

HILLYARD

Green Cleaning
Program Survey



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Start With A Green Cleaning Program Survey

Green, by definition, is not an all or nothing proposition. It's about making improvements in your cleaning program that are environmentally preferred when compared to the current status. The more you can do, the "greener" your program becomes.

Doing a survey is a great way to find out where your program is on the green cleaning continuum. A survey is like a green road map. Your Hillyard Consultant can help create the map by doing the survey with you. Then, it's up to you and your organization to decide where you want to go. Our job is to help you get there.

Go to www.greentoclean.com to download your comprehensive green cleaning program survey form. While the survey is based on Green Seal's GS-42 Cleaning Standard, it provides an excellent framework to see where you are and where you can go, on the green cleaning continuum.

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This survey follows GS-42 Green Seal™ Environmental Standard for cleaning services.

Are written, standard operating procedures in place? (GS-42, 3.1)

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

Item	Yes/No	Recommendations/Actions/Notes
Cleaning Procedures		Use Hillyard's Green Cleaning Procedures as a template to document your cleaning procedures.
Chemical Handling and Tracking		Compile a list of all cleaning chemicals in use, document how your cleaning organization will provide timely access to MSDSs, and how you will track product usage.
Equipment Maintenance & Operations		Equipment meets or exceeds GS-42, 4.2 standards, and has been verified to be functioning properly and inspected quarterly by a 3rd party equipment service provider.
Communication Protocols & Requirements		Document how your cleaning organization will provide a clear and trackable method for cleaning staff and building occupants to communicate cleaning and/or building concerns. Additionally, document how cleaning management will provide advance notice to building occupants of when non-routine cleaning operations are going to be performed. (6.0)
Training & Inspection Programs		Document how training is performed in your organization. Address key areas listed in GS-42, 7.0 including proper handling of chemicals, proper use and maintenance of equipment, and proper cleaning procedures.

Has a written building specific green cleaning plan been developed? (GS-42, 3.2)

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

Item	Yes/No	Recommendation/Actions/Notes
Define a Comprehensive Communications Plan		Identify who in your cleaning operation is responsible for executing the communications plan as outlined in the Standard Operating Procedures. Additionally, identify building management individual(s) responsible for notifying your cleaning operation of building occupants with special cleaning needs (dust, noise, chemical sensitivities, etc.). (6.0)
Develop and Implement Floor Maintenance Plan		Hillyard's CCAP Task Manager is an excellent tool to set cleaning levels and frequencies. It can also provide the documentation needed to support a building specific cleaning plan.
Determine Frequency of Routine Cleaning		
Determine Frequency of Periodic Cleaning		
Determine Schedule of Equipment Maintenance		Your equipment service provider can establish a documented preventative maintenance program.
Implement Cleaning Inspection Process		Use a web-based program like Hillyard CCAP CQI that allows managers to conduct PDA based "tap and click" inspections, providing real time feedback on facility condition and program progress.
Document Building Specific Cleaning Procedures		Document how special areas like high-traffic areas, dining and food preparation areas, laboratories, and entryways are cleaned.
Document Chemical Storage & Use		Document where and how you will store and use chemicals within the facility, including consideration of proper ventilation, dilution control procedures, adequate security, and proper management of the area.
Document Vulnerable Population Procedures		If building management has communicated the need for special attention to specific vulnerable populations such as children, asthmatics, and pregnant women (see Sections 5.11 and 6.2.1), document what special cleaning steps need to be taken. For example, this might include not using certain cleaning products at certain times around vulnerable populations.
Document Sources of Indoor Contaminants		Indoor sources of contaminants or pollution, both temporary and permanent, such as building renovations, indoor plants, and new carpet installations.
Document Potentially Hazardous Materials Procedures		Document special requirements for operations involving potentially hazardous materials such as the maintenance of floors containing asbestos or compliance with OSHA Bloodborne Pathogens Standards.
Document Cleaning In Areas With Special Engineering Concerns		Document how cleaning is performed in areas with special engineering concerns such as those with inadequate ventilation, poor lighting, and restricted access.
Document Seasonal Or Periodic Conditions		Document when there will be increased or decreased facility use like holiday closures.
Document Requirements Of Integrated Pest Management		Integrated pest management (IPM) is a safer and usually less costly option for effective pest management in a school community. A school IPM program uses common sense strategies to reduce sources of food, water and shelter for pests in your buildings and grounds. An IPM program takes advantage of all pest management strategies, including the judicious and careful use of pesticides when necessary. www.epa.gov/pesticides/food/ipm.htm

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

Is Environmentally Preferred Cleaning Equipment Being Used? (GS-42, 3.3 and 4.2)

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

Item	Yes/No	Recommendations/Actions/Notes
Vacuums		Carpet & