



Green Housekeeping	
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Procedure Administrator: Director Campus Management	Review Period: 5 years or upon Janitorial Contract Renewal
Associated Documents: N/A	

PURPOSE

To provide superior indoor air quality at RDC owned facilities on the main campus through the use of low volatile organic compound cleaning products. Maintaining good indoor air quality provides a healthier environment for faculty, staff, students and visitors to the College. Environmentally friendly cleaning products are less toxic and therefore fewer harmful chemicals are discharged to our sewer systems and the water bodies to which our sewer effluent is discharged.

This procedure applies to all cleaning procedures, cleaning material purchases, cleaning equipment purchases, and cleaning services that occur inside all RDC owned facilities on the main campus.

Specifically, this procedure covers the following:

- Cleaning strategies for:
 - Hard floor and carpet cleaning and maintenance
 - Protection of vulnerable occupants during cleaning
 - Disinfectant and sanitizer selection and use
 - Safe storage and handlings of cleaning chemicals, including spill management
- Performance metrics and strategy development:
 - Reductions in water use, energy use, and chemical toxicity
 - Green cleaning products purchasing
 - Green cleaning equipment purchasing
- Staffing and training plans:
 - Staffing requirements and contingency for staffing shortages
 - Timing and frequency of staff training

Given RDC may not have direct control over cleaning practices at our leased facilities off of our main campus, it is recognized that the practices in these leased off-campus facilities may deviate from this Procedure. However, where practical, the Principles and Scope outlined in

this Procedure should be considered as part of the operational cleaning practices at these leased off-campus facilities.

PROCEDURE

Principles and Goals

1. RDC is committed to environmental stewardship and sustainability.
2. Green housekeeping practices and products are chosen to safeguard human health and the environment.
3. Reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological, and particulate contaminants which adversely affect air quality, human health, building finishes, building systems, and the environment.

Guidelines

1. 85% of cleaning products used on RDC campuses carry the Green Seal (GS-37) or Ecologo Certification.
2. The RDC Campus Management Lead responsible for the RDC cleaning contract ensures that green housekeeping procedures are maintained and followed through routine quality assurance walk-throughs that monitor the cleanliness of the College.
3. The RDC Campus Management Lead responsible for the RDC cleaning contract ensures that the contractor provides a training program for custodial staff to educate them on the background and use of environmentally friendly cleaning products and safety training.
4. Modifications to this procedure may be made in the event of an emergency, disaster, pandemic, or medical outbreak, but must be done so with the approval of RDC.

Roles and Responsibilities

1. Campus Management is the recommending and oversight authority for this Procedure, but input shall be provided by the Occupational Health and Safety Committee within RDC.
2. The Facilities Coordinator within Campus Management (or equivalent) will be the “Lead” responsible for the oversight of this procedure. The Facilities Coordinator (or equivalent) is responsible for sharing this Procedure with the building tenant representatives and encouraging policy adoption accordingly. If at any time updates are required to this Procedure, the Facilities Coordinator will work with stakeholders as outlined and also ensure that the appropriate individuals/groups are informed of the updates. Lastly, the Facilities Coordinator (or equivalent) is responsible to collect feedback from building occupants on overall building cleanliness, hygiene, product use, and performance of the Janitorial contract services provider.
3. The Site Manager for the Janitorial contract service provider will be responsible for the day to day implementation, communication, staffing, purchasing, and training outlined in

this procedure. They will also be responsible to develop a detailed “Green Cleaning Plan (GCP)” (appended as part of this Procedure). The Site Manager is also responsible to ensure that this policy is executed and that any contracted cleaning vendors under their control are aware of and fully trained on this Procedure and the GCP.

4. The Management and/or Executive team of the Janitorial contract service provider will provide resources to support the development and implementation of the GCP as required to meet the conditions of this Procedure and the associated GCP, as well as the services agreement they have with RDC.
5. Campus Management works with the RDC Janitorial contract services provider to develop and maintain the “GCP”. Campus Management also reviews and approves the GCP provided by the Janitorial contract service provider.
6. The RDC Janitorial contract services provider shall provide copies of MSDS information to RDC on request, and shall have all copies readily available onsite to staff as staff may require to safely and effectively undertake the tasks outlined in the GCP and the services agreement with RDC.

The GCP includes information and details on:

- Goals of the GCP
- Scope of the GCP
- Responsible Parties within the Janitorial contract services provider
- Standard Operating Procedures
 - o Green Cleaning
 - o Purchasing
 - o Papers and Plastics
 - o Hand Soap
 - o Dilution Control
 - o Hand Hygiene
 - o Floor and Carpet Care Logs
 - o Equipment Inventory List
 - o Matting
- Quality Assurance Process
- Cleaning Products
- Cleaning Equipment
- Cleaning Tools
- Record Keeping
- Green Paper or Plastic Products
- Hard Surface and Carpet Maintenance
- Hand Hygiene
- Handling and Storage of Cleaning Chemicals
- Use of Chemical Concentrates and Dilution Systems
- Training Performance Metrics

APPENDIX – BEST SERVICE PROS GREEN CLEANING PLAN (GCP)

Attached in the pages that follow and form part of this Procedure.



BEST's GREEN CLEANING PLAN: Inside all RDC owned facilities on the main campus.

Goals of our Green Cleaning Plan:

The Green Cleaning Plan establishes and communicates proactive custodial practices that promote a healthy and sustainable environment. These practices, whether they are cleaning systems or procurement standards, ensure that the health of students, staff, and faculty are not at risk by their exposure to potentially harmful chemicals or pollutants. Through our Green Cleaning Plan, we will incorporate environmentally friendly cleaning chemicals, equipment, supplies, and systems where applicable.

These include, but are not limited to:

- > Chemicals and products certified through Green Seal and EcoLogo.
- > Chemicals shipped in their concentrated form.
- > Dilution systems that take concentrated chemicals and dilute them to the manufacturers' specifications.
- > Non-caustic chemicals to prevent exposure, allergic reactions, and spills.
- > Equipment that produces minimal emissions into the buildings and pollutants into the water.
- > Efficient/ quiet equipment that provides minimal disruptions to students, staff, and faculty.
- > Kanban lean supply management system that reduces packaging and provides better reporting.
- > Commitment to Carbon Neutrality through Offsetters.
- > Achieve LEED O+M credits for RDC.

Scope:

The Green Cleaning Plan applies to the contracted custodial portion of the facilities management services on all facilities owned by RDC on the main campus. The program addresses environmental best practices for the cleaning of all contracted buildings on the main campuses, satellite campuses, and parking garages. The program applies to the procedures involved in the cleaning and sanitizing of all classrooms, lecture theaters, seminar rooms, labs, corridors, elevators, entrances and lobbies, kitchen and lunch rooms, locker/change rooms, offices, meeting rooms, public lounges, parking lots, reception areas and waiting rooms, stairs, stairwells and landings (Main and Secondary), washrooms, gymnasium, weight rooms, and sport studios . In addition, the green cleaning plan covers cleaning standards and audits, floor care equipment, cleaning chemicals and their dilution systems, indoor air quality and pollutants, washrooms consumables, and receptacles.

Responsible Parties:

Sustainability and Project Manager, LEED AP O+M: The sustainability manager is responsible for developing our green cleaning plan for all contracts. He/she supports our managers, who are responsible for managing the implementation of the green cleaning plan.

Site Manager: The contract manager will be responsible for the implementation, communication, and training of our plan. He/she will coordinate and direct supervisors and team members to meet the



requirements of RDC The contract manager is responsible for the development and execution of the resource plan to ensure standards defined in the services agreement with RDC are being met.

Onsite Supervisor: The supervisor is responsible for overseeing the correct training of our frontline team on chemical usage, dilution systems, and proper use of equipment. The onsite supervisor will also be responsible for carrying out the resource plan to ensure that frontline staff are carrying out routines in accordance with the resource plan.

Cleaning Staff: Janitorial staff will be knowledgeable of the Green Cleaning Plan through our internal training program. Training will occur upon hire, coached throughout the year by the onsite management team, and retrained on a yearly basis. They will implement and follow the cleaning routines and frequencies that have been set forth by our onsite management team and our standard operating procedures. The janitorial team will utilize the team cleaning process and be assigned a specialized role and set of tasks they must carry out each shift.

Standard Operating Procedures:

The following is a set of written standard operating procedures that govern our cleaning processes, purchasing, chemicals, dilution control, hand hygiene, floor and carpet care logs, equipment lists, and matting. These standard operating procedures are available to all cleaning personnel and clients. Our sustainability manager reviews these SOPs on an annual basis.

1.0 Green Cleaning

Our front line employees are our most important key to success. To ensure that our team is working correctly, efficient, and green; we must provide them with proper training. All employees must complete Green Cleaning training on top of the rest of the required training.

