A certification guidebook for

GS-42

Green Seal’s
Environmental Standard for

Commercial Cleaning Services

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Introduction

The purpose of this document is to provide a framework and guide for cleaning service providers seeking Green Seal™ certification under the Green Seal Standard for Commercial and Institutional Cleaning Services (GS-42). This document does not replace the standard as the source and requirements for certification; it also does not guarantee certification. Please refer to the full Green Seal Standard for the complete certification requirements.

http://www.greenseal.org/GS42

CERTIFICATION AND COMPLIANCE MONITORING EXPECTATIONS

In order to optimize the time needed to conduct the on-site evaluation of the account(s) being cleaned by the cleaning service, Green Seal recommends that providers submit appropriate and complete documentation prior to the on-site visit(s). Green Seal has an online portal for the uploading of all required documents. Emphasis will be on documentation and proof of implementation to ensure compliance with criteria (e.g., purchase orders, documented policies, photographic evidence, etc.). The auditor’s on-site evaluation will focus on verifying that policies have been effectively communicated to staff and building occupants/management (as appropriate), and that the policies and procedures outlined are being implemented. Any corrective actions identified during the on-site evaluation must be addressed in writing within 120 days of the post-visit report.

NOTE: Green Seal requires written notifications from the cleaning service regarding any changes to the certified cleaning service’s products, equipment or procedures.

GUIDEBOOK FORMAT

Each of the sections in this guide corresponds to the criteria in the Green Seal Standard for Commercial and Institutional Cleaning Services (GS-42) Edition 2.3 issued July 7, 2015. The criteria from the GS-42 Standard is followed by these topics:

INTENT
A brief explanation of the purpose for the specific criterion in the GS-42 Standard.

SUGGESTED IMPLEMENTATION
Suggested methods to achieve compliance with the criterion. Note: the methodologies described in this document are not necessarily the BEST or ONLY way[s] to meet the criteria—they are merely presented as examples and are not required.

DOCUMENTATION NEEDED
Any documentation that is required will be listed and should be submitted to the project manager prior to the on-site auditor visit.

ON-SITE AUDITOR VISIT
If applicable, what the auditor may check during the on-site visit, but keep in mind the auditor may also elect to check additional items to verify compliance with a particular criterion.
This Standard establishes requirements for cleaning service providers, including in-house and external cleaning services, to create a green cleaning program that protects human health and the environment. For the purposes of this Standard, green cleaning encompasses all indoor activities required to clean commercial, public and industrial buildings. Maintenance of exterior areas such as parking lots, grounds or picnic areas is excluded from the Standard, with the exception of areas directly outside building entryways. This Standard does not cover residential buildings.

The following information about the organization and clients must be provided to Green Seal for certification:

1. **Organization Chart**
   The chart must describe the key relationships between—
   - service procedure development
   - product and equipment procurement
   - quality control
   - environment and safety

2. **Organization Information**
   Provide the number of employees in the company, the number of current clients, and information on all clients currently being serviced with the GS-42 compliant “green” service (not applicable if an in-house service organization).

3. **Environmental Regulation Compliance**
   A statement certifying that the cleaning service has not violated any applicable environmental regulations within the past 6 months.

4. **Environmental Compliance Personnel**
   A list of environmental compliance personnel and/or a description of the environmental compliance program

**INTENT**
- To understand the organizational structure, staff roles, and clients, and to ensure that certified services do not have any current environmental violations of applicable local, state or federal regulations.
- To ensure that certified services have an environmental compliance program in place or environmental compliance personnel on staff. Commercial cleaning services should identify and understand applicable environmental laws and regulations.

**SUGGESTED IMPLEMENTATION**
Review company records to see if any applicable local, state or federal environmental violations have occurred in the 6 months prior to applying for Green Seal certification. If no violations have occurred, provide a statement on company letterhead, signed and dated by the president, that the service provider has not violated any applicable environmental regulations in the past 12 months. If a violation has occurred, describe the incident and any corrective measures.

Identify environmental compliance personnel. These are usually professionals trained in regulatory rules and compliance and have responsibility for compliance for the service. If you do not have dedicated individuals on staff, adequately describe your compliance program. If there is no existing compliance program, identify the federal, state and local regulatory requirements applicable to the property. Then describe the actions the property has taken to comply with applicable laws.
1.0 SCOPE

DOCUMENTATION NEEDED
• Organization chart showing required key relationships
• Number of employees and total clients serviced (See template A)
• List of GS-42 compliant clients (See template A)
• Statement of compliance, signed and dated on letterhead (See template B)
• List of environmental compliance personnel and their specific duties and responsibilities or description of the environmental compliance program (See template C)

ON-SITE AUDITOR VISIT
Auditor may review documents on-site.
2.0 OPERATIONS

2.1 Building-Specific Cleaning Plans

The cleaning service shall have a written cleaning plan for each building. 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.

2.1.1 The plan shall describe how the cleaning service will address the following issues:

- 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)
- 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)
- 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 (both temporary and permanent sources, e.g., building renovations, indoor plants, and new carpet installations)
  - potentially hazardous materials, fixtures and infrastructure (e.g., floors containing asbestos, paint containing lead or other hazards identified by OSHA)
  - areas with special concerns (e.g., high traffic areas, laboratories and those with inadequate ventilation, poor lighting, restricted access or historical structures requiring special accommodations)
  - 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.)

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

2.1.3 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.

2.1.4 The cleaning plan shall be made available to all cleaning personnel and clients.
2.1 Building-Specific Cleaning Plans

**INTENT**
- To establish a thorough written plan for the overall cleaning and maintenance program of the cleaning service that includes general written guidelines or standard operating procedures (SOPs) for the green cleaning service and specific to the facility that is being cleaned.
- To also ensure that cleaning operations run as efficiently as possible while minimizing the impact of cleaning operations on the building and its occupants.
- To ensure that areas or situations requiring special or additional attention by cleaning personnel are given such, in compliance with the Standard.

