

University of Wisconsin – La Crosse Green Cleaning Program Eagle Hall-Gray and Eagle Hall-Maroon

(New Residence Halls to be occupied in Fall Semester 2011)

Developed by:

Clean and Green Team

**Residence Life – Custodial Services
Student Centers – Custodial Services
Facilities Planning and Management – Custodial Services
Facilities Planning and Management – Sustainability Office
Facilities Planning and Management – Environmental Health and Safety**

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Section 1: Introduction

In brief, *Green Cleaning* is defined as *cleaning to protect health without harming the environment*. At the University of Wisconsin La Crosse (UW-L) cleaning procedures and products are utilized which contribute to healthy surroundings for building occupants and custodial staff. At the same time, UW-L takes action to minimize the impact of cleaning operations on the environment. All of this is done with the end goal being to not sacrifice building cleanliness and appearance.

In sum, this document describes the actions being taken at UW-L to emphasize the environmental sustainability of custodial operations, as well as overall building and occupant health/safety.

UW-L has established a Clean and Green Team to assure continued implementation and enhancement of green cleaning operations. The Team is comprised of custodial supervisors from all major operational functions: academics, residence hall and student centers. These representatives are charged with the responsibility of keeping campus facilities healthy, clean, and sanitary for students, faculty, staff, and visitors. The team receives administrative support from Facilities Planning and Management's Sustainability Office and the UW-L Environmental Health and Safety (EH&S) Office. All members of the campus community are encouraged to participate, support, and help sustain UW-L's commitment to environmental stewardship.

Prior to forming the Clean and Green Team custodial supervisors from the three operational organizations would regularly discuss operational issues with the central focus on improving building cleanliness and overall health/safety for custodians and all others using campus facilities. The group would regularly work with the EH&S Office to research traditional cleaning products/methods and identify substitutes, after performance testing, with less hazardous characteristics. Custodial supply vendors were regularly consulted for assistance.

Prior to Team formation the group also conducted a variety of pilot studies to test green cleaning products and methods. For example, the group tested a variety of vacuums, microfiber cloths, procedures that focused on minimizing the volume of cleaning products, packaging and dilution control equipment. Many of the pilot studies were successful and were afterward incorporated as standard practice. Structuring the group into a Clean and Green Team has and will continue to build upon past success. The revised structure has infused a campus commitment to conduct cleaning operations in a sustainable manner.

Section 2: Purpose

UW-L has devoted considerable effort to develop a green cleaning program that is designed to be environmentally responsible and economically feasible. Our program represents an integrated approach that incorporates prevention, product selection, equipment efficiency, and effective procedures. In basic terms the concept is: reduce the amount of contaminants entering the

building while increasing the amount of contaminants we remove. The primary purpose in implementing a green cleaning program at UW-L is to protect the environment and provide a safe and healthful learning, living and working environment. To fulfill this purpose, UW-L's operational teams will take the following steps toward sustainability.

Concentrate cleaning efforts on points of infiltration, generation and transfer.

The majority of soil in any building literally walks in the door. An effective mat system and maintenance program dramatically reduces the amount and cost of removing soil and moisture that gets tracked into buildings. Increased cleaning frequencies at transitions from hard floor to carpeted surfaces, and areas that generate or accumulate soil further improve cleaning quality. Custodians also sanitize touch points, such as faucets, dispensers, door handles, drinking fountains, and elevator buttons to reduce the transmission of infectious agents.

Reduce exposure to harmful contaminants

Custodians are trained and use personal protection equipment when handling any chemical concentrate or performing any potentially hazardous task. Chemical storage, mixing and dilution centers are located in negatively pressurized areas that are vented directly to the exterior. UW-L has also minimized the number and toxicity of cleaning products and ensures that all cleaning solution containers have approved labels. Many cleaning products used in UW-L's Green Cleaning program are certified by Green Seal's GS-37 standard or EcoLogo. Green Seal and EcoLogo are independent, non-profit certification programs.

Reduce particle, chemical and moisture residue from cleaning

Custodians are trained to select appropriate cleaning products as well as procedures that minimize chemical consumption. Custodians use microfiber technology to increase dusting efficiency; dry or damp microfiber cloth is effective for removing finger marks on painted, polished, and glass surfaces. Concentrate dispensing/dilution stations are installed to assure cleaning chemicals are diluted correctly. When replacing equipment, UW-L purchases high-efficiency vacuums and other equipment that reduces chemical consumption, noise, ergonomic hazards and other health and safety concerns.

Protect the health and safety of building occupants

Custodians inform building occupants in affected areas when scheduling shampooing or other procedures that may generate odors or adverse conditions. Adequate notice is provided so that individuals with chemical sensitivity or asthmatic conditions can make the appropriate measures. Building or department managers are informed when conditions exist that inhibits a custodian's ability to effectively clean an area due to clutter or restricted access.

Minimize waste and impact on the environment

Custodial supervisors work with vendors to purchase approved, and whenever available, concentrated cleaning chemicals to minimize packaging and shipping waste. Concentrates are dispensed from dilution stations to assure proper and effective dilution; thereby assuring reduced consumption and cost. In addition, custodial operations purchase durable equipment based on lifecycle cost rather than initial cost. Routine and periodic maintenance is completed on equipment to extend its useful life. Custodial and other building staff and occupants collaborate

to minimize waste generation and recycle items that are declared waste. As of 2010, UW-L recycled approximately 35% of its overall waste stream, has had a recycling program for 20 years and has participated in the nationwide RecycleMania challenge for several years.

Cleaning is one of the most effective means of achieving a high level of environmental quality in all types of buildings. Most people spend 90% of their time indoors, forcing them to be exposed to the chemicals that are used in buildings. The chemicals used in cleaning products have been linked to multiple chemical sensitivity syndrome, allergies, contact dermatitis, headaches, dry eyes, nausea, dizziness, and fatigue. Instituting a green cleaning program helps to improve indoor air quality; in turn, better air provides a more healthful environment for building occupants.

In sum, green cleaning means emphasizing the environmental sustainability of cleaning operations and overall building health (i.e. indoor air quality) and not solely evaluating building cleanliness based on appearance.

Section 3: U.S. Green Building Council

The U.S. Green Building Council (USGBC) clarified the minimum requirements for a green cleaning innovation design credit in a credit interpretation dated April 8, 2004. The Green Cleaning Program has been developed to fully meet USGBC requirements.

4/8/2004 - Credit Interpretation Request - Green Cleaning/Housekeeping

Please describe generic requirements and submittals for a green cleaning/housekeeping innovation credit. Note that previous CIRs (e.g., IDc1.1 inquiry dated 6/2/03; and IDc1.4 inquiry dated 1/16/04) provide guidance that is relevant, but customized for particular projects.

4/8/2004 - Ruling - Environmentally Preferable Cleaning Products and Practices

The commitment to environmentally preferable cleaning products and practices is a noteworthy one that complements the Indoor Environmental Quality (IEQ) requirements of Leadership in Energy and Environmental Design (LEED). Generic requirements for commercial and multi-unit residential buildings are addressed below.

INTENT: Reduce exposure of building occupants and maintenance personnel to potentially hazardous chemical contaminants that adversely impact air quality, occupant well-being, and the environment.

