

**SUNY COLLEGE OF ENVIRONMENTAL SCIENCE AND FORESTRY  
ADMINISTRATION POLICY LIBRARY**

**Green Cleaning Program**

Section 4, General

**Policy #**, Green Cleaning Program

Responsible Executive: Mark Lichtenstein

Responsible Office: Facilities Department – Operations  
and Services

Issued: March 2020

Latest Review / Revision: 3/10/2020



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**POLICY STATEMENT**

The SUNY College of Environmental Science and Forestry recognizes the importance of maintaining a clean, healthy and safe built environment. It simultaneously prioritizes minimizing the impacts of cleaning processes, procedures and products on the natural environment, maintenance personnel and building occupants. This Program will aim to balance these needs with cost and quality and sets clear, concise and transparent performance goals. This Program is effective for the Syracuse main campus and remote/satellite properties.

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**REASON FOR POLICY**

The Green Cleaning Program will minimize the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants capable of adversely impacting air quality, health, building finishes, systems and the environment.

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**SCOPE OF POLICY**

This policy applies to:

- |                                       |              |
|---------------------------------------|--------------|
| ✓ President                           | ✓ Faculty    |
| ✓ Vice Presidents                     | ✓ Staff      |
| ✓ Deans, Directors & Department Heads | ✓ Students   |
| ✓ Area Managers & Supervisors         | Others _____ |

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**WEB SITE REFERENCES**

Policy Office: <https://www.esf.edu/physicalplant/custodial.htm>

Specific questions should be directed to the following:

Subject	Contact	Telephone	Office or Department E-Mail / Web Address
Green Cleaning Program	Sustainable Facilities Manager	(315) 470-6701	<a href="mailto:scfassle@esf.edu">scfassle@esf.edu</a>

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#### HISTORY - POLICY REVISION RECORD

<b>March 2020</b>	Signed by President
<b>3/10/2020 - Revision</b>	Revision made to cover page date and disinfectant added to Approved Product List



State University of New York College of  
**Environmental Science and Forestry**

## Green Cleaning Program

March 2020



SUNY College of Environmental Science and Forestry  
Facilities Department, Operations and Services Unit

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## **Introduction**

### *Overview*

The Green Cleaning Program is intended to stand as SUNY ESF's Custodial Services stated preference for green cleaning and janitorial products. The following document will assist management and staff in maintaining a clean, healthy, and safe building environment, while simultaneously minimizing the impacts of cleaning processes, procedures, and products on the natural environment and vulnerable building occupants.

### *Scope*

This Green Cleaning Program applies to all building areas within the SUNY ESF campus under the purview of Facility Operations & Services (Custodial services), including functional spaces (offices, classrooms, etc.) as well as public restrooms, lounges and study rooms, public hallways, computer rooms, kitchenettes, stairwells, etc.

This program is managed by Facility Operations & Services and shall not be revised, changed or updated without management consent. The program will be reviewed annually.

### *Effective Date*

As of September 1, 2019, this program is applicable at all SUNY ESF building areas on the Syracuse campus within the purview of Facility Operations & Services (Custodial services), including functional spaces (offices, classrooms, etc.) as well as public restrooms, lounges and study rooms, public hallways, computer rooms, kitchenettes, stairwells, etc. This Program will be implemented at remote campuses by the end of 2019.

## **Program Goals**

### *Performance Goals*

The goal of this Green Cleaning Program is to minimize exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants capable of adversely impacting air quality, health, building finishes, systems and the environment. This Program will aim to balance these needs with cost and quality (i.e. product effectiveness of the managed systems to provide a sustainable approach to cleaning and janitorial maintenance.)

In addition, it is the goal of Custodial Services to earn certifications and LEED credits for sustainability and green cleaning.

Performance goals can be found in Table 1 on the following page.