**SUGGESTED IMPLEMENTATION**
Through communications with building management, owners, tenants, etc., the cleaning service should develop specific cleaning procedures and policies required at each location to supplement any general procedures and policies. An initial discussion on how to implement each requirement and who will be responsible is helpful so that all parties understand.

The building-specific cleaning plan should include, at a minimum, the requirements listed above or general standard operating procedures for the cleaning service.

This written document can include any combination of procedures and policies that are common across all facilities that are cleaned by the service, as well as those that are specific to each facility. General procedures and policies may be included by reference, if desired. The final plan should contain all of the information needed for an employee, supervisor or client to know what needs to be done at their facility.

**DOCUMENTATION NEEDED**
A comprehensive written document that covers all aspects of the facility’s cleaning and maintenance program and that is specific to the building or account being cleaned. It should include standard operating procedures, cleaning schedules for floors, carpets, dining areas and break rooms, entryways and all other areas to be cleaned, and any details or activities that are specific to each building, such as contact information and details on sensitive populations or hazardous materials.

**ON-SITE AUDITOR VISIT**
The auditor will review the building-specific cleaning plan and check that it is complete, available and accessible to cleaning staff and building management, and that it adheres to the requirements under the GS-42 Standard.
2.0 OPERATIONS

2.2 Cleaning Operations

Schedules and procedures shall be established and implemented for routine, periodic 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 needed (e.g., in the event of spills or heavy use) to keep them clean.

- **Daily**: 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.

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.
- Ensure that floor restoration chemicals not be applied by spraying. A mop-on or auto scrubber method may be used.
- Perform restoration 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.

**INTENT**

To establish a uniform, consistent methodology by which hard-floor surfaces in the building will be cleaned and maintained.
2.0 OPERATIONS

2.2 Cleaning Operations

**SUGGESTED IMPLEMENTATION**

**Routine Maintenance:** Identify the various types of flooring throughout the building. Staff should also be trained to identify the different types and needs of each type of flooring. Determine light- and heavy-traffic areas, and schedule these areas for daily vacuuming or mopping as needed in order to maintain an acceptable level of cleanliness. Adjust cleaning schedules as needed.

**Periodic and Restorative Maintenance:** Determine whether floor restoration or periodic maintenance is actually needed. It may be helpful to consult the floor manufacturer’s manual for guidance. Or review the current floor maintenance specifications or the contract with management to determine how to maintain the floors. Floor restoration is intended to maintain the appearance and integrity of the floor finish and should be performed only when needed.

Prepare the area for maintenance according to the specifications/contract and gather the chemicals and equipment appropriate for the type of maintenance.

**DOCUMENTATION NEEDED**

A cleaning schedule for routine, periodic and restorative floor maintenance.

**ON-SITE AUDITOR VISIT**

The auditor will inspect the flooring in the facility and the cleaning schedule and may ask staff questions regarding implementation.
2.0 OPERATIONS

2.2 Cleaning Operations

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 periodic and restorative cleaning (when normal cleaning is not sufficient to clean carpets in heavy-traffic areas), the cleaning service shall—

- Provide reasonable notice to the client before non-routine 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.

INTENT

- To establish a uniform, consistent methodology by which carpets in the facility will be cleaned and maintained.
- To address cleaning issues with carpet that cannot be resolved by vacuuming, in order to maintain the cleanliness and appearance of the carpet and to extend the life of the carpet, delaying the need for replacement as long as possible.

SUGGESTED IMPLEMENTATION

Routine Maintenance: Identify the areas where carpet exists in the facility. Are there light or heavy traffic patterns? Light-traffic areas can be evaluated and scheduled for cleaning as appropriate to maintain cleanliness.

Interim and Restorative: Determine with building management whether interim or restorative cleaning is necessary to clean the carpet. Decide on the best time to schedule the cleaning (when the building is empty? during periods of lightest traffic?) Prepare the area for maintenance according to the specifications/contract and gather the chemicals and equipment appropriate for the type of maintenance.

Follow established procedures which may include posting signage alerting occupants, closing off the area, using approved equipment, setting up ventilation pathways using air movers and/or fans to promote faster drying.
2.0 OPERATIONS

2.2 Cleaning Operations

**DOCUMENTATION NEEDED**
A vacuum cleaning schedule and a schedule for periodic and restorative carpet cleaning.

**ON-SITE AUDITOR VISIT**
The auditor will check the vacuuming schedule and inspect the carpet in the facility for evidence of proper maintenance. The auditor may ask staff questions about carpet cleaning procedures.
2.0 OPERATIONS

2.2 Cleaning Operations

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.

INTENT
To maximize the efficiency and effectiveness of restroom cleaning operations, to reduce water and chemical use and waste, and to minimize the impact of cleaning operations on human health and the environment.

SUGGESTED IMPLEMENTATION
Provide cleaning staff with step-by-step instructions on all restroom cleaning procedures. Instructions could include what equipment and cleaning supplies work best for each particular operation and the order in which they should be completed.

2.2.3.2 Areas where pathogens can collect and surfaces touched by hands (e.g., toilet bowls, urinals, sinks, door knobs, light switches, handles, etc.) shall be cleaned and disinfected daily, and more frequently in the event of high-traffic volume or high-occupancy levels.

INTENT
• To ensure maximum cleaning efficiency of surfaces most frequently touched by building occupants.
• To lower the potential for contaminants to be spread among occupants through deposition on these surfaces.

SUGGESTED IMPLEMENTATION
Identify areas and surfaces most frequently touched by hands. A checklist of these areas may be helpful for employees so that no surfaces are missed. The frequency of cleaning may be adjusted as necessary due to traffic or other factors.

