

**Green Seal Environmental Standard for Cleaning Services**  
**-DRAFT FOR PUBLIC COMMENT-**  
**April 7, 2006**

**1. SCOPE**

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 typically 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.

**2. DEFINITIONS**

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

**Biodegradable:** Each individual organic ingredient in the product, with the exception of polymers, waxes, resins, and Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA)-registered disinfectants, exhibits ready aquatic biodegradability in accordance with the Organization for Economic Cooperation and Development (OECD) definition (ENV/JM/MONO(2001)6).

**Carcinogen:** A chemical listed by the International Agency for Research on Cancer (IARC) as group 1 (Carcinogenic), 2A (Probably carcinogenic to humans), or group 2B (Possibly carcinogenic to humans); listed by the National Toxicology Program (NTP) as "known to be a human carcinogen" or "reasonably anticipated to be a human carcinogen"; or listed by the Occupational Safety and Health Administration (OSHA) in 29 CFR 1910.1003 Subpart Z "13 Carcinogens).

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

**Concentrate:** A product that must be substantially diluted with water to form the appropriate solution for use (typically at least 1:8, or as appropriate for the particular product category).

**Disinfect:** A process for hard inanimate surfaces undertaken to destroy or irreversibly inactivate infectious fungi and bacteria, but not necessarily their spores.

**Low VOC Product:** A product that meets the volatile organic compound (VOC) limits for its product class as listed by the State of California’s Air Resources Board (CARB) regulation for reducing VOC emissions from consumer products (17 CCR 94509). The volatile organic content is determined by CARB Method 310.

**Non-phosphate:** A product containing 0.5% by weight or less of phosphates or derivatives of phosphates, measured as elemental phosphorus (P).

**Nontoxic:** A product is nontoxic if it does not meet the definition of “highly toxic” or “toxic” as set forth in the OSHA Hazard Communication Standard, Appendix A, Health Hazard Definitions (29 CFR 1910.1200, App. A).

**Organically grown material:** Natural fibers or other agricultural material certified as organic according to the U.S. Department of Agriculture National Organic Standards or by any International Federation of Organic Agriculture Movements (IFOAM) accredited or internationally recognized certifier (according to ISO 65).

**Ozone-depleting compound:** Any compound with an ozone-depletion potential greater than 0.01 (CFC11 =1).

**Reproductive Toxin:** A chemical listed as a reproductive toxin by the State of California under the Safe Drinking Water and Toxic Enforcement Act of 1986 (CCR, Title 22, Division 2, Subdivision 1, Chapter 3, Sections 1200, *et seq.*).

**Sanitize:** A process intended to reduce, but not necessarily eliminate, microorganisms from the inanimate environment to levels considered safe as determined by public health codes or regulations.

**Vulnerable Populations:** Vulnerable populations represent people who are more susceptible than the general population to chemicals and products that might pose a risk to human health. These populations include children, pregnant women, the elderly and infirm, people sensitive to chemical exposures, and other occupants, customers, or employees that may have a higher susceptibility to cleaning operations.

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### **3. PLANNING REQUIREMENTS**

#### **3.1 Standard Operating Procedures**

Cleaning Service Providers shall develop and maintain a set of written guidelines or Standard Operating Procedures (SOPs) that govern the cleaning procedures, chemical handling and tracking requirements, equipment maintenance and operation procedures, communication protocols and requirements, training and inspection programs, and reporting and record keeping procedures. These guidelines shall be made available to all cleaning personnel and clients. In addition, a Building-specific Green Cleaning Plan must be developed in accordance with Section 3.2 for every building to be cleaned under green cleaning standards per agreement with client. SOPs shall be reviewed for possible revisions on an annual basis.

#### **3.2 Building-Specific Green Cleaning Plan**

The Cleaning Service Provider shall have a Building-specific Green Cleaning Plan in place that comprehensively describes the methods by which a facility is cleaned effectively while protecting human health and the environment. In addition to typical cleaning concerns, the green cleaning plan shall:

**3.2.1** Define a comprehensive communications plan as established with the client. The plan shall describe procedures for cleaning personnel to communicate with building management and occupants, as well as a system for providing feedback from building management and occupants.

**3.2.2** Develop and implement a floor maintenance plan to extend the life of flooring through preventative, routine, and periodic cleaning operations.