Table 1: Green Cleaning Program Performance Goals

Goal	Metric	Performance
Purchase effective cleaning, hard floor and carpet care products that meet program sustainability criteria per Executive Order 4, which established a NYS Green Procurement and Agency Sustainability Program.	Purchases will be evaluated based on the portion of the product (measured by cost) which meet one or more of the sustainable criteria discussed later in this Program and its effectiveness, according to product claims and application.	<p>75% of cleaning products, by cost, should meet this criteria. All products shall be effective in meeting product claims.</p> <p>90% of disposable paper products and trash bags, by cost, should meet this criteria. All products shall be effective in meeting product claims.</p> <p>40% of equipment, by cost, should meet this criteria. All products shall be effective in meeting product claims.</p>
Maintain appropriate custodial standard operating procedures, strategies, and guidelines.	Quality assurance will be achieved through frequent (once or twice per week), randomly assigned spot checks in each cleaning zone in each building.	All procedures will meet the specifications outlined in this document, as well as the <i>Division's Cleaning Specifications and Instructions for Janitors and Cleaners</i> document.
Ensure appropriate staff (existing and new hire) training on an on-going basis	Training will be offered based on the results of quantitative building audits and inspections, with the intent being to provide training on a quarterly basis.	All staff members will be fully versed on proper safety requirements/procedures and the rationale for implementing this Program.
Collect feedback to ensure continuous improvement and occupant satisfaction.	Occupant Feedback will be continually assessed via email, in person meetings and on the Facilities Department website. An annual survey will also be sent to the campus community.	100% of occupants are pleased with the cleanliness of their buildings.
Implement Program within fiscal constraints, with the goal of purchasing entirely green cleaning products and equipment, where feasible.	Costs will be evaluated based on total money spent to enact changes.	Enact Program in the most cost effective way possible.

## Responsibilities

The Sustainable Facilities Manager for Operations and Services, in coordination with the Office of Sustainability and Director of Facilities, is responsible for developing and managing the Green Cleaning Program.

Title	Contact	Phone
Sustainable Facilities Manager	Susan Fassler	315-470-6701
Supervising Janitor - Custodial	Debbie Faust	315-470-4756

Personnel involved with various elements of the Green Cleaning Program shall carry out their tasks according to this program and report all relevant activities to the aforementioned parties.

## Sustainability Criteria – Products

Wherever feasible, cleaning products and materials, including hard floor and carpet care products, used inside and outside SUNY ESF facilities under the cognizance of Custodial Services shall meet the requirements of Executive Order 4, Establishing a New York State Green Procurement and Agency Sustainability Program and LEED v4.1 for Operations and Maintenance: Existing Buildings – Operations and Maintenance, IEQ credits Green Cleaning – Products and Materials and Green Cleaning – Equipment. The specifications identify product criteria that will:

- Reduce or eliminate the health and environmental risks from the use or release of toxic substances;
- Minimize risks of pollutant discharges into the environment;
- Minimize the volume and toxicity of packaging;
- Maximize the use of recycled content and sustainably managed renewable resources; and
- Provide other environmental and health benefits.

The links below allow users to search for certified products in each respective database:

- [Green Seal](#)
- [UL EcoLogo](#)
- [EPA Safer Choice Standard](#)
- [NYS OGS Green Cleaning Program Approved Products Listing](#)

## General Cleaning Products

Currently certified by a third-party, under the following standards (links to each standard included):

- Green Seal GS-8 (2017), [Cleaning Products for Household Use](#)
- Green Seal GS-34 (2017), [Cleaning and Degreasing Agents](#)
- Green Seal GS-37 (2017), [Cleaning Products for Industrial and Institutional Use](#)
- Green Seal GS-40 (2017), [Floor-Care Products for Industrial and Institutional Use](#)
- Green Seal GS-53 (2017), [Specialty Cleaning Products for Industrial and Institutional Use](#)
- UL EcoLogo 2759 (2011), [Standard for Sustainability for Hard Surface Cleaners](#)
- UL EcoLogo 2777 (2011), [Standard for Sustainability for Hard Floor Care Products](#)

