditor will ask staff how the communication plan is being implemented and whether it is effective.



Implementation Options

Ongoing communications are central to a productive relationship between a cleaning team and building management. Both the cleaning service and the client must be part of conversations to determine the best methods and protocol for communications to ensure that risks can be mitigated and problems resolved as quickly as possible.

To be most effective, the lines of communication should remain open and both parties should know the protocols for reporting information, making requests, and responding to concerns. Communication options could include speaking directly with a designated contact, providing written updates on critical issues, and giving advance notice to building management about special maintenance procedures (e.g., pest control) so that building occupants can be informed.

Establishing communications protocols keeps the client aware and alert to issues and avoids surprises if an unexpected circumstance arises. This in turn increases the likelihood that the business relationship between the cleaning service and the client will be strong and ongoing.

²⁶ E.g., reporting spills and making attempts to reduce clutter in personal spaces.

4.0 – Purchasing

4.1 ENVIRONMENTALLY PREFERABLE CLEANING PRODUCTS AND SUPPLIES



Intent

To promote the procurement of products with minimized impact on the environment and human health.



Standard Requirements

4.1 Environmentally Preferable Cleaning Products and Supplies

4.1.1 For the following categories of cleaning products and supplies, the cleaning service shall use only environmentally preferable products:

- ✧ general-purpose cleaners, floor cleaners, bathroom cleaners, glass cleaners, and carpet cleaners.
- ✧ floor finishes and floor strippers.
- ✧ liquid hand soap.
- ✧ toilet tissue and facial tissue.
- ✧ paper towels and napkins.

4.1.2 Plastic liners for trash and recycling cans shall contain a minimum of 10% post-consumer recycled content or have a thickness of less than 0.7 mils. Exemptions may be granted where necessary for the operation of the facility.²⁷



Documentation Needed

Using the Green Seal template, provide the following information:

- ✧ **Purchases.** Upload recent invoices, purchase orders, or a line-item list of cleaning products and supplies purchased during the past year.
- ✧ **Product Information.** Provide the product and manufacturer's name, environmental certification, and web link for the following products used:
 - general purpose cleaners
 - floor cleaners
 - restroom cleaners
 - carpet cleaners
 - floor finishes
 - floor strippers
 - liquid hand soap
 - toilet tissue
 - facial tissue
 - paper towels
 - napkins
 - trash and recycling can liners

²⁷ E.g., compostable food-waste bags for composting, or airline regulations for thicker transparent bags.

- **Can Liners.** Confirm that all trash and recycling can liners contain at least 10% post-consumer recycled content or have a thickness of 0.7 mils.



On-Site Auditor Visit

The auditor will verify that the products in the purchases list are in use at the appropriate locations.



Implementation Options

Identify which of the following cleaning products are currently used at the property:

- carpet cleaners (extraction and pre-spray)
- floor cleaners, finishers, and strippers
- general-purpose cleaners
- glass cleaners
- bathroom cleaners
- liquid hand soap
- paper towels and napkins
- plastic liners for trash and recycling cans

Exclude specialty products, such as polishes, gum remover, mold and mildew cleaners, laundry soaps, and brighteners.

Consult the product labels or SDSs and/or contact your supplier to determine whether the cleaning products have environmentally preferable certifications from Green Seal, Ecologo, or Safer Choice. If any cleaning product does not meet the requirements, switch to a certified alternative product.

Maintain records of new chemical purchases and all cleaning chemicals purchased by the property.

Find Green Seal Certified Products at: www.greenseal.org/certified-products-services.

NOTE ABOUT DISINFECTANTS

Disinfectants are important to prevent pathogen transmission and spread, and though not part of GS-42 requirements for environmentally preferable products (EPPs), they are critical to protecting public health. The spread of COVID-19 has increased use of disinfectants, and the long-term environmental and human health impacts of these products should be considered. When purchasing disinfectants, consider selecting those on EPA's List N.

Some chemicals on List N are safer than others, according to EPA's Design for the Environment program. The following seven active ingredients are deemed equally effective but safer disinfectants:

- hydrogen peroxide²⁸
- citric acid
- lactic acid
- ethyl alcohol (also called ethanol or just alcohol)
- isopropyl alcohol
- peroxyacetic acid²⁸
- sodium bisulfate

²⁸ The combination of hydrogen peroxide and peroxyacetic acid is a designated AOEC asthmagen, so avoid products that contain both.

In addition, hypochlorous acid, which is typically generated on site rather than sold off the shelf, has a similarly low toxicity profile to the ingredients approved by EPA's Design for the Environment program.

A product's inactive ingredients and other factors also affect its safety. Refer to the product SDSs for information on whether the overall product is classified as hazardous by the Occupational Safety and Health Administration (OSHA).

Check current trash can liners. If they are not in compliance, develop a phase-out plan, check with the supplier, and begin purchasing liners that contain a minimum of 10% post-consumer recycled content or have a thickness of less than 0.7 mils (17.78 microns). If your supplier does not carry liners that meet the requirement, use a supplier that offers compliant liners.

In 1995, EPA established a recovered materials content level requirement for plastic trash bags of 10% to 100% post-consumer material under Section 6002 of the Resource Conservation and Recovery Act. This requirement applies to all federal purchases of plastic trash bags for office, food service, and outdoor and medical waste applications, as well as state and local governments and government contracts receiving federal funds.

4.2 POWERED CLEANING EQUIPMENT



Intent

To ensure that powered equipment is effective and efficient while minimizing impact on people and the environment.



Standard Requirements

4.2 Powered Cleaning Equipment. Purchases of powered janitorial equipment²⁹ shall meet the following requirements:

- ❖ Vacuum cleaners shall meet the requirements of the Carpet and Rug Institute Seal of Approval/Green Label vacuum program and shall operate at a sound level below 70 decibels (dBA).
- ❖ Carpet extraction equipment must meet the requirements of the Carpet and Rug Institute Bronze Seal of Approval.
- ❖ Powered floor maintenance equipment shall capture particles and shall operate at a sound level below 70 dBA.
- ❖ Propane-powered floor equipment shall have low-emission engines certified by the California Air Resources Board under the Small Off-Road Engines or Equipment program, and shall be equipped with catalytic and exhaust monitoring.
- ❖ Powered scrubbing machines shall be capable of variable rate dispensing.

²⁹ E.g., powered floor scrubbers, burnishers, steam extractors, vacuum cleaners, power washers, and other powered cleaning equipment.



Documentation Needed

Using the Green Seal template, provide the manufacturer's name, brand and model name, and web link for the following products used:

- ✦ **Vacuum Cleaners.** Confirm that the equipment has the CRI Seal of Approval/Green Label and a sound level of <70 dBA.
- ✦ **Carpet Extraction Equipment.** Confirm that the equipment has the CRI Bronze Seal of Approval.
- ✦ **Powered Floor Maintenance Equipment.** Confirm a sound level of <70 dBA and equipment features that adequately capture particles.
- ✦ **Propane-Powered Floor Equipment.** Confirm that the engine is certified under the CARB Small Off-Road Engines or Equipment Program.
- ✦ **Powered Scrubbing Machines.** Confirm that the equipment is capable of variable rate dispensing.
- ✦ **Other.** Add details of other powered cleaning equipment not addressed above.



On-Site Auditor Visit

The auditor will confirm that the listed equipment is in use.