**3.2.3** Determine schedules of routine cleaning operations, activities performed periodically, equipment operation and maintenance, cleaning inspections, and accident preparedness plans.

- Schedule of cleaning operations detailing the minimum frequency required to clean and maintain the area to a level that adequately protects human health and the environment.
- Schedule of cleaning operations shall be reviewed at a minimum of twice per year and adjusted as needed in response to the changing needs of the building and its occupants.

**3.2.4** Provide a detailed description of how green cleaning operations shall account for:

- Cleaning procedure requirements for such special areas as high-traffic areas, dining and food preparation areas, laboratories, and entryways.
- Storage and use of chemicals within the facility, including consideration of proper ventilation, adequate security, and proper management of the area.
- Vulnerable populations such as children, asthmatics, and pregnant women (see Section 5.11).

- Indoor sources of contaminants or pollution, both temporary and permanent, such as building renovations, indoor plants, and new carpet installations.
- Special requirements for operations involving potentially hazardous materials such as the maintenance of floors containing asbestos, or compliance with OSHA Bloodborne Pathogens Standards.
- Special engineering concerns such as areas with inadequate ventilation, poor lighting, and restricted access.
- Seasonal or periodic conditions and periods of increased or decreased use (e.g., school vacation closures).
- Requirements of the building Integrated Pest Management System.
- Special cleaning requirements or conditions that may affect the frequency of cleaning or negatively impact human health or the environment.

### **3.3 Powered Equipment Use/ Maintenance Plan**

The Cleaning Service Provider shall develop, adopt, and maintain a plan for the use of powered janitorial equipment that maximizes the effective reduction of building contaminants with minimum environmental impact. Cleaning Service Providers shall evaluate that the janitorial equipment currently being used is functioning properly (as validated by equipment manufacturer or by reputable third-party service organization) or that it is tagged out of service. Cleaning Service Providers shall develop a plan for the phase-out of equipment that does not, at a minimum, meet the following specifications:

- Vacuum cleaners must meet at a minimum the Carpet and Rug Institute (CRI) Green Label Program requirements and shall operate at a sound level of less than 70 dBA.
- Carpet extraction equipment must meet at a minimum the Carpet and Rug Institute Bronze Seal of Approval.
- Powered floor maintenance equipment must be equipped with controls or other devices for capturing and collecting particulates and shall operate at a sound level less than 70 dBA.
- Propane-powered floor equipment must have high-efficiency, low-emissions engines as defined by the California Air Resources Board (CARB), and shall be equipped with catalytic and exhaust monitoring systems in addition to other requirements for floor equipment set out in the section.
- Powered scrubbing machines must be equipped with a control method for variable rate dispensing to optimize the use of cleaning fluids.

A component of this plan also shall include a quarterly maintenance program that inspects and maintains the performance of janitorial equipment, as defined by the equipment vendor and records results in a maintenance log.

## **4. REQUIREMENTS FOR PRODUCTS, SUPPLIES, AND EQUIPMENT**

### **4.1 Certified Environmentally Preferable Cleaning Products and Supplies**

For the following categories of cleaning products and supplies, the Cleaning Services Provider shall use only the following products certified by Green Seal or the Canadian Environmental Choice<sup>M</sup> Program under their referenced environmental standards:

- General-purpose cleaners, bathroom cleaners, glass cleaners, and carpet cleaners certified under GS-37, CCD-146, or CCD-148.
- Floor finishes and floor strippers certified under GS-40, CCD-147a or CCD-147b.
- Degreasers certified under GS-34 or CCD-146E.
- Liquid hand soap certified under GS-41 or CCD-104.
- Toilet tissue and facial tissue certified under GS-01, CCD-082, or CCD-083.
- Paper towels and napkins certified under GS-09, CCD-084, CCD-085, or CCD-086.
- Other chemical cleaning products or non-chemical cleaning supplies certified under a Green Seal or Environmental Choice<sup>M</sup> Program standard that is established in the future, nine months from the issuance date of the final standard.

### **4.2 Environmentally Preferable Cleaning Products, Supplies, and Equipment**

The following criteria apply to manual (non-powered) cleaning equipment, and to cleaning products and supplies not specifically addressed by Section 4.1. A majority (more than 50 percent) purchased for use by the Cleaning Services Provider shall consist of environmentally preferable products, as defined in Sections 4.2.1 through 4.2.5. The percentage shall be calculated on an annual dollar basis.