- UL EcoLogo 2792 (2012), [Standard for Sustainability for Cleaning and Degreasing Compounds: Biologically-based](#)
  - Biologically-based NOTE: this standard does not prohibit asthmagens (unlike GS-37 and UL EcoLogo 2759). If a product is certified under UL EcoLogo 2792, it must also be devoid of asthmagens with the following designations: respiratory sensitizers (Rs or RRs), or generally accepted asthmagens (G) as defined by the Association of Occupational and Environmental Clinics (AOEC), which can be found at <http://www.aoecdata.org/ExpCodeLookup.aspx>
- UL EcoLogo 2795 (2012), [Standard for Sustainability for Carpet and Upholstery Care Products](#)
- [EPA Safer Choice Standard](#)

Note: Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

#### *Hard Surface Disinfectants and Sanitizers*

Currently certified by a third-party, under the following standards:

- UL EcoLogo 2791 (2012), [Standard for Sustainability for Drain and/or Grease Trap additives: Biologically-Based](#)
- UL EcoLogo 2796 (2013), [Standard for Sustainability for Odor Control Products](#)
- UL EcoLogo 2798 (2010), [Standard for Sustainability for Biological Digestion Additives for Cleaning and Odor Control](#)
- Green Seal GS-52 (2017), [Specialty Cleaning Products for Household Use](#)
- Green Seal GS-53 (2017), [Specialty Cleaning Products for Industrial and Institutional Use](#)
- [California Code of Regulations maximum allowable VOC levels for the specific product category](#)
- [EPA Safer Choice Standard](#)

Note: Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

#### *Floor Finishes and Finish Removers*

This specification covers concentrated and ready-to-use floor polishes, finishes and waxes, floor strippers/removers, and floor polish restorers and maintainers.

Currently certified by a third-party, under the following standards:

- Green Seal GS-40 (2017): [Floor-Care Products for Industrial and Institutional Use](#)
- UL EcoLogo 2777 (2011), [Standard for Sustainability for Hard Floor Care Products](#)

Dilution equipment shall be offered for all concentrated floor maintenance products.

No products shall be purchased in aerosol containers.

### *Hand Cleaners and Hand Soaps*

May contain no antimicrobial agenda and are currently certified by a third-party, under the following standards:

- Green Seal GS-41 (2017), [Hand Cleaners for Industrial and Institutional Use](#)
- UL EcoLogo 2783 (2011), [Instant Hand Antiseptic Products](#)
- UL EcoLogo 2784 (2011), [Standard for Sustainability for Hand Cleaners](#)
- UL EcoLogo 2845 (2013), [Standard for Sustainability for Personal Care Products](#)
- [EPA Safer Choice Standard](#)

All hand cleaners and hand soaps included on the "approved green cleaning products" list at <https://greencleaning.ny.gov/> meet the Green Seal or UL EcoLogo criteria.

All consumer antiseptic hand wash products must meet the following criteria:

- Contain NO antimicrobial agents, and
- Be legally marketed and not misbranded under the FDA Monograph for Consumer Antiseptic Hand Wash Products (final monograph published September 9, 2016 at 81 Federal Register 61106, amending 21 CFR 310.545; and any subsequent amendments).

All consumer antiseptic hand rubs products must meet the following criteria:

- Be legally marketed and not misbranded under the FDA Monograph for Consumer Antiseptic Hand Rub Products (tentative final monograph most recently amended June 30, 2016 at 81 Federal Register 42911, proposing amendments to 21 CFR 310.545; and any subsequent amendments).

All consumer antiseptic hand rub products 8 oz. or greater must meet the following criteria:

- UL EcoLogo 2783 (2011), [Instant Hand Antiseptic Products](#)

All consumer antiseptic hand rub products less than 8 oz. are encouraged to contain ethyl alcohol or isopropanol active ingredients only.

