
Green Cleaning Policy

Royal Centre
1055 West Georgia Street



Table of Contents

1. Scope.....	2
2. Goals	2
3. Resources for Implementation: Procedures, Strategies & Performance Measurement	2
4. Responsible Party	8
5. Time Period.....	9
6. Quality Assurance/Quality Control Processes	9

1. Scope

This policy aims to reduce building occupants and maintenance personnel's exposure to potentially hazardous chemical, biological, and particle contaminants, which adversely affect air quality, human health, building finishes, building systems, and the environment. The policy has been written to meet the LEED® Canada EB: O&M requirements, should the property intend to pursue LEED certification.

The following boundaries apply to this policy:

Physical boundaries: Royal Centre exterior, site, and base building areas.

Programmatic boundaries: This policy includes the following:

High-Performance Cleaning

Applies to purchase, use, maintenance, and disposal of all cleaning materials and equipment used within the building. Requires strategies for safe handling and storage of cleaning chemicals, strategies for promoting hand hygiene, maintenance staff training, and provisions for collecting occupant feedback and continuous improvement of green cleaning practices.

Cleaning Products and Materials Purchases

Applies to all cleaning products and materials used and purchased for use within the building.

Cleaning Equipment

Applies to all powered cleaning equipment used and purchased for use within the building

2. Goals

Warrington PCI Management's goal is as follows.

- 90% (by cost) of all disposable janitorial paper and trash bags products
- 30% (by cost) of the total annual purchases of these cleaning and maintenance products, excluding janitorial paper products;
- 100% disinfectants, metal polish, floor finishes, strippers or other products not covered above;
- 100% hand cleaners and soaps.
- 20% (by quantity) of the janitorial equipment used will satisfy the requirements outlined in this document; and all future purchases will comply with these requirements.

3. Resources for Implementation: Procedures, Strategies & Performance Measurement

High Performance Cleaning

Potentially harmful or irritating chemical use should be reduced or eliminated to reduce impact on indoor air quality and occupant health and safety.

Ensure that Material Safety Data Sheets (MSDSs) for all cleaning products are available to cleaning staff and stored with cleaning products. Proper storage and handling of cleaning chemicals is required and protective equipment should be worn when these products are used. The following outlines the procedures to be maintained.

Cleanliness Standard

Warrington PCI Management requires that all facilities it manages shall achieve and maintain a score of 3 or less, following the Association of Physical Plant Administrator's (APPA) Custodial Staffing Guidelines.

The APPA Guidelines have 5 levels of cleanliness, with levels 1 – 3 outlining the acceptable levels of cleanliness:

- Level 1: orderly spotlessness
- Level 2: ordinary tidiness
- Level 3: casual inattention

APPA uses visual inspections to evaluate cleaning performance. Warrington PCI Management shall work with the Cleaning Contractor to determine the acceptable audit procedures.

Guidance for Cleaning Product and Equipment Use

For all cleaning products, materials, and equipment, the cleaning contractor will submit product details and/or MSDSs to Warrington PCI Management for review and approval before using the product. These submissions will be kept on site.

When applicable, the following guidelines and requirements for using cleaning products and materials will be followed:

- Maintenance staff is required to clean as necessary to increase the life of flooring surfaces.
- Use concentrated products with appropriate dilution controls. Where chemicals are necessary, ensure they are dispensed from portion-controlled, closed dilution systems.
- Use floor coating products which are free of zinc, wherever possible.
- Cleaning solutions and by-products (e.g. floor stripping waste, empty chemical containers) should be disposed of according to details specified in product literature and according to relevant laws and regulations.
- When appropriate and hygienic, reuse wipes and towels used to clean surfaces.
- Prior to beginning any janitorial activities using mechanized equipment (e.g. floor cleaners, buffers, wax strippers) verify the equipment is operating properly. This will increase the device's efficiency and ensure the building surfaces are not damaged by faulty equipment.

The following are not required, but are recommended measures:

- Use core-less paper products.
- Use equipment that can be cleaned with water only, thereby reducing cleaning chemicals and packaging.
- Use floor buffing pads that eliminate the use of chemical stripping agents when preparing a floor for refinishing.

The cleaning contractor, in cooperation with Warrington PCI Management, will be responsible for ensuring all the cleaning staff are aware of and comply with these guidelines.

Storage and Handling of Cleaning Chemicals

Cleaning products and materials purchasing standards can be found in this policy. Rubber gloves, masks and other required protective equipment shall be available for individuals using these products regularly.

Janitorial closets are not to be used for mixing or storing harmful chemicals. Harmful chemicals shall be kept in a well-ventilated area where such chemicals are clearly present. Employees working in this area are to wear appropriate safety attire when accessing chemicals and should ensure that all areas are wiped down before and after chemical use to avoid cross contamination. Non-harmful chemicals are to be stored in janitorial closets in a manner that limits opportunities for accidental spills or leaks. All chemical storage containers shall be checked for leaks or other imperfections before use. Containers should be stored at accessible heights, and where containers must be stored above shoulder height, a step ladder shall be used to reach the container.