Implementation Options

Review powered equipment inventory and determine whether products comply with the requirements for noise, emissions, and operation. If necessary, contact the manufacturer to confirm product details.

Ensure that cleaning staff are provided appropriate PPE, such as respirators and ear plugs, when using powered equipment to protect them from dust, noise, and equipment emissions.

Find Carpet and Rug Institute Seal of Approval Certified Products here:

www.carpet-rug.org/testing/seal-of-approval-program/.

Find more information on CARB Small Off-Road Engines or Equipment Program here:

ww2.arb.ca.gov/our-work/programs/small-off-road-engines-sore.

4.3 MINIMIZING PACKAGE WASTE



Intent

To reduce building waste through careful and targeted purchases of cleaning supplies.



Standard Requirements

4.3 Minimizing Package Waste. *Cleaning services* shall purchase cleaning products and supplies in quantities that minimize the amount of waste generated from empty packaging and containers.



Documentation Needed

Upload the procurement policy for cleaning chemicals and supplies, specifying a preference for reduced packaging waste.



On-Site Auditor Visit

No action necessary.



Implementation Options

You can minimize package waste when purchasing cleaning products and supplies in various ways:

- ♦ Buy chemicals and supplies in bulk to reduce the number of shipments and amount of packaging. This approach requires careful inventory control to ensure that products are used prior to their expiration date.
- ♦ Use refillable bottles or dispensers.
- ♦ Purchase concentrated cleaning products and dilute them on site to minimize shipping size and weight and substantially reduce packaging. Concentrates require secure product storage, accessible water for mixing, drains that are plumbed for disposal of liquid waste, and preparation areas with adequate ventilation.
- ♦ Give preference to products with minimal packaging, such as those available through [Amazon's Climate Pledge Friendly](#) program.

Keep in mind that the above options may not be appropriate for all cleaning products and supplies. For example, specialty cleaning products that are infrequently used would be inappropriate for bulk purchasing: they would pass their expiration dates and you would have to dispose of excess product as hazardous waste. Such products may be more appropriate for a just-In-time purchasing approach, in which products are not purchased or kept on site until needed. Consider how much of each product is used when you determine the best waste minimization strategy.

Ask whether product vendors accept returned, collapsed cardboard packaging. If so, return packaging to the vendor. Properly dispose of all packaging that can be recycled.

4.4 RECORDKEEPING



Intent

To ensure that the *cleaning service* has knowledge of inventory to avoid over-purchasing and unnecessary storage of chemicals.



Standard Requirements

4.4 Recordkeeping. Purchases of cleaning products shall be tracked at least quarterly.



Documentation Needed

The Green Seal template for *2.1 Building-Specific Cleaning Plan* includes documentation requirements for some of the criteria in *4.4 Recordkeeping*:

- ✦ In the Building-Specific Cleaning Plan, I: Standard Operating Procedures, Section “Handling, Tracking, and Storage of Cleaning Products: Recordkeeping,” provide the standard operating procedures for recordkeeping.

The Green Seal template for *4.1 Environmentally Preferable Cleaning Products and Supplies* includes documentation requirements for the remaining criteria in *4.4 Recordkeeping*:

- ✦ Upload recent invoices, purchase orders, or a line-item list of cleaning products and supplies purchased during the past year.



On-Site Auditor Visit

No action necessary.



Implementation Options

Identify and implement a system for regularly tracking product purchases that works best for your cleaning service. Janitorial Manager [provides an overview of strategies](#) to track cleaning supplies for service providers working across multiple sites.

5.0 – Training

5.1 INITIAL TRAINING



Intent

To promote cleaning staff's safety and efficacy by providing comprehensive training in cleaning procedures, tasks, and responsibilities.



Standard Requirements

5.0 Training. Training shall be matched to the needs of each employee.³⁰

5.1 Initial Training. Upon hiring, all cleaning personnel shall receive at least 12 hours of training³¹ on:

- ✦ the safe and effective handling and use of all cleaning products.
- ✦ cleaning procedures.
- ✦ use and maintenance of cleaning equipment.
- ✦ all procedures needed to conform to this standard.

³⁰ E.g., limited English proficiency, physical challenges, or learning disabilities.

³¹ This training may occur before personnel are assigned to a facility or it may be conducted at the site, before beginning independent work.



Documentation Needed

Section 5.0 *Training* requires basic documentation not tied to a specific subsection. Required documentation covers the following topics:

1. Training Methods

- ✧ type of trainer
- ✧ name of trainer

2. Training Period

- ✧ training period dates (recent 12-month period)

3. Employee Accommodation

- ✧ primary and secondary languages of employees
- ✧ current accommodations for special needs

For *5.1 Initial Training*, using the Green Seal template, provide the name, role, employee type, and date of hire for all employees hired during the training period, including contracted employees, managers, and supervisors.

Using the Green Seal Individual New Employee Training Records template, complete and upload all individual new employee training records for each training course completed during the training period. The template requires the following information:

- ✧ employee name
- ✧ course title
- ✧ course duration (hours)
- ✧ course topic
- ✧ course description
- ✧ instructor's name
- ✧ instructor's qualifications

If individual employee training records are maintained by the company and include the same information, company files may be uploaded in lieu of the Green Seal template.

Procurement Staff: Upload the materials for procurement training that address the following topics:

- ✧ cleaners: general purpose, floor, bathroom, glass, and carpet
- ✧ floor finishes and strippers
- ✧ liquid hand soap
- ✧ toilet and facial tissue
- ✧ paper towels and napkins
- ✧ trash and recycling bin liners



On-Site Auditor Visit

All requirements for the on-site auditor visit are in Section 5.5 Records of Training.



Implementation Options

Provide all staff with access to the standard operating procedures and the building-specific plan for the facility they are cleaning. Allow time for new staff to review the plan and ask questions before they work on site.

Initial training should cover all aspects of green cleaning policies and procedures. The training can be conducted by an in-house or external trainer and should take place in the staff member's primary spoken language. Cleaning staff should leave training with a clear understanding of all cleaning procedures and how to use cleaning products and equipment.

New employees should understand the benefits of green cleaning and its importance to their own health and that of building occupants and the environment. Ensure that the initial training curriculum covers these topics.

Employees should initial or sign off on a training sheet that acknowledges they understand the requirements. After initial training is complete, conduct a written, oral, or practical evaluation of employees' knowledge and willingness to implement green cleaning policies and cleaning procedures.

5.2 SAFETY TRAINING



Intent

To ensure that personnel perform their functions in the safest way possible, protecting themselves and building occupants from harm.



Standard Requirements

5.2 Safety Training. As part of initial training, all personnel shall be given standard safety training³² on:

- ♦ reducing and preventing ergonomic injuries.
- ♦ exposure to hazardous materials encountered by personnel of *Cleaning Service*.
- ♦ proper use of personal protective equipment.
- ♦ proper rinsing and disposal of leftover cleaning products or their empty containers.



Documentation Needed

Documentation requirements for this topic are addressed in *5.1 Initial Training* and *5.5 Recordkeeping*.



On-Site Auditor Visit

Requirements for the on-site auditor visit are in Section 5.5 Records of Training.

³² Training required by OSHA may include Right to Know, Hazard Communication, and Bloodborne Pathogens.