NOTE: The Center for Disease Control and Prevention's "Guideline for Hand Hygiene in Health Care Settings" states that alcohol solutions containing 60% to 90% alcohol are most effective. In the United States, alcohol-based hand sanitizers usually contain 60% to 95% ethanol or isopropanol.

### *Disposable Paper Products and Trash Bags*

This specification covers janitorial paper products, including toilet paper, paper towels, toilet seat covers, facial tissues, table napkins, and paper wipers, as well as related dispensing equipment.

Disposable paper products and trash bags must meet the minimum requirements of one or more of the following programs for the applicable category.

[Tentative NYS Procurement Specifications](#): (as of 5/13/2019)

These specifications harmonize with specifications included in the multi-state purchasing contract for Environmentally Preferable Cleaning Products, Programs, Equipment and Supplies (also known as FAC85). Affected entities shall, to the maximum extent practicable, purchase janitorial paper products which meet the following criteria:

- Contain 100% total recycled content (TRC).
- Meet the [U.S. Environmental Protection Agency’s Comprehensive Procurement Guidelines](#) (CPGs) for post-consumer recycled content (PCRC). See table, below, for minimum percentage of PCRC required for each category of janitorial paper products.

Product Type	Minimum Post-Consumer Recycled Content
Bathroom Tissue (Toilet Paper)	20%
Paper Towels	40%
Paper Napkins	30%
Facial Tissue	10%
General Purpose Industrial Wipers	40%

Disposable paper products, currently certified by a third-party, under the following standards:

- Green Seal GS-01 (2019), [Sanitary Paper Products](#)
- UL EcoLogo 175 (2013), [Standard for Sustainability for Sanitary Paper Products](#)
- [FSC certification, for fiber procurement](#)

Trash bags, currently certified by a third-party, under the following standards:

- UL EcoLogo 126 (2012), [Standards for Sustainability for Plastic Film Products](#)
- [EPA comprehensive procurement guidelines for plastic can liners](#)
- [California integrated waste management requirements for plastic trash can liners](#)
- [Certified compostable \(in a commercial composting facility\) by the Biodegradable Products Institute \(BPI\)](#)

### Approved Product List

The products listed in the tables below are approved for use. Products beyond those listed must be submitted to the Sustainable Facilities Manager for approval before use. Green products are continually tested by Custodial Services for effectiveness in an effort to improve the cleanliness and sustainability of SUNY ESF.

#### *Performance Metric*

The purchase and use of the products listed below shall be implemented to the extent practicable, with a target goal of 75% of the total annual purchases of these products (as measured by cost) complying with the appropriate sustainability criteria. The Sustainable Facilities Manager and Supervising Janitor and/or Custodial Services vendor(s) will track purchase rates on a monthly basis and report to the Sustainable Facilities Manger quarterly.

#### *General Cleaning*

As of May 2019, Custodial Services is currently using the Hillyard Arsenal chemical management system and purchases solutions to meet cleaning needs. The system dispenses product to ensure active ppm required by the EPA and limits employee contact with chemicals for enhanced safety. The concentrated formulas also minimize wasteful containers. Microfiber clothes are used for restrooms and other general cleaning.

Manufacturer	Product	Purpose	Third Party Verification
Hillyard	Arsenal System (Suprox Glass and Floor Cleaner, Bathroom Cleaner)	General purpose cleaner	GS-37
Hillyard	Green Select Bathroom Cleaner	Bathroom cleaner	GS-37
Rochester Midland Corporation	Snap Proxi <sup>1</sup>	Concentrate multi surface cleaner	GS-37
Hillyard	Super Shine-All	Wood cleaner	GS - 37
Hillyard	Citric Extra Strength CSP Cleaner	Toilet bowl cleaner	
	Murphy's Oil Soap	Wood cleaner	

<sup>1</sup> Limited supply of this product is still in inventory (as of May 2019)

### Disinfectants and Sanitizers

This specification covers concentrated and ready-to-use hard surface disinfectant and sanitizer products including non-food-contact surface sanitizers. It does not cover hand cleaners, hand soaps, topical antiseptic drug products, food-contact sanitizers, or laundry sanitizers.