REQUIREMENTS FOR COMMERCIAL BUILDINGS: To receive an innovation point, the project team will need to demonstrate that a comprehensive green cleaning/housekeeping program is in place with clear

performance goals, including:

1. A statement of purpose describing what the policy is trying to achieve from a health and environmental standpoint, focusing on cleaning chemicals and custodial training at a minimum.
2. A contractual or procedural requirement for operations staff to comply with the guidelines, including a written program for training and implementation.
3. A clear set of acceptable performance level standards by which to measure progress or achievement, such as Green Seal standard GS-37 (see www.greenseal.org) or California Code of Regulations, Title 17 Section 94509, VOC standards for cleaning products (go to <http://www.calregs.com>, click on "Search for a Specific Regulatory Section" and perform a section search for 94509).
4. Documentation of the program's housekeeping policies and environmental cleaning solution specifications, including a list of approved and prohibited chemicals and practices. Demonstrate that the products used in the project are non-hazardous, have a low environmental impact, and meet the criteria set forth in #3 above. Concentrated cleaning products should be utilized when available.

REQUIREMENTS FOR MULTI-UNIT RESIDENTIAL BUILDINGS:

For cleaning and maintenance of common areas, a building owner/manager must comply with the requirements stated above. Additional steps are required to influence housekeeping protocols within residences. Select six major cleaning needs and identify products (compliant with #3, above) that will be supplied to meet these needs. Note that one cleaner may address several cleaning functions. Examples of cleaning needs include, but are not limited to: counter, sink, tub/shower, tile, limescale remover, toilet, hard flooring, laundry detergent, laundry bleach and windows. Provide an estimated 6 month supply of these products to residents, as well as information on how to easily purchase refills and/or replacements. Educate the residents on the green cleaning concepts and products via discussion and written materials upon move-in and periodically thereafter.

Additionally, if the building contains retail tenants, actively educate them on the cleaning products, standards and protocols that are being used in the common areas. Submit a narrative and highlighted supportive documents (e.g., relevant to policy, O&M, communications, products and contracts) as part of your LEED certification submittal.

Section 4: Staff Training

All custodial staff are fully trained in accordance with the below inserted Green Cleaning Training Program. Training instruction is hands-on with all techniques and products demonstrated in one-on-one or small group sessions. The training program incorporates instructional materials provided by cleaning product and cleaning equipment vendors. Custodial staff are informed of the health benefits of the Green Cleaning Program and become aware that the changes from traditional cleaning procedures are not dramatic. Acceptance and implementation of new cleaning products and procedures is typically a smooth process.

Supervisors receive additional training in green cleaning principles in order to be able to deliver positive reinforcement to custodians and to encourage exploration of additional opportunities.

All custodial staff and supervisors receive additional job specific training on occupational and environmental safety issues. This hands-on training is provided by the UW-L Environmental Health and Safety (EH&S) Office. Custodial staff also receives safety related training online to supplement and support hands-on training. Online safety training is provided by contract through PureSafety's Learning and Safety Management System (LSMS). Information related to UW-L's occupational/environmental health and safety training program, including online content, can be accessed at <http://www.uwlax.edu/ehs/training.htm>.

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Green Cleaning Training Guide for Cleaning Staff**

Green Cleaning Training Guide for Cleaning Staff

Purpose

To train custodial staff in the proper product use and cleaning techniques required to maintain a safe, sanitary and healthy environment for students, staff and visitors.

What is Green Cleaning?

Green cleaning is defined as cleaning to protect health without harming the environment.

Why Green Cleaning?

- Minimize the impact on human and environmental health
- Reduce impact on the environment - generate less waste
- Meet sanitation, appearance and other service considerations
- Meet budgetary requirements for efficiency and optimization
- Reduce liability caused by the use of potentially dangerous chemicals

How do we implement a Green Cleaning Program?

- Change the way we perceive and contribute to providing a clean, healthy building for all building occupants.
- Use environmentally preferred cleaning products including Green Seal or EcoLogo certified products.
- Use environmentally preferred floor care products.
- Use environmentally preferred paper products.
- Use new low impact cleaning tools and equipment.
- Use efficient dispensing systems (products, paper, etc.)
- Minimize waste and chemical use by employing more efficient cleaning methods.

Nine Step Cleaning Method Overview

1. Preparation
2. Empty trash and recycling containers
3. Dust high and low
4. Dry mop or vacuum
5. Spot clean surfaces
6. Clean and disinfect bathrooms
7. Damp mop
8. Inspection
9. Project cleaning (floor care, carpet care, shower cleaning, other periodic cleaning)

Custodial staff receives training on the step-by-step cleaning procedures included in Section 6. Training includes safe use of cleaning products identified in section 5 and equipment identified in Section 7.

Section 5: Cleaning Products

Whenever possible, custodial staff uses Green Seal (GS) or EcoLogo certified cleaning products. GS products are certified by the following GS product standards.



- GS-37: Cleaning Products for Industrial and Institutional Use
- GS-40: Floor-Care Products for Industrial and Institutional Use
- GS-41: Hand Cleaners for Industrial and Institutional Use

Green Seal and EcoLogo are separate and independent organizations dedicated to safeguarding the environment and transforming the marketplace by promoting the manufacture, purchase, and use of environmentally responsible products. GS or EcoLogo certification ensures that a product meets rigorous, science-based environmental leadership standards. This gives manufacturers the assurance to back up their claims and purchasers confidence that certified products are better for human health and the environment. GS and EcoLogo operate under the international guidelines for environmental labeling programs, ISO 14020 and 14024, set by the International Organization for Standardization.



GS and EcoLogo certified products cannot be exclusively used, because in 2006, the Environmental Protection Agency (EPA) issued a statement clarifying that any regulated antimicrobial product (any EPA registered product) is forbidden by federal law to use the GS, EcoLogo, or any such similar labeling or endorsements, even if it meets the certification requirements. Thus, for health purposes GS and EcoLogo certified cleaning products are not exclusively used for select portions of facilities where we are required to use registered disinfectants.

The list of GS and EcoLogo cleaning products is continually evolving and the most current lists are available at <http://www.greenseal.org/FindGreenSealProductsAndServices.aspx> or <http://www.ecologo.org/en/greenproducts/professional/>. The following list contains an example of a few of the current cleaning products that have been field evaluated and accepted for use by UW-L's Clean and Green Team.

Manufacturer	Product Name	Green Seal Certified	EcoLogo Certified
EnvirOx	Concentrate 118 (EPA registered)	No	No
EnvirOx	EvolveO ₂	Yes	No
EnvirOx	Floors	Yes	No
EnvirOx	Greasinator	No	Yes
EnvirOx	Mineral Shock	No	Yes
EnvirOx	Grout Safe	Yes	Yes



Concentrate 118™

THE ONLY EPA REGISTERED

**Stabilized Hydrogen Peroxide
Sanitizer-Virucide*-HBV**
Neutral pH**

Cleans glass, counters, marble, walls, white boards,
grout, urinals, tile, carpet, VCT flooring and more!

**Clean
Light
Scent**



VNSF
LISTED (141188)

CONCENTRATE 118™

General Cleaning

- 95% of general cleaning needs.
- Only 2 dilutions.
- Use on any water-safe surface.

Degreaser

- Cuts grease with neutral pH.
- Use on any water-safe surface.
- Grease-free, residue-free results.

Deodorizer

- Kills odor causing bacteria.
- Penetrates surfaces, oxidizes and kills source of odor.

Sanitizer

- Kills 99.99% of common bacteria (Staphylococcus aureus, Salmonella choleraesuis, Klebsiella pneumoniae, Pseudomonas aeruginosa, Streptococcus faecalis, and Escherichia coli).