**4.2.1** A chemical cleaning product that is typically disposed of down the drain can be considered environmentally preferable if it meets all of the following criteria:

- Nontoxic;
- Not formulated with carcinogens or reproductive toxins;
- Not formulated with ammonia, phthalates, alkylphenol ethoxylates, 2-butoxyethanol, heavy metals, or ozone-depleting compounds;
- Not a flammable liquid (flash point > 140°F);
- Product pH is between 2.5–12, or has been tested as non-corrosive to skin and eyes;
- Low VOC;
- Non-phosphate;
- Biodegradable;
- Solid, powder, or concentrated liquid form, where appropriate to that product class; and
- Uses reusable, recycled, or recyclable primary packaging; or lightweight, flexible packaging that represents a significant reduction in material use when compared to rigid packaging.

Toxicity and pH of the product shall be evaluated in the most concentrated liquid form of the product where direct user contact could occur. VOCs and phosphorus shall be measured at the highest concentration recommended for use.

These products may include laundry detergents, dishwashing detergents, wood and stone floor coatings, lime and scale removers, drain cleaners, urinal deodorizers, and others.

**4.2.2** A chemical cleaning product that is not typically disposed of down the drain can be considered environmentally preferable if it meets all of the following criteria:

- Nontoxic;
- Not formulated with carcinogens or reproductive toxins;
- Not formulated with ammonia, phthalates, alkylphenol ethoxylates, 2-butoxyethanol, heavy metals, or ozone-depleting compounds;
- Not a flammable liquid (flash point > 140°F);
- Undiluted product pH is between 2.5–12, or has been tested as non-corrosive to skin and eyes;
- Low VOC;
- Solid, powder, or concentrated liquid form, where appropriate to that product class; and
- Uses reusable, recycled, or recyclable primary packaging; or lightweight, flexible packaging that represents a significant reduction in material use when compared to rigid packaging.

Toxicity and pH of the product shall be evaluated in the most concentrated liquid form of the product where direct user contact could occur. VOCs shall be measured at the highest concentration recommended for use.

These products may include spot removers, upholstery cleaners, dust mop treatments and dusting aids, oven cleaners, furniture polish and furniture maintenance products, odor control products (e.g., air freshener, drip dispensers), adhesive removers, gum removers, graffiti removers, metal cleaners and polishes, marble polishes, and others.

**4.2.3** A non-chemical cleaning supply can be considered environmentally preferable if it meets all of the following criteria:

- Meets the minimum recovered material content as designated by the U.S. EPA's Comprehensive Procurement Guidelines for that product;
- Paper products have not been bleached with chlorine or chlorine derivatives; and
- Plastic-containing products are made of PVC-free materials.

These products may include plastic trash bags, toilet seat covers, general-purpose industrial wipes (paper), office recycling containers and waste receptacles (plastic, steel, corrugated paper, solid paper fiber, or industrial paperboard), and floor mats (rubber, plastic, or rubber/plastic composite).

**4.2.4** Manual cleaning equipment can be considered environmentally preferable if it meets at least one of the following criteria:

- Uses at least 50% wood from certified sustainable sources (e.g., Forest Stewardship Council-certified);
- Uses at least 25% post-consumer recycled plastics or biodegradable plastic substitutes;
- Uses at least 50% organically grown material; or
- Uses at least 25% reclaimed, reused, or post-consumer recycled materials.

These products may include brooms, dry/wet mops, brushes, buckets, dustpans, toilet plungers, snakes, toilet bowl brushes, window squeegees, scrapers, ladders, carts/totes, spray bottles, signage, and other non-automated cleaning equipment.

**4.2.5** Alternatively, manual cleaning equipment, and cleaning products and supplies not specifically addressed by Section 4.1, can be considered environmentally preferable if certified as such by the Canadian Environmental Choice<sup>M</sup> Program.

### **4.3 Powered Cleaning Equipment**

All new powered janitorial equipment purchased in this category shall meet the criteria listed in Section 3.3. These products include powered floor scrubbers, burnishers, steam extractors, vacuum cleaners, and power washers, and other powered cleaning equipment.