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

INTENT
To reduce the risk of slip and fall accidents among building occupants, and to minimize the potential for surface damage, mold and germs from standing moisture.

SUGGESTED IMPLEMENTATION
It may be helpful to develop a plan for regular inspections of all restrooms; procedures for removing moisture; alerting building management or occupants with signage if necessary; and the use of proper equipment and supplies.

See DOCUMENTATION NEEDED AND ON-SITE AUDITOR VISIT for all Cleaning Operations on page 16.
2.0 OPERATIONS

2.2 Cleaning Operations

2.2.3 Restrooms

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

**INTENT**
To minimize the potential of cross-contamination of surfaces via equipment and cleaning supplies.

**SUGGESTED IMPLEMENTATION**
Clearly mark the equipment used for restroom cleaning (e.g., with a permanent marker or by color) as being designated for restroom-only cleaning. Train all staff to identify restroom-only designated equipment and to use and store it correctly. It may be helpful to store all equipment for the cleaning of restrooms separately from other cleaning equipment, or to maintain a written list.

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

**INTENT**
To keep restrooms free of refuse and prevent overflowing of trash receptacles, and to minimize the impact of contaminants from receptacles on building occupants.

**SUGGESTED IMPLEMENTATION**
The schedule and procedures for checking and pulling trash liners could be added to the restroom cleaning operations plan. It may be helpful to determine whether any trash liners should be pulled and disinfected more than once a day.

2.2.3.6 Drain traps shall be filled on a predetermined schedule.

**INTENT**
To prevent the potential of odor and/or the entry of sewer gases resulting from dry drain traps.

**SUGGESTED IMPLEMENTATION**
Wet cleaning operations performed on a regularly scheduled basis should result in adequate water being deposited down drains to maintain the drain traps. If there are areas of the facility with drains that do not receive regular wet cleaning operations, staff should maintain the trap on a predetermined basis, e.g., by depositing a half-gallon of clean water down the drain.
2.0 OPERATIONS

2.2 Cleaning Operations

DOCUMENTATION NEEDED FOR RESTROOMS
- Written procedures for restroom cleaning operations that includes disinfection procedures, locations and schedule.
- Procedures to ensure that equipment used in the restrooms will not be used in other areas and the schedule for filling drain traps.

ON-SITE AUDITOR VISIT FOR RESTROOMS
The auditor will examine restrooms in the building and may ask staff about restroom cleaning procedures. The auditor will check that equipment used to clean restrooms is not being used in other areas and that staff have access to written cleaning procedures.
2.0 OPERATIONS

2.2 Cleaning Operations

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, e.g., after spills or if dirty.

2.2.4.2 Surfaces touched by hands, e.g., faucet handles, drinking fountains, cafeteria serving lines, 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.

INTENT
• To ensure surfaces in food preparation and consumption areas are sanitized regularly and kept as clean as possible to minimize any impacts on human health.
• To lessen the chance of spillage due to accident or overflow of food waste containers.

SUGGESTED IMPLEMENTATION
In dining areas and break rooms, identify surfaces that are regularly touched or used for food preparation and consumption. It may be helpful to discern whether some areas are used every day or for special events. It may be helpful if the schedule for cleaning dining areas and break rooms considers any special factors (e.g., cafeteria lunch hours, other scheduled meal or break times, etc.).

DOCUMENTATION NEEDED
• Written procedures for cleaning and sanitizing surfaces in food preparation and consumption areas, surfaces to be touched by hand, and food waste containers.
• Cleaning schedule for dining areas and break rooms.

In situations where the cleaning service or in-house staff is responsible for cleaning only the floors, tables, or chairs in eating areas, document this specification and note who is responsible for cleaning food preparation and eating areas.

ON-SITE AUDITOR VISIT
The auditor will review the schedule and procedures for cleaning and sanitizing surfaces to be touched and for food preparation and consumption and the schedule and procedures for cleaning, sanitizing and emptying food waste containers. Auditor may also ask questions of staff about the procedures.
2.0 OPERATIONS

2.2 Cleaning Operations

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.

INTENT
• To help prevent outside debris, dust or soil from being brought into the facility by occupants and visitors.
• To maintain the cleanliness and appearance of the walk-off matting and extend the life by reducing some of the wear and tear.

SUGGESTED IMPLEMENTATION
• Determine if appropriate matting is in place at each entryway. If not, it may be necessary to discuss options for matting with the facility owner/operator. If each entryway already has appropriate matting, assess the condition of the matting. Does it need to be replaced? Which ones see more traffic and may have to be cleaned more often?
• Based on regular checks of building traffic at each entryway, create a cleaning schedule for matting.

DOCUMENTATION NEEDED
• Photos of matting at each entryway of the facility, or a description of the matting, including how many and the length of each.
• The matting and entryway cleaning schedule.

If the facility owner/operator does not allow or will not purchase matting, a letter or other documentation must be submitted to show the client has been notified of the reasons for 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 of the facility, as well as the condition of the matting.
2.0 OPERATIONS

2.3 Cleaning Techniques

2.3.1 Disinfection

The cleaning service shall:

2.3.1.1 Disinfect areas or surfaces where pathogens can collect (e.g., in restrooms or on door handles or bathroom faucets). 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).

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; for example, dwell time and whether pre-cleaning is required.

INTENT
To limit the use of disinfectants to areas that require them, while using effective disinfectants and disinfecting devices properly, in order to minimize their impact on human health and the environment.

SUGGESTED IMPLEMENTATION
• Identify areas where pathogens can collect and are most likely to breed.
• Choose appropriate disinfection chemical and cleaning supplies.
• Staff should be trained on how to use the disinfectants appropriately and effectively.

DOCUMENTATION NEEDED
• MSDS or product data sheet for each EPA-registered disinfectant or EPA-regulated device used.
• Description of procedures for disinfecting areas and surfaces where pathogens collect, including dwell time and pre-cleaning procedures if necessary.