Manufacturer	Product	Purpose	Third Party Verification
Spray Nine <sup>2</sup>	Heavy Duty Cleaner Degreaser and Disinfectant	Small blood spills	
Clorox <sup>2</sup>	Control Bleach Packs	Large blood spills	
Hillyard <sup>2</sup>	Re-Juv-Nal	Disinfectant	
Hillyard <sup>2</sup>	Non-Acid Restroom Disinfectant/Cleaner	Disinfectant	
EcoLogic Solutions	C-18 Sanitizer	Sanitizer	EPA Design for the Environment

<sup>2</sup> These products are used on a limited basis and must be approved and issued by the Supervising Janitor

### Floor Care

SUNY ESF flooring consists of VCT, terrazzo, brick, concrete, laminate, hardwood, tile and carpeting. Products with low or no VOCs are preferred. Each Cleaner/Janitor/FOA has been equipped with a Hillyard Trident High Performance Microfiber cleaning system. This system replaces traditional dry and wet floor mopping systems and is a method of cleaning that uses less water and chemicals.

Custodial services uses 3M brown wet/dry stripping floor pads for removing floor finish. Harsher traditional stripper is only used on a case by case basis and must be issued and authorized by the Supervising Janitor.

The Facilities Department recommends the installation of floor surfaces that do not require finish when spaces are renovated or new spaces are constructed.

Manufacturer	Product	Purpose	Third Party Verification
Simoniz	Premier Plus	Floor wax	
Hillyard	Top Clean	Neutral floor cleaner	GS-37

Hillyard	One Plus	Zinc-free floor polish	GS-40
Hillyard	Green Select Stripper	Floor stripper	GS-40
Hillyard	Arsenal System Carpet Pre-Spray	Carpet pre-spray	GS-37
Hillyard	Carpet Pre-Spray & Extraction	Carpet cleaner	GS-37
Spartan	Shineline Emulsifier Plus	Finish and Wax Stripper	
Rochester Midland Corporation	Snap Proxi	Carpet cleaner	GS-37
Diversey Inc.	Easy Paks	Floor neutralizer	
CFR	Perform All	Carpet cleaner	

### Hand Soap

Due to the potential for harmful ingredients in hand sanitizers, non-antimicrobial soap is preferred. Green Seal does not certify any hand soap that makes claims of sanitizing, disinfecting, or antiseptic qualities. These products can contain phosphates, nitrilotriacetic acid, ethylene diaminetetra-acetic acid, halogenated organic solvents, and/or butoxy-ethanol.

Manufacturer	Product	Purpose	Third Party Verification
Hillyard	Green Select Liquid Hand Soap	Hand soap	GS-41
Hillyard	Green Select Foaming Hand Soap	Hand soap	GS-41
Hillyard	Green Select Foam Soap	Hand soap	GS-41
Rochester Midland Corporation	Envirocare Foaming Hand Soap	Hand Soap	EcoLogo CCD-104 Certified

### Paper Products

Unbleached, recycled-content and compostable paper products are the preferred choice. Paper towel dispensers are offered in bathrooms as the preferred choice over folded towel dispensers or electric-powered hand dryers.