## **5. CLEANING PROCEDURE REQUIREMENTS**

### **5.1 Reducing Chemical Waste/Efficient Use of Chemicals**

Cleaning Service Providers shall develop and implement a system for the safe and efficient use of chemicals that:

- Provides easily understood directions to cleaning staff in appropriate written languages or graphic representation for the dilution of chemical cleaning products.
- Tracks the quantities of chemicals consumed over time by cleaning operations on a quarterly basis.
- Uses a chemical measuring and dilution control system (dispensing pumps, pre-measured packets, etc.) that limits worker exposure to chemical concentrates while facilitating the proper dilution of chemical concentrates.
- Trains workers in the safe and effective use of all relevant chemical cleaning products.
- Uses the appropriate technology (coarse spray bottles, automatic chemical dispensers on powered equipment, etc.) for applying the chemical product in a manner that does not result in overuse and waste of the product.
- Provides directions for the proper rinsing and disposal of used or expended chemical solutions or empty chemical containers.
- Conducts cleaning activities in a manner that prevents other building areas from being adversely affected.

- Conducts cleaning activities in a manner that reduces, minimizes, or eliminates the need for using cleaning chemicals wherever possible.

## **5.2 Reducing Solid Waste**

Cleaning Service Providers shall:

**5.2.1** Purchase chemical products and supplies in quantities that minimize the amount of packaging and container waste generated.

**5.2.2** Establish a preference for reusable, natural fiber cleaning cloths or use microfiber technology in lieu of paper products.

**5.2.3** Segregate and recycle all items for disposal, including packaging materials, empty chemical containers, and worn equipment that are acceptable for recycling in the community.

## **5.3 Entryways**

Cleaning Service Providers shall:

**5.3.1** Keep outside entryways clean and free of debris through daily cleaning.

**5.3.2** Use walk-off matting both inside and outside building entryways that, at a minimum, meets the following requirements: 6-10 feet of scraper/wiper matting, followed by 6-10 feet of wiper matting, for an overall total of 12-20 feet of matting for every entry point to the building.

**5.3.3** Vacuum matting daily or more frequently, if required (e.g., high traffic areas). More intensive cleaning is to be performed as necessary to prevent migration of contaminants into the building.

**5.3.4** Dispose of captured materials, HEPA filters, or empty vacuum cleaner bags when half-full.

## **5.4 Floor Care**

Floor care operations covered under the Standard include those for hard floors (e.g., resilient flooring) and carpets.

### **5.4.1 Hard Floor Maintenance**

**5.4.1.1** Routine hard floor maintenance includes the processes of dust mopping, wet mopping, sweeping, and suction vacuuming. Green cleaning criteria for routine floor maintenance operations include the following:

- Utilize suction vacuums to remove and contain particulate matter from flooring surfaces, or alternatively, use mops equipped with removable/cleanable microfiber collection heads or equivalent.
- Microfiber mop heads must be clean and dry prior to the start of each shift. Used mop heads are to be replaced every shift at a minimum and laundered prior to being reused.
- Equip vacuums with the proper filter or bag that shall be replaced after every two hours of equipment operation. Replace vacuum bags or filters, taking necessary precautions to limit worker exposure to dust and particulate matter.

**5.4.1.2** Periodic maintenance of hard floors includes buffing and burnishing operations. Criteria for periodic cleaning operations include the following:

- Prior to the commencement of non-routine floor cleaning operations, the Cleaning Service Provider shall provide reasonable notice to building management. The timing and method of notice shall be established by building management in consultation with the Cleaning Service Provider.
- Perform restoration on an as-needed basis to maintain the appearance and integrity of the floor finish.
- Perform restoration only if sufficient floor finish exists on the floor surface to protect the underlying flooring from being degraded during the restoration process.
- Use only mops on floor restoration chemicals or autoscrubber application methods; spray applications are not allowed.
- Burnishing or buffing equipment must be utilized with controls or other devices sufficient for capturing and collecting particulates generated during the use of the equipment.

**5.4.1.3** Restorative maintenance on hard floors becomes necessary when periodic maintenance is no longer sufficient to preserve the integrity of the floor surface. Requirements for restorative processes, which include the stripping and refinishing of hard flooring, are as follows:

- Perform floor stripping operations on an as-needed basis rather than on a predetermined schedule.
- Ventilate the area, to the outside if possible, both during and after stripping and refinishing operations.
- Schedule floor stripping and refinishing to coincide with a period of minimum occupancy.
- Prior to the commencement of non-routine floor maintenance operations, the Cleaning Service Provider shall provide reasonable notice to building management. The timing and method of notice shall be established by building management in consultation with the Cleaning Service Provider.