Virucide*

- Kills 99.9% specified viruses (Herpes Simplex Virus Type 2**, Influenza A2/ Japan, and HIV-1).

HBV***

- Kills 99.9% of Hepatitis B**.

Concentrate 118 Facts

The EPA categorizes products into four toxicity categories based on six toxicity studies: 1) acute oral; 2) acute dermal; 3) dermal sensitization; 4) acute inhalation; 5) primary eye irritation; and 6) primary skin irritation. Products that are most toxic in these studies are considered Category I (DANGER signal word), and those that are least toxic are Category IV. Products in Category IV do not require any cautionary labeling. Products in Category III require a CAUTION signal word, but require no special handling or protective equipment. Concentrate 118 falls into either Category III or Category IV for all toxicity studies. The following are details of Concentrate 118 toxicity testing:

1. Acute Oral Toxicity LD50 = >4432 mg/kg. Acute Dermal Toxicity LD50 = >4432 mg/kg.
2. Based on raw material ingredients, all product formulations do not contain known carcinogens or reproductive toxins.
3. Acute Dermal Irritation LD50 = >2000 mg/kg.
4. Concentrate 118 is not corrosive to eyes, but can be a mild irritant. In use dilutions are non-irritating.
5. Flash Point = >200 F.
6. Acute Aquatic Toxicity LC50 => 100mg/kg (heavy duty dilution).
7. Based on raw materials, ingredients are biodegradable.
8. Based on raw material ingredients, use dilutions do not contribute to eutrophication (no phosphates).
9. Product is sold as a concentrate.
10. Product's primary packaging is recyclable with a 25% PCR content.
11. Concentrate = 4.4 (+/- 0.5) pH. All water dilutions = neutral.

E2B2™ Wall Mount Dispenser



From the inventors of



800-281-9604 • www.EnviroXClean.com

9-855-1188

Clean with the Power of Hydrogen Peroxide!

*When used as directed Concentrate 118™ is EPA registered to kill Herpes Simplex Virus Type 2**, Influenza A2/Japan, HBV (Hepatitis B Virus)** and HIV-1 (Human Immunodeficiency Virus).
**Except in California.



CONCENTRATE 118™ = SIMPLE

The most value you'll find in one product.

1 Product with 2 Dilutions = 95% of General Cleaning

Concentrate 118™ replaces:

- glass cleaner
- stainless steel polish/cleaner
- neutral floor cleaner
- restroom cleaner
- sanitizer/virucide
- carpet spotter
- carpet cleaner detergent
- food degreaser
- deodorizer
- tile & grout renovator
- **and much more!**



... that's ONE dispenser and ONE chemical to purchase for almost ALL of your cleaning tasks.

Surprising and Welcome Savings

- Fewer products = Easier procurement.
- Safe to use on all water-safe surfaces. No surface damage in your facility from product misuse!
- Safer, healthier product = healthier environment = increased productivity and fewer sick days.
- Competitive RTU cost... All these benefits without hurting your bottom line.
- Getting bacterial and viral kill on all hard non-porous surfaces means fewer sick days for workers, students and occupants.
- Concentrate 118™ Training Video. Easily train custodial staff with minimal effort and time.

Clean, Sanitize and Kill Viruses* in 5 minutes with ONE Product

- Concentrate 118™ is an EPA registered Sanitizer/Virucide, multi-purpose cleaner/degreaser.

*When used as directed Concentrate 118™ is EPA registered to kill Herpes Simplex Virus Type 2**, Influenza A2/Japan, HBV (Hepatitis B Virus)** and HIV-1 (Human Immunodeficiency Virus).
**Except in California.

9-855-118B



Super Concentrated EvolveO₂TM

MULTI-PURPOSE Cleaner and Degreaser

Cleans glass, counters, marble, walls, whiteboards, grout, urinals, tile, carpet, VCT flooring and more!



*This product meets the Green Seal™ environmental standard for industrial and institutional cleaners based on its reduced human and environmental toxicity and reduced volatile organic compound content.

EvolveO₂TM Multipurpose Cleaner

General Cleaning

- 2 dilutions = 95% of general cleaning needs.
- Use on any water-safe surface.

Degreaser

- Cuts grease with neutral pH.
- Great for removing food grease.

Deodorizer

- Oxidizes source of odor.
- Penetrating action delivers deep hydrogen peroxide cleaning power.

Residue-free

- Unique hydrogen peroxide formulation leaves surfaces virtually residue-free, reducing the chance of re-soiling.

Streak-free

- Glass, mirrors and glossy surfaces.
- Surfaces are streak-free, even when left wet.

Deeper Clean-Deeper Green!



*This product contains fragrance.

EvolveO₂TM



POWERED WITH GNx2TM TECHNOLOGY

- ▶ Improved cleaning power
- ▶ Reduced aquatic toxicity
- ▶ Reduced human toxicity
- ▶ Improved biodegradability
- ▶ Only contains plant based solvent and surfactants

From the inventors of



800-281-9604 • www.EnviroXClean.com

9-855-E02-GS

Clean with the Power of Hydrogen Peroxide!



Super Concentrated Floors™

ALL YOUR HARD FLOOR cleaning needs!

Cleans tile, linoleum, marble, Mondo, rubber, slate, wood, and VCT flooring

Floors™ is your one product for all your hard floor cleaning needs. Powered by GNx2 Technology, Floors outperforms conventional floor cleaning technology while raising the bar for health, safety and environmental impact.

Use for mopping, auto-scrubbing, tile & grout renovation...virtually any hard floor application!



*This product meets the Green Seal™ environmental standard for industrial and institutional cleaners based on its reduced human and environmental toxicity and reduced volatile organic compound content.

Floors™



POWERED WITH GNx2™ TECHNOLOGY

- ▶ Improved cleaning power
- ▶ Reduced aquatic toxicity
- ▶ Reduced human toxicity
- ▶ Improved biodegradability
- ▶ Only contains plant based solvent and surfactants

From the inventors of



800-281-9604 • www.EnviroXClean.com

*This product contains hydrogen peroxide.

9-855-FLR-GS

Clean with the Power of Hydrogen Peroxide!



Greasinator®

Attacks Grease Not You!

Heavy degreasing with power, safety and sustainability for all your industrial needs

Greasinator® — you'll be able to breathe easier knowing you're using an environmentally preferred degreasing product that works as well as traditional solvents. Greasinator has no hazardous ingredients and eliminates the use of butyls, trichloroethane, Stoddard solvent, and other harsh ingredients.

- Low VOC's
- Neutral pH- with no bleaching, fading or damage that occurs with alkaline cleaners
- Safe for any water-safe surface



Also available in RTU!



Greasinator®



POWERED WITH GNx2™ TECHNOLOGY

- ▶ Improved cleaning power
- ▶ Only plant derived renewable resource ingredients
- ▶ Reduced aquatic toxicity
- ▶ Reduced human toxicity
- ▶ Improved biodegradability
- ▶ Low VOC's



From the inventors of

800-281-9604 • www.EnviroXClean.com

9-855-GD



Mineral Shock®

Mineral/Bowl Cleaner

WORKS BETTER
than Phosphoric Acid!

Use on tile, grout, stainless steel, aluminum, copper, concrete, porcelain, brick, glass, and fiberglass.