Implementation Options

Provide training that covers the correct methods of using PPE, reviews any potentially hazardous material that may be encountered in the facility (e.g., chemicals in a laboratory, solvents and other hazardous chemicals) and instructs them on how to respond if they encounter these materials.

After safety training is complete, conduct a written, oral, or practical evaluation of employees' knowledge of the safety policies and procedures.

Note: Safety training contributes to the 12-hour initial training requirements in Section 5.1.

5.3 SITE-SPECIFIC TRAINING



Intent

To educate custodial staff on specific client scope of work tasks, schedules, chemicals, and equipment and ensure that effective and efficient custodial operations are implemented at each facility.



Standard Requirements

5.3 Site-Specific Training shall be provided to all cleaning personnel, focusing on procedures for the facility to which they will be assigned, and covering:

- facility-specific cleaning plan.
- measures for protection of *vulnerable populations*.
- how to communicate with the *client* if hazardous events occur.



Documentation Needed

Documentation requirements for this topic are addressed in *5.1 Initial Training*, *5.4 Continuing Training* and *5.5 Recordkeeping*.



On-Site Auditor Visit

Requirements for the on-site auditor visit are in Section 5.5 Records of Training.



Implementation Options

Give employees access to the Building-Specific Cleaning Plan and the client scope of work, and train them on the specific circumstances at each facility. Training should cover, at minimum, the following topics:

- schedule of spaces to be cleaned
- products used
- deviations from standard operating procedures to address unique client needs
- building hours of operation
- vulnerable populations on site and how to accommodate them
- handling of indoor plants

- ✦ pest control procedures
- ✦ security
- ✦ potentially hazardous areas
- ✦ emergency procedures
- ✦ when and how to communicate with the client

After training is complete, conduct a written, oral, or practical evaluation of employees' knowledge of the site-specific policies and procedures.

5.4 CONTINUING TRAINING



Intent

To ensure that custodial personnel are trained on the latest information available to assist them in performing green cleaning tasks.



Standard Requirements

5.4 Continuing Training. All employees³³ who are not in their first year of employment³⁴ shall receive 24 hours of training on an annual basis. This training shall include in-service training, continuing education, and/or professional development, to maintain knowledge of correct procedures for safety, cleaning products, equipment, techniques, and relevant environmental standards.



Documentation Needed

Using the Green Seal template, provide the name, role, employee type, and date of hire for all employees who have been with the cleaning service more than one year, including contracted employees, managers, and supervisors.

Using the Green Seal *Individual Employee Training Records* template, complete and upload all individual employee training records (excluding new employees) for each training course completed during the training period. The template requires the following information:

- ✦ employee name
- ✦ course title
- ✦ course duration (hours)
- ✦ course topic
- ✦ course description
- ✦ instructor's name
- ✦ instructor's qualifications

If individual employee training records are maintained by the company and include the same information, company files may be uploaded in lieu of the Green Seal template.

³³ Including contractor management/supervisors.

³⁴ Requirements for new hires are covered in section 5.1.



On-Site Auditor Visit

Requirements for the on-site auditor visit are in Section 5.5 Records of Training.



Implementation Options

Engage with your staff and building management at the client sites to determine training topics that should be covered in a given year. These topics may be chosen because of their importance, because they are identified areas of concern, or perhaps because they are an emerging issue in green cleaning. To keep employees engaged, consider offering various continuing education opportunities, both internal and external, through different mediums—in-person, online, on-demand—and in their primary spoken languages. Trainings that allow attendees to participate, work in groups, and practice performing cleaning tasks are likely to be the most effective in helping them retain knowledge.

5.5 RECORDS OF TRAINING



Intent

To ensure that employees have participated in and received adequate levels of training to successfully perform their duties and increase their skillset in various aspects of custodial operations.



Standard Requirements

5.5 Records of Training shall be maintained on each employee for all training required by this standard.

5.5.1 The documentation shall include:

- the topics included in the training.
- a general outline of information covered.
- the name and qualifications of the trainer.
- the date(s) and duration of the training or courses.

5.5.2 Records shall be retained:

- For current employees, two years from each training occurrence.
- For former employees, for one year after departure.



Documentation Needed

Upload the materials for the safety training, initial training, and site-specific training listed in the training records for both new and continuing employees.



On-Site Auditor Visit

The auditor will confirm that training attendance records are on file and may ask staff about the schedule or content of the trainings they have attended, what they found most useful, and what they believe would increase the effectiveness of future training sessions.



Implementation Options

Maintain a calendar of trainings and ensure that all training classes have a specific agenda and a qualified trainer.

Create and maintain attendance records for completed custodial employee training that can be easily organized and tabulated by cleaning staff member. Evidence of training participation can be documented in many ways, including sign-in sheets, quizzes, and training logs. Determine what method is most effective for your cleaning service and retain the files as part of the employee or company records.

6.0 – Trademark Use Requirements



Intent

To ensure the proper use of the Green Seal Certification Mark and any associated health or environmental claims.



Standard Requirements

6.1 Trademark Use. Any use of the Green Seal® Certification Mark or the Green Seal name, e.g., on the property of the certified service or promotional materials, must be in accordance with Green Seal's Trademark Use Guidelines.³⁵

6.2 Misleading Claims. Green Seal trademarks shall not be used in conjunction with any modifying terms, phrases, or graphic images that might mislead consumers as to the extent or nature of the certification.

³⁵ www.greenseal.org/trademark-use-guidelines



Documentation Needed

Using the Green Seal template, provide the following information, which will appear in the company's certification listing on the Green Seal website:

- ▶ company name
- ▶ link to company website
- ▶ brief description of the company and green cleaning services provided
- ▶ name, address, and phone number of branch locations using the company's green cleaning services, as described in the documents submitted for certification

Upload an image of the cleaning service or company logo to the Green Seal Project Portal, following these parameters:

- ▶ acceptable formats: PNG or JPEG
- ▶ image dimensions: 400 x 400
- ▶ 5MB limit per image
- ▶ white background for all logos and images

Upload copies of all promotional materials (e.g., brochures, fliers, website links, table tents), company letterhead, and business cards that bear the Green Seal trademark.

For *6.1 Trademark Use*: Confirm that use of the Green Seal trademarks are in accordance with the [Green Seal's Trademark Use Guidelines](#).

For *6.2 Misleading Claims*: Confirm that the Green Seal trademarks do not appear in conjunction with any modifying terms, phrases, or graphics that might mislead consumers.



On-Site Auditor Visit

The auditor will look on site for uses of the Green Seal Mark and the statement on the basis for certification.



Implementation Options

Congratulations! Once your cleaning service has been certified, you are encouraged to promote your certification with Green Seal's recognized Certification Mark and our associated marketing materials. We are happy to help your organization promote its certification by providing quotes for press releases, sharing your social media content, co-creating marketing materials, and listing your organization in the Green Seal Certified Directory.

Promotional and advertising material using the Green Seal Mark must be submitted to Green Seal for approval before any distribution, including modifications to previously approved materials. Always include the basis for certification statement as indicated by Green Seal when using the Mark. Guidelines on use of the Green Seal Mark can be found [here](#).

Appendix A – Definitions (Normative)

Note that the defined terms are italicized throughout the standard.

The definitions listed here may differ from those of other, established, Green Seal standards; where a specific Green Seal standard is not referenced, these definitions apply.