## 5.4.2 Carpet Maintenance

5.4.2.1 Routine carpet maintenance criteria include the following:

- Carpets shall be vacuumed with high efficiency vacuums or sweepers (See 3.3) on a predetermined schedule of frequency and as needed to restore them to a clean appearance. At a minimum, the schedule for vacuuming shall be:
  - Vacuum daily: heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas.
  - Vacuum every other day (or as determined by frequency of use): light traffic areas including conference rooms, administrative offices, auditoriums, media centers, limited access areas, and other areas or spaces with limited or periodic use.
- Equip vacuums with the proper filter or bag. Replace bag or clean filter after every two hours of equipment operation or as needed. Bag or filter replacement shall be performed in a manner that limits worker exposure to dust and particulate matter.

5.4.2.2 Periodic light carpet cleaning and restorative deep carpet cleaning is necessary, especially in high traffic areas, and includes the processes of hot water extraction, dry foam extraction, or rotary shampooing. Periodic cleaning criteria include:

- Provide reasonable notice to building management prior to the commencement of non-routine carpet cleaning operations. The timing and method of the notice shall be established by building management in consultation with the Cleaning Service Provider.
- Perform carpet extraction on an as-needed basis rather than according to a regular schedule.
- Remove sufficient water from the carpet and provide sufficient airflow (e.g., use of blowers) so that the carpet will dry in less than 24-hours when cleaning carpets or performing carpet extraction.
- Schedule carpet extraction to coincide with a period of minimum building occupancy.

## 5.5 Disinfection

Criteria for cleaning operations that involve disinfection shall include the following:

5.5.1 Perform disinfection in areas or on surfaces where pathogens can collect and breed, such as in restrooms or on door handles, bathroom faucets, and other fomites. Use disinfectants only where required.

5.5.2 Perform disinfection using only EPA recognized disinfectants or disinfection devices (e.g., steam vapor system). Use the appropriate disinfectant/method for the area to be cleaned.

5.5.3 When using chemical disinfectants, prepare and use disinfecting solutions as per label directions (e.g., dwell time).

**5.5.4** Clean surfaces prior to disinfecting, unless using a cleaner/disinfectant capable of performing both functions simultaneously.

## **5.6 Restroom Care**

The following requirements apply:

**5.6.1** Perform restroom cleaning from high to low, toward the doorway, with dry cleaning tasks performed prior to wet cleaning operations.

**5.6.2** Clean and disinfect surfaces touched by hands (e.g., door knobs, light switches, handles, etc.) daily or more frequently as traffic requires.

**5.6.3** Control and remove standing moisture from floor and bathroom surfaces in a timely manner.

**5.6.4** Use restroom cleaning equipment specifically for restroom cleaning only. Restroom cleaning equipment shall not be used to clean any other areas of the building.

**5.6.5** Pull bathroom trash liners daily at a minimum and disinfect the trash receptacle.

**5.6.6** Fill all drain traps on a regular basis.

## **5.7 Dining Areas and Break Rooms**

Requirements for the cleaning of dining areas and break rooms shall include the following:

**5.7.1** Clean and sanitize surfaces in food preparation and consumption areas on a daily basis or as required to protect human health.

**5.7.2** Clean and sanitize surfaces that hands touch (e.g., faucet handles, drinking fountains, cafeteria lines) daily to eliminate the spread of germs.

**5.7.3** Equip waste containers likely to collect food waste with a cover, and empty once per day or when full; clean and sanitize daily.

## **5.8 Trash Collection and Recycling**

**5.8.1** Trash collection criteria shall include the following:

**5.8.1.1** Pull trash and replace liners only when they are soiled from wet trash, become broken, or as required; trash must be pulled and disposed of properly before weekends and holidays.

**5.8.1.2** Regularly inspect and clean garbage receptacles in food areas.

**5.8.1.3** Dispose of trash in external, covered containers away from the immediate exterior of the building.

**5.8.2** Criteria for recycling and maintaining recycling areas shall include:

**5.8.2.1** Mark recycling stations clearly; stations shall be accessible to building occupants.

**5.8.2.2** Collect and remove from the building food-related recyclables (e.g., soda cans) prior to weekends and holidays.