Certified Hard Surface Cleaner CCD-146

Mineral Shock® Powered with GNx2 technology, Mineral Shock is a unique, reduced toxicity combination of organic salt and safe degreasing agents. It is biodegradable, non-corrosive to skin, and non-fuming. Mineral Shock is unregulated for shipping, handling and storage. Finally a reduced toxicity alternative to acid-based cleaners. *Deeper Clean-Deeper Green!*

Mineral Shock®



POWERED WITH GNx2™ TECHNOLOGY

- ▶ Improved cleaning power
- ▶ Only plant derived renewable resource ingredients
- ▶ No petroleum based ingredients
- ▶ Reduced aquatic toxicity
- ▶ Reduced human toxicity
- ▶ Improved biodegradability



Also available in RTU!

From the inventors of



800-281-9604 • www.EnviroXClean.com

9-835-MS

*A Reduced Toxicity Alternative to
Acid-Based Tile and Grout Renovators
& Multi-Purpose Degreasers!*

Grout Safe®



**Tile and Grout Renovator
Heavy-Duty Cleaner-Degreaser**

Another
Healthier
Product
from the
Inventors of



ENVIROX™

A HEALTHIER WAY™

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Renovates

- **Tile & Grout**
- **Kitchens**
- **Showers**
- **Bathrooms**
- **Industrial Facilities**
- **And More!**

Use in

- **Auto-scrubbers**
- **Steamers,**
- **Pressure-sprayers**
- **Foam guns**
- **Carpet extractors**

A dilutable concentrate, **Grout-Safe®** is a modified version of the stabilized hydrogen peroxide, citrus oil and surfactant technology used in H₂Orange₂. Designed to be a powerful tile & grout renovator for any situation, Grout Safe can be used on any water-safe surface. With higher levels of hydrogen peroxide & citrus oil, Grout-Safe is a powerful tool for any facility. Grout-Safe also contains a reduced toxicity degreasing agent to help it conquer those tough industrial greases!

Grout-Safe 130 is Certified under the Green Seal GS-37 standard as an environmentally responsible cleaning product. Grout-Safe 130 is NSF approved as a General Cleaner (A1) on all surfaces in and around food processing areas with a potable water rinse. (NSF Registration No. 126504)

Dilution Rates

1/2 oz/gal	Streak-free maintenance of high-gloss floors
10 oz/gal	General renovation
24 oz/gal	Shock cleaning of extreme soils

9-855-GS

Section 6: Cleaning Procedures

The techniques of green cleaning aren't significantly different from those employed in traditional cleaning. However, while traditional cleaning systems tend to focus on the appearance of clean, green cleaning focuses on reducing potential negative exposures to human health and the environment while establishing cleaning schedules and methods that yield cleaner buildings.

Some of the methods that are proving most successful include microfiber cloths, entrance matting, and high filtration vacuums. Microfiber cloths are made out of a special material that does not need chemicals to clean, and can be washed and reused many times. A life cycle analysis of microfiber cloths found that they are an excellent alternative to paper towels that are only used once. Entrance matting is used to keep dirt from entering a building, reducing the need for cleaning products. High filtration vacuums can be used to clean carpets and keep indoor air quality at an optimal level.

This section includes the Clean and Green Teams:

- A. general safety, storage and work processes applicable in all cleaning procedures,**
- B. minimum standards and frequencies, and**
- C. occupancy specific green cleaning procedures.**

A. General safety, storage and work processes applicable in all cleaning procedures

- Non-concentrated products are kept to a minimum.
- Washable microfiber (primary use) or cotton (secondary use) cloths are used in preference to one-time use disposable paper towels.
- Trash liners should not be removed if they are clean.
- Urinal blocks and automatic aerosol deodorizers with high levels of volatile organic compounds (VOC's) are not used.
- Chemically pretreated dust cloths are not used.
- Cleaning products are stored in designated areas with exhaust ventilation.
- Cleaning products are stored to limit access by the general building population.
- Cleaning products are only diluted in designated custodial staff storage closets.
- Cleaning products must only be diluted in a dispensing system designed for the product.
- Custodial staff receives training to wear proper personal protective equipment (PPE) while mixing or dispensing cleaning products. The minimal level of PPE includes goggles and disposable vinyl, latex or nitrile gloves.
- All cleaning product containers that are used by multiple persons or over multiple shifts are to be labeled with the product name, manufacturer name and hazard warnings.
- Backflow prevention devices are used in accordance with applicable plumbing codes.
- Keep passageways clear of equipment and cords that are not operational.
- Mop up spills and pick up litter as observed.
- Keep your equipment in good working condition.
- Use wet floor signs whenever using mops or applying floor finish.
- When finished cleaning unoccupied areas, always turn off lights and lock doors.

B. Minimum standards and frequencies

1. PUBLIC RESTROOMS

- a) Check and replace failed light bulbs/tubes, daily as needed.
- b) Remove all trash and litter daily and replace trash can liners as needed.
- c) Restore all soap and paper products daily as needed.
- d) Spot scrub all walls (and partitions), daily as needed.
- e) Clean mirrors daily.
- f) Clean and disinfect all stools and urinals daily. Use lime scale remover as needed and keep use at a minimum.
- g) Clean and disinfect sinks and faucets daily using properly diluted products and delime as needed.
- h) Wipe all ledges, sills, shelves, and partition tops using a damp cloth with properly diluted disinfectant cleaner.
- i) Clean all drain grates daily and add water to drains as needed to maintain the gas trap.
- j) Wet mop floors daily using properly diluted disinfectant cleaner.

2. STAIRWAYS, LANDINGS, HALLWAYS AND ENTRYWAYS

- a) Check and replace failed light bulbs/tubes, daily as needed.
- b) Remove all trash and litter daily and replace trash can liners as needed.
- c) Spot wash all walls (and partitions), daily as needed.
- d) Clean doors, door glass, crash-bars, push plates, pulls and handles as needed.
- e) Vacuum carpeted areas and entry mats daily.
- f) Vacuum/dust mop hard floors daily. Wet mop hard floors as needed.
- g) Scrape gum as needed.
- h) Dust sills, ledges, railings, and furniture as needed.
- i) Delime and disinfect all drinking fountains daily.
- j) Pickup litter from around entrances as needed.

3. CLASSROOMS, STUDY ROOMS, MEETING ROOMS, LABS, LOUNGES AND SIMILAR OCCUPANCIES

- a) Check and replace failed light bulbs/tubes, daily as needed.
- b) Remove all trash and litter daily and replace trash can liners as needed.
- c) Clean whiteboards daily.
- d) Vacuum carpets and spot clean as needed.
- e) Vacuum/dust mop all hard floors and wet mop as needed.
- f) Clean windows and doors, this includes glass, push plates, pulls and handles as needed.
- g) Spot wash walls as needed.
- h) Remove chewing gum and dust sills, ledges, railings, and furniture as needed.

4. OFFICES

- a) Check and replace failed light bulbs/tubes, daily as needed.
- b) Remove all trash and litter daily and replace trash can liners as needed.
- c) Spot wash all walls and partitions as needed.
- d) Clean window-walls and door glass as needed.
- e) Vacuum carpets and spot clean as needed.
- f) Scrape gum, vacuum/dust mop all hard floors and wet mop as needed.

5. GENERAL

- a) Clean/extract carpets once per year, more often if conditions dictate.
- b) Promptly report building and equipment malfunctions.
- c) Maintain clean, safe sidewalks and steps during all types of weather, with special attention being paid to changing conditions during the winter months.
- d) Collect recyclable materials per applicable building procedures.

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Occupancy Specific Green Cleaning Procedures**

C. Occupancy specific green cleaning procedures

1. ENTRYWAY AND HALLWAY CLEANING PROCEDURE

STEP 1: Gather all needed equipment and supplies

- Carpet extractor
- Dust mop, pan and broom
- Microfiber flat mop
- Mop and mop bucket/wringer
- Spray bottles/triggers
- General and disinfectant cleaners
- Trash cart
- Vacuum cleaner
- Spot cleaner
- Glass cleaner
- Wet floor sign
- Clean towels
- Putty knife

STEP 2: Remove large debris and recyclables

- Daily, remove all large debris from area, use dust pan, broom and trash cart.
- Daily remove trash and recyclables.
- Never reach into waste can to remove trash with hands.

STEP 3: Dusting

- As needed, use vacuum or microfiber towel to dust all horizontal surfaces such as window ledges, door frames, fire extinguisher boxes and other surfaces.

STEP 4: Clean glass area

- As needed, sponge with cleaning solution. Progress as follows - wring out sponge, wipe down window with sponge, squeegee window surface, wipe edges as needed. For touch-ups, as needed, using spray bottle and trigger sprayer filled with cleaning product designated for glass, spray glass cleaner solution onto a damp towel, wipe glass area, then wipe dry with a clean cloth or microfiber towel.

STEP 5: Clean doors, doorknobs, crash bars and light switches

- As needed, using spray bottle and trigger sprayer filled with disinfectant solution, spray solution onto a damp towel, wipe designated surfaces, then wipe dry with a clean cloth or microfiber towel.

STEP 6: Clean floor area – carpeted

- As needed, use putty knife and gum remover, remove all gum.
- Daily, use vacuum to clean carpet and entrance mat.
- As needed, use carpet extractor to remove stains and soiled/dirty spots.

STEP 7: Clean floor area - tiled

- As needed, use putty knife and gum remover, remove all gum.
- Daily, use vacuum to clean entrance mat.
- Daily, dependant on flooring type, use microfiber flat mop or dust mop to sweep entry area. Using mop and mop bucket/wringer, damp mop floor with cleaning product.
- As needed, strip and seal vinyl composite tile flooring.

**Space intentionally left blank to preserve formatting of
Public and Suite Restroom and Shower Cleaning Procedure**

2. PUBLIC AND SUITE RESTROOM AND SHOWER CLEANING PROCEDURE

Precaution! Use vinyl, latex or nitrile gloves at all times while cleaning restrooms. Wear safety goggles whenever using cleaning products.

Note! Eagle Residence Hall is a suite designed building with 2 or 4 residents sharing a suite. Each of the 134 suites has a shared bathroom. Building custodial staff will clean and disinfect the suite bathrooms once every two weeks whenever the suites are occupied. Occupants are responsible for all non-scheduled cleaning.

STEP 1: Gather all needed equipment and supplies

- Gloves
- Safety goggles
- Glass cleaner
- General and disinfectant cleaners
- Clean towels
- Mop and mop bucket/wringer
- Microfiber flat mop
- 3 – 5 Gallon pail
- Water for bucket and pails
- Sanitary napkins
- Bowl mop
- Trash cart
- Vacuum cleaner
- Wet floor signs
- Trash can liners
- Hand towels (paper)
- Hand soap
- Toilet tissue
- Napkin liners

STEP 2: General cleaning and refill

- Daily, empty all trash containers and napkin containers.
- Daily, check and refill all dispensers.
- As needed, dust all horizontal surfaces and air vents using damp towel.
- As needed, vacuum air vents.
- Daily, remove all loose debris from countertops.
- Daily, sweep all debris from floor using microfiber mop.

STEP 3: Clean toilets and urinals

- As needed, clean toilet and urinal with lime scale remover.
- Daily, clean toilets and urinals by using bowl mop to apply cleaner/disinfectant. Clean toilet seat (both sides), toilet bowl including rim, bottom and wall behind toilets.
- As needed, using a damp towel, spray disinfectant on towel and wipe flush valve, handle and partition wall.
- Daily, after 10 minutes, wipe contact surfaces with a clean, dry cloth.

STEP 4: Clean Mirrors

- Daily, spray glass cleaner solution onto a damp towel, wipe mirrors.
- Daily, wipe dry, using cloth or microfiber towels.

STEP 5: Clean sink, bright work, countertops, walls, partitions and shower area

- Weekly, use a cleaner/disinfectant, spray a damp towel and rub inside sink vigorously. When done, rinse several times, proceed with daily cleaning.
- Weekly, de-lime and sanitize shower stalls, partitions and shower curtains. After appropriate set times, rinse several times with water.
- During each semester break, when launderable, remove shower curtains, machine wash and replace.
- As needed, replace shower curtains that cannot be maintained in a sanitary condition, or if torn, brittle or otherwise damaged.
- As needed, spray damp towel with lime scale remover and clean shower areas. Start from top and work down.
- Daily, spray damp towel with cleaner/disinfectant solution, wipe sinks, countertops and bright work on and below sinks. Dry with a clean, dry towel (do not use the same towel that was used for toilets and urinals!). As needed, use lime scale remover.

STEP 6: Clean door handles, kick plates, light switches and dispensers

- Daily, spray damp towel with disinfectant solution, wipe door handles, kick plates, light switches and dispensers.

STEP 7: Mop floors

- Daily, use disinfectant/cleaner solution to mop entire bathroom floor starting at furthest point from door.
- Leave wet floor sign in doorway until floor is completely dry.

**Space intentionally left blank to preserve formatting of
Office, Classroom and all General Occupancies Cleaning Procedure**

3. OFFICE, CLASSROOM AND ALL GENERAL OCCUPANCIES CLEANING PROCEDURE

STEP 1: Gather all needed equipment and supplies

- Trash can liner
- Dust mop, pan and broom
- Microfiber flat mop
- Mop and mop bucket/wringer
- Spray bottles/triggers
- General and disinfectant cleaners
- Trash cart
- Gum remover
- Vacuum cleaner
- Spot cleaner
- Glass cleaner
- Wet floor sign
- Clean towels
- Putty knife
- Wet floor sign

STEP 2: Remove large debris and recyclables

- Daily, remove all large debris from area, use dust pan, broom and trash cart.
- Daily remove trash and recyclables.
- Never reach into waste can to remove trash with hands.

STEP 3: Clean white boards

- As needed, erase whiteboard using appropriate eraser. Spray white board cleaner solution on damp towel; wipe board to remove any remaining marks.

STEP 4: Clean floor

- As needed, vacuum carpeted floors. Include around edges and under equipment to the extent possible.
- As needed, use carpet extractor to remove stains and soiled/dirty spots.
- As needed, sweep floor using flooring appropriate dust or microfiber flat mop.
- As needed, wet mop tile floors with neutral floor cleaner.
- As needed, machine scrub non-wax floors.
- As needed, strip and seal designated floors.

STEP 5: Cleaning furniture and vents

- As needed, vacuum air supply vents and registers.
- As needed, vacuum furniture.
- As needed, use slightly damp cloth with non-disinfectant cleaner to dust horizontal surfaces and walls. Office furniture is cleaned by occupants.
- As needed, realign classroom desks, tables and chairs.

STEP 6: Clean doorknobs, light switches and handprints on doors

- As needed, spray disinfectant solution onto a damp towel, wipe knobs, switches and handprints, wipe dry with a clean, dry cloth.

Section 7: Equipment

The effectiveness and efficiencies within UW-L's Green Cleaning Program is enhanced through proper cleaning equipment selection and maintenance. Equipment also directly impacts custodial staff and building resident/occupant safety and health. The University of Wisconsin La Crosse places great value on providing a safe and healthful living, learning and working environment. To that end, the Green Cleaning Program employs the following equipment specific measures to continually enhance green cleaning operations.

- Microfiber cloths are made out of a special material that can eliminate or minimize the need for chemicals to clean. Microfiber cloths can be washed and reused many times. A life cycle analysis of microfiber cloths found that they are an excellent alternative to paper towels that are only used once. To the greatest extent practical, microfiber cloths are used in lieu of washable cotton cleaning towels or disposable paper toweling. As practical, microfiber technology is also incorporated into mops to replace other disposable cleaning tools (i.e. sponges, scrub pads, cloth rags, dusters, etc.) to minimize waste.
- Entrance matting systems are reviewed to ensure maximum soil containment. Entrance areas are vacuumed, swept, mopped and dusted routinely. Matting products made from environmentally preferable materials (i.e. rubber) and recycled materials (100% post-consumer PET recycled fiber and 15% post-consumer recycled tires) are preferred. Less soil entering the building means less cleaning and improved indoor air quality.
- High filtration vacuums are used to clean carpets and keep indoor air quality at an optimal level. All vacuums meet or exceed Carpet and Rug Institute (CRI) "Seal of Approval" requirements for efficiency. Vacuums have a noise level of less than 70 decibels on the A weighted scale (dBA). CRI certified vacuums must not release more than 100 micrograms of dust particles per cubic meter of air, keeping dirt and dust locked tight in the vacuum — not escaping back into the air where it can be breathed. Vacuums are inspected regularly with bags and filters being changed or cleaned in accordance with manufacturers' specifications.
- When practical, carpet extraction equipment used for deep cleaning is certified with the Carpet and Rug Institute (CRI) Seal of Approval.
- Powered floor maintenance equipment, including electric and battery-powered floor buffers and burnishers, is equipped with vacuums, guards and/or other devices for capturing fine particulates, and operate with a daily work noise exposure level less than 70 dBA.



- Automated scrubbing machines are equipped with variable-speed feed pumps to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
- Battery-powered equipment is equipped with environmentally preferable gel batteries or other rechargeable batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- The majority of Green Seal (GS) or EcoLogo cleaning products are concentrated. Dispensing systems are used to assure proper dilution. Dispensing systems connected to a potable water supply are installed with code compliant cross connection/anti-flowback devices. Dispensing systems are connected to cold water to reduce energy demand. Dilution systems may include the following three components.

- Spray bottles are systematically labeled with application and safety instructions. The bottles simplify training and satisfy OSHA hazard communication requirements.



- When used wall mounted dispensers fill spray bottles, mop buckets and other cleaning machines with appropriate use dilution cleaning products. The systems are designed to reduce foaming and be easy to use and maintain.



- Manual dispensers may be used to fill mop buckets and other containers. Their small profile makes them ideal for areas with limited operational space. A dilution guide is provided for specific cleaning products and containers.



- Custodial staff does not use automatic aerosol deodorizers because they contain high levels of volatile organic compounds (VOC's). If deodorization is necessary a wicking system is used, which has no aerosol propellant, and therefore does not have additional VOC content (other than the fragrance itself). Custodial staff do not use scented urinal blocks, thereby eliminating the VOC content associated with the product.
- Equipment is designed with safeguards, such as rubber bumpers, to reduce potential damage to building surfaces.

- All equipment is checked before use by the operator and during the shift if an issue arises. If any maintenance issues are noted, the piece is taken out of service and tagged until it can be repaired.
- Custodial staff is trained to identify and report equipment issues, with repairs completed by maintenance staff.

Section 8: Requirements for Multi-Unit Residential Buildings

The U.S. Green Building Council (USGBC) requires additional actions to influence housekeeping practices within the living quarters of residence hall occupants. The actions must include:

- identifying at least six major cleaning needs,
- providing a 6-month supply of cleaning products,
- information on how to purchase refills, and
- educate the residents on the green cleaning concepts and products via discussion and written materials upon move-in and periodically thereafter.

Note: Eagle Residence Hall is a suite designed building with 2 or 4 residents sharing a suite. Each of the 134 suites has a shared bathroom and no kitchen. Building custodial staff will clean and disinfect the suite bathrooms once every two weeks whenever the suites are occupied. Occupants are responsible for all non-scheduled cleaning.

Building residents are provided cleaning products and equipment at the front/service desk of the hall. To serve students the front desk will be open the following hours:

9:00 a.m. to midnight Sunday – Wednesday

9:00 a.m. Thursday to 3:00 a.m. Friday

9:00 a.m. Friday to 3:00 a.m. Saturday

9:00 a.m. Saturday to 3:00 a.m. Sunday

Cleaning products and equipment will be continually available at the front desk for checkout at no cost to building residents. The Office of Residence Life will continue to make cleaning products and equipment available throughout the academic year. Cleaning products will be consistent with the products used by building custodial staff. Items available for checkout will include properly diluted cleaning products capable of cleaning counters, mirrors, sinks, toilets, shower and hard floors. In addition, residents will be able to check out CRI certified high efficiency vacuums, microfiber towels, mop, bucket, can liners, broom and dust pans. As attached in Section 8, Part E, residents will be provided instructional sheet on proper use of cleaning products and equipment. Residents checking out cleaning supplies will receive disposable nitrile gloves and chemical protective goggles. An adequate supply of cleaning products, equipment and safety gear will be kept available at all times. The Hall Director's living quarters will be continually supplied with cleaning products, equipment and safety gear.

A. List of Cleaning Needs and Products Available to Residence Hall Occupants

Cleaning Need	Selected Cleaning Product
Counters	EnvirOx EvolveO ₂
Mirrors	EnvirOx EvolveO ₂
Sinks	EnvirOx EvolveO ₂
Toilets	EnvirOx Concentrate 118
Shower	EnvirOx EvolveO ₂
Hard Floors	EnvirOx EvolveO ₂

B. Letter to be E-mailed to all Eagle Hall Residents

Building residents will be made aware of the Green Cleaning Program and informed about the programs benefits. The below letter and its attachments will be e-mailed to all new residents upon or prior to occupancy. The letter and attachments will also be discussed at staff meeting(s), resident gathering(s) and Hall Council meeting(s).

Dear Resident,

At UW-La Crosse (UW-L), it is our practice to build and maintain sustainable buildings. To that end, we have constructed and will operate Eagle Hall to achieve Leadership in Energy and Environmental Design (LEED) certification awarded through the U.S. Green Building Council. In support of LEED certification UW-L has developed and implemented a Green Cleaning Program.

Custodial staff will clean all hallways, stairwells and common areas using green cleaning practices. Custodial staff has been trained to use green cleaning chemicals, equipment and processes that benefit public health and the environment. Custodial staff will be monitored to assure acceptable performance. The attached Green Cleaning Program Fact Sheet provides more information about the Eagle Hall Green Cleaning Program.

Building custodial staff will clean and disinfect the suite bathrooms once every two weeks whenever the suites are occupied. Occupants are responsible for all non-scheduled cleaning.

UW-L's Office of Residence Life would also like to encourage you to use green cleaning practices inside your suite. To that end, green cleaning products and equipment will be continually available at the front desk for checkout at no cost to building residents. Items for checkout include properly diluted cleaning products capable of cleaning counters, mirrors, sinks, toilets, shower and hard floors. In addition, residents will be able to check out Carpet and Rug Institute (CRI) certified high efficiency vacuums, microfiber towels, mop, bucket, can liners, broom and dust pans. At the time of checkout, residents will be provided instructional sheets on

proper use of cleaning products. Residents checking out cleaning supplies will be offered disposable nitrile gloves and chemical protective goggles.

An attachment includes information on the green attributes of each product. We strongly encourage you to use the free cleaning products at the front desk. By using cleaning products at the front desk, you will be saving money and using safer products.

Benefits of a green cleaning program

Health benefits for building occupants: Most people spend 90% of their time indoors, forcing them to be exposed to the chemicals that are used in buildings. The chemicals used in cleaning products have been associated with a variety of potential adverse health effects. Instituting a green cleaning program helps to improve indoor air quality, which in turn improves healthy living conditions for yourself and other building residents.

Health benefits for custodial staff: Custodial staff spends a fair portion of their work day with cleaning products. Cleaning chemicals may cause health problems for custodians. The U.S. Environmental Protection Agency (EPA) Janitorial Products Pollution Prevention Project (JP4) estimates that the average janitor uses about 23 gallons of chemicals per year, of which 25% are hazardous. Switching to green cleaning products and processes decreases the overall use of chemicals and hazardous products, which decreases risk of injury to custodians.

Environmental benefits: Cleaning products contain many ingredients that can produce harmful environmental effects. For example, volatile organic compounds (VOC's) contribute to photochemical smog and poor indoor air quality. A second example includes the use of phosphates and nitrates that enter our waterways and contribute to eutrophication. Eutrophication can promote excessive growth of algae. As the algae die and decompose, high levels of organic matter and the decomposing organisms deplete the water of available oxygen, causing the death of other organisms, such as fish.

UW-L's Green Cleaning Program reduces potential adverse safety and health effects for custodial staff and building residents. In addition the Program reduces the ecological impact by reducing overall cleaning chemical use and purchasing products with minimal environmental impacts.

In advance, thank you for supporting the Green Cleaning Program in Eagle Hall.

Sincerely,

Doug Kuenn
Assistant Director of Residence Life - Facilities
University of Wisconsin - La Crosse

Attachments 1. Green Cleaning Program Fact Sheet
2. Cleaning Product Green Attributes

C. Green Attributes of Cleaning Products Provided to Residents

EnvirOx – EvolveO₂

Product Description: Effectively cleans counters, walls, tiles, carpet, hard floors, mirrors, sinks and showers.

- Reduced aquatic and human toxicity
- Biodegradable
- Contains only plant based solvent and surfactants
- Oxidizes sources of odor
- Cuts grease with neutral pH
- Leaves surfaces virtually streak and residue free

EnvirOx Concentrate 118

Product Description: Effectively cleans and disinfects toilets, counters, sinks, counters, walls, tiles, carpet, hard floors, mirrors, sinks and showers.

- Penetrates surfaces, oxidizes and kills sources of odor
- Kills 99.99% of common disease causing bacteria
- Kills 99.9% of specified viruses
- Cuts grease with neutral pH
- Leaves surfaces virtually grease and residue free

D. Fact Sheet Provided to Residents

Eagle Hall Green Cleaning Program Fact Sheet

The UW-La Crosse (UW-L) Green Cleaning Program operates under the simple rule to clean to protect health without harming the environment. The program uses environment friendly cleaning products, equipment and methods that are healthier for building occupants and custodial staff.

How does Green Cleaning work?

Green Cleaning chooses environment friendly cleaning products, methods and equipment that improve the health of building; and that means more than just substituting for chemicals. The process includes preventing soil from entering the building, using efficient cleaning methods to reduce chemical use, using efficient product dilution control systems, contributing to indoor air quality by selecting high filtration vacuum cleaners and minimizing waste by utilizing reusable microfiber towels.

Many of the cleaning products used in UW-L's Green Cleaning program are certified by Green Seal™ or EcoLogo™; both are independent, non-profit certification programs, which have become the leading eco-labels for the U.S. cleaning industry. Environmentally preferred products typically contain only the agents and chemical compounds needed to clean, without unnecessary additives, such as fragrances and color.

A Greener Future!

The success of Green Cleaning is spreading quickly. UW-L joins many local and state governments, schools, universities, businesses and private organizations throughout the country in leading the conversion to green cleaning programs. It is becoming widely recognized that properly focused building cleaning can be both environmentally responsible and an important contributor to building occupant health.

Thank you for supporting the Green Cleaning Program in Eagle Hall.

Prepared by UW-L Clean and Green Team – May 2011

E. Resident Instruction Sheet on Proper Use of Cleaning Products and Equipment

The techniques of green cleaning aren't significantly different from those employed in traditional cleaning. Green cleaning focuses on reducing potential negative exposures to human health and the environment.

First and foremost, use the following safety precautions when cleaning your suite.

- Make sure you read the entire label on the chemical spray bottle and understand its hazards prior to use. For additional information, download a Material Safety Data Sheet (MSDS) for the product or request to review the MSDS kept at the front desk.
- Wear chemical protective goggles and disposable rubber or nitrile gloves when using any cleaning product.
- Wash any skin exposed to chemical splash and wash your hands when done using cleaning products.
- Seek medical attention for splash exposure into your eyes.
- To reduce airborne contamination, spray cleaning product onto rag and wipe surface.
- Food or other items for consumption should be removed from the cleaning area or placed in containers to prevent contamination.
- Report damaged cleaning equipment to front desk. Do not attempt to repair damaged equipment.
- Do not mix cleaning chemicals with anything other than water.

Use the provided microfiber towels instead of paper towels. Microfiber towels will bind more contaminants and can be laundered and reused repeatedly. Microfiber towels reduce cleaning costs and the volume of generated waste.

The available high efficiency vacuum cleaner is designed to pick up dirt and dust. Large items should be removed from the floor as they can clog the suction lines or get jammed in the rotating sweeper. If you experience a jam, turn off and unplug the vacuum immediately. Once unplugged, remove any visible jam and resume vacuuming. Do not attempt any other repairs.

Section 9: Performance Goals

The primary goal of custodial service operations at UW-L is to use cleaning procedures and products which contribute to healthy surroundings for building occupants and custodial staff. In application, UW-L performance metrics emphasize the environmental sustainability of custodial operations and overall building health (i.e. indoor air quality). UW-L does not solely base building cleanliness on appearance.

UW-L's qualitative cleaning standards are based on the expectations of normal administrative or residential use. Custodial services needed to handle extraordinary events (e.g. large meetings and social events), snow/ice events, or to recover from disasters such as floods, fires, or debris generated by construction or maintenance activities is considered outside of scope.

Custodial services will achieve the following performance goals.

1. A neat, orderly and dirt-free appearance.
2. Clean and properly maintained building entrances.
3. Waste receptacles clean, lined, odor-free and emptied as needed.
4. Properly maintained hard surface floors that are free of debris, dirt, stains and scuff marks.
5. Carpeting free of dirt, dust, visible stains and litter.
6. Walls, doors, glass, fixtures, furniture and equipment free of any visible marks, stains, soil and fingerprints.
7. Washrooms properly supplied, disinfected and free of litter and visible soil.
8. Prompt reporting of inoperative light bulbs and other maintenance problems.
9. Sorting and removal of recyclable materials to appropriate receiving areas.

