

**Washington Army National Guard
Washington Military Department
Pamphlet 200-4**

Facilities and Maintenance Quality

**Green
Cleaning
Management
Program**

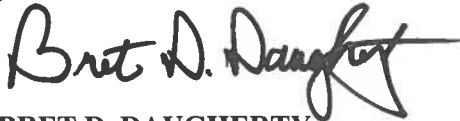
**Headquarters
Washington Military Department
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Green Cleaning Management Program

By Order of The Adjutant General

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History: This publication is the original version

Summary: The Green Cleaning Management Program is established and implemented in order to provide expected standards for cleaning and maintenance of agency buildings and facilities. The objective is to provide building occupants with clean buildings and reduce the impacts on human health and the environment.

Applicability: This pamphlet and all supporting documents apply to all members of the Washington Military Department and Washington Army National Guard.

Personnel assigned or working on other installations in addition to complying with the information in this pamphlet must also comply with the requirements imposed by their respective host installation.

Proponent and Exception Authority: The proponent for this pamphlet is the Washington Military Department's Environmental Section with the assistance from the Washington Military Department Construction, Facilities, &

Maintenance Office. Under my authority, the proponents have the authority to grant or approve exceptions to this pamphlet that are within the program's scope and comply with applicable federal, state, and local laws and regulations. To better implement this pamphlet, the proponents may further delegate authority to agency directors or appropriate representatives as needed. Activities may request an exception to this pamphlet by providing justification that includes a full analysis of the expected benefits and must include formal reviews by the activity's leadership. All exception requests will be formalized and approved by the activity commander or senior leadership. The request for exception must be forwarded through the chain of command to the proponent's authorized point of contact.

Suggested Improvements: Users are invited to send comments, suggestions, or recommendations for improvement or consideration on standard DA Form 2028 (Recommended Changes to Publications and Blank Forms)

Distribution: This publication and all supporting documents are available for distribution

Classification: Unless otherwise specified or noted, the contents of this pamphlet is UNCLASSIFIED

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Summary of Changes

Washington Army National Guard Pamphlet 200-4 Green Cleaning Management Plan (GCMP)

This pamphlet is an original plan or program for the Washington Military Department (WMD) and the Washington Army National Guard (WAARNG)

This pamphlet and all supporting documents establish the agency's directives for implementing and sustaining "Green" practices and environmentally friendly performance in all its activities, services, and products.

Record of changes affecting this document

Any changes, to include modifications, updates, or revisions is to be annotated on this page.

<i>Material Reviewed</i>	<i>Date</i>	<i>Reviewer</i>	<i>Findings or changes</i>
WMD Pamphlet 200-4	13-Nov-2015	W. Madden	Development of document
WMD Pamphlet 200-4	TBD	W. Madden	WMD-TAG review and approval
WMD Pamphlet 2004	03-May-2016	W. Madden	Revision and TAG Review

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References & Definitions

References:

29 CFR; “Labor”

- Code of Federal Regulations containing the principle set of rules and regulations issued by federal agencies regarding labor. Sections 1900 through 2499 deal with the rules and regulations for practices associated with “Occupational Safety & Health Administration” (OSHA) and provide standards for; Training, Handling, Management, and Safety associated with hazardous materials.

32 CFR; “National Defenses”

- Code of Federal Regulations that establishes the rules and regulations for federal agencies involved in national defense. Under conditions and special circumstances the rules and regulations expressed in this CFR apply to Reserves and National Guard.

40 CFR; “Environmental Protection Agency” (EPA)

- Code of Federal Regulations that deals with the Environmental Protection Agency’s mission of protecting human health and the environment. Sections of the CFR address: Water (CWA) (Discharge of oil & Oil pollution Prevention), Pesticide management (worker’s protection standards & applications standards); Solid Waste Management (storage, disposal, classification, & handling), & Toxic Substances Control Act.

Executive Order 13514; “Federal Leadership in Environmental, Energy, and Economic Performance”

- Signed in 2009 by President Obama this Executive Order (EO) establishes the integrated strategy towards sustainability in the Federal Government and to make reduction of greenhouse gas emissions (GHG) a priority for Federal Agencies, to include the National Guard.

Washington Administration Code (WAC); section 173; “Dangerous Waste”

- Laws and practices established by the State of Washington and managed by the Washington State Department of Ecology for the protection of human health and environment. Similar to the rules and requirements imposed by 40 CFR.

International Organization of Standards (ISO) 14001:2004(e)

- Establishes the criteria for a sustainable environmental management system (EMS) that a company or organization can implement to sustain its environmental program. It maps out a framework that an organization or company can follow to best manage the agency’s environmental activities, services, and products.

Army Regulation (AR) 200-1: “Environmental Protection & Enhancement

- This Army Regulation covers the requirement of the Army and Army Personnel to protect and enhance the environment and support the development, implementation, and management of the installation’s Environmental Management System program.

Department of Defense Instruction 6055.17: “Installation Emergency Management”

- Establishes policies, assigns duties and responsibilities, and prescribes procedures for developing, implementing, and sustaining an Installation Emergency Management (IEM) program for all Department of Defense facilities, to include National Guard installations.

Department of the Army, Department of Defense 650.214

- Additional reference source that requires installations to develop, implement, and manage an “Installation Spill Contingency Plan.” It establishes the responsibilities for commanders to maintain the Installation Spill Contingency Plan (ISCP) and to identify resources to manage and cleanup accidental releases. This same section identifies the minimum planning requirements for an ISCP and requirements to manage it.

Joint Base Lewis-McChord Regulation 200-1

- Installation specific environmental additions to support and enhance Army Regulation 200-1. Provides the installation with additional guidance for the development, implementation, and management of installation programs for environmental performance.

Army Green Procurement Guide

- A program overseen by the Department of the Army that provides for federal procurement preferences and guidance on managing an effective Green Procurement Plan (GPP). The plan outlines the requirements of Department of the Army (DA) to oversee the GPP but requires management of mandatory compliance with purchasing requirements down to the unit level. Therefore the WMD and WAARNG is to develop and maintain its own GPP to meet the requirements of this GCMP.

Washington Military Department (WMD) Green Procurement Policy

- Washington Military Department wide policy signed by The Adjutant General that outlines the duties and responsibilities for implementing and managing a green procurement plan. The policy directs WMD personnel to comply with federal and state requirements for environmental sustainment through the use of safe products and practices.

Site Specific Spill Prevention Control & Countermeasures Plan

- Section 112 of 40 CFR outlines the requirements for the development, implementation, and management of plans or programs that help installations prevent and manage discharges of oil (substances) to waters and shorelines (expanded through WAC to include streams, sewers, ditches, and other water systems.) Each site or location is to develop, implement, and manage, where required, a specific SPCC Plan or equivalent for their respective location.

Installation Contingency Plan

- Installation spill plan that is prepared to comply with the requirements of 40 CFR Part 109 and as directed by AR 200-1. The development, implementation, and management of the plan addresses appropriate responses to spills and emergency situations, reporting, and clean-up processes involving oils and other hazardous substances.

Washington Military Department Integrated Pest Management Plan

- Agency specific management plan for the control and management of pests and other vector borne infestations that may be harmful to the health of personnel or potentially damaging to the environment. It is a program that is based on prevention, monitoring, and controls which provides an opportunity to eliminate or significantly reduce the use of pesticides, and minimize the toxicity of and exposure to an dangerous products used for this purpose.

WEBSITES

Defense Logistics Agency (DLA) website for access to the Federal Environmental Products Catalog. Portions of this catalog identify products and materials that have been reviewed and that meet the green procurement standards for installation sustainability.