Cleaning/custodial service. An organization or service within an organization that provides cleaning/custodial services to commercial or institutional building owners and operators, including both in-house and external providers.

Client. The property that has contracted or retained the cleaning service and individuals that may need to be contacted, including building owners, facility managers, and building occupants, as relevant.

Concentrate. A product that must be substantially diluted with water to form the appropriate solution for use (typically at least 1:16).

Dilution Control. A procedure that controls the proper dilution of a concentrated product while limiting worker exposure. Examples include tablets, dissolvable film pods, closed dilution systems, and pre-measured pouches.

Disinfect. Destroying infectious microorganisms present on hard surfaces.

Environmentally Preferable Product.

A product certified as such by a Type 1 (i.e., third-party) environmental label that was developed in accordance with the ISO 14024 Environmental Labeling Standard. Alternatively, a product may be designated as environmentally preferable by an established and legitimate, nationally recognized program developed with the purpose of identifying environmentally preferable products. The program must not have any financial interest or stake in sales of the product, or other conflict of interest. Such designation must be based on consideration of human health and safety, ecological toxicity, other environmental impacts, and resource conservation, as appropriate, for the product and its packaging, on a life cycle basis. Product criteria must distinguish market leadership for that product category, and be publicly available and transparent.

Interim Carpet Cleaning. Used to maintain carpets uniform appearance on a non-regular basis.

Restorative Carpet Cleaning. Used when accumulated soils and cleaning residues need to be extracted to return the carpet to a relatively clean (free of unwanted matter) condition or when interim cleaning systems are not achieving desired results.

Sanitize. Reducing microorganisms to levels specified by public health codes or regulations.

Vulnerable Population. Occupants, customers, or employees who are more susceptible than the general population to health risks that may be posed by cleaning operations. Examples of such populations include children, pregnant women, asthmatics, the elderly and infirm, and people with chemical sensitivities (e.g., to fragrances).

Appendix B – Scope (Informative)

Examples of products included in or excluded from the scope of GS-42:

Services Included in GS-42

- ▶ custodial services for commercial or institutional buildings.
- ▶ custodial services for hotels, assisted living, hospitals, and similar properties where the residential areas and common/public space are typically cleaned by in-house or contract service providers (i.e., the individual residents are not responsible for the cleaning of the residential areas).
- ▶ custodial services for common or public areas in dormitories, apartments, and similar properties.

Services Excluded from GS-42

- ▶ services that clean residential properties or areas.
- ▶ specialty cleaning services focusing on only one aspect of cleaning or special cleaning needs, such as deep/restorative carpet cleaning, window washing, upholstery cleaning, or mold remediation services.

Appendix C – Documentation Templates



GS-42 Standard for Commercial and Institutional Custodial Services

Certification Worksheet

Instructions

Complete the sections below for each requirement. All sections must be completed in full before a cleaning service is eligible for GS-42 certification.

1.0 Basic Information

Company Information

Green Seal Standard

GS-42 for Commercial and Institutional Custodial Services

Company Name

Company Main Address

Address Line 1

Address Line 2

City/State/Zip

Country

Company Main Phone Number

Company Contact Name

Company Contact Email

Company Organizational Chart

Upload: Upload a company organizational chart that lists or describes key relationships between service procedure development, product & equipment, quality control, and EHS. The chart must include subcontractors and contracted employees.

☐ I have uploaded the organizational chart to the Green Seal Project Portal.

Green Cleaning Accounts

GS-42 addresses both in-house and external cleaning services and includes all activities typically required to clean indoor areas of commercial, public, and industrial buildings, and areas directly outside building entryways. This standard does not cover residential buildings, or the maintenance of any exterior areas such as parking lots, grounds, or picnic areas.

Provide the following information for all clients currently serviced with the green cleaning service where GS-42 is fully implemented. Add new rows as needed to include all clients.

Client Name	Location Name	Location Address	Location Contact	Location SqFt	Contact Email	Contact Phone Number
(Example) Green Seal, Inc.	Headquarters	1001 Connecticut Ave., Suite 827 Washington, DC 20036	Mary Jane	20,000 sf	maryj@greenseal.com	202-555-2255
(Example) Green Seal, Inc.	Midwest Office	455 Science Dr. Madison, WI 53711	Pat Johnson	54,000 sf	patj@greenseal.com	608-555-3355
(Example) Bradly University	Kline Hall	1234 Lake St Moorhead, MN 56505	Jane Doe	15,000 sf	jane@doe.com	218-555-1123



Environmental Compliance Personnel

Upload: Upload a list of environmental compliance personnel and a description of the company's environmental compliance program to the Green Seal Project Portal.

☐ I have uploaded the list and description to the Green Seal Project Portal.

Environmental Regulation Compliance

Upload: Upload a signed and dated statement to the Green Seal Project Portal on company letterhead, by the company president or other authorized signatory, that the company has received no environmental violations in the past six months. If a violation has occurred, explain the incident and how it was remedied in detail.

☐ I have uploaded the statement to the Green Seal Project Portal.



Certification Worksheet

Instructions

Complete the sections below for each requirement. All sections must be completed in full before a cleaning service is eligible for GS-42 certification.

2.0 Operations

2.1 Building-Specific Cleaning Plans

Complete the information below for each green cleaning account listed in the Green Cleaning Accounts portion of Section 1.0. If the organization uses Green Cleaning Standard Operating Procedures (SOPs) that are applied across all accounts and will be included in each Building-Specific Plan, you may do one of the following:

1. Upload the organization-wide Green Cleaning Standard Operating Procedure Document. Ensure this document is referenced as appropriate within each Building-Specific Plan.

OR

2. Ensure the relevant portions of the Green Cleaning Standard Operating Procedures are fully described within each Building-Specific Plan submitted.

- ☐ My organization does not have Green Cleaning SOPs that we apply across all accounts and I understand all boxes below must be completed.
- ☐ My organization uses Green Cleaning SOPs that are part of each Building-Specific Plan and have uploaded this document to the Green Seal Project Portal (option 1 above)
- ☐ My organization uses Green Cleaning SOPs that are part of each Building-Specific Plan and are fully describing these in the boxes below (option 2 above)

I. Standard Operating Procedures

Cleaning and Waste Collection: Cleaning Operations

Floor Maintenance. Provide the standard operating procedures for floor maintenance as outlined in GS-42 section 2.2.1. Include procedures for routine/interim and periodic restorative floor maintenance.

Carpet Cleaning & Maintenance. Provide the standard operating procedures for carpet cleaning and maintenance as outlined in GS-42 section 2.2.2. Include procedures for routine/interim and periodic restorative carpet maintenance.

Restrooms. Provide the standard operating procedures for restroom cleaning as outlined in GS-42 section 2.2.3. Include PPE requirements and procedures to ensure equipment used in the restrooms will not be used in other areas.

Dining Areas & Break Rooms. Provide the standard operating procedures for cleaning dining areas and break rooms as outlined in GS-42 section 2.2.4. If the custodial team is responsible only for cleaning & maintaining the floors, tables, and chairs in these spaces indicate it as well.

Entryways. Provide the standard operating procedures for entryway cleaning as outlined in GS-42 section 2.2.5.

Cleaning and Waste Collection: Cleaning Techniques

Disinfection. Provide the standard operating procedures for disinfection as outlined in GS-42 section 2.3.1. Include specific procedures for disinfecting areas and surfaces where pathogens collect, including appropriate dwell time and pre-cleaning procedures.