Custodial staff are given the audit form included in this section to self audit their performance. Service quality is regularly monitored by custodial supervisors and/or lead custodians, using the same audit forms, to ensure that a clean, pleasant environment is being maintained for all building occupants. Identified deficiencies are communicated to the responsible custodial staff. The supervisor or lead custodian completes a timely verification of noted deficiencies. Audit findings are included for discussion during regular employee performance reviews.

UW-L CUSTODIAL SERVICES CLEANLINESS AUDIT

Building Name: _____ **Date:** _____

Supervisor/Lead Custodian: _____

Area Surveyed: _____

Custodian(s): _____

Building Area	Audit Finding		Standards (Specific Items to Consider)	Comments (Include room # or other location identifier)
	Meets Expectations	Needs Improvement		
1. Entrances/Lobbies/Hallways				
a. Mat, Carpet			Vacuum, including edging, spots/stains, gum removal and under the mats.	
b. Hard Floors			Free of debris, spots and scuff marks removed, dust/wet mopping.	
c. Floor Appearance			Clean/free of debris, no streaks/mop marks.	
d. Corners/Thresholds			Free of debris, cob webs/dust, thresholds clean.	
e. Sweeping/Vacuuuming			Free of debris/spots, including edges/corners and base trim.	
f. Dusting			Horizontal/vertical surfaces dust free.	
g. Glass, Metal Surfaces			No streaks, smudges/dust, door frames and sills clean.	
h. Fixtures			Clean/dust free.	
i. Walls			Spot free/uniform in appearance.	
j. Trash Cans			Clean, trash emptied/liner replaced.	

Building Area	Audit Finding		Standards (Specific Items to Consider)	Comments (Include room # or other location identifier)
	Meets Expectations	Needs Improvement		
2. Public Restrooms				
a. Dispensers, Hardware			Dispensers stocked/cleaned, no visible streaks or water marks on hardware (such as faucets and flush valves).	
b. Sinks			Cleaned/sanitized including inside/outside of basin/hardware, no scale buildup, exposed plumbing clean/dust free.	
c. Mirrors/Ledges			No streaks, smudges or dust (high & low), frames clean/dust free.	
d. Toilets, Urinals			Cleaned/sanitized, including inside/outside of all porcelain areas, hinge area, both sides of seat, under lip of urinals/toilet bowls, toilet bases. Urinals must be free of all debris at drain area, urinal screens cleaned.	
e. Partitions			Free of dust, (including tops) debris, graffiti, and smears.	
f. Waste and Sanitary Napkin Containers			Trash emptied daily or more frequently as needed. Sanitary napkin liner replaced daily when product in liner. Liners replaced as needed. Wipe down/disinfect containers and lids.	
g. Walls, Doors			Walls clean especially under paper towel and soap dispenser. Door jambs dust free, kick plates/push plates/handles cleaned, door spot free.	
h. Floors, Baseboards			Free of debris and spots, including edges/corners. No buildup behind or under toilets/urinals. Grout uniform in appearance.	

Building Area	Audit Finding		Standards (Specific Items to Consider)	Comments (Include room # or other location identifier)
	Meets Expectations	Needs Improvement		
3. Suite Bathroom/Shower				
a. Dispensers, Hardware			Dispensers clean, no visible streaks or water marks on hardware (such as faucets).	
b. Sinks, Countertops			Cleaned/sanitized including basin/hardware, no scale build up, exposed plumbing clean/dust free; countertops disinfected.	
c. Mirrors, Ledges			No streaks, smudges or dust (high & low), frames clean/dust free.	
d. Toilets			Cleaned/sanitized, including all porcelain areas, both sides of seat, hinge area and under lip of toilet bowls, toilet bases.	
e. Partitions			Free of dust, (including tops) debris, graffiti, and smears.	
f. Floors, Baseboards			Free of debris and spots, including edges/corners. No buildup behind toilets. Grout uniform in appearance. Floors dusted/wet mopped.	
g. Shower Area			Shower area, fixtures, curtain clean/free of soap scum and scale. Clean modesty curtain/hardware as needed.	
4. Elevators/Stairwells				
a. Elevator Tracks			Free of debris, cleaned.	
b. Lights			Operational, free of external dust/cob webs.	
c. Walls, Doors, Fixtures			Free of fingerprints, smudges, cleaned, uniform in appearance. Elevator buttons sanitized.	
d. Floor, Elevator Carpet			Vacuumed daily. Free of debris/spots, including edges/corners.	
e. Handrails			Handrails free of dust/visible soil.	
f. Steps, Landings			Swept/mopped/vacuumed including edges/corners. Risers clean/free of scuff marks. Gum removed.	

Building Area	Audit Finding		Standards (Specific Items to Consider)	Comments (Include room # or other location identifier)
	Meets Expectations	Needs Improvement		
5. Office Areas				
a. Trash Containers			Trash removed daily. Liners replaced as needed. Interior/exterior of cans cleaned as needed.	
b. Carpet, Flooring			Vacuumed or otherwise free of debris/spots, including edges/corners.	
c. Baseboards			Dust free, no visible scuffs.	
d. Horizontal Surfaces			Clean, dust free.	
6. Classroom/Meeting/Lounge and Similar Rooms				
a. Trash Containers			Trash removed daily. Liners replaced as needed. Interior/exterior of cans cleaned as needed.	
b. Carpeting, Flooring			Vacuumed or otherwise free of debris/spots, including edges/corners.	
c. Baseboards			Dust free, no visible scuffs.	
d. Furniture, Equipment			Chairs clean/free of dust/dirt, chairs neatly pushed in. Tables cleaned, other equipment cleaned as needed.	
e. Walls, Doors			Free of fingerprints, smudges, cleaned, including switch plates, uniform in appearance.	

Building Area	Audit Finding		Standards (Specific Items to Consider)	Comments (Include room # or other location identifier)
	Meets Expectations	Needs Improvement		
7. Kitchen/Kitchenettes				
a. Trash Container			Trash removed daily. Liners replaced as needed. Interior/exterior of cans cleaned as needed.	
b. Appliances			All interior/exterior surfaces cleaned accordingly.	
c. Sinks, Countertops			Cleaned/sanitized including basin/hardware, no scale build up, exposed plumbing clean/dust free; countertops disinfected.	
d. Cabinetry			Remove deposits, disinfect handles and exterior surfaces.	
e. Tables, Chairs			Wipe down and straighten furniture.	
f. Floors			Remove debris, hard floor swept/wet mopped. Carpet including edges/corners vacuumed.	
g. Walls, Baseboard			Dust free, no visible scuff marks, uniform in appearance.	
h. Exhaust Vents			Vents/ceiling tiles cleaned, free of dust and visible soil.	
8. Windows				
a. Glass			All glass, including side lights, door glass and window walls clean & free of streaks/smudges.	
b. Sills, Frames			Clean/free of dust/debris.	
c. Blinds			Dust free, no visible scuffs.	
9. Custodial Closets/Storage Rooms				
a. Cleanliness			Over all condition of closet including floor appearance/slop sinks.	
b. Organization			Supplies and equipment neat/organized.	
c. Supplies, Equipment			All chemicals labeled, appropriate stock levels, equipment clean/operational.	