**5.8.2.3** Inspect and clean recycling areas daily, including collection containers. Collect soda and other beverage containers weekly or more frequently as required.

**5.8.2.4** Communicate with building management the following:

- Procedures for rinsing and separation of recyclables.
- Location and procedures for collecting recyclables.
- Periodic status of the recycling program including effectiveness and any problems regarding separation or collection of potential recyclable content.

## **5.9 Indoor Plants**

Criteria for the maintenance of indoor plants are listed below. In the event that indoor plant care is not the responsibility of the Cleaning Service Provider, building management shall be notified of situations where indoor plants are in violation of one or more of the below criteria. Indoor plant maintenance criteria include:

**5.9.1** Collect and dispose of plant debris, such as fallen leaves and flower petals.

**5.9.2** Ensure plants are not in direct contact with carpet.

**5.9.3** Move plants away from HVAC vents.

**5.9.4** Notify building management and occupants 48 hours prior to the application of any plant sprays containing chemical fertilizers or pesticides.

## **5.10 Vulnerable Populations**

The Cleaning Service Provider, working with building management, must identify and account for the presence of vulnerable populations that may become affected by cleaning operations. In situations where cleaning operations have the potential to affect any identified members of a vulnerable population, the Cleaning Service Provider shall:

**5.10.1** Schedule daily cleaning activities to avoid exposure of vulnerable populations to the cleaning process.

**5.10.2** Adopt alternative cleaning practices that minimize or make unnecessary the use of cleaning chemicals.

**5.10.3** Use only cleaning chemicals without fragrances.

**5.10.4** Use cleaning chemicals in areas only where sufficient ventilation is present to allow chemicals to dissipate before the area becomes repopulated. Provide additional ventilation through the use of blowers to enhance the rate of chemical dissipation.

**5.10.5** Conduct cleaning operations in a manner that prevents the transfer of impacts to other areas of the building that may contain vulnerable populations.

## **6. COMMUNICATIONS REQUIREMENTS**

To ensure the success of the green cleaning plan, the Cleaning Service Provider must have a communication strategy with regard to cleaning personnel and facility managers. The communication plan shall be developed in conjunction with building owners, facility managers, and building occupants.

**6.1** Cleaning Service Providers shall:

**6.1.1** Provide employees with training manuals, videos, and other training materials—with particular attention to those employees with limited English proficiency—on chemical handling information and green cleaning procedures, in appropriate languages or graphics.

**6.1.2** Ensure that a system is in place for cleaning service employees to provide comments and suggestions about workplace issues and suggestions for improvements in the provision of services.

**6.1.3** Communicate to the management or owners of the building the presence of pests and any maintenance issues discovered while performing cleaning operations.

**6.2** Cleaning Service Providers shall request facility managers to:

**6.2.1** Identify building occupants with special needs or sensitivities (to dust, chemicals, noise levels, etc.) and have a process in place to work with management, cleaning staff, and the individual(s) to mitigate the problem.

### **6.3 Cleaning Service Providers shall:**

**6.3.1** Provide materials to facility managers that define opportunities for building occupants to reduce the need for more intensive cleaning processes or treatments (e.g., reporting spills and making attempts to reduce clutter in personal spaces).

**6.3.2** Provide notification to building management of any cleaning products used in the building. This shall include a list of all chemicals that may be used. It shall also include the name, address, and phone number of the contact person in the building; a statement that the contact person maintains the product labels and Material Safety Data Sheets (MSDSs) of each product used in the building; and information that the label or MSDSs are available for review upon request. The contact person shall be available for information and comment.

**6.3.3** Provide product MSDSs and labels in a timely manner upon request.

## **7. TRAINING REQUIREMENTS**

All Cleaning Service Providers and their personnel shall be trained in the proper handling of chemicals, proper use and maintenance of capital equipment, and proper cleaning procedures. In addition, CSP procurement officers shall be trained in the selection of green cleaning materials (Section 4). In addition to training specified in previous sections of this standard, such as use of tools, powered equipment, and dilution control systems, and any training otherwise required by law such as under OSHA, training requirements include the following:

**7.1** Upon hiring, all personnel are required to undergo initial training on standard operating procedures, the proper sequencing of cleaning steps, and the proper use of personal protective equipment. This training may occur before personnel are assigned to a facility or it may be conducted at the site, before beginning independent work

**7.2** As part of initial training, all personnel are to be given standard safety training including focusing on reducing and preventing ergonomic injuries and exposure to hazardous materials encountered by Cleaning Service Providers and their personnel.