Cleaning Cloths. Provide the standard operating procedures for cleaning cloths as outlined in GS-42 section 2.3.2. Include procedures for proper use and laundering.

Cleaning and Waste Collection: Collection of Waste & Recyclable Items

Waste/Trash Collection & Disposal. Provide the standard operating procedures for waste/trash collection as outlined in GS-42 section 2.4.1. Include procedures for safe waste removal & liner changing and waste bin clearing & sanitization. Ensure that the schedule includes weekends, holidays and other times when the building may be closed.

Recycling. Provide the standard operating procedures for recycling as outlined in GS-42 section 2.4.2. Include procedures for liner changing and recycle bin clearing & sanitization. Ensure that the schedule includes weekends, holidays and other times when the building may be closed.

Handling, Tracking and Storage of Cleaning Products

Handling & Storage of Cleaning Products. Provide the standard operating procedures for cleaning product handling and storage as outlined in GS-42 section 2.7.1. Include procedures for proper use of a chemical dilution control system and method for proper labeling, and description of appropriate dispensing technology, such as coarse spray bottles or automatic chemical dispensers on powered equipment.

Cleaning Product Recordkeeping. Provide the standard operating procedures for cleaning product recordkeeping as outlined in GS-42 section 4.4.

Equipment Operation and Maintenance Procedures

Powered Equipment: Operations. Provide the standard operating procedures for powered equipment operations as outlined in GS-42 section 2.3.3. Include inspection frequency and procedures for vacuum bags/canisters to be changed and replaced.

Powered Equipment: Maintenance. Provide the standard operating procedures for powered equipment maintenance as outlined in GS-42 section 2.7.2.

Waste Disposal

Waste/Trash Disposal: Provide the standard operating procedures for waste disposal as outlined in GS-42 sections 2.4.1 and 2.7.3. Include procedures for how worn and broken equipment are recycled or disposed of.

Recycling: Provide the standard operating procedures for recycling disposal as outlined in GS-42 section 2.4.2 and 2.7.3. Include procedures for how recyclables are separated from trash and removed from the building.

Communication with Management & Occupants

Client Communications. Provide the standard operating procedures for cleaning personnel to communicate with building management and occupants, and for building management and occupants to provide feedback on issues such as pest control, construction and building improvement, as outlined in GS-42 sections 3.2.1.

II. Schedules

A separately uploaded cleaning schedule can be used in lieu of listing schedules for any of the items listed below. If a cleaning schedule is uploaded, indicate so below.

- ☐ In lieu of completing one or more of the sections below, I have uploaded the building's cleaning schedule to the Green Seal Project Portal. I understand I must still indicate this in each applicable section below.

Routine Cleaning Operations

Floor Maintenance. Provide the routine cleaning schedules for floor maintenance as outlined in GS-42 section 2.2.1. Include minimum cleaning frequencies required.

Carpet Cleaning & Maintenance. Provide the routine cleaning schedules for carpet cleaning and maintenance as outlined in GS-42 section 2.2.2. Include minimum cleaning frequencies required.

Restrooms. Provide the routine cleaning schedules for restroom cleaning as outlined in GS-42 section 2.2.3. Include the drain trap filling schedule and minimum cleaning frequencies required.

Dining Areas & Break Rooms. Provide the routine cleaning schedules for cleaning dining areas and break rooms as outlined in GS-42 section 2.2.4. Include minimum cleaning frequencies required. If the custodial team is responsible only for cleaning & maintaining the floors, tables, and chairs in these spaces indicate it as well.

Entryways. Provide the routine cleaning schedule for entryway cleaning as outlined in GS-42 section 2.2.5. Include minimum cleaning frequencies required.

Equipment Maintenance. Describe how the company's standard operating procedures will address equipment maintenance schedules, including general powered equipment and vacuum cleaners. Minimum frequencies must be addressed.

Other Areas. Provide the routine cleaning schedules for all other areas cleaned that are not included in the sections above. Include minimum cleaning frequencies required and clearly separate schedules for each area.

Activities Performed Periodically

Floor Maintenance. Provide the periodic and restorative schedules for floor maintenance as outlined in GS-42 section 2.2.1. Include the minimum frequencies required.

Cleaning & Maintenance. Provide the schedules for interim and restorative carpet cleaning and maintenance as outlined in GS-42 section 2.2.2. Include the minimum frequencies required.

Restrooms. Provide the schedules for periodic restroom deep cleaning as outlined in GS-42 section 2.2.3. Include the minimum cleaning frequencies required.

Dining Areas & Break Rooms. Provide the schedules for periodic deep cleaning of dining areas and break rooms as outlined in GS-42 section 2.2.4. Include the minimum cleaning frequencies required. If the custodial team is responsible only for cleaning & maintaining the floors, tables, and chairs in these spaces indicate it as well.

Entryways. Provide the schedule for periodic entryway deep cleaning as outlined in GS-42 section 2.2.5. Include minimum cleaning frequencies required.

Floor Maintenance. Provide the periodic and restorative schedules for floor maintenance as outlined in GS-42 section 2.2.1. Include the minimum frequencies required.

Other Areas. Provide the interim, periodic and restorative cleaning schedules for all other areas that are not included in the sections above. Include minimum cleaning frequencies required and clearly separate schedules for each area.

Equipment Maintenance

Equipment Maintenance. Provide the schedules for equipment maintenance as outlined in GS-42 section 2.7.2. Include minimum cleaning frequencies required.

Schedules of cleaning operations shall be reviewed at least twice a year and adjusted as needed in response to the changing needs of the building and its occupants.

☐ I attest that the schedules of cleaning operations are reviewed at least twice a year and adjusted in response to the changing needs of the building and its occupants.

III. Building-Specific Details

Client Contacts & Resource Locations

Primary Contact Name & Title

Primary Contact Phone Number

Primary Contact Email

Secondary Contact Name & Title

Secondary Contact Phone Number

Secondary Contact Email



Resource Locations: Provide the locations of cleaning resources, janitor closets and other rooms for use by custodial/cleaning service personnel. A separately uploaded building floor plan with locations identified can be used in lieu of listing here. If floor plan is used, indicate so below.

☐ In lieu of providing the locations in the box below, I have uploaded a building floor plan with locations identified to the Green Seal Project Portal.

Vulnerable Populations

Locations: Provide the locations of vulnerable populations identified by the client/owner. A separately uploaded building floor plan with locations identified can be used in lieu of listing here. If floor plan is used, indicate so below.

Protection Measures. Provide the building-specific cleaning plan for protecting vulnerable populations in the building as outlined in GS-42 section 2.5. If no vulnerable populations exist in the building, indicate so below.

Building Operations & Seasonal Changes

Provide the building-specific operating schedule that indicates seasonal changes in building use (such as school closings). Describe how the custodial/cleaning service will address these changes. If no seasonal changes exist, indicate so below.

Indoor Contaminant Sources

Describe how the custodial/cleaning service will address building-specific temporary & permanent indoor contaminant sources (such as building renovations, new carpet, indoor plants, etc.).

Hazardous Materials

Describe how the custodial/cleaning service will address potentially hazardous materials, fixtures, and infrastructure specific to the building (such as floors containing asbestos, lead paint, or other building-specific hazards identified by OSHA).



Areas of Special Concern

Describe how the custodial/cleaning service will address building-specific areas of special concern (such as high traffic areas, laboratories, spaces with inadequate ventilation, poor lighting, or restricted access, and historical structures requiring special accommodations).

Cleaning & Maintenance Operations Schedule. Documentation for this section is covered above. No additional documentation is needed.

Emergencies

Provide the building-specific procedures for how the cleaning/custodial service will respond to accidents and emergencies (such as gas leaks, toxic spills, injured staff, etc.).

IV. Non-Routine Events

Describe how the custodial/cleaning service activities are implemented when non-routine events (such as renovations, construction, new installations, emergencies, or malfunctions) occur.

V. Review & Revision

Plan. Describe the building-specific cleaning plan review and revision process, including frequency. At minimum this must be done annually. Include a list of who from the custodial/cleaning service and the client/owner are included in the process.

Schedule. Describe the building-specific schedule of cleaning operations review and revision process, including frequency. At minimum, this must be done twice a year. Include a list of who from the custodial/cleaning service and the client/owner are included in the process.

VI. Plan Accessibility

Describe how the building-specific plan is made accessible and available to all custodial/cleaning service personnel and client contacts.

VII. Other Information (Optional)

Provide any additional building-specific plan information not addressed in the areas above.



Certification Worksheet

Instructions

Complete the sections below for each requirement. All sections must be completed in full before a cleaning service is eligible for GS-42 certification.

2.0 Operations

2.2 Cleaning Operations

Note: 2.1 *Building-Specific Plan* includes documentation requirements for most of the criteria within Section 2.2.

2.2.1 Floor Maintenance

Restorative Maintenance. If restorative maintenance is part of your organization's scope of work, provide a brief narrative description explaining why this level of maintenance is necessary. If it is not part of your scope of work, indicate so below.

2.2.2 Carpet Maintenance

Documentation requirements for this topic is fully addressed in 2.1 *Building-Specific Plan*. No additional information is needed.

2.2.3 Restrooms

Documentation requirements for this topic is fully addressed in 2.1 *Building-Specific Plan*. No additional information is needed.

2.2.4 Dining Areas & Break Rooms

Documentation requirements for this topic is fully addressed in 2.1 *Building-Specific Plan*. No additional information is needed.

2.2.5 Entryways

- ☐ **Upload:** The facility owner/operator does not allow or will not purchase matting. I have uploaded a copy of a letter to the Green Seal Project Portal that has been sent to the client explaining the benefits of matting and how to obtain appropriate matting.

All other documentation requirements for this topic are addressed in 2.1 *Building-Specific Plan*.

2.3 Cleaning Techniques

Note: 2.1 *Building-Specific Plan* includes documentation requirements for most of the criteria within Section 2.3.

2.3.1 Disinfection

- ☐ **Upload:** I have uploaded the SDS or product data sheets for all EPA-registered disinfectants and EPA-regulated devices used for this account to the Green Seal Project Portal

All other documentation requirements for this topic are addressed in 2.1 *Building-Specific Plan*.

2.3.2 Cleaning Cloths & Microfiber Cloths

- ☐ **Upload:** I have uploaded the purchase orders or receipts for reusable/microfiber cleaning cloths to the Green Seal Project Portal
- ☐ I have not yet purchased reusable/microfiber cleaning cloths, but understand I am required to provide evidence of intent to purchase, either through the box below or an additional document upload to the Green Seal Project Portal

Provide evidence of intent to purchase reusable/microfiber cleaning cloths.

All other documentation requirements for this topic are addressed in 2.1 *Building-Specific Plan*.

2.3.3 Powered Equipment: Operations

2.3.3.1				
Identify the section of each building-specific plan that outlines procedures for the operation/use of powered equipment.				
2.3.3.2	Y	N	N/A	Notes
Do the procedures require vacuum bags or canisters to be inspected at least every 2 hours?				
Do the procedures require vacuum bags or canisters to be changed or replaced when half full or when indicated by a bag sensor?				
2.3.3.3				
Describe the precautions taken to limit worker exposure to dust and particulate matter from vacuum cleaners when cleaning and replacing bags and filters.				
2.3.3.4	Y	N	N/A	Notes
Is propane-powered equipment used indoors?				
If yes, identify the section of each building-specific plan that prohibits propane-powered equipment from use when building is occupied.				
Provide the maximum air circulation and exchange for each piece of propane-powered equipment.*				

**Local and state ordinances may restrict the use of propane-powered equipment indoors.*

All other documentation requirements for this topic are addressed in 2.1 *Building-Specific Plan*.

2.4 Collection of Waste and Recyclable Items

Note: 2.1 *Building-Specific Plan* includes documentation requirements for most of the criteria within Section 2.4.

2.4.1 Waste/Trash Collection

Documentation requirements for this topic is fully addressed in 2.1 *Building-Specific Plan*. No additional information is needed.

2.4.2 Recycling

Documentation requirements for this topic is fully addressed in 2.1 *Building-Specific Plan*. No additional information is needed.

2.5 Vulnerable Populations

Documentation requirements for Section 2.5 is fully addressed in 2.1 *Building-Specific Plan*. No additional information is needed.

2.6 Indoor Plants

- ☐ Indoor plant care is within our scope of work.
- ☐ Indoor plant care is not within our scope of work. I have informed the client it is necessary to ensure 1) plants are not in direct contact with carpet, and 2) to move plants away from heating, ventilating and air conditioning vents. I commit to informing the client if these conditions are not met, or if plants interfere with cleaning.

If indoor plant care is within the scope of work, describe the procedures for indoor plant care.

All other documentation requirements for this topic are addressed in *2.1 Building-Specific Plan*.

2.7 Back-of-House Procedures

Note: *2.1 Building-Specific Plan* includes documentation requirements for most of the criteria within Section 2.7.

2.7.1 Handling and Storage of Cleaning Products

Documentation requirements for this topic is fully addressed in *2.1 Building-Specific Plan*. No additional information is needed.

2.7.2 Powered Equipment: Maintenance

2.7.2.1 General Powered Equipment Maintenance	Y	N	N/A	Notes
Do the maintenance procedures ensure that the equipment functions properly or is tagged out of service?				
Do the maintenance procedures ensure the equipment is used for its full-service life?				
Phase-Out Plan				
Identify the section of each building-specific plan that addresses the phase-out of equipment that does not meet the specifications in Section 4.2.				
Identify the section of each building-specific plan that outlines the quarterly preventative maintenance program				
Plan Details	Y	N	N/A	Notes
Does the maintenance program require the inspection of all powered equipment according to manufacturer recommendations?				
Does the maintenance program require an equipment maintenance log is maintained?				
2.7.2.2 Vacuum Cleaner Maintenance	Y	N	N/A	Notes
Do the procedures require that vacuum cleaners are equipped with the proper filter or bag?				
Do the procedures require that the filters are changed or cleaned according to manufacturer recommendations?				
Do the procedures outline precautions to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters?				

All other documentation requirements for this topic are addressed in *2.1 Building-Specific Plan*.

2.7.3 Waste Disposal

Documentation requirements for this topic is fully addressed in *2.1 Building-Specific Plan*. No additional information is needed.



Certification Worksheet

Instructions

Complete the sections below for each requirement. All sections must be completed in full before a cleaning service is eligible for GS-42 certification.

3.0 Communication

3.1 Internal Communications

Describe how the company will address communications within the custodial/cleaning service team, including ways for employees to provide comments about workplace issues and suggestions for improvement.

3.2 Communications with the Client

Documentation requirements for Section 3.2 is fully addressed in 2.1 *Building-Specific Plan*. No additional information is needed.



Certification Worksheet

Instructions

Complete the sections below for each requirement. All sections must be completed in full before a cleaning service is eligible for GS-42 certification.

4.0 Purchasing

4.1 Environmentally Preferable Cleaning Products and Supplies

Upload: Upload recent invoices, purchase orders, or a line-item list of cleaning products and supplies purchased during the past year.

☐ I have uploaded all applicable invoices/POs to the Green Seal Project Portal.

Provide the following information for all cleaning products & supplies purchased to service the accounts where GS-42 is fully implemented. Add new rows as needed to include all products and supplies.

	Product Name and Manufacturer	Environmentally Preferable Y/N (Green Seal, Ecologo, Safer Choice)			Product Page Link Confirming Environmentally Preferable Claim
General purpose cleaner(s)					
Floor cleaner(s)					
Restroom cleaner(s)					
Glass cleaner(s)					
Carpet cleaner(s)					
Floor finish(s)					
Floor stripper(s)					
Liquid hand soap(s)					
Toilet tissue					
Facial tissue					
Paper towels					
Napkins					
Trash and Recycling Cans Liners*					
Can Liner Specifications		Y	N	N/A	Notes
At minimum, liners contain 10% post-consumer recycled content or have a thickness of less than 0.7 mils.*					

*Exemptions may be granted where necessary for the operation of the facility (e.g., compostable food-waste bags for composting, or airline regulations for thicker transparent bags.)

4.2 Powered Cleaning Equipment

Provide the following information for all powered cleaning equipment purchased to service the accounts where GS-42 is fully implemented. Add new rows as needed to include all equipment.

Vacuum Cleaners	Manufacturer	Brand/Model	Product Link	Y	N	Notes
CRI Seal of Approval/Green Label						
Sound Level < 70 dBA						
Carpet Extraction Equipment	Manufacturer	Brand/Model	Product Link	Y	N	Notes
CRI Bronze Seal of Approval						
Powered Floor Maintenance Equipment	Manufacturer	Brand/Model	Product Link	Y	N	Notes
Sound level < 70 dBA Shall capture particles						
Propane-powered Floor Equipment	Manufacturer	Brand/Model	Product Link	Y	N	Notes
CARB Small Off-Road Engines or Equipment Program certified engine						
Powered Scrubbing Machines	Manufacturer	Brand/Model	Product Link	Y	N	Notes
Capable of Variable Rate Dispensing						
Other	Manufacturer	Brand/Model	Product Link	Y	N	Notes

4.3 Minimizing Packaging Waste

Upload: Upload the procurement policy for cleaning chemicals and supplies, specifying preference for reduced packaging waste.

☐ I have uploaded the policy to the Green Seal Project Portal.

4.4 Recordkeeping

Documentation requirements for Section 4.4 is fully addressed in 4.1 *Environmentally Preferable Cleaning Products and Supplies* and 2.1 *Building-Specific Plan*. No additional information is needed.



Certification Worksheet

Instructions

Complete the sections below for each requirement. All sections must be completed in full before a cleaning service is eligible for GS-42 certification.

5.0 Training

Training Method

Is current employee training provided by an in-house trainer, through a third-party, or a combination of both?

Name of third-party trainer(s), if applicable

Training Period

Enter the dates the employee training documentation covers (must be 12 months). to

Employee Accommodation

What is the primary language in which most cleaning service employees are proficient?

What is the secondary language in which most cleaning service employees are proficient?

Describe the current methods for effectively training employees with special accommodation needs, including language proficiency, literacy, physical challenges, and learning disability.

5.1 Initial Training

New employees are considered those who have been with the cleaning service less than one year. Provide the information for all new employees hired during the training period identified above, including contracted employees, managers, & supervisors, below. Add new rows as needed.

New Employee Name	Employee Role	Employee Type	Date of Hire

Upload: Using the *Individual New Employee Training Records* template provided by Green Seal and available in the Project Portal, complete and upload all individual new employee training records to the Green Seal Project Portal. If individual employee training records are maintained by the company and include the following information, company files may be uploaded in lieu of the Green Seal template:

- Employee Name
- Course Title
- Course Duration (i.e., number of hours)
- Delivery Method (online, in-person, etc.)
- Course Topic (as indicated in Section 5.1, 5.2 & 5.3)
- Course Description
- Instructor Name
- Instructor Qualifications

All new employees must receive 24 hours of training within their first year of employment - 12 hours upon hiring and 12 additional before their one year anniversary. Topics are listed in the Course Topic section of the *Individual New Employee Training Records* template.

I attest to one of the following:

- ☐ I have uploaded all complete *Individual New Employee Training Records* to the Green Seal Project Portal.
- ☐ In lieu of using Green Seal's *Individual New Employee Training Records* template, I have uploaded company new employee training records to the Green Seal Project Portal. I confirm that all information listed above is included in these records.

Procurement Staff Training

- ☐ I attest that procurement staff have received training on selection of environmentally preferable purchasing in all of the following areas:

- Cleaners: General-Purpose, Floor, Bathroom, Glass, and Carpet
- Toilet & Facial Tissue
- Floor Finishes & Strippers
- Paper Towels & Napkins
- Liquid Hand Soap
- Trash & Recycling Bin Liners

Upload: Upload the materials for procurement training that address the topics listed above.

- ☐ I have uploaded the materials for procurement training to the Green Seal Project Portal.

5.2 Safety Training

Documentation requirements for this topic is fully addressed in *5.1 Initial Training* and *5.5 Recordkeeping*. No additional information is needed.

5.3 Site-Specific Training

Documentation requirements for this topic is fully addressed in *5.1 Initial Training*, *5.4 Continuing Training* and *5.5 Recordkeeping*. No additional information is needed.

5.4 Continuing Training

Provide the training information for all employees who have been with the cleaning service more than one year, including contracted employees, managers, & supervisors, below. Add new rows as needed.

Employee Name (Exclude New Employees in 5.1)	Employee Role	Employee Type

Upload: Using the *Individual Employee Training Records* template provided by Green Seal and available in the Project Portal, complete and upload all individual employee training records to the Green Seal Project Portal. If individual employee training records are maintained by the company and include the following information, company files may be uploaded in lieu of the Green Seal template:

- Employee Name
- Course Title
- Course Duration (i.e., number of hours)
- Delivery Method (online, in-person, etc.)
- Course Topic (as indicated in Section 5.3 & 5.4)
- Course Description
- Instructor Name
- Instructor Qualifications

All employees must receive 24 hours annually. Topics are listed in the Course Topic section of the *Individual Employee Training Records* template.

I attest to one of the following:

- ☐ I have uploaded all complete *New Employee Training Records* to the Green Seal Project Portal.
- ☐ In lieu of using Green Seal's *New Employee Training Records* template, I have uploaded company new employee training records to the Green Seal Project Portal. I confirm that all information listed above is included in these records.

5.5 Recordkeeping

Upload: Upload the materials for safety training, initial training, and site-specific training that are listed in the individual new employee & employee training records.