Appropriately plumbed containment drains or other means shall be used for proper disposal of hazardous wastes; cleaning staff are expected to use these appropriately.

In the event of a hazardous spill or mishandling incident, the cleaning contractor must:

- Read MSDS for warnings, disposal guidelines and emergency procedures for specific chemicals. A copy of all MSDS shall be provided to the Operations Manager for future reference and use.
- Contact trained senior management if necessary.
- Use recommended Personal Protective Equipment.
- Extract pollutants through appropriate cleaning to prevent harm to occupants.
- Dispose of spilled waste in properly labeled containers.
- Ensure timely and safe pick-up of hazardous waste.

Hand Hygiene

Warrington PCI Management promotes hand hygiene and is committed to implement following measures:

- Development of an effective communication plan to inform tenants of the importance of hand hygiene (e.g. signage, newsletters, emails, etc.)
- Appropriate placement of hands-free, waterless hand sanitizer dispensers at strategic locations throughout the building (e.g. elevator lobbies)
- Use of hands free dispensers for janitorial paper products, compared to levers and cranks that can promote the spread of germs
- Installation of hands free faucets in washrooms and other kitchen areas

Hand soaps shall not contain antimicrobial agents, except where required by health codes and other regulations.

Staffing

An appropriate staffing level and division of responsibilities will be developed by the cleaning

contractor in coordination with Warrington PCI Management. Staffing should be allocated to ensure that the Association of Physical Plant Administrator's (APPA) Custodial Staffing Guidelines cleanliness score is maintained, including more frequent and intensive cleaning of areas that accumulate greater amounts of contaminants, including building entryways, bathrooms, food preparation and dining areas.

Training and Retraining

The cleaning contractor will be responsible for initial and ongoing cleaning and janitorial staff training to maintain knowledge of correct procedures for their expected tasks, the intended cleaning materials and equipment, and on safety, tools, techniques, and pertinent environmental standards.

New hires, being employed with the cleaning contractor for less than one year, shall receive at least 12 hours of training within two months of initial employment, followed by 24 hours of in-service training, continuing education, and/or professional development opportunities.

Senior employees, employed with the cleaning contractor for more than one year, shall have at least 24 hours of in-service training and/or education on an annual basis.

All cleaning chemical, materials, and equipment suppliers must provide training materials on their products' hazards and proper use. These documents are made available to all staff using them.

Training will include, but is not limited to:

green cleaning techniques and details on proper handling, use and storage of products

- environmental and health issues of the products and equipment being used
- requirements for proper product (and associated packaging) disposal
- dispensing equipment and packaging
- minimizing exposure and impacts when managing hazardous spills and similar incidents
- addressing custodial staff turnover and rotation
- cleaning by outsourced services

Retraining of facilities personnel should cover all elements above as required.

Training and retraining shall be documented by the cleaning contractor and reviewed by Warrington PCI Management.

Standard Operating Procedures (SOPs)

The cleaning contractor is required to maintain Standard Operating Procedures (SOPs) that form the basis for training and cleaning, which Warrington PCI Management will review and approve.

These SOPs should address effective cleaning, hard floor maintenance, and carpet maintenance implementation, management and auditing.

Overall, the SOPs should reflect Warrington PCI Management's green cleaning principles, which include:

- Reduced or no use of potentially harmful and irritating chemicals.
- The removal or elimination of dirt, dust, and other contaminants.
- The protection and preservation of surfaces during cleaning (particularly hard floors and carpets).
- Proactive strategies to reduce contaminant infiltration at source (walk-off mats or grates that are at least 3 meters long are installed at all public building entrances).

The procedures should provide guidance on how the cleaning contractor will meet each section of this policy.

Occupant Feedback

Warrington PCI Management in coordination with the cleaning contractor shall collect building occupant's feedback on overall building cleanliness, hygiene, product use, and overall performance of custodial services.

PERFORMANCE MEASUREMENT: The cleaning contractor is responsible for documenting compliance with Warrington PCI Management's Green Cleaning Policy and the aforementioned strategies and procedures. The following documents shall be completed and provided:

- **Audits**

Warrington PCI Management will conduct random audits to ensure that the compliant low environmental impact cleaning products and materials, that have been purchased, are being used. These random inspections will include verification that MSDS sheets are provided in janitorial closets, as well as to confirm proper cleaning products are being purchased and used.

- **Task Frequency and Staffing Plan**

The overall building cleanliness is to be reviewed quarterly by Warrington PCI Management. The staffing plan and task frequency should be revised based on the results of this review.

- **Contracted Cleaning Staff Training and Retraining**

The cleaning contractor shall be responsible for documenting annual cleaning staff training (property and contracted cleaning staff), within two months of initial hire, and on introduction of new products or equipment.

Cleaning Products and Materials Purchases

All cleaning products, materials and equipment including chemical dilution systems shall comply with the purchasing standards and guidelines outlined below.