- www.dscr.dla.mil

Department of Defense Green Procurement Program & Policy. This is a Department of Defense-wide policy that identifies the standards expected in order to achieve and sustain “Green” practices within Department of Defense agencies.

- <https://www.denix.osd.mil/denix/Public/ES-Programs/Pollution/Procurement/GPP/gpp-intro.html>

Environmentally Preferable Products Procurement List Serve (EPPNET). A listing of materials and products that meet environmental standards for Green procurement and sustainment.

- <http://www.nerc.org/eppnet.html>

U.S. Army Construction, Engineering, and Research Laboratory (CERL)—provides guidance, tools, and resources in support of sustainable design and construction.

- www.cecer.army.mil

Definitions

Acquisition Life Cycle: Applies to processes and procedures by which defense services identify requirements; conduct research, development, testing and evaluation; logistic support, fielding, and disposal of materials and equipment; and for upgrading existing systems or equipment.

Activity: A unit, organization, or installation performing its mission or function

Affirmative Procurement (AP) Program: RCRA Section 6002 requires each procuring agency to establish an AP Program for maximizing its purchases of EPA designated (safe) materials. The program should be developed in a manner that ensures that items composed of recovered materials are purchased to the maximum extent practical and consistent with Federal Procurement laws.

APPA (Association of Physical Plant Administrators: (Leadership in Educational Facilities): An organization for facilities and institutions that assists managers and leaders in developing, implementing, and monitoring supportive environmental practices to improve the quality and safety of buildings and infrastructures in order to protect the environment and personal health

Applicable environmental laws and regulations: As used in this document, refers to compliance with applicable federal, state, and local environmental laws and regulations, Executive Orders, and Department of Defense, Department of the Army, and National Guard Bureau’s policies, directives, and publications.

Army Environmental Program: A multifaceted program intended to ensure an adequate environmental resource base to support mission requirements and support and sustain the Army and National Guard. This program includes the Army’s Compliance Program to sustain the Army’s compliance with applicable federal, state, and local statutes and regulations, the Army’s Pollution Prevention Program, and the Army’s Conservation Program(s).

Contingency Plan: A document or series of documents setting out an organized, planned, and coordinated course of action to be followed in the case of fire, explosion, or other accident that releases oil, toxic chemicals, hazardous waste, or hazardous materials that threaten human health or the environment. Contingency plan contents may vary according to legal requirements or particular situations

DoD Green Procurement Program (GPP): The DoD GPP was formalized in a policy letter dated 27 August 04 from the Office of the Secretary of Defense. The intent of the GPP is to enhance and sustain mission readiness through cost effective acquisition that achieves compliance and reduces resource consumption and solid and hazardous waste generation. Green procurement is the purchase of environmentally preferable products and services in accordance with one or more of the established Federal “Green” procurement preference programs.

Emergency: Natural disasters or human-caused events of such scale and impact that threaten loss of life or endangerment to property, public health, or public safety.

Environmentally Preferable Purchasing (EPP): EPP is defined as any purchasing decision that gives preference to products with environmentally beneficial attributes. As defined by EPA, it is the purchase of “products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose...” Environmentally preferable products may have one or more desirable characteristics, for example: reduced toxicity, made from biobased materials, recyclability, durability, reparability, manufacturer take-back, energy efficiency, non-ozone depleting, or having health and safety benefits.

Environmental Training: Instruction whose primary purpose is to provide measureable competence for doing specific environmental jobs or tasks. Some training is mandatory in accordance with federal, state, or local laws or regulations. Commonly taught in a classroom setting, such as lectures, demonstrations, or discussions. Other methods may be used to reinforce or enhance classroom type training such as practical exercises or field training exercises (FTX)

Hazardous Chemical(s): A hazardous chemical is in defined in 40 CFR 355 and 370.

Hazardous Material(s): A material as defined by Federal Standard, Materials Safety Data, Safety Data, Transportation Data, and Disposal Data for hazardous materials furnished to Government activities ((FED-STD-313C) and 29 CFR 1910.1200.

Hazardous Substance(s): A substance as defined by section 101(4) of CERCLA. A list of hazardous substances is found in 40 CFR 302.4

Hazardous Waste(s): A solid waste meeting the requirements of 40 CFR 261.3 or applicable laws, rules, or regulations.

Hazardous Storage: The holding of hazardous waste for a temporary period at the end of which the hazardous waste is treated, disposed of, or stored elsewhere (40 CFR 260.10).

Pest Management: The prevention and control of disease vectors and pests that may adversely affect the mission or military operations; the health and well-being of people; or structures, materials, or property (DoDI 4150.07).

Pollution Prevention: Source reduction as defined in the Pollution Prevention Act of 1990, 42 U.S.C 13102, and other practices that reduce or eliminate the creation of pollutants through: (a) increase efficiency in the use of raw materials, energy, water, or other resources; or (b) protection of natural resources through conservation efforts. Use of processes, materials, or products that avoid, reduce, or control pollution, which may include recycling, treatment, process changes, control mechanisms, efficient use of resources and material substitution

Release: Any spill, leak, un-intentional discharge, or escape of materials or chemicals into the environment.

Reportable Spill or event: A release of a reportable quantity, as determined by agency or installation policy, of a hazardous substance into the environment. Reportable quantity for hazardous substances may be established by law, regulations, or directives of the agency.

Sustainability: To create and maintain conditions under which humans and nature can exist in productive harmony, that permit fulfilling the social, economic, and other requirements of present and future generations (EO 13514, Section 19(1)).

Acronyms and Abbreviations

AGR	Active Guard & Reserve
APPA	Association of Physical Plant Administration
AR	Army Regulation
CERCLA	Comprehensive Environmental Response, Compensation, & Liability Act
CFMO	Construction, Facility, Maintenance Office
CFR	Code of Federal Regulations
CWA	Clean Water Act
DA	Department of the Army
DoD	Department of Defense
DoDI	Department of Defense Instruction
EBOM	Existing Buildings Operations and Maintenance
EMS	Environmental Management System
EO	Executive Order
EPAS	Environmental Performance Assessment System
GHG	Greenhouse Gas
JBLM	Joint Base Lewis-McChord
JBLM-DPW	Joint Base Lewis-McChord Department of Public Works
HM	Hazardous Materials
HMMP	Hazardous Materials Management Plan
HW	Hazardous Waste
HWMP	Hazardous Waste Management Plan (Dangerous Waste Plan)
IAUL	Installation Authorized User List
ICP	Installation Contingency Plan
IEM	Installation Emergency Management (program)
LEED	Leadership in Energy and Environmental Design
MSDS	Materials Safety Data Sheet
NGB	National Guard Bureau
RCRA	Resource Conservation & Recovery Act
SDS	Safety Data Sheets
SOG	Standard Operating Guideline
SPCC-P	Spill Prevention Control & Countermeasures Plan
TAG	The Adjutant General
WAARNG	Washington Army National Guard
WA-DES	Washington Department of Enterprise Services
WA-DOE	Washington Department of Ecology
WMD	Washington Military Department
WMD-JISB	Washington Military Department Joint Installation Sustainability Board
YTC	Yakima Training Center

I. Introduction:

Purpose

The objective of this Standard Operating Guideline (SOG) is to provide users with information and recommendations on acceptable practices for “Green Cleaning” programs within the State of Washington Military Department (WMD) and Washington Army National Guard (WAARNG). Safety and health of personnel within the agency or those who have a need for utilizing agency facilities remain a priority. Personnel or visitors have an expectation that agency buildings are kept and maintained to the highest cleaning standards possible. It is through the implementation and management of this SOG that the agency is able to ensure occupants of an agency’s buildings are provided with a clean building, which is free from hazardous or dangerous chemicals, biological toxins, or other particulate contaminants which affect air quality, human health, building systems, and the environment.