ON-SITE AUDITOR VISIT
The auditor will check disinfectant chemicals and devices to ensure they are registered or regulated by the EPA. The auditor may ask cleaning staff about procedures and schedule for disinfecting.
2.0 OPERATIONS

2.3 Cleaning Techniques

2.3.2 Cleaning Cloths

2.3.2.1 Whenever appropriate (not when dealing with bodily fluids) reusable cleaning cloths or microfiber technology shall be used instead of paper products.

2.3.2.2 Within 2 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.

INTENT
To ensure that the amount of waste generated by cleaning procedures and product use is minimized through the use of available technologies, and to minimize off-gassing of residual cleaning products.

SUGGESTED IMPLEMENTATION
Look at the places where paper products are currently used to clean and determine if paper can be replaced with reusable cleaning cloths. Decide on an appropriate container to place used cloths to be laundered. Staff should be trained on the procedures for using reusable cloths. It is not advised that reusable cloths be used to clean blood and other bodily fluids.

DOCUMENTATION NEEDED
• Documentation, either through purchase orders, procurement policies, etc., showing intent to purchase reusable cloths or microfiber technology in lieu of paper products
• Procedures for the proper use of cleaning cloths and where they are currently used at the location

ON-SITE AUDITOR VISIT
The auditor will check the inventory of cleaning cloths and may ask staff questions about the procedures for using them.
2.3 Cleaning Techniques

2.3.3 Powered Equipment: Operations

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 2 hours
   • changed or replaced 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 be used indoors only when the building is unoccupied. Maximum air circulation and exchange shall be provided.

INTENT
To ensure procedures are in place to use equipment efficiently and effectively with minimum impact on human health and the environment.

SUGGESTED IMPLEMENTATION
• It is recommended that anyone using powered equipment review the equipment operator’s manual.
• Staff should know how to protect themselves from exposure to dust, particulate matter and propane fumes.
• Local and state ordinances may restrict the use of propane-powered equipment indoors, so that should be considered when purchasing equipment and establishing procedures for operation.

DOCUMENTATION NEEDED
Written operation procedures for powered equipment and precautions for their use. (See template 2.3.3)

ON-SITE AUDITOR VISIT
The auditor may observe how equipment is used or ask staff questions about the procedures for operating equipment.
2.4 Collection of Waste and Recyclable Items

(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 Waste/Trash Collection

For waste containers not addressed elsewhere in the standard, the cleaning service shall—

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.

INTENT
To maintain a waste-free environment and prevent odors and pests resulting from improper waste storage.

SUGGESTED IMPLEMENTATION
Locate all trash containers on site that the cleaning service is responsible for. Staff should know when, where and how often to check waste containers. Staff should also have supplies and equipment necessary to clean trash containers if wet, broken or soiled. Note holidays, weekends or when the building closes for other reasons, and plan to dispose of trash ahead of time.

DOCUMENTATION NEEDED
• Procedures for removing trash and changing liners
• Locations of all trash containers under the responsibility of the cleaning service

ON-SITE AUDITOR VISIT
The auditor will inspect trash containers throughout the facility.
2.0 OPERATIONS

2.4 Collection of Waste and Recyclable Items

2.4.2 Recycling

Where a recycling program exists, cleaning service 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 food (e.g., soda cans) 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.

INTENT
• To implement an effective recycling program that maintains a desired level of cleanliness and does not negatively impact human health or the facility environment.
• To promote good recycling practices among facility occupants and staff.

SUGGESTED IMPLEMENTATION
Staff should know where recycling bins are located and how often they should be checked. Work with the client to determine proper procedures for keeping bins clean and the best locations to place the bins.

DOCUMENTATION NEEDED
• The facility’s recycling procedures and the cleaning service’s role and responsibilities.
• Procedures and schedules for collecting recyclable items and keeping bins clean.

ON-SITE AUDITOR VISIT
The auditor will inspect recycling stations and bins throughout the facility for cleanliness and to make sure they are marked clearly.
2.0 OPERATIONS

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

2.5.4 Prevent the transfer of cleaning products and other impacts to areas of the building where vulnerable populations may be present.

INTENT
To minimize the impact of cleaning chemicals on vulnerable populations and the facility’s indoor environment.

SUGGESTED IMPLEMENTATION
With the help of building management, determine whether or not any vulnerable populations exist in the building. If yes, decide how to adjust the cleaning schedule and/or use of cleaning products to prevent or minimize exposure.

DOCUMENTATION NEEDED
- Procedures, schedules and list of cleaning products that have accounted for vulnerable populations at the facility.
- A list of areas with vulnerable populations.

ON-SITE AUDITOR VISIT
The auditor may review the policy and procedures for vulnerable populations and ask staff questions about them.
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).

**INTENT**
• To determine and assign responsibility for indoor plant maintenance.
• To ensure that plants do not interfere with cleaning operations or mechanical systems.

**SUGGESTED IMPLEMENTATION**
Meet with building management to determine if the cleaning service is responsible for indoor plant maintenance. Staff should understand what their cleaning responsibilities are and who to contact for plant care issues outside of their scope.

**DOCUMENTATION NEEDED**
Procedures for indoor plant care, as relevant.

**ON-SITE AUDITOR VISIT**
The auditor will observe areas throughout the facility where plants are present.
2.0 OPERATIONS

2.7 Back-of-House Procedures

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 directions (in appropriate written languages or graphic representation) for the dilution of cleaning products shall be provided to cleaning staff.

- **2.7.1.2** Cleaning products shall be applied using the appropriate technology 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 within the facility and establish requirements for proper ventilation, adequate security, safety and proper management of the area.

**INTENT**
To ensure that chemicals are being handled, applied and stored in an efficient and consistent manner in order to maximize cleaning efficacy while minimizing the impacts to human health and the environment.

**SUGGESTED IMPLEMENTATION**
- Appropriate technology could include coarse spray bottles, automatic chemical dispensers on powered equipment, etc.
- It may be useful to check the chemical manufacturer’s recommendation for proper application of the product.
- Consider checking spray bottles and other delivery systems to make sure they are in proper working order (i.e., they seal properly, etc.).
- If the manufacturer’s instructions or SDS do not have directions for proper rinsing and disposal of chemical containers, it may be necessary to consult your local regulations.
- Adequate ventilation could include fresh air, air filtration or the storage area door opening to an open area.

**DOCUMENTATION NEEDED**
- Description or evidence of a dilution control system and directions for use.
- Description or evidence of appropriate technology, such as coarse spray bottles, automatic chemical dispensers on powered equipment, etc.
- Written identification of the storage areas for cleaning products.
- Written requirements for proper ventilation, adequate security, safety and proper management of these storage areas.

**ON-SITE AUDITOR VISIT**
The auditor will look at the dilution control system and storage areas for cleaning products and verify that they meet the requirements. The auditor will also look at the use of appropriate technology.
2.7 Back-of-House Procedures

2.7.2 Powered Equipment: Maintenance

(Section 2.3.3 describes requirements for operations of powered equipment.)

2.7.2.1 General Powered Equipment Maintenance. The cleaning service shall—
• Ensure that the equipment functions properly or is tagged out of service.
• 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.

INTENT
• To ensure that all powered equipment operates as efficiently as possible with minimal impact on occupant health and the environment.
• To set minimum equipment specifications.

SUGGESTED IMPLEMENTATION
A review of the equipment manuals will tell you how equipment should be maintained. It is important for staff to understand or know the signs of equipment that is breaking down and how to check for normal wear and tear.

DOCUMENTATION NEEDED
• Quarterly maintenance program for powered equipment.
• Equipment maintenance logs or checklists.
• Phase-out plan for equipment that does not meet the requirements of Section 4.2.
  (See template 2.7.2)

ON-SITE AUDITOR VISIT
The auditor will check equipment against the phase-out plan and maintenance logs.
2.7 Back-of-House Procedures

2.7.2.2 Vacuum Cleaner Maintenance

**2.7.2.2.1** Vacuum cleaners shall be equipped with the proper filters or bags; the filters shall be changed or cleaned according to manufacturer recommendations.

**2.7.2.2.2** Precautions shall be taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.

**INTENT**
To ensure maximum vacuum efficiency while minimizing the impact of dust, dirt or other particulates on indoor air quality and human health.

**SUGGESTED IMPLEMENTATION**
It may be helpful to review the manufacturer’s recommendations for vacuum maintenance and limiting worker exposure to dust and particulate matter.

**DOCUMENTATION NEEDED**
- Maintenance equipment logs or checklists.
- Procedures or protocol for changing bags and filters. (See template 2.7.2)

**ON-SITE AUDITOR VISIT**
The auditor will check maintenance logs and verify that bags and filters are appropriate for the type of vacuum and are in satisfactory condition.
2.0 OPERATIONS

2.7 Back-of-House Procedures

2.7.3 Waste Disposal

2.7.3.1 All waste items that are accepted for recycling in the community (e.g., paper, glass, plastics, cardboard, other packaging materials, empty chemical containers and worn equipment) 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.

INTENT
• To reduce the amount of material entering the solid waste stream by identifying all items and materials that can be recycled in the community.
• To ensure materials are disposed of properly.

SUGGESTED IMPLEMENTATION
• Determine what materials are accepted for recycling in the area and which companies can haul away the waste.
• If the building does not already have a recycling program in place, it may be necessary to discuss implementing one with building management. You can suggest which waste haulers would be best for the location, the best areas to place bins throughout the building and how to introduce employees to the program.
• If the program is new to both cleaning staff and building employees, signage or training may also be helpful.
• In some situations, vendors will take back certain packaging materials and empty chemical containers.

DOCUMENTATION NEEDED
• A list of materials being recycled.
• Procedure for how recyclables are separated from trash and removed from the building.
• Procedures for how worn and broken equipment such as vacuums, carts, buckets, etc. are recycled or disposed of.

ON-SITE AUDITOR VISIT
The auditor will check waste streams around the building to make sure trash is being separated properly. The auditor may also speak to staff about the program and how they separate and dispose of trash.
3.0 COMMUNICATION

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.

INTENT OF THE CRITERION
To ensure a clear path of communication between cleaning staff and management that will help all parties to continually strengthen and improve the Building Specific Green Cleaning Plan.

SUGGESTED IMPLEMENTATION
• Cleaning service may receive more comments and suggestions from employees if feedback can be given anonymously, if possible.
• Employees should feel comfortable putting their comments and suggestions in the box for consideration and evaluation by management.

DOCUMENTATION NEEDED
Description of the method in which employees are able to provide feedback about workplace issues.

ON-SITE AUDITOR VISIT
The auditor will review the system that has been put in place or may talk to employees about their ability to provide comments and suggestions.
3.0 COMMUNICATION

3.2 Communications with the Client

The cleaning service shall—

<table>
<thead>
<tr>
<th>3.2.1</th>
<th>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:</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td>coordination with pest control</td>
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<tr>
<td>•</td>
<td>construction and building improvements</td>
</tr>
<tr>
<td>•</td>
<td>other services</td>
</tr>
</tbody>
</table>

| 3.2.2 | Inform building management about the presence of pests, any maintenance issues and any situations that interfere with cleaning or recycling operations, e.g., plants on heaters or floor, restrictions on trash/recycle 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. |