2.0 Purchasing

2.1 Chemicals

85% of chemicals, by purchasing cost and calculated by building, must be certified by Green Seal or EcoLogo. This includes the following types of chemicals:

- > General-purpose, bathroom, glass, and carpet cleaners used for industrial and institutional purposes
- > Cleaning and degreasing compounds
- > Hard surface cleaners
- > Carpet and upholstery care products
- > Disinfectants
- > Digestion additives for cleaning and odor control
- > Drain or grease trap additives
- > Odor control additives
- > Hard Floor Care



2.2 Tools and Smallwares

The organization shall use environmentally preferable cleaning materials whenever practical. This includes the use of microfiber tools and wipes and other available materials proven environmentally preferable and recognized as such.

2.3 Equipment

We shall purchase and use a specified percentage of cleaning equipment, which meets applicable environmentally preferable criteria that is stated below. The percentage of equipment compliance shall be calculated per building and shall be either:

- > A minimum of 100%, by either purchase cost or number of units, or
- > A minimum of 100%, by either purchase cost or number of units and the site will buy only green certified equipment moving forward until they are above and can maintain the minimum 100% level.

All cleaning equipment shall be:

- > Designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Vacuum cleaners shall be:

- > Certified by the Carpet and Rug Institute's (CRI'S) Green Label Vacuum Cleaner program.
- > Operate with a sound level of 70dBA or less.

Carpet extraction equipment shall be:

- > Certified by the Carpet and Rug Institute's (CRI's) Seal of Approval Testing Program for deep cleaning extractors.

High-speed powered floor maintenance equipment (including electric and battery-powered floor buffers and burnishers) shall be:

- > Equipped with vacuums, guards and/or other devices for capturing fine particulates, and
- > Operate with a sound level of 70dBA or less. 6.5.2.4.

Propane-powered floor equipment shall:

- > Operate with a sound level of 90dBA or less.
- > Have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the standards for the specific engine size as set forth by the U.S. Environmental Protection Agency (EPA) or the California Air Resources Board (CARB).

Automated scrubbing machines shall:

- > Be equipped with variable-speed feed pumps and onboard chemical metering, or
- > Be equipped with variable-speed feed pumps and use dilution control systems for refilling, or
- > Battery-powered equipment shall be equipped with environmentally preferable sealed batteries such as Lithium-Ion, absorbed glass mat or gel cell batteries.



Equipment Maintenance Log/ Plan:

- > Maintenance of equipment shall occur as part of a planned process. There must be a log for each piece of for all equipment except for vacuums smaller than 28".

2.4 Papers and Plastics

Products in this group include:

- > Paper towels and napkins
- > Facial tissue
- > Toilet tissue
- > Hand towels
- > Kitchen towels
- > Plastic trash bags

100% of these products shall:

- > Be certified by Green Seal or Environmental Choice, or
- > Be derived from rapidly renewable resources or made from tree-free fibers

2.5 Hand Soap

Products in this group include:

- > Industrial and institutional hand cleaners
- > Hand cleaners and hand soaps

100% of hand soaps shall:

- > Be Free of antimicrobial agents (except as a preservative and unless required by health codes and other regulations), or
- > Be certified by Green Seal, EcoLogo, or Environmental Choice

3.0 Dilution Control

The organization shall use chemical concentrates with appropriate dilution control systems to minimize chemical use to the maximum extent possible.

Dilution control systems are environmentally preferable for a number of reasons including:

- > Positively affect the waste stream by reducing packaging waste
- > Lower transportation pollution and costs
- > Less chemical waste

4.0 Hand Hygiene

Effective hand hygiene promotes healthy work environments. All of our Green Building sites must have a hand hygiene program in place. This requires proper signage on how to clean your hands properly with soap and hand sanitizer. Employees must also have access to hand soap and/or hand sanitizers.

5.0 Floor and Carpet Care Logs



We shall have a written carpet care and floor care plan for the all Green Buildings that includes scheduled maintenance and restoration procedures and dates.

Floor maintenance is a resource intensive process that should be managed. Careful process documentation and data collection is the first step to developing a sustainable program. The Floor Care Plan will have the following information on it:

- > **Number of coats of floor finish applied as base and top coats**
- > **Scheduled maintenance and restoration procedures and dates**

Like floor maintenance, carpet care is a resource intensive process that should be managed. Carpet life cycles can be extended through the application of planned maintenance programs. Thorough process documentation and data collection is the first step to developing a sustainable carpet care program.