It is important to recognize that the agency can best protect the building’s occupants, the quality of human health and reduce significant environmental impacts through appropriate management practices. The development, implementation, and management of this SOG, along with TAG’s Green Procurement Policy satisfies this process for “Green Sustainment” and achieves the prerequisites for certification under the LEED New Construction & Design System and LEED-EBOM rating system.

Scope

This SOG contains information that applies to all members of the WMD or WAARNG. This includes full and part time federal and State of Washington employees, Mobilization National Guard personnel (M-day), Active Duty military and Active Guard and Reserve (AGR), Vendors and contractors, and visitors working in buildings or facilities operated or controlled by the WMD or WAARNG.

This SOG equally applies to those buildings and facilities co-located on other federal and non-federal installations. This includes WMD or WAARNG buildings and facilities on Joint Base Lewis-McChord (JBLM), Yakima Training Center (YTC), and Fairchild Air Force Base. In addition the requirements imposed by this SOG, those units which are co-located on these other installations are required to comply with their respective host’s requirements which may add to or complement the intent of this SOG.

This SOG does NOT apply to the Washington Air National Guard (WAANG) or its facilities. The WAANG is to establish and monitor their own green procurement processes in accordance with the Air Force and Air National Guard requirements and specifications.

Agency buildings are maintained by both State Maintenance crews and building managers and staff. Building managers and staff are personnel occupying the building, who are federal technicians or other than State Maintenance. Under agency policy, building managers and staff are responsible for cleaning their respective areas within the building. This includes work spaces, emptying their trash containers, and unit common areas.

Facility

As mentioned, this SOG and all supporting documents and records are applicable to all WMD facilities and personnel. This includes those facilities located on Camp Murray and its designated state armories. The combined approximate square footage of the facilities within the WMD and WAARNG is 964,985

sq. ft. The buildings are designed for and primarily used as office activities or warehouse functions. Spaces in some buildings are also designed for and used as assembly areas, classrooms, or kitchens.

Objectives and Targets

In order to best comply with the requirements implied by this SOG and other supporting documents, the agency has considered and implemented a series of objectives and targets to gage performance. These are:

- Comply with applicable Federal, State of Washington, and regional laws and regulations.
- Improve the environmental quality and performance of building personnel.
- Implement appropriate sustainability practices to control, measure, and monitor compliance, per LEED EBOM IEQc 3 standards.
- Monitor and manage performance practices that improve quality of “Green” Sustainment.
- Continuously update and improve guidelines that support “Green” Sustainment practices.

Duties and Responsibilities

1. WMD Adjutant General (TAG): As head of the Military Department, TAG is responsible for the following:
 - a. Ensures adequate resources are available to implement and manages the “Green Cleaning & Sustainment Program.”
 - b. Approves practices, policies, and directives relevant to “Green” Sustainment.
 - c. Authorizes “Cross Functional Teams” to assist in the management of this program.
 - d. Provides leadership and guidance on acceptable practices for “Green” Sustainment.
2. Construction, Facility, Maintenance Office (CFMO) Director
 - a. Manages and monitors agency building maintenance activities.
 - b. Provides guidance and leadership on acceptable “Green” practices.
 - c. Ensures appropriate materials and supplies are accessible and available.
 - d. Assists in the management of agency building managers.
3. CFMO-State Maintenance Manager & Supervisors
 - a. Manages State custodians & State maintenance personnel.
 - b. Ensures implementation of this SOG and conformance with TAG directives
 - c. Checks and verifies materials & supplies ordered meet “Green” standards.
 - d. Provides, monitors, and records custodian and maintenance personnel training.
 - e. Reports through channels the status of “Green” procurement & sustainment.
 - f. Provides agency with recommendations or suggestions for policy improvement.
 - g. Coordinates with Department of Enterprise Services for authorized list of supplies.
 - h. Provides procurement list to WMD Sustainability Manager on materials ordered.
4. WMD Sustainability Program Manager
 - a. Works with CFMO and State Maintenance to ensure understanding & compliance.
 - b. Conducts audits or inspections to ensure only acceptable materials are procured and used.
 - c. Manages this SOG and supporting documents as part of EMS document control.
 - d. Reports status of program through the appropriate channels.
 - e. Ensures corrective and preventive measures are identified and implemented.
5. Building Managers

- a. Attends all required or recommended training for position duties and responsibilities.
 - b. Ensures building occupants are aware of this SOG and its requirements to comply.
 - c. Assigns and manages areas that are NOT the responsibility of the State Maintenance.
 - d. Reports condition and status of building through appropriate channels.
 - e. Ensures cleaning supplies used by non-state maintenance employees meet standards.
6. State Maintenance Building Custodians and/or Maintenance
- a. Attends required and recommended training.
 - b. Manages assigned buildings or facilities, as required to support this program and SOG.
 - c. Conducts inventories as specified or required.
 - d. Reports to State Maintenance Supervisor on the status of building maintenance.
 - e. Maintains and controls cleaning materials and supplies, as required or authorized.
7. Environmental Performance Assessment System (EPAS) Manager
- a. Coordinates and conducts scheduled or unannounced audits of facilities and buildings.
 - b. Records and reports findings of compliance or non-conformance to command personnel.
 - c. Assists maintenance with identifying deficiencies or improvement opportunities.
 - d. Assists WMD building managers with implementing agency directives.
 - e. Under EPAS, ensures appropriate training is provided and recorded (documented).
 - f. Validates program compliance and performance goals are sustained

Frequency of Review and Update

Any facility representative or agency personnel impacted by this SOG may provide their recommendations or suggestions for improvement or corrective actions. As part of the quality control process, agency personnel may recommend a review and update of this SOG at any time they feel necessary. Upon request for an official review of this SOG or supporting documents, the WMD's environmental section, with the assistance of CFMO, is to initiate a formal review and determine if any updates to this SOG are necessary. All actions taken are to be documented and formalized in accordance with EMS agency guidelines. In addition, this SOG is to be updated whenever significant changes are made to the legal requirements or when practices or other procedures dictate.

Performance Metrics

Analysis of the on-going performance of the Green Cleaning Program within the agency will be assessed by using the following metrics:

- Purchasing:
 - Performance will be tracked via compliance with LEED EBOM Green Cleaning and Sustainment requirements.
 - Achieve, sustain, and document 75% or better of the total purchases by cost of the cleaning products, floor and carpet care, janitorial paper products, and any other products procured to meeting LEED standards.
 - Achieve, sustain, and document 100% of cleaning equipment purchases meeting LEED standards.
 - Generate an annual building cleanliness audit score, based on Association of Physical Plan Administrators (APPA) requirements, of 3 or better.
 - Collect occupant feedback to ensure continuous improvement and achieve an overall performance rating of 90% or higher of all occupant satisfaction feedback.

- 90% or greater of all cleaning materials or supplies are procured from an approved listing as directed by the State’s Department of Enterprise Services or other official source(s). These materials and supplies are to comply with the requirements to meet or exceed green cleaning standards.

Performance Goals

- Establish and maintain an appropriate SOG that addresses how an effective cleaning and maintenance system is to be used, managed, and assessed.
- Develop, implement, and manage guidelines that address the safe handling and storage of cleaning chemicals or materials used within the building.
- Develop, implement, and manage guidelines that address the appropriate processes for responding to and management of spills or releases of chemicals or other emergency incidents.
- Develop, implement, and manage guidelines for safe or sanitary hand hygiene.
- Develop, implement, and manage guidelines for critical tasks in order to ensure the maintenance and delivery of a “high-performance cleaning program.”
- Annually meet with building management and building supervisors to review green cleaning and this SOG.
- Ensure initial and on-going training is provided to appropriate personnel and staff.
- Ensure that training is documented and recorded and that all required personnel attend.