<table>
<thead>
<tr>
<th>3.2.5</th>
<th>Provide building management with—</th>
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</thead>
<tbody>
<tr>
<td>•</td>
<td>a list of all cleaning products used in the building.</td>
</tr>
<tr>
<td>•</td>
<td>the name, address, and phone number of the contact persons for the cleaning service and the client.</td>
</tr>
<tr>
<td>•</td>
<td>a statement that the cleaning service maintains the product labels and Safety Data Sheets (SDSs) of each product used in the building.</td>
</tr>
<tr>
<td>•</td>
<td>a statement that the labels or SDSs are available for review upon request.</td>
</tr>
<tr>
<td>•</td>
<td>materials that explain how building occupants can reduce the need for more intensive cleaning processes or treatments, e.g., reporting spills and making attempts to reduce clutter in personal spaces.</td>
</tr>
</tbody>
</table>

**INTENT**

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

**SUGGESTED IMPLEMENTATION**

Ideally, the communications plan would be developed with input from both the cleaning service and the client. To be effective, the lines of communication should remain open and both parties should know the system or person(s) in place to provide information, make requests, or respond to information. If necessary or helpful, regular meetings could be used to stay in touch and abreast of what is happening in the building.
3.2 Communications with the Client

DOCUMENTATION NEEDED
A communication plan developed with the client that covers areas such as pest control, vulnerable populations, cleaning chemicals and procedures, maintenance issues and general feedback.

ON-SITE AUDITOR VISIT
The auditor will review the communication plan and may ask staff how it is being implemented and if it is effective.
4.0 PURCHASING

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% postconsumer recycled content or have a thickness of less than 0.7 mil. 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.

**INTENT**
To ensure that the cleaning products and supplies being purchased for the facility perform their function in a satisfactory manner while having as minimal an impact as possible on the health of occupants and the environment.

**SUGGESTED IMPLEMENTATION**
Determine whether any products currently in use are not environmentally preferable products. GS-42 defines an environmentally preferable product as “a product certified by a Type 1 (i.e., third party) environmental label that was developed in accordance with the ISO 14024 Environmental Labeling Standard” or one vetted by “an established and legitimate, nationally recognized program developed with the purpose of identifying environmentally preferable products.” Compliant products will be identified based on multiple environmental criteria, not just a single attribute such as recycled content or VOCs.

Check current trashcan liners. If they are not in compliance, check with the current vendor/supplier and ask for a list of liners that contain a minimum of 10% postconsumer recycled content or those with a thickness of less than 0.7 mils (17.78 microns). If a list is not available, or the supplier does not carry liners that conform to the requirement, locate and purchase from a supplier with offerings that meet the requirement.

The U.S. Environmental Protection Agency established a recovered materials content level requirement for plastic trash bags of 10 to 100 percent postconsumer material in April 1995 under Section 6002 of the Resource Conservation and Recovery Act (RCRA). 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.
4.0 PURCHASING

4.1 Environmentally Preferable Cleaning Products

DOCUMENTATION NEEDED

- Evidence of product certification/recognition or product data sheets or SDSs (where applicable) as documentation for the products.
- Liners: Product data sheet or letter of attestation from supplier stating the liners contain a minimum of 10% postconsumer recycled content or have a gauge of less than 0.7 mil.
- Recent invoice or purchase orders of cleaning products and supplies.
  (See template 4.1)

ON-SITE AUDITOR VISIT

The auditor will check the submitted list of cleaning products and supplies and verify that they are in use at the location being cleaned and confirm that they are environmentally preferable products.
4.2 Powered Cleaning Equipment

Purchases of powered janitorial equipment shall meet the following requirements:

- Vacuum cleaners shall meet the requirements of the Carpet and Rug Institute Green Label 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.

**INTENT**

To set minimum equipment specifications, and to ensure that all powered equipment in operation works to maximum efficiency with minimum impact on building occupants and the environment.

**SUGGESTED IMPLEMENTATION**

Procurement personnel should be aware of the specifications for powered floor scrubbers, burnishers, steam extractors, vacuum cleaners, power washers, and other powered cleaning equipment. Identify any current pieces of equipment that may not be compliant and plan accordingly. If possible, incorporate equipment requirements into documentation and discussions with suppliers.

**DOCUMENTATION NEEDED**

- A phase-out and procurement plan for noncompliant equipment.
- Product data/specification sheets noting the required certifications or specifications of the equipment. (See template 4.2)

**ON-SITE AUDITOR VISIT**

The auditor will check equipment and ensure they meet requirements or that a phase-out plan is in place if necessary.
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.

**INTENT OF CRITERIA**
To ensure that the amount of waste being generated in the building is reduced through careful and targeted purchases of supplies.

**SUGGESTED IMPLEMENTATION**
Possible ways to minimize package waste include purchasing—
- refillable packaging.
- products with minimal extra packaging.
- appropriate quantities.
- chemicals and supplies in bulk where feasible.

**DOCUMENTATION NEEDED**
Purchase orders and procurement policies for chemicals and supplies. Procurement policies can be submitted as part of Building Specific Plan.

**ON-SITE AUDITOR VISIT**
The auditor will look at the cleaning supplies in inventory to ensure there is a minimum amount of ready-to-use and single-use bottles.
4.0 PURCHASING

4.4 Recordkeeping

Purchases of cleaning products shall be tracked at least quarterly.

**INTENT**
To ensure that the cleaning service has an understanding of the inventory in stock in order to avoid over-purchasing and unnecessary storage of chemicals.

**SUGGESTED IMPLEMENTATION**
Determine a system for tracking purchases of cleaning products that works best for your service. If helpful, tracking can be done more frequently.