Manufacturer	Product	Purpose	Third Party Verification
Hillyard	Tissue Toilet Green Seal Certified, Green Select, EcoSoft	Toilet paper	Meets EPA Comprehensive Procurement Guidelines
Hillyard	Towel Natural Roll – Green Seal	Paper Towel	EPA Comprehensive Procurement Guidelines
Cascades Tissue Group	Cascades Pro Select	Roll paper towels	EPA Comprehensive Procurement Guidelines
Tork	Universal Bath Tissue Roll TS1636S	Toilet paper	EPA Comprehensive Procurement Guidelines

### Trash Bags and Liners

The use of trash bag liners is discouraged whenever possible. The College offers a voluntary Skip the Liner program. Members of the campus community who opt to place a Skip the Liner sticker on their office/communal trash bin agree to take food scraps or other wet material to a respective centralized compost or trash bin. This negates the need for a plastic bag. Where necessary, compostable liners or those made of recycled content should be used.

Manufacturer	Product	Purpose	Third Party Verification
Verde Liners	Many different sized bags	Trash bag	EPA Comprehensive Procurement Guidelines
Tough Guy	40-45 gallons super heavy trash bags	Heavy duty trash bag	
Hillyard	Payload, 10 gallon	Medium duty trash bag	EPA Comprehensive Procurement Guidelines

### *Occasional Use Products*

The following products are used occasionally on an “as needed” basis

Manufacturer	Product	Purpose	Third Party Verification
Simonize	Premier Plus	Floor wax	
Spartan	Shineline Emulsifier Plus	Finish and wax stripper	
Sanico		Floor condition neutralizer	
Simonize	Simonize Ultra Line Restorer	Floor finish restorer	
Claire	Stainless Steel Polish & Cleaner	Stainless polish	
Spartan	Bloc-Aid	Drain/sewer cleaner	
Simonize	Flush Away	Urinal and toilet bowl cleaner <sup>3</sup>	
Tough Guy	Urinal Screen	Clean, deodorize urinals	
Rubbermaid	T-Cell air freshener	Air freshener	
Expo	White Board Care	Dry erase board cleaner and conditioner	EPA Safer Choice Standard
New Horizons	Free and Clear Natural	Laundry Detergent	
Pak-It	All Clear Laundry Detergent	Laundry Detergent	GS-51
Greening the Cleaning	GTC Laundry Detergent	Laundry Detergent	EcoLogo UL 2776

<sup>3</sup> Urinal and toilet bowl cleaner is used in locations with old porcelain fixtures

## **Sustainability Criteria - Equipment**

### *Performance Metric*

All newly acquired cleaning equipment shall comply with the sustainability criteria listed below. Custodial Services shall track the percentage of equipment that meets the criteria below, with a target of no less than 40% (by cost) of the existing equipment meeting at least one of the sustainability criteria

(other than the requirement for equipment safeguards). Custodial Services will develop a phase-out program for existing equipment that does not meet the sustainability criteria outlined below.

In addition, Custodial Services will maintain an inventory of all powered cleaning equipment, including purchase date and all repair and maintenance activities. Vendor cut sheets for all equipment used on site will be made available on demand. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with all appropriate sustainability specifications.

### *Criteria*

All new equipment acquisitions for use on the SUNY ESF campus under the purview of the Custodial Services department shall comply with the requirements of LEED v4.1 for Operations and Maintenance: Existing Buildings – Operations and Maintenance, IEQ credits Green Cleaning – Equipment.

Reusable/washable microfiber cloths are to be used to clean surfaces throughout the building. Reusable/washable microfiber dust and wet mops are to be used on hard floor surfaces. No equipment shall be used in a manner that voids carpet, fixture or any manufacturer warranties.

All powered equipment must have the following features:

- Ergonomic design to minimize vibration, noise and user fatigue ([ISO 5349-1](#) for arm vibrations, [ISO 2631-1](#) for vibration to the whole body and [ISO 11201](#) for sound pressure at the operator's ear)
- Designed with safeguards such as rollers and bumpers to reduce potential damage to building surfaces
- Electric and battery-powered equipment operate at a sound level less than 70 dBA
- If battery powered, equipment should use environmentally preferred batteries where feasible (gel, absorbent glass mat or lithium-ion)

Automated scrubbing machines must have the following features:

- Variable-speed feed pumps and 1) on-board chemical metering to optimize the use of cleaning fluids, or 2) only use tap water with no added cleaning products
- Operate at a sound level less than 70 dBA

Buffers and burnishers (electric/battery-powered floor maintenance equipment) must have the following features:

- Equipped with vacuums, guards and/or other devices for capturing fine particulates
- Electric, low speed
- Operate at a sound level less than 70 dBA

Vacuums must have the following features:

- Certified by the CRI "Seal of Approval" Testing Program
- Operate at a sound level less than 70 dBA
- Capable of capturing 96% of particulates (.3 microns in size)

Carpet extraction equipment must have the following features:

- Certified by the CRI “Seal of Approval” Testing Program for deep cleaning extractors
- Hot water extraction equipment capable of removing moisture such that the carpet may dry in less than 12 hours

Propane-powered floor equipment must have the following features:

- Meets EPA standards for specific engine size
- Equipped with high efficiency, low emission engines with catalytic converters and mufflers
- Operate at a sound level less than 90 dBA

### Cleaning Procedures

A full accounting of cleaning procedures and prioritization can be found in the *Cleaning Specifications and Instructions for Janitors and Cleaners* document. Contact the Sustainable Facilities Manager ([scfassle@esf.edu](mailto:scfassle@esf.edu) or 315-470-6701) to view.

A summary of these specifications can be found below:

Each Custodian has been equipped with a Hillyard Trident High Performance Microfiber cleaning system for green high performance cleaning. This system replaces traditional dry and wet floor mopping systems and utilizes microfiber clothes for restrooms and other general cleaning.

Microfiber clothes/mops are issued to each custodian:

- Blue - General cleaning; furniture, floors, glass and mirrors
- Red - High risk areas; restroom toilets, urinals and floors
- Yellow - Lower Risk; high touch points, wash basins, sinks and fixtures
- Green - Food Service prep areas

Dirty clothes/mops are collected at central areas for cleaning and redistribution.

Cleaning is prioritized as such:

- First Priority – Classrooms, Teaching Labs, Studios and Computer Labs
- Second Priority – Restrooms
- Third Priority – Corridors, Stairwells, Elevators, Conference Rooms and Exterior/Interior Entrances (during winter months, entrance safety becomes first priority)
- Fourth Priority – Offices and Non-Teaching Labs

Lights are replaced, trash/recycling is collected and equipment/custodial closets are maintained on an ongoing basis.

Steps should be taken to conserve water and energy, where possible. Cold water should be used in lieu of hot water at all times (except with carpet extractors), lighting shall always be turned off in unoccupied spaces (except when safety is a concern), windows and doors should remain shut and employees are required to report malfunctioning fixtures that waste energy/water to the Supervising Janitor immediately.

## Chemical Safety Procedures and Training

The following protocols have been established to mitigate spills, leaks and mismanagement. All practices below are communicated to custodians working on the property in a formal training setting on a biannual basis. Safe handling and storage of cleaning chemicals shall be evaluated by the Supervising Janitor during spot checks, inspections and evaluations.

### Labels and Safety Data Sheets (SDS)

- Follow all chemical labels and SDS warnings and use products only as directed.
- Employees shall never use an unlabeled container.
- Employees shall never use any unknown chemical product.
- Report to all missing or unreadable labels to Supervising Janitor
- A current SDS for all chemicals shall be maintained in each building in a readily accessible location.

### Personal Protective Equipment (PPE) and Safety Controls for Staff

- Wear protective gloves and/or safety glasses as directed on the product label or SDS.
- Inform supervisor if PPE is needed.
- Always spray chemicals away from the body, especially eyes and mouth. Whenever possible, spray chemical into microfiber cloth.
- Do not eat or drink near any cleaning chemicals and always wash hands after using chemicals.
- Never smell, inhale or taste the contents of a chemical container to determine its contents.