6.0 Equipment Inventory List

There must be an equipment list for all equipment on the site with the following information indicated:

- > **Identification of each type of equipment by make and model**
- > **Number of pieces in use**
- > **Date of purchase**
- > **Purchase cost**
- > **Does the equipment meet the above green criteria in section 2.3.1 of this policy**

7.0 Matting

Properly installed and maintained entryway matting systems can reduce the soil load from entering the building. Using entryway systems can also extend the service life of flooring materials while reducing floor maintenance requirements. The entryway matting systems (except for emergency exits) shall be:

- > **Ten (10) feet long in the primary direction of travel where space permits.**
- > **The organization shall have an appropriate cleaning, maintenance and replacement plan for matting systems in place.**

Quality Assurance Process:

Our quality assurance process is two tiered. The first consists of an annual audit through our internal quality assurance playbook that mirrors our CIMS Green Building certification process. The second is an impartial external third-party audit through the ISSA's CIMS Green Building certification.

Our site playbook provides our site managers with a "how to guide" to effectively manage their sites within the guidelines of our CIMS and CIMS Green Building certifications. The 14-chapter playbook outlines all necessary standard operating procedures to manage their sites to assure operational excellence.

We found that using this process is simple, timely, user-friendly, and accessible for all managers onsite, as well as our clients. When our auditors use the playbook scorecard, it provides great accuracy in evaluation and aids the continued improvement of the services we provide. The benefits of our site playbook are:



- > Assure consistent delivery of agreed to service standards.
- > Proactively identifies opportunities.
- > Provides a framework for quality.

Sites are audited on an annual basis by head office using our playbook scorecard. The sustainability manager is responsible for carrying out the audits in accordance with the scorecard. Chapter 8 of the playbook covers our sites' green cleaning plan and is scored in the following areas:

1. Green Cleaning Training
2. Purchasing of Equipment, Smallwares, and Supplies
3. Dilution Control
4. Hand Hygiene
5. Floor and Carpet Care Logs

Cleaning Products:

1.0 All cleaning products must be approved by the Sustainability Manager (LEED AP O+M) before used on site

2.0 A minimum of 85% of cleaning products must be one of the following certifications:

- > UL 2780 Urinal Blocks (formerly CCD 165)
- > UL 2792 Biologically-based Cleaning and Degreasing Compounds (formerly CCD 110)
- > UL 2794 Disinfectants and Disinfectant Cleaners (formerly CCD 166)
- > UL 2796 Odor Control Additives (formerly CCD 115/107)
- > UL 2791 Drain and/or Grease Trap Additives – Alternative (formerly CCD 113)
- > UL 2798 Biological Digestion Additives for Cleaning and Odor Control (formerly CCD 112)
- > UL 2776 Liquid Laundry Detergent and Fabric Softeners (formerly CCD 105)
- > Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
- > Green Seal GS-40, for industrial and institutional floor-care products

Cleaning Equipment:

1. All cleaning products must be approved by the Sustainability Manager (LEED AP O+M) before used on site
2. 100% of the equipment meets the following requirements:
 - a. Vacuums to be Carpet and Rug Institute “Green Label” certified and with an operating sound level of less than 70 dba.
 - b. Carpet extraction equipment used for restorative deep cleaning is certified by Carpet and Rug Institute “Seal of approval”.
 - c. Electric and battery power floor maintenance, buffers, burnishes must be equipped with a vacuum or other device to capture fine particulates, guards, and operate with sound level of less than 70 dba.
 - d. Propane-powered floor equipment has high- efficiency, low-emission engines with catalytic converters and mufflers that meet California Air Resources Board (CARB) or Environmental Protection Agency (EPA) standards for the specific engine size, and operate with a sound level of less than 90dBA.



- e. Automated scrubbing machines are equipped with variable-speed feed pumps and onboard chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
- f. Battery-powered equipment is equipped with environmentally preferable gel batteries
- g. Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- h. Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

Cleaning Tools

1. All cleaning products must be approved by the Sustainability Manager (LEED AP O+M) before used on site.
2. Re-useable and washable smallwares tools are to be used whenever possible instead of disposable alternatives.
3. Colour code microfiber mop system is used to stop cross-contamination during cleaning:
 - a. Blue: non-bathroom and non-kitchen
 - b. Green: kitchens
 - c. Red: bathrooms
4. Colour coded microfiber cloth system is used to stop cross-contamination during cleaning as well as storage on the cart:
 - a. Green: non restroom and health care areas
 - b. Yellow: washroom and health care areas minus toilets and urinals
 - c. Red: toilets and urinals only
 - d. Blue glass: windows and glass