**DOCUMENTATION NEEDED**
Records of the most recent purchases of cleaning products.

**ON-SITE AUDITOR VISIT**
The auditor may check purchase records and ask management how purchases are tracked.
### 5.0 TRAINING

#### 5.1 Initial Training

<table>
<thead>
<tr>
<th>Intent</th>
<th>Suggested Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide new employees with instruction in cleaning operations</td>
<td>Employees should have access to the Standard Operating Procedures and an understanding of all cleaning procedures and how to use cleaning products and equipment. Employees could be asked to initial or sign off on a training sheet that acknowledges they understand the requirements. It may be helpful to end the training by evaluating their knowledge of the procedures and policies.</td>
</tr>
</tbody>
</table>

- Upon being hired, all cleaning personnel shall receive at least 12 hours of training 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.
- This training may occur before personnel are assigned to a facility or it may be conducted at the site before the employee begins independent work.
- Procurement staff shall be trained in the selection of environmentally preferable cleaning materials (Section 4.1).
- New hires shall complete an additional 12 hours of training before the end of the first year of hire.

See DOCUMENTATION NEEDED AND ON-SITE AUDITOR VISIT for all Training on page 42
5.0 TRAINING

5.2 Safety Training

As part of initial training, all personnel shall be given standard safety training (training required by OSHA may include Right to Know, Hazard Communication and Bloodborne Pathogens) 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.

INTENT
To ensure that personnel operate and perform their functions in the safest possible manner to reduce adverse outcomes for themselves and for building occupants.

SUGGESTED IMPLEMENTATION
Employees should be instructed on correct methods of operating various pieces of equipment. Employees should be informed of any potentially hazardous material that may be encountered in the facility (e.g., chemicals in a laboratory, solvents and other hazardous chemicals, etc.) and instructed on how to respond if they encounter these materials. It may be helpful to end the training by evaluating their knowledge of the procedures and policies.

See DOCUMENTATION NEEDED AND ON-SITE AUDITOR VISIT for all Training on page 42.
5.0 TRAINING

5.3 Site Specific Training

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.

**INTENT**
To familiarize staff with the facility in which they will be working and the ways the cleaning operations are to be applied and successfully implemented in the specific facility.

**SUGGESTED IMPLEMENTATION**
Employees should have access to the Site Specific Cleaning Plan and an understanding of the specific circumstances at that facility. It may be helpful to end the training by evaluating their knowledge of the procedures and policies.

See DOCUMENTATION NEEDED AND ON-SITE AUDITOR VISIT for all Training on page 42.
5.0 TRAINING

5.4 Continuing Training

All employees, including contractor management/supervisors, who are not in their first year of employment shall receive 24 hours of training on an annual basis (training of new personnel is addressed in section 5.1). 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.

INTENT
To ensure that cleaning personnel are up to date on the latest information available to assist them in performing their tasks and maintain their knowledge of the procedures and policies required by this standard.

SUGGESTED IMPLEMENTATION
Choose which topics should be covered each year. These topics may be chosen because of their importance or because they concern areas that were identified as needing improvement. To keep employees engaged, a variety of continuing education opportunities could be offered both internally and externally. It will also be important and helpful to keep trainings interesting and new; that is, topics should not repeat more than once in the same year unless necessary.

See DOCUMENTATION NEEDED AND ON-SITE AUDITOR VISIT for all Training on page 42.
5.0 TRAINING

5.5 Records of Training

Records 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.

INTENT
To ensure that employees have participated in and received the training required annually to successfully perform their duties, and to record what subject matter they are and are not familiar with, with regard to cleaning operations.

SUGGESTED IMPLEMENTATION
Evidence of training can be documented in many ways, including sign-in sheets, quizzes, training logs, etc. Determine what method works for the cleaning service and retain the files as part of the employee or company records.

DOCUMENTATION NEEDED
- Recent, completed training records for initial, safety, site-specific and continuing training.
- Training materials for safety training, initial training and site-specific training.

ON-SITE AUDITOR VISIT
The auditor will review training records of all current (past two years) and former employees (one year after departure) and procedures for maintaining those records. The auditor may ask staff about the schedule or content of their training.
6.0 CERTIFICATION AND LABELING REQUIREMENTS

6.1 Certification Mark

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 (www.greenseal.org/TrademarkGuidelines).
- 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 prior to printing or publishing.

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.

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 and environmental toxicity. GreenSeal.org.

INTENT

- To ensure that the cleaning service has complied with all of the requirements of the GS-42 Standard.
- To ensure the proper use of the Green Seal Certification Mark.

SUGGESTED IMPLEMENTATION

Once certified, you are encouraged to use the Certification mark on marketing material to promote your service’s certification. When incorporating the mark in any promotional or advertising material, submit the material to Green Seal for approval prior to any distribution. If modifying previously approved material, you must submit the new material to Green Seal for approval. Remember to include the basis for certification statement as indicated by Green Seal when using the mark.

DOCUMENTATION NEEDED

Samples of proposed uses of the Green Seal name and marks for review and approval.
(See template 6.0)
6.0 CERTIFICATION AND LABELING REQUIREMENTS

6.1 Certification Mark

ON-SITE AUDITOR VISIT
The auditor will look for uses of the Green Seal mark and basis for certification statement on site.
## APPENDIX

### GS-42 Templates

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<tr>
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</tr>
<tr>
<td>6.0</td>
<td>Certification and Labeling Template</td>
<td>53</td>
</tr>
</tbody>
</table>
**Template 1.0 A: Organizational Information**

Organization, Account Information, and Regulatory Compliance

Attach an organization chart describing which service staff plays a role in procedure development; product and equipment procurement; quality control; and environment and safety procedures.

<table>
<thead>
<tr>
<th>Number of Employees</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Number of Clients</td>
<td></td>
</tr>
<tr>
<td>Serviced</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GS-42 Compliant Clients (name and location)</th>
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<tbody>
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</tbody>
</table>
Template 1.0 B: Statement of Compliance

Attach dated letter on letterhead, signed by President or other signatory, attesting that there have been no environmental violations in the past 6 months.