### Cleaning with Chemicals and Chemical Safety

- Only use products provided by Custodial Services. Outside chemicals or equipment are not permitted on campus.
- Employees should only use products they have been trained to use.
- Report all chemical spills to a supervisor immediately and refer to instructions on SDS for proper spill cleanup and disposal.
- Employees should inform a supervisor if unable to get something clean with the chemicals provided.
- If product comes into contact with any body part, flush immediately with water. Remove any contaminated clothing. Follow first-aid instruction on the label or SDS.
- All chemical containers are to be securely covered and stored away from flames, heat, and the sun.
- Properly remove all cleaning chemical residue so customers and tenants will not be overexposed to chemicals.
- Wash hands after using chemicals.
- Never puncture or collapse an aerosol can. Use only in accordance with label instructions.

### Mixing Chemicals

- Never mix two different chemical products together. This may cause a dangerous reaction and/or poisonous gas.
- Only fill each secondary container bottle with the exact same product each time you refill.
- Dilute with water only where required.

- Make sure water is turned off and that no chemicals remain in mop buckets, dispensers or machines.
- Make sure all caps are secure when returning chemicals to rack or closet.

#### Chemical Storage

- Do not store chemicals above eye level.
- All chemicals must be stored in a manner that limits opportunities for accidental spills, leaks and other mishaps.

#### Chemical Concentrations and Dilution Systems

- It is the intent of Facilities Management to use chemical concentrates whenever possible in order to lower transportation costs between manufacturer and end-user, reduce use of packaging materials, reduce real chemical use to obtain same performance, and to lower exposure of custodial personnel to hazardous chemicals.
- A portion controlled, closed dilution system is to be utilized to further reduce environmental impacts.
- Pre-labeled containers are to be utilized.
- Chemical concentrates shall be used with dilution systems to the maximum extent possible. (Hillyard Arsenal chemical concentrates shall be used only with the Hillyard Arsenal chemical management system.)
- Dilution systems and portion control devices shall never be tampered with or bypassed.

#### Training

All cleaners and janitors should receive training on the following:

- Use, maintenance and disposal of cleaning products, dispensing equipment and packaging.
- New equipment and chemicals prior to initial use.
- PPE, the prevention of repetitive motion/stress injuries, and the proper way to move and lift objects.
- Bi-annual chemical safety training.
- Use and disposal of products upon their hire and once per year thereafter, as well as annual HAZCOM training.

Training records of all staff are to be maintained by the Sustainable Facility Manager and Supervising Janitor. Records can be made available to building management and third parties for review upon request.

#### Communication

To ensure a clean environment that promotes the health and well-being of building occupants and users, SUNY ESF requires the following:

- Custodians are provided with daily scope of work checklists to ensure all tasks are completed.
- All custodians are given a procedure list to follow and complete.
- Daily (Janitor) and bi-weekly (Supervising Janitor) inspections are performed to ensure expectations and requirements for cleanliness are being met on an ongoing basis.

- Custodial staff meets weekly with their supervisors to discuss any issues. When the supervisor is away a communication log is available to help pass on important information

## **Program Review**

### *Quality Control*

Assessment of the ongoing performance of the Green Cleaning program at SUNY ESF will be conducted by a three-part process:

- On a daily basis, the Custodial Services supervisor/s and management assess custodial performance in the buildings, discuss any issues or challenges, and address any new developments relating to custodial practices.
- A formal annual survey will be conducted to elicit feedback on cleaning and custodial service from the building occupants.
- Purchasing-related performance will be tracked to ensure compliance with LEED credit requirements as per individual product categories. Purchasing will be reviewed at least on a bi-annual basis.

The Green High Performance Cleaning Program at SUNY ESF shall continue indefinitely and be reviewed annually with approval from Facilities Operations & Services management.

### *Occupant Feedback*

Occupant Feedback will be continually assessed via email, in person meetings and on the Facilities Department website. An annual survey will also be sent to the campus community.