Record Keeping:

1. An Equipment Maintenance Log/Plan must be kept for each piece of equipment except for vacuums smaller than 28". The document tracks all scheduled and unscheduled maintenance as well as future maintenance. The documents are audited annually to ensure proper protocol is being followed.
2. All equipment is tracked via our Asset Registry, which documents the date, vendor, purchase price and net book value, S/N and asset tag.
3. Green Cleaning training is to be completed on the first shift and is tracked via our online training portal. Training records are audited annually and operations managers are notified of any out of compliance team members via the training portal.
4. Each area of the facility has a Floor Care Plan that will have the following information on it:
 - a. Number of coats of floor finish applied as base and top coats
 - b. Scheduled maintenance and restoration procedures and dates
 - c. These plans are audited annually
5. Each area of the facility has a Carpet Care Plan that will have the following information on it:
 - a. Which machine and team member last cleaned the carpet
 - b. Products and process used
 - c. Scheduled maintenance and restoration procedures and dates



- d. These plans are audited annually

Green Paper or Plastic Products:

1. All cleaning products must be approved by the Sustainability Manager (LEED AP O+M) before used on site
2. 100% of paper and plastic products must be one of the following certifications:
 - a. UL 175 Sanitary Paper Products
 - b. Green Seal GS-09, for paper towels and napkins
 - c. Green Seal GS- 01, for tissue paper

Hard Surface and Carpet Maintenance

1. All cleaning products must be approved by the Sustainability Manager (LEED AP O+M) before used on site
2. A minimum of 85% of hard surface and carpet maintenance products must be one of the following certifications:
 - a. UL 2777 Hard Floor Care Products (formerly CCD 147)
 - b. UL 2795 Carpet and Upholstery Cleaners (formerly CCD 148)
 - a. Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
 - b. Green Seal GS-40, for industrial and institutional floor-care products

Hand Hygiene:

1. All cleaning products must be approved by the Sustainability Manager (LEED AP O+M) before used on site
2. 85% of hand hygiene products must be one of the following certifications:
 - a. UL 2783 Instant Hand Antiseptics
 - b. UL 2784 Hand Cleaners
 - c. UL 2845 Personal Care

Handling and Storage of Cleaning Chemicals:

1. Spill containment plan, containment products (absorbent, mats, dams, and PPE), and MSDS at all chemical storage locations.
2. All employees must have completed training on their first day.
3. Hands on training for proper safety and use is to be conducted by an approved trainer for all controlled substances
4. Proper PPE as stated by the bottle and MSDS is to be used at all times
5. Storage of chemicals be lower than 5 feet

Use of Chemical Concentrates and Dilution Systems:

1. All chemical concentrates and dilution systems must be approved by the Sustainability Manager (LEED AP O+M) before used on site.
2. Wall mounted or portable dispensers with manufacture specified tips are to be used for all chemicals unless it is an RTU chemical.



Training Performance Metrics:

All team members will receive regular training through our certified internal training program. We will provide evidence of team member training prior to the start of the contract.

We are committed to the training and development of our team at a level four times the industry average. We strongly believe that our team has the single most significant impact on our company culture and the service we offer our clients. This includes formalized education, training, and opportunities for development programs for our frontline team members and management team. Our internal training program covers a range of modules that focus on:

- Review and Signoff on Health and Safety Manual
- WHMIS
- Bloodborne Pathogen Cleaning
- General Safety Training
- Safe Cleaning Procedures
- Slips, Trips, and Falls
- Safe Chemical Storage and Handling
- Emergency Response Plan
- Pandemic Preparedness Plan
- Hanta Virus
- Workplace Bullying and Harassment
- Suspicious Behaviour
- Disposal and recycling of cleaning chemicals, dilution control, and packaging

All custodial staff will receive continuous training and education on an annual basis to maintain knowledge of correct procedures for safety, tools, techniques, and pertinent environmental standards. New hires will receive at minimum, 12 hours of training that is required upon hire, followed by 24 hours of onsite training, continuous education, and/or professional development opportunities on an annual basis

Our contract manager and onsite supervisor will complete site-specific training, such as routines, area cards, and emergency response plan prior to any employee starting with us. They will be trained on our resource plan to ensure we meet service levels defined in the services agreement. The onsite supervisor will inspect their work through our internal mobile inspection software and provide retraining as required.