General Cleaning Requirements

Having a “Green” cleaning policy in place and fully implemented ensures that the “Green Cleaning and Sustainment” credit options provided in the LEED EBOM IEQ are being addressed and are being met. These requirements are;

- a. Purchase only sustainable cleaning and hard-floor and carpet care products that meet the sustainability requirements outlined in IEQ Credit 3.3 *“Green Cleaning—Purchase of Sustainable Cleaning Products and Materials”*.
- b. Establish and manage an SOG on effective cleaning and hard-floor and carpet cleaning.
- c. Identify actual and potential hazards associated with cleaning products and its effects on building occupants.
- d. Implement and enforce hand cleaning hygiene practices. Encourage the use of alcohol based sanitizers.
- e. Develop, implement, and manage practices for the safe use and storage of cleaning chemicals and materials.
- f. Develop, implement, and manage a training program to educate personnel who handle or may handle cleaning chemicals or supplies. Training is to include; Safety Data Sheets (SDS), emergency response and actions, storage, handling, and risks.
- g. Designate staff personnel to oversee the “Green” program and serve as point of contact for information collection and dissemination.
- h. Create and manage a system to collect, review, and provide feedback to building representatives or occupants on “Green” programs and standards.

II. Standards and Practices

General cleaning practices for all surfaces is to be performed at a minimum of once a week. Restrooms and other public areas are to be cleaned daily

- Use of “Micro-fiber”, lint free dusting clothes are recommended over cotton clothes.
- Always use the clean surface of any cleaning cloth used.
- Best Management Practices: Use designated color cloths for different cleaning areas.
- Dispose of dirty or soiled cleaning cloths in accordance with shop or agency policy.
- Due to possible allergic reactions, the use of antimicrobial cleansers should be limited to only when required.
- Use only non-microbial cleansers, disinfectants, and soaps when working in or around where food is prepared or consumed.

Dust mopping of floors and stairwells is to be performed at least once per week.

- When it is possible a “Micro-fiber” or lint free dusting mop should be used.

Vacuuming of floors and carpets is to be performed a least once per week.

- CRI’s Green Label Program and HEPA filters are required for all vacuums used.
- Vacuum bags or vacuum containers are to be checked weekly and changed or emptied when half to $\frac{3}{4}$ full.
- Vacuum cleaners are certified by the Carpet and Rug Institute “Green Label” program for vacuum cleaners and operate with a sound level of 70dBA or less.
- Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet and Rug Institute “Seal of Approval” Testing program for deep-cleaning extractors.
- Powered floor maintenance equipment is equipped with vacuums, guards, and/or other devices for capturing fine particulates and operates at or below 70dBA.
- Equipment is designed with safeguards to reduce potential damage to building surfaces. This may include rollers, rubber bumpers, or safety shields.
- Automated scrubbing machines are equipped with variable-speed feed pumps and on-board chemical metering to optimize the use of cleaning fluids.
- Powered equipment is ergonomically designed to minimize vibrations, noise, and user fatigue.

Entryway Maintenance is to be performed once per week.

- Visual inspection of entryway and entryway carpets is conducted daily as part of the routine building maintenance inspection.
- Sweep or vacuum entryway matting daily and when needed.
- Roll up and remove matting.
- Use safety precautions and place “wet surface” or equivalent signs, as needed.
- If appropriate damp mop or vacuum entryway.
- Replace entryway mats and remove “wet surface” or equivalent signs when area is dry.

Floor Care is done as required or needed.

- All floors are to be swept or vacuumed at least once per week and when needed.
- If carpets are used to protect floor surfaces, the carpets should be kept clean and maintained.

Carpet Care

- Carpets are to be deep cleaned at a minimum of once per year, using an approved carpet cleaner.
- Carpet cleaning equipment must be approved for use by checking with the Carpet & Rug Institute (CRI) or having the appropriate label(s) affixed to the cleaner.
- Carpet stains and spill are to be cleaned as quickly as possible to prevent further damage using approved “spot” carpet cleaning practices.
- Carpets that become wet should be dried quickly to prevent mold or water damage.
- Manage carpet cleaning chemicals to prevent over-use and unnecessary excess cleaning.

- Pre-spray techniques may be used if applicable and warranted for deep cleaning. Users are required to comply with manufacturer’s cleaning recommendations and dilution strengths.

Product-Specific Performance Requirements

- Each product is to clean common soils and surfaces within its designated category.
- Products are to be diluted, if possible, to the most effective and lowest concentration possible.
- General purpose cleaners should be able to remove 80% of the particulate soils.
- Restroom cleaners should be able to remove at least 75% of soils.
- Restroom cleaners used as urinal or toilet bowl cleaners must demonstrate efficacy for water hardness removal.
- Carpet cleaners must have a pH between 3 and 10.
- Alternate Carpet cleaners having a WoolSafe certification or CRI seal of approval are also acceptable.
- Glass Cleaners are to achieve at least a three rating in each of the following Consumer Specialty Products Association (CSPA) DCC 09 categories: Soil removal, smearing, and streaking.

Power Equipment Standards

- Use only powered cleaning equipment that helps to reduce building contaminants and minimize any negative impacts to the building, occupants, or to the environment.
- Use only vacuum cleaners that have high filtration systems or HEPA systems.

Procurement Standards

- Purchase general janitorial products such as disposable paper products and trash bag liners that contain recycled material.
- At least 75% of the total annual purchases of these products (by cost) must meet at least one of the following sustainability criteria:
 - Cleaning products meet one or more of the following standards for appropriate categories:
 - Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes;
 - Environmental Choice CCD-110, for cleaning and degreasing compounds;
 - Environmental Choice CCD-146, for hard-surface cleaners;
 - Environmental Choice CCD-148, for carpet and upholstery care;
 - Green Seal GS-40, for industrial and institutional floor care products;
 - Environmental Choice CCD-147, for hard-floor care;
 - EPA Design for the Environment Program’s Standard for Safer Cleaning Products;
 - EcoForm’s Information-Based Environmental Label; and/or
 - Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).
 - Disinfectants, metal polish, floor finishes, strippers or other products not addressed by the above standards meet one or more of the following standards for the appropriate category:

- Environmental Choice CCD-112, for digestion additives for cleaning and odor control;
 - Environmental Choice CCD-113, for drain and grease trap additives;
 - Environmental Choice CCD-115, for odor controls and additives;
 - Green Seal GS-52/53, for specialty cleaning products;
 - California Code of Regulations maximum allowable Volatile Organic Compounds (VOC) levels for the specific product category;
 - EPA Design for the Environmental Program's standard for safer cleaning products EcoForm's Information-Based Environmental Label; and/or
 - Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).
- Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
 - EPA comprehensive procurement guidelines, for janitorial paper;
 - Green Seal GS-01, for tissue paper, paper towels and napkins;
 - Environmental Choice CCD-082, for toilet tissue;
 - Environmental Choice CCD-086, for hand towels;
 - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers;
 - FSC certification, for fiber procurement;
 - EPA comprehensive procurement guidelines, for plastic trash can liners; and/or
 - California integrated waste management requirements, for plastic trash can liners (California Code of Regulations Title 14, Chapter 4, Article 5, or SABRC 42290-42297 Recycled Content Plastic Trash Bag Program).
 - Hand soaps 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;
 - Environmental Choice CCD-104, for hand cleaners and hand soaps;
 - Environmental Choice CCD-170, for hand sanitizers;
 - EPA Design for the Environment Program's standard for safer cleaning products; and/or
 - EcoForm, Information-Based Environmental Label, for hand soaps and hand sanitizers.