**7.3** Site specific training such as providing specific job-site training focusing on standards for the facility to which they will be assigned. Site-specific training shall cover:

- Facility specific cleaning plan.
- Tailored procedural training (e.g., servicing areas for vulnerable populations) based on the Building-specific Green Cleaning Plan
- Hazardous communication standards.

**7.4** All employees shall have at least 16 hours of continuing training and/or education on an annual basis to maintain knowledge of correct procedures for safety, tools, techniques, and pertinent environmental standards. Contractor management/supervisors shall have at least 24 hours of training and/or education on an annual basis.

**7.5** A system for documenting and recording training completed, and its effectiveness, shall be maintained on each employee for all training specified within this standard.

## **8. CERTIFICATION AND LABELING REQUIREMENTS**

This Standard provides a benchmark for environmentally responsible cleaning services as well as a basis for evaluating and certifying such services in Green Seal's Certification Program. The Certification Program has an established procedure for accepting applications for products or services, evaluating them to an applicable Green Seal Environmental Standard, and certifying those that meet all the requirements for certification.

The certification requirements for Cleaning Service Providers include meeting all the criteria provided in this standard in previous sections. Cleaning Service Providers that apply for certification will have to provide documentation demonstrating compliance with the criteria. In addition, to verify compliance, Green Seal will conduct on-site audits that may include the Cleaning Service Provider's own facilities, as well as a sample of the facilities cleaned by the Cleaning Service Provider.

Green Seal also conducts monitoring of certified products or services to ensure continued compliance with the requirements of certification. In this case, Cleaning Service Providers will have to maintain compliance with the criteria in this Standard and will be evaluated periodically by Green Seal to demonstrate that they do so.

After an applicant goes through the evaluation process, they will be notified if they meet all the requirements for their cleaning service to become Green Seal-certified. Upon certification, the Cleaning Service Provider will be licensed to use the Green Seal Certification Mark with respect to the certified service in accordance with the rules governing use of the Mark.

The Green Seal Certification Mark may appear in the advertising materials of a Cleaning Service Provider with respect to the cleaning service certified under this Standard. The Mark cannot be generally used in conjunction with the company name of a cleaning service provider unless all of its cleaning services have been certified by Green Seal.

The Green Seal Certification Mark may also be used under license at or on a facility that is cleaned by a Green Seal-certified cleaning service, provided the text and graphics make clear that the certification pertains to the cleaning service and not to the facility as a whole, unless it has independently been certified under Green Seal's Green Facilities Standard.

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. All text and graphics using the Green Seal Certification Mark and Green Seal's name in advertising, brochures, reports, promotional or other materials shall be approved in writing by Green Seal.

Wherever the Green Seal Certification Mark appears, there must be a description of the basis for certification. The description shall be in a location, style, and typeface that are easily readable by

the consumer. Unless otherwise approved in writing by Green Seal, the description shall read as follows:

"This cleaning service meets the criteria of Green Seal's Environmental Standard for Cleaning Services for reduced toxicity, waste, and exposure."

For use at specific facilities, unless otherwise approved in writing by Green Seal, the description shall read as follows:

"This facility is cleaned by a service that meets the criteria of Green Seal's Environmental Standard for Cleaning Services for reduced toxicity, waste, and exposure."

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## List of Acronyms

CARB	State of California's Air Resource Board
CCR	California Code of Regulations
CFR	Code of Federal Regulations
CRI	Carpet and Rug Institute
CSP	Cleaning Service Provider
dBA	decibels
EPA	Environmental Protection Agency
FIFRA	Federal Insecticide, Fungicide, and Rodenticide Act
FSC	Forest Stewardship Council
GS	Green Seal
HEPA	High Efficiency Particulate
HVAC	Heat, Ventilation, and Air Conditioning
IARC	International Agency for Research on Cancer
IFOAM	International Federation of Organic Agriculture Movements
IPM	Integrated Pest Management
MSDS	Material Safety Data Sheet
NTP	National Toxicology Program
OECD	Organization for Economic Cooperation
OSHA	Occupational Safety and Health Administration
P	Phosphorus
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
USDA	United States Department of Agriculture
VOC	Volatile Organic Compound