Cleaning products must meet one or more of the following standards:

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes
- UL 2792 (formerly CCD 110), for cleaning and degreasing compounds
- UL 2759 (formerly CCD 146), for hard-surface cleaners
- UL 2795 (formerly CCD 148), for carpet and upholstery care

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards:

- Green Seal GS-40, for industrial and institutional floor care products
- UL 2798 (formerly CCD 112), for digestion additives for cleaning and odor control
- UL 2791 (formerly CCD 113), for drain or grease trap additives
- UL 2796 (formerly CCD 115/107), for odor control additives
- UL 2777 (formerly CCD 147), for hard-floor care
- California Code of Regulations maximum allowable VOC levels for the specific product category

Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs:

- US EPA comprehensive procurement guidelines, for janitorial paper and plastic trash can liners
- Green Seal GS-09, for paper towels and napkins
- Green Seal GS-01, for tissue paper
- UL 175 (formerly CCD-082 and CCD-086), for toilet tissue and hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers

Hand soaps and hand sanitizers must meet one or more of the following standards:

- no antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements)
- Green Seal GS-41, for industrial and institutional hand cleaners
- UL 2784 (formerly CCD-104), for hand cleaners and hand soaps

The standards referenced within this Plan can be found at the following websites:

- Green Cleaning Network – www.greencleaningnetwork.org
- Green Seal – www.greenseal.org
- International Sanitary Supply Association – www.issa.com
- U.S. EPA Environmentally Preferable Purchasing (EPP) – www.epa.gov/epp/

PERFORMANCE MEASUREMENT: Warrington PCI Management is responsible for adopting purchasing policy for sustainable cleaning products and providing ongoing documentation of enforcement.

Warrington PCI Management will document and review relevant information for all cleaning products and materials purchases, including purchasing invoices and product specification sheets, on a monthly basis.

Cleaning Equipment

All cleaning equipment will comply with the standards outlined below.

- Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of less than 70 dBA.
- Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval testing program for Deep Cleaning Extractors.



- Powered floor maintenance equipment must be equipped with such as vacuums, guards, or other devices for capturing fine particulates and must operate with a sound level of less than 70 dBA.
- Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sound level of less than 90 dBA.
- Automated scrubbing machines must be equipped with variable-speed feed pumps and must be either equipped with on-board chemical metering to optimize the use of cleaning fluids or use only tap water with no added cleaning products.
- Battery-powered equipment equipped with environmentally preferable gel batteries.
- Powered equipment ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
- Equipment that employs steam as the main cleaning agent.

Existing equipment will be used until the end of its useful life. The standards given in this policy will apply to any new equipment.

The manufacturer or the cleaning contractor shall regularly maintain janitorial equipment to ensure optimal performance during its lifetime. Equipment is to be checked before use to prevent damage to building surfaces that can occur from malfunctions.

A log will be kept for all powered housekeeping equipment to document details for equipment purchases, and all repair and maintenance activities associated with it.

PERFORMANCE MEASUREMENT: Cleaning equipment purchasing, repair and maintenance will be documented and logged. The documentation will be reviewed monthly by the cleaning supervisor to determine if improvements can be made.

Warrington PCI Management will review cleaning equipment purchasing documentation, repair and maintenance logs quarterly and verify that the strategies in this policy are being applied. Warrington PCI Management will advise their contractors of required changes to comply with the standards outlined above. Records and documentation for all guidelines, training, occupant feedback, and other strategies will be maintained with the assistance of cleaning contractors.

4. Responsible Party

Team and individual involved in activities pertaining to the policy:

Name / Position	Responsibilities
David Basford Property Manager Warrington PCI Management Tel: 604-602-4800 Email: dbasford@warringtonpci.com	Review the plan annually; ensure staff review and follow Green Cleaning Policy; and ensure that the appropriate individuals are informed of the updates.
Ashley Kennis Property Administrator Warrington PCI Management Tel: 604 602 4809 Email: akennis@warringtonpci.com	Provide documentation for cleaning products and materials purchases and cut sheet.
Gordie Sangha Director, Client Services Bee-Clean Building Maintenance Tel: 604-230-2206 Email: gordie.sangha@beeclean.net	Provide documentation for powered cleaning equipment purchases and cut sheet; provide cleaning equipment maintenance/repair records.

5. Time Period

This policy has been developed for the Warrington PCI Management portfolio as a part of the corporate sustainable effort. This policy shall be reviewed annually.

This policy will be in effect for the duration of building operations until amended and/or replaced by a subsequent green cleaning policy.

6. Quality Assurance/Quality Control Processes

Warrington PCI Management will evaluate the green cleaning policy on a quarterly basis to evaluate progress towards the implementation goals. If any cleaning product or equipment purchases are not being recorded properly, Warrington PCI Management will inform the appropriate individuals to ensure that activities are recorded moving forward. Warrington PCI Management will evaluate the results of the cleaning audits to determine whether the building is being sufficiently cleaned and whether the standard cleaning procedures are being properly executed. As necessary, Warrington PCI Management will revise the green cleaning policy to include additional cleaning strategies or modify existing cleaning strategies.

In addition, if any implementation goals are not being met, Warrington PCI Management will investigate the situation and will work with the individuals purchasing the materials and equipment or using the equipment. Warrington PCI Management will evaluate whether updates are necessary to the in order to achieve the implementation goals.

Any revisions that are made to the policy will be incorporated into the next training cycle for the cleaning staff.