- ☐ I have uploaded the materials for safety, initial, and site-specific training to the Green Seal Project Portal.

All other documentation requirements for this topic are addressed in the sections above.



Individual New Employee Training Records

Instructions

New employees are considered those who have been with the cleaning service less than one year. Complete this template for all new cleaning service employees, including direct employees, contracted employees, managers, & supervisors. Records must include all training received during the training period identified in Section 5.0 of the GS-42 Certification Worksheet. Add new rows and sections as needed to capture all training courses.

Employee training records should be saved in a single workbook, with a tab for each employee. To make copies of this template for individual records, right click on the tab, select "Move or Copy", select "New Employee Training Records" and check the "Create a copy" box at the bottom. To rename a tab, right click on the tab, select "Rename", and enter the employee name.

New Employee Name**Employee Role****Employee Type****Total Training Hours Received During Training Period (24 Required)**

Enter Sum of All Hours Below

Course Title**Course Duration**

(In Hours, Whole Numbers Only)

Date Completed

(MM/DD/YYYY)

Course Delivery Method**Course Topic** (Check All That Apply)

- ☐ Safe & Effective Cleaning Product Handling and Use
- ☐ Cleaning Procedures
- ☐ Cleaning Equipment Use & Maintenance
- ☐ Site-Specific: Building-Specific Cleaning Plans
- ☐ Site-Specific: Protecting Vulnerable Populations
- ☐ Site Specific: Client Communication if Hazardous Events Occur
- ☐ Safety: Reducing & Preventing Ergonomic Injuries

- ☐ Safety: Hazardous Material Exposure
- ☐ Safety: Proper Use of PPE
- ☐ Safety: Product/Container Rinsing & Disposal
- ☐ Safety: OSHA Right to Know
- ☐ Safety: OSHA Hazard Communication
- ☐ Safety: OSHA Bloodborne Pathogens
- ☐ Other (please list below)

If "Other" was selected, please list the course topic here.

Course Description

Provide a general outline of information covered in the course.

Instructor Name**Instructor Qualifications**

Provide a brief description of the instructor's qualifications for teaching this course.

Add more training sections as needed to confirm the 24-hour requirement has been met



Individual Employee Training Records

Instructions

Existing employees are considered those who have been with the cleaning service more than one year. Complete this template for all existing cleaning service employees, including direct employees, contracted employees, managers, & supervisors. Records must include all training received during the training period identified in Section 5.0 of the GS-42 Certification Worksheet. Add new rows and sections as needed to capture all training courses.

Employee training records should be saved in a single workbook, with a tab named for each employee. To make copies of this template for individual records, right click on the tab, select "Move or Copy", select "Employee Training Records" and check the "Create a copy" box at the bottom. To rename a tab, right click on the tab, select "Rename", and enter the employee name.

Employee Name**Employee Role****Employee Type****Total Training Hours Received During Training Period (24 Required)**

Enter Sum of All Hours Below

Course Title**Course Duration**

(In Hours, Whole Numbers Only)

Date Completed

(MM/DD/YYYY)

Course Delivery Method**Course Topic** (Check All That Apply)☐ Safety Procedures☐ Cleaning Products☐ Cleaning Equipment☐ Cleaning Techniques☐ Relevant Environmental Standards☐ Site-Specific: Building-Specific Cleaning Plans☐ Site-Specific: Protecting Vulnerable Populations☐ Site Specific: Client Communication if Hazardous Events Occur☐ Other (please list below)

If "Other" was selected, please list the course topic here.

Course Description

Provide a general outline of information covered in the course.

Instructor Name**Instructor Qualifications**

Provide a brief description of the instructor's qualifications for teaching this course.

Add more training sections as needed to confirm the 24-hour requirement has been met



Certification Worksheet

Instructions

Complete the sections below for each requirement. All sections must be completed in full before a cleaning service is eligible for GS-42 certification.

6.0 Certification & Labeling

Listing on Green Seal Website

Name of cleaning service provider as will appear on Green Seal website

Link to cleaning service provider's website (if no website, put "N/A")

Provide a brief description of the company and green cleaning services provided for inclusion on the Green Seal website. 100-word max.

Service/Branch Locations

Provide information for any service locations implementing the green cleaning service that you'd like to be included in listing on the Green Seal website. The basic company information provided under 1.0 Basic Info will be used in the listing by default; for individual locations to be included, the information below must be completed. The description provided above will be used across all listings. Add new rows as needed.

Service Location Name	Location Address	Location Phone Number
(Example) Acme Cleaning - Jefferson City	1883 Maple Hill Lane, Suite 406 Jefferson City, MO 65043	573-444-2339
(Example) Acme Cleaning - Wardsville	65003 State Highway B Wardsville, MO 65101	573-555-3993

Company Logo & Images

Upload: Upload an image of your cleaning service/company logo to the Green Seal Project Portal, following these parameters:

- Name your company logo file "serviceprovider_logo"
- Name your image files "serviceprovider_image"
- Acceptable formats: PNG, JPEG
- Image dimensions: 400 x 400
- 5MB limit per image
- Logos and images must have a white background

☐ I have uploaded my cleaning service/company logo to the Green Seal Project Portal.

6.1 Certification Mark

The Green Seal® Certification Mark may appear on the property of the certified service and promotional materials, only in conjunction with the certified service. Use of the Mark must be in accordance with Rules Governing the Use of the Green Seal Certification Mark.

The Green Seal Certification Mark shall not be used in conjunction with any modifying terms, phrases, or graphic images that might mislead consumers as to the extent or nature of the certification.

Green Seal must review all uses of the Certification Mark before printing or publishing.

- ☐ I have reviewed the Rules Governing the Use of the Green Seal Certification Mark, which are provided by my Green Seal project manager, and attest that the service will comply with all requirements listed above.

Upload: Upload copies of all promotional materials (such as brochures, fliers, website links, table tents, etc.), bearing the Green Seal Certification Mark and where human health or environmental claims are listed.

- ☐ I have uploaded copies of all promotional materials bearing the Green Seal Certification Mark and where human health or environmental claims are listed.

Upload: Upload copies of company letterhead and business cards where the Green Seal Certification Mark is used and where human health or environmental claims are listed.

- ☐ I have uploaded copies of company letterhead and business cards where the Green Seal Certification Mark is used and where human health or environmental claims are listed.

6.2 Use With Other Claims

The Green Seal Certification Mark shall not appear in conjunction with any human health or environmental claims unless verified and approved in writing by Green Seal.

- ☐ I understand the Green Seal Certification Mark shall not appear in conjunction with any human health or environmental claims unless approved in writing by Green Seal, and attest that the service will comply with this requirement.

6.3 Statement of Basis for Certification

Wherever the Green Seal Certification Mark appears, it shall be accompanied by a description of the basis for certification. The description shall be in a location, style, and typeface that are easily readable. The description shall read as follows, unless an alternate version is approved in writing by Green Seal:

"This cleaning service meets Green Seal™ Standard GS-42 based on waste minimization, building-specific operational procedures, effective custodial training, and use of products with limits on human & environmental toxicity. GreenSeal.org."

- ☐ I understand that wherever the Green Seal Certification Mark appears in our materials, it shall be accompanied by the above description of the basis for certification. I attest that the service will comply with this requirement or seek approval for alternate language by Green Seal.