To the extent practical, no cleaning or disinfecting products should contain ingredients that are carcinogens, mutagens, or teratogens. These include chemicals listed by the U.S. EPA or the National Institute for Occupational Safety and Health on the Toxics Release Inventory (40 CFR, Section 372, Subpart D). If such products containing these toxic chemicals must be used (cleaning solutions for specific equipment, etc), only the minimum amounts should be used and the product must be disposed of properly. On the Toxic

Release Inventory, a complete list of toxic chemicals is maintained by the U.S. EPA and can be found at www.epa.gov/tri/chemical.

III. Safe Handling and Storage

Hazardous Communication

Personnel tasked with providing cleaning and maintenance services are to receive appropriate training and information on Hazard Communications and Hazard Communication Programs. The training is to be provided at a minimum of once per year and whenever a new product is added to the chemical inventory. Documentation and records of all Hazard Communication will be documented to include types of chemicals used, storage requirements, and other requirements for safe handling.

When recommended or necessary, personnel tasked with providing cleaning and maintenance services will be required to demonstrate training and authorization for using Personnel Protective Equipment (PPE).

Personnel tasked with providing cleaning and maintenance services or who have the potential to handle or come in contact with hazardous/dangerous chemicals are to demonstrate their training and familiarization with Safety Data Sheets (SDS) and Materials Safety Data Sheets (MSDS) for each product they use.

Personnel tasked with providing cleaning and maintenance services or who have the potential to handle or come in contact with hazardous/dangerous chemicals are to demonstrate their training and familiarization with agency's guidelines for reporting an emergency response including any spills or releases.

Storage and Handling

Chemicals are to be stored in approved storage lockers or cabinets, which have been designed and identified for chemical storage. All materials contained in the storage lockers or cabinets are to be properly labeled and identifiable. Transfer or storage of cleaning chemicals in unmarked or unapproved containers is NOT allowed.

Chemical lockers and cabinets are to be inspected weekly and in accordance with the prescribed agency directives.

Storage of hazardous chemicals or materials:

Dictated through OSHA (29 CFR): *OSHA has strict requirements for the location and construction of rooms and buildings that contain hazardous or dangerous chemicals or materials. They also describe in 29 CFR what cannot be stored with different types of hazardous materials.*

29 CFR 1910.176 covers general safety requirements for storage areas, no matter what types of materials are kept there.

The regulation requires:

- Aisles and passageways are to be kept clear and in good repair with no obstructions.
- Storage materials should not create or cause a hazard.
- Containers used to store materials should be in good condition and serviceable.
- Materials should have appropriate labels and identification.

- Materials **MUST** have the appropriate SDS or MSDS.
- Storage areas **MUST** have adequate lighting and ventilation.
- Unattended storage areas **MUST** remain secure.
- When required, hazardous materials should have a drip pan or secondary containment. This may include a spill pad or absorbent padding to collect drips and prevent leaks.
- Hazardous materials **MUST** be stored in approved storage areas, lockers, or cabinets that have been designed and/or tested for storage.
- Building must have an approved emergency response plan or equivalent plan that addresses employee actions in the event of a release or spill. The Spill Prevention Control and Countermeasures Plan (SPCC-P) or the Installation Contingency Plan (ICP) meets this requirement.

Spills and Emergency Response

The requirements and standards for spills and spill response may be found in:

- 40 CFR 27.14(b)(7); Contingency Planning.
- 40 CFR 112; (Clean Water Act); Spills and Spill Response.
- DoDI 6055.17; “Instruction for Installation Emergency Management Program.
- Department of the Army, Department of Defense 650.214; “Installation Spill Contingency Plan.”

Where required by law (40 CFR) units are to develop, implement, and manage an appropriate Spill Prevention Control & Countermeasures Plan (SPCC-P) that details those actions the installation personnel are to take in the event of a spill or release of a dangerous or hazardous material. Where the requirements of 40 CFR are not applicable, the installation is to develop, implement, and manage an equivalent Installation Contingency Plan (ICP).

Under the guidance and requirements of 40 CFR 112, the WMD and WAARNG are to have a site specific response program and ensure all individuals responsible for managing oil, hazardous waste or hazardous substances are trained annually in accordance with 29 CFR 1910.120(q)6i. This training is to be conducted and recorded. At a minimum this spill training and response is to include:

- Definition and recognition of hazardous materials and substances.
- Risks and dangers associated with handling, using, and storage of materials.
- Potential emergency situations, risks, and actions taken.
- Familiarization of the installation’s response plan and procedures.
- Spill management and reporting.
- Use of personnel protective equipment (PPE).
- Safety and evacuation.

Facilities on federal installations may have additional training requirements to comply with the host installation’s standards. These units operate under a host installation “Environmental Operating Permit” (EOP) that outlines the requirements of the host installation that the facility is to comply with during a response, emergency, or spill. The host installation EOP is updated annually and whenever there are significant changes made to the facilities organization or activity. Under the EOP, the facility is to comply with the procurement processes for “safe” or “green” materials in accordance with federal directives.

In accordance with AR 200-1; installations are to establish, implement, and manage procedures or guidelines that identify the potential for and the response actions for emergency situations. The installation must also establish guidelines to prevent and when possible mitigate adverse impacts to the

environment. To ensure the guidelines are appropriate the installation must test the response standards periodically.

Additionally the installation is to review or revise the emergency preparedness and response guidelines. Ideally the guidelines should be reviewed annually and when there has been an occurrence of an accident or other emergency situation.

Purchasing and Procurement

Purchasing and procurement are the processes by which the installation obtains and then manages its materials and chemicals. Procurement deals with the method to identify the need for and a selection of a particular chemical or material to accomplish the task. Purchasing is the actual ordering and obtaining of the material. The intent is to select and use products that are environmentally safe and readily available.

Federal System

To begin the federal procurement process the approval for acquisition and use must be approved by a qualified agency representative familiar with applicable hazardous chemicals and materials. The materials and chemicals must then be ordered and purchased through an approved federal supply system. In the case of the WAARNG that system is the JBLM Hazardous Materials Control Center (HMCC), the federal Exchange Services, or Military Supply System (MILSTRIP). The Department of Public Works (DPW) on JBLM, in order to comply with federal regulations and Executive Orders, screens the products for installation use, has assigned control committees to review the selection, and authorizes use on JBLM. The guidance from Department of Defense and Department of the Army is that materials used by installation personnel must meet specific regulatory and compliance standards that include “Green” or environmentally safe chemicals or materials. This standard is particularly enforced on all federal installations and facilities. With few exceptions, only federal or military personnel are allowed access to the system and granted permissions to order materials. Unless otherwise specified all materials obtained and used by the federal system comply with “green” standards.

In addition, and in order to properly manage the materials authorized for purchase and use, the individual units, with the assistance from the WMD’s environmental section, establish and maintain an “Installation Authorized User List (IAUL). This list encompasses all chemicals and materials that have been suggested and reviewed for use.

State System

The process for purchasing materials through the state system is limited to state maintenance personnel only. It is controlled and managed by the Department of Enterprise Services (DES). As a state agency, DES has strict restrictions on what materials can be purchased for use within the state and around personnel. Generally the materials and chemicals can only be purchased by DES account holders and is intended to be used by state employees (including State Maintenance) in state buildings.

DES establishes contracts with certain vendors throughout the state that are authorized to provide the required services. This includes procurement of cleaning materials and chemicals. As an agency tasked to support the State of Washington, they maintain a list of vendors that meet prescribed standards and compliance. For example:

Contract # - Title: 10103-CI Umbrella Contract
Vendor Name: W1368 -CORRECTIONAL INDUSTRIES
Product Category - Sub Category: Janitorial-Cleaning Chemicals
Product: All Purpose Cleaner (CP102,CP104,CP105), Portion Pac
Description: Heavy duty all-purpose detergent
Recycled-Green Content:
% Recycled-Green:
Green Features: pre-measured concentrate, biodegradable, butyl free, acid free,
phosphate free and carcinogen free
Certification: GS-37 Green Seal Certification

Note: The Green/Recycle information on this website has been provided by private vendors. The state has not verified the information and makes no representation as to its accuracy. Users are responsible for verifying the information.

IV. Hand Hygiene

In accordance with the Center for Disease Control (CDC), keeping hands clean is one of the most important steps we can take to avoid spreading germs to others. Individuals, especially those that are tasked to clean building areas and areas in the work place, should wash their hands routinely and as often as possible. Studies have demonstrated that germs and bacteria can be spread through simple contact with surfaces, doors, and walls. Personnel who handle or come in contact with chemicals are required to wash their hands as often as necessary to prevent cross contamination. Hands are to be kept clean. Occupants of the building are encouraged to maintain hand hygiene practices through appropriate hand washing or the use of an approved alcohol based cleansing sanitizer.

- Encourage employee hand washing practices.
- Place signs in latrines describing the methods for appropriate hand washing and sanitary practices.
- Develop, implement, and manage a hand-washing program, as needed.
- Emplace posters and bulletin notices on hand-washing practices in common accessible areas.
- When possible, use water-free alcohol based hand sanitizers.
- Alcohol hand sanitizers are to be available in all washroom areas and work areas.
- Hand-soaps must NOT contain anti-microbial agency, except where required by health codes or other approved standards.
- When possible, personnel tasked with cleaning building areas are to wear protective gloves and other personnel protective equipment (PPE) as necessary.
- Where possible paper towel dispensers are to be hands free.

V. Cleaning Chemical Safety

Strategies for chemical safe handling

- Proper labeling to identify hazardous chemicals and provide hazard warnings for physical and health hazards.
- Storing only compatible materials together.
- Closet or chemical storage area is to be secured (locked).

- Storing chemicals or materials in a well-ventilated area, away from direct sun-light or heat sources.
- Ensure all containers are closed except to add or remove contents.
- Store chemicals in an area that is well lit, secure, and kept orderly.
- Containers of cleaning chemicals are to be properly labeled and identifiable.
- Conduct inventories in accordance with established practices or guidelines.
- Develop, implement, and manage a practice for managing hazardous spills or emergencies.
- Keep a log or inventory of all cleaning chemicals used or stored at the facility.
- When possible, ensure all cleaning chemicals meet the requirements of LEED EB O&M 2007 IEQ credit 3.3.
- No cleaning or disinfecting products that contain carcinogens, mutagens, or teratogens shall be used. This includes chemicals listed by the U.S. EPA or the National Institute of Occupational Safety and Health on Toxics Release Inventory (40 CFR, Section 372, Subpart D).
- Copies of the NIOSH’s “Pocket Guide” will be provided and available to all building managers and custodial supervisors.
- Excess or expired cleaning chemicals are to be disposed of in accordance with federal, state, and local laws and regulations.

VI. Training and Staff

At the appropriate organizational level(s), staff will develop, implement, and manage a training program for Green Cleaning and Sustainment. Senior leadership and section supervisors are tasked with making sure personnel are familiar with the requirements for acceptable high-performance cleaning practices and environmental sustainment. The content of the training will vary between units, but at a minimum should include;

- Procurement processes and accountability;
- Storage and safe handling techniques;
- Use and Controls (reuse, recycling, alternative products, etc.);
- Disposal and Tracking; and
- Expectation of risks and dangers associated with the materials and chemicals.

Additional training requirements are:

- Units are to maintain all training records and documents necessary to comply with this SOG.
- Training shall include agency spill and emergency response procedures.
- Training is to be conducted annually and when needed for all personnel handling or may handle cleaning materials. Training is to consist of:
 - Hazardous communication practices—Labeling.
 - Hazardous communication practices—Safety or Material Data Sheets.
 - Emergency and spill response.
 - Hazardous Materials Management (procurement, storage, use, risks, & disposal).
 - Hazardous Waste Management (collection, storage, disposal, & tracking).
 - Legal and other regulatory requirements.
 - Compliance with “Green” sustainment practices.

Recommended Training Modules

- New Employee Orientation (NEO) and On the Job Training (OJT).
 - Minimum 8-hours of initial training for all new agency employees.

- Additional On the Job (OJT) for new employees engaged in custodial services
- Additional OJT for building managers on custodial duties and responsibilities
- Course content is to include, but not limited to;
 - Familiarization with SDS/MSDS documents.
 - Emergency response and handling.
 - Handling hazardous or dangerous materials or chemicals.
 - Labeling and hazardous/dangerous chemical recognition.
 - Safety practices and expectations.
- Refresher Training
 - As needed to fulfill the regulatory and legal requirements.
 - Conducted whenever incidents occur that require additional training.
- Annual Training (All personnel)
 - As required by federal, State of Washington, and local laws and regulations.
 - Minimum of 10 (ten) hours and as determined by supervisor or section leader.
 - Course content is to include, but not limited to:
 - Spills and spill response (also taught after each major spill incident).
 - Hazardous communications.
 - Hazardous Materials and Hazardous Waste Management.
 - Applicable federal, state, and local laws and regulations.
 - Environmental Management System (EMS) program(s).
 - Document Controls & Record Management (Supervisors & section leaders).
 - Inspections and Inventory (Supervisors & section leaders).

VII. Building Occupant Feedback

To ensure continuous improvement and the goals of this SOG are met, the agency will:

- Implement an occupant or building survey and complaint reporting system.
- Ensure survey results are collected, documented, and acted upon in a timely manner.
- Agency is to designate a cross-functional team to monitor and report on survey findings.
- Agency cross-functional team, if necessary, will report all survey findings to the agency's environmental council or representative.
- Agency cross-functional team will maintain all documents relevant to survey and information.
- Agency cross-functional team will attend agency building manager's meeting and provide feedback to the committee.

VIII. Reporting and Documentation

In compliance with ISO 14001:2004(e), Section 4.4.5 "Document Management" and 4.5.4 "Control of Records", the WMD and WAARNG is responsible to document and record all activities, services, and products for which they conduct and which may have an impact on the environment. This is to include all activities relevant to "Green" cleaning practices. Part of the documentation or record process includes, but is not limited to:

- All training required under this SOG and allowable "Green" Sustainment practices.
- Any inventories or logs for cleaning products and materials.
- Any inspections, audits, or assessments conducted for "Green" Sustainment Compliances.
- Any cleaning equipment journals or logs to include maintenance, repairs, or services.
- Building occupant surveys or feedback.
- Implemented corrective or preventive action plans. Includes follow-up and re-inspections.

IX. Levels of Cleaning

Performance criteria (as noted below) provide an important part of the guidance offered by the USGBC. It is the intent of the WMD & WAARNG to sustain level one standards and under certain conditions expect level two compliance. Below are the USGBC level standards:

Level 1 – Orderly

- Floors and base moldings shine and/or are bright and clean.
- Colors are fresh.
- There is no build-up in the corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance.
- There is no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.
- Washroom and shower tiles, surfaces, and fixtures gleam and are odor free.
- Adequate supplies are available to sustain these requirements.
- Trash containers are empty, clean, and odor free.

Level 2 – Ordinary

- Floors and base moldings shine and/or are bright and clean.
- There are no buildup in the corners or along the walls BUT there can be up to two days' worth of dirt, dust, stains, streaks, smudges, or fingerprints.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable with close observation. Washroom and shower tiles, surfaces, and fixtures gleam and are odor free.
- Adequate supplies are available to sustain these requirements.
- Trash containers are empty, clean, and odor free.

Level 3 – Casual

- Floors are swept and kept clean, but upon observation dust, dirt, and stains as well as buildup of dirt, dust, and/or floor finish (polish) in corners and along walls is visible.
- There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, markings, smudges, and fingerprints.
- Lamps all work and all fixtures are clean.
- Trash containers are empty, clean, and odor free.

Level 4 – Moderate

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt, and/or floor finish (polish) in the corners and along the wall.
- Moldings are dull and show streaks and splashes.
- All vertical and horizontal surfaces have dust, dirt, smudges, fingerprints, and marks that will be difficult to remove or clean.
- Washroom, shower tiles, and fixtures are dirty, and wet. No evidence of cleaning obvious.
- Less than 5-percent of lamps are burned out and fixtures are dirty or dingy.
- Trash containers are not emptied.
- Containers are stained and marked (dirty).
- Trash containers have a noticeable odor or smell.

Level 5 – Unkempt or Neglect

- Floors and carpets are dirty and have noticeable wear and/or pitting. Colors are faded and there is noticeable buildup of dirt, dust, and/or floor finish (polish) in the corners and along the walls
- Base moldings are dirty, stained, and streaked.
- Residue, dirt, stains, dust and trash are present.
- All vertical and horizontal surfaces have major accumulation of dust, dirt, smudges, and fingerprints, as well as evidence of minor damage.
- It is evident that no maintenance or cleaning has been done to the surfaces.
- More than 5-percent of lamps are burned out and fixtures are dirty with evidence of dust and other debris present.
- Washroom, shower tiles, and fixtures show signs of mold and soap residue.
- Trash containers are full with no signs of them having been emptied in some time.
- Trash containers are dirty and stained.
- Trash containers have an odor and smell.

X. LEED Requirements for Performance

1. High Performance Cleaning:

This section requires the agency to develop, implement, and manage a Standard Operating Guideline for an agency “Green Cleaning Program”. This section addresses how an effective and efficient cleaning and hard floor and carpet maintenance system is to be utilized, managed, and assessed. The SOG is to address how the agency’s cleaning program will manage building occupants with allergies and sensitivities.

The WMD and WAARNG are advocates for providing its personnel with a safe and stable working environment. Part of the process includes reducing the possibility of exposure of building occupants and maintenance personnel to un-wanted and potentially dangerous hazardous chemicals and biological contaminants. The processes attempt to eliminate or reduce those factors which, when uncontrolled, impact on air quality, human health, building and surface finishes, building systems, and the environment by implementing the following:

- An agency staffing plan designed to manage and monitor “Green” Sustainment.
- Having chemical Specific Installation Authorized User List (S-IAUL) of materials and supplies.
- Conducting inspections of materials and supplies to ensure compliance with Green standards.
- Tracking and reporting purchases for all cleaning products, materials, and equipment.
- Training of maintenance personnel in the hazards, use, storage, disposal, and recycling options.
- Use of appropriate chemical concentrations with dilution systems to reduce chemical usage.
- Use sustainable cleaning materials when and where possible.
- Conduct an audit in accordance with APPA to assess compliance and demonstrate effectiveness.

2. Custodial Effectiveness Assessment (EBOM LEED IEQ Credit 3.2)

This section requires the agency to measure and monitor the cleaning standards in agency buildings and facilities. An assessment or audit must meet a minimum score of three (Casual Inattention) in accordance with the APPA Leadership in Educational Facilities Custodial Staffing Guidelines.

The intent is to minimize or reduce the potential exposure of personnel within the building to potentially hazardous or dangerous chemicals or substances which would adversely affect the health and safety of personnel or impact on the environment

3. Purchase of Sustainable Cleaning Products & Materials (EBOM LEED IEQ Credit 3.3)

In order to sustain this credit opportunity the WMD is required to ensure at least 20% of the purchase cost for its janitorial paper, trash bag products, cleaning products, disinfectants, and hand soaps meet sustainable cleaning product standards. That the agency must also be able to document or provide upon request supporting data that this standard is being complied with. Under USGBC, if the agency achieves 60% or higher there is an option to apply for an additional credit.

Action Steps

1. Identify all points of purchase within the project building.
2. Inventory cleaning products and materials currently used in at least 90% of the building.
3. Assess which products meet applicable LEED criteria.
4. As needed, source additional cleaning products that meet sustainability criteria.
5. Establish a system for tracking cleaning product purchases.
6. Collect data sheets for at least 20% of sustainable purchases to demonstrate compliance.
7. Document purchases.

Performance

1. Collaborate with in-house managers and service providers to review policy and program goals.
2. Identify existing and attainable green cleaning best practices.
3. Ensure TAG Green Procurement Policy and this SOG are being implemented and complied with by at least 90% of the building.

Sustainability Criteria

Disposable janitorial paper and trash bag products must meet the minimum requirements of one or more of the following programs for the applicable product category:

1. U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Paper Trash Can Liners.
2. Green Seal GS-09, for paper towels and napkins.
3. Green Seal GS-01, for tissue paper.
4. Environmental Choice CCD-082, for toilet tissue.
5. Environmental Choice CCD-086, for hand towels.
6. Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

Cleaning and maintenance products, excluding janitorial paper products, must meet at least one of the following sustainability criteria:

1. Green Seal GS-37, for general purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes.
2. Environmental Choice CCD-110, for cleaning and degreasing compounds.
3. Environmental Choice CCD-146, for hard surface cleaners.
4. Environmental Choice CCD-148, for carpet and upholstery care.
5. Disinfectants, metal polish, floor finishes, strippers or other products not addressed by the above standards meet one or more of the following standards for the appropriate category:
 - a. Green Seal GS-40, for industrial and institutional floor care products.
 - b. Environmental Choice CCD-112, for digestion additives cleaning and odor control.
 - c. Environmental Choice CCD-115, for odor control additives.

- d. Environmental Choice CCD-147, for hard floor care.
 - e. California Code of Regulations maximum allowable VOC levels for the specific product category.
6. Products used for or designated for hand soap or sanitizers. Hand soaps must meet one or more of the following standards:
 - a. No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (i.e., food service and health care requirements)
 - b. Green Seal GS-41, for industrial and institutional hand cleaners
 - c. Environmental Choice CCD-104, for hand cleaners and hand soaps
 7. If a new/additional product is needed for a specific application, the product shall meet the requirements outlined above.

4. Purchase of Sustainable Cleaning Equipment (EBOM LEED IEQ Credit 3.4)

The agency is required to ensure that all equipment and 20% or greater of the janitorial cleaning equipment purchased or on-hand meets the established requirements or standards for “Green” sustainability.

Action Steps

1. Identify all points of purchase and inventory all cleaning equipment.
2. Determine which LEED criteria apply to each piece of equipment.
3. Assess what existing equipment meets criteria, and source additional equipment as needed to ensure 20% of equipment used (and all new equipment purchased) comply.
4. Establish a system for tracking cleaning equipment purchases and maintained.
5. Track and document all cleaning maintenance activities and purchases, and collect spec sheets to demonstrate that all purchases and 20% of equipment used comply with requirements.