Below is a template:

To: Green Seal, Inc.
1001 Connecticut Ave NW, Suite 827
Washington DC  20036

[Date]

Attn: Project Manager,

This is a letter to verify and inform you that [insert cleaning service name] has not violated any applicable environmental regulations in the past six months.

Signed,

[President]
Template 1.0 C: Compliance Personnel

List environmental compliance personnel and their specific duties and responsibilities or description of the environmental compliance program.

<table>
<thead>
<tr>
<th>Name of Compliance Personnel</th>
<th>Responsibilities</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>

Or describe environmental compliance program:

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
### Template 2.3.3: Powered Equipment: Operations

<table>
<thead>
<tr>
<th>Powered Equipment Operations</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.3.3.1 The cleaning service established procedures for the use of powered equipment in order to clean effectively with minimum environmental impact.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.3.3.2 Vacuum bags or canisters are inspected at least every 2 hours.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.3.3.2 Vacuum bags or canisters are changed or replaced when half full or when indicated by a bag sensor.</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.3.3.3 Precautions are taken to limit worker exposure to dust and particulate matter from vacuum cleaners when cleaning and replacing bags and filters.</td>
<td></td>
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</tr>
<tr>
<td>2.3.3.4 Propane-powered equipment are used indoors only when the building is unoccupied. The maximum air circulation and exchange shall be provided.</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

---

1 Local and state ordinances may restrict the use of propane-powered equipment indoors.
## Template 2.7.2: Powered Equipment: Maintenance

<table>
<thead>
<tr>
<th>Powered Equipment Maintenance</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.7.2.1</strong> General Powered Equipment Maintenance</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>The cleaning service shall ensure that the equipment functions properly or is tagged out of service.</td>
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</tr>
<tr>
<td><strong>2.7.2.1</strong></td>
<td></td>
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</tr>
<tr>
<td>The cleaning service shall use equipment for its full service life.</td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>2.7.2.1</strong></td>
<td></td>
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</tr>
<tr>
<td>The cleaning service shall develop a plan for the phase-out of equipment that does not meet the specifications in Section 4.2.</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>2.7.2.1</strong></td>
<td></td>
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<tr>
<td>The cleaning service shall establish a quarterly maintenance program to inspect and maintain all equipment, according to manufacturer recommendations. A maintenance log shall be maintained.</td>
<td></td>
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</tr>
<tr>
<td><strong>2.7.2.2</strong> Vacuum Cleaner Maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2.7.2.2.1</strong> Vacuum cleaners shall be equipped with the proper filter or bag; the filters shall be changed or cleaned according to manufacturer recommendations.</td>
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</tr>
<tr>
<td><strong>2.7.2.2.2</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Precautions shall be taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.</td>
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<td></td>
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</tr>
</tbody>
</table>
Template 4.1 Environmentally Preferable\(^1\) Cleaning Products and Supplies
Attach documentation including product SDS, data sheets or attestation from supplier, if applicable.

<table>
<thead>
<tr>
<th>4.1.1 Cleaning Product</th>
<th>Environmentally Preferable? (Labeled by Green Seal, EcoLogo, ULEnvironment, Design for the Environment, or Safer Choice)</th>
<th>If yes, list certification or label</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Purpose Cleaner</td>
<td>Yes/No</td>
<td></td>
</tr>
<tr>
<td>Floor Cleaner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathroom Cleaner</td>
<td></td>
<td></td>
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<tr>
<td>Glass Cleaner</td>
<td></td>
<td></td>
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<tr>
<td>Carpet Cleaner</td>
<td></td>
<td></td>
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<tr>
<td>Floor Finish</td>
<td></td>
<td></td>
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<tr>
<td>Floor Strippers</td>
<td></td>
<td></td>
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<tr>
<td>Toilet Tissue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facial Tissue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Towels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Napkins</td>
<td></td>
<td></td>
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<tr>
<td>Liquid Hand Soap</td>
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</tr>
</tbody>
</table>

4.1.2 Trash Can Liners  
Plastic liners for trash and recycling cans 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.\(^2\)

\(^1\) 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.

\(^2\) For example, compostable food-waste bags for composting, or airline regulations for thicker transparent bags.
## Template 4.2: Powered Cleaning Equipment

Attach documentation including product SDS, data sheets or attestation from supplier, if applicable.

<table>
<thead>
<tr>
<th>Powered Cleaning Equipment</th>
<th>Meets CR® Seal of Approval/Green Label Program requirements and operates at &lt;70dBA? YES/NO</th>
<th>Meets CR® Bronze Seal of Approval? YES/NO</th>
<th>Has low emission engines certified by California Air Resources Board or SORQ program and is equipped with catalytic and exhaust monitoring systems? YES/NO</th>
<th>Is equipped with controls or devices to capture particulates and operates at &lt;70dBA? YES/NO</th>
<th>Scrubbing machines are equipped with a control method for variable dispensing? YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacuum Cleaner</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Carpet extraction equipment</td>
<td></td>
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<tr>
<td>Powered floor maintenance equipment</td>
<td></td>
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<tr>
<td>Propane-powered floor equipment</td>
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<td></td>
</tr>
<tr>
<td>Powered scrubbing machines</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Template 6.0 Certification and Labeling Attestation

Attach a dated letter on letterhead, signed by President or other signatory that the company complies with the Rules Regarding the Use of the Green Seal Mark, Below is a template:

To: Green Seal, Inc.
1001 Connecticut Ave NW, Suite 827
Washington DC  20036

[Date]

Attn: Project Manager,

This letter attests that [name of company] shall abide by the “Rules Regarding the Use of the Green Seal Corporate Mark” outlined in the Green Seal Graphics Standards Manual, which includes but is not limited to the following:

The Green Seal® Certification Mark may appear on the property of the certified service and promotional materials, only in conjunction with the certified service.

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 prior to printing or publishing.

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.

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.

Signed,

[signature and date]