Inventory:

- Establish and maintain a list of all equipment used within the building for cleaning purposes.
- Establish and maintain a list of all cleaning equipment used or rented by outside vendors.
- Ensure at least 20% or greater of inventory meets applicable sustainability criteria.
- Inventory list must show the date ordered or put into service, maintenance and repair records, service records, and performance.

New Equipment Purchases

- When adding to the list or purchasing new equipment, the agency needs to ensure that at least 20% of the list meets applicable sustainability criteria.

5. Indoor Chemical & Pollutant Source Control (EBOM LEED IEQ Credit 3.5)

The agency is required to ensure buildings and facilities have sufficient and approved matting, grills, or grates in place which are designed to collect or capture debris before entering the building or facility. The agency is to develop, implement, and manage guidelines on how these entry ways and exterior walkways are to be maintained and serviced.

Entryway systems are a quick and simple management tool for improving indoor building quality. Dust, dirt, and other debris can be carried into the building on people’s footwear contributing to the interior

floor life and finishes. Entryway systems that collect and absorb snow, ice, and rain decrease the risk of personal injury due to slips and falls and protects the floor surface.

Regular building carpet does NOT qualify under the LEED credit for this section. Entryway mats are typically designed to capture and hold debris, which standard carpeting is unable to do.

- Use permanent entryway systems (grills, grates, or mats) at least ten feet long at all public entryway points.
- Develop cleaning and maintenance strategies to care for these entryway systems as well as exterior walk ways.
- Inspect entryway systems for compliance with these requirements.
- Document or provide a ground level floorplan that identifies location(s) of entryway systems.
- Develop and implement an internal process for management of loading docks and parking areas.

6. Integrated Pest Management (EBOM LEED IEQ Credit 3.6)

The agency is required to develop, implement, and manage an agency Integrated Pest Management (IPM) plan that addresses the control of indoor pests in a way that protects the building's occupant's health and environment

Action Items:

- Identify the presence of pests or other vectors within or around agency buildings and structures.
- Implement sanitary practices around areas prone to attract pests (dumpsters, trash bins, etc.).
- Implement pest control measures where needed or advised.
- If pest conditions continue or are uncontrollable, seek professional assistance for pesticide application guidance or measures.
- Notify building occupants of any pesticide application prior to application. Generally within 2-3 days of application.
- Log all pesticide application activities.
- Inventory and control pesticides in accordance with federal, state, and local requirements.
- Use pesticides only as a last resort and when all other controls have been unsuccessful.
- Use only approved pesticides.

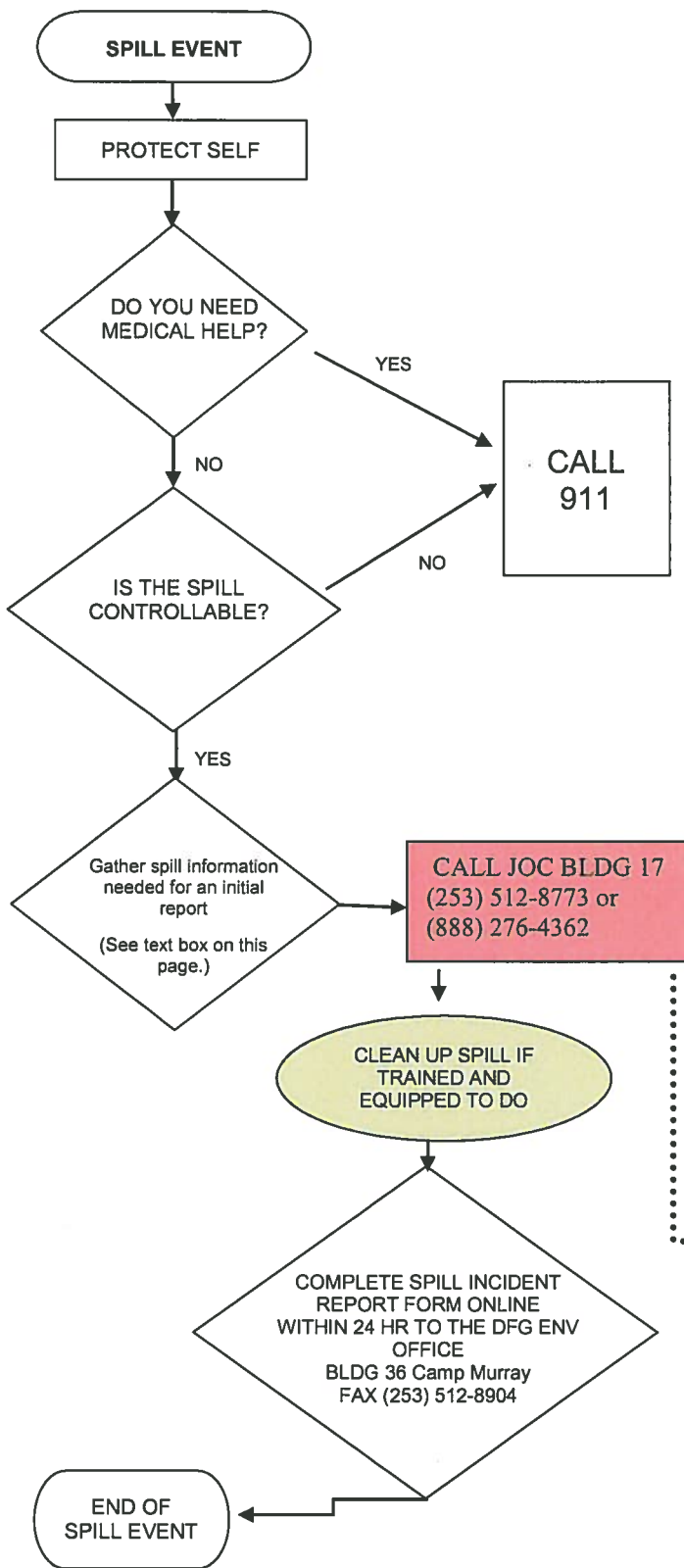
Appendix A: (WMD-Spill Response)

In the course of performing daily operations and activities, it may be expected that there will occur an unintentional or accidental release of a hazardous substance or chemical within the workplace. In such cases the WMD personnel must be prepared to react and respond with the appropriate measures in order to control and then manage the incident. It is the responsibility of each person within the WMD to know and perform the correct actions in the event of an emergency response.

Part of the WMD's requirement to manage accidental releases or spills is to provide on-going "spill response training" to all its members. In accordance with applicable federal and state laws and regulations, training on emergency response procedures is to be conducted, at a minimum of, once per year. Initial spill response and management is part of the New Employee Orientation (NEO) training for all newly hired or assigned Federal or State employees.

The flow-chart provided below provides employees with a quick reference on what actions are to be taken in order to respond and control a spill or release within their workplace.

EMERGENCY RESPONSE NOTIFICATION AND SPILL RESPONSE FLOWCHART



- Spill Information Needed for an Initial Report**
- Do you know what was spilled?
 - Are you able to contain/control/clean-up the spill?
 - What is the approximate volume of the spill?
 - What was the material spilled on?
 - Has the spill reached water or gone down a drain?
 - Where is the spill?

Spill Forms Available Online @:

<http://milenviro/ems/default.aspx> - State Spill Form

<https://gkoportal.ngb.army.mil/sites/wang/EMS/default.aspx> - Army Spill Form

When the Environmental Program Manager cannot be reached the JOC will report every spill event to the Department of Ecology.

Environmental Office
Office: (253) 512-8717

ENV Programs Manager
Office: (253) 512-8466
Cell: (253) 255-8031

HazMat Manager
Office: (253)-512-7948

Department of Ecology

NW Region	(425) 649-7000
SW Region	(360) 407-6300
Central Region	(509) 575-2490
Eastern Region	(509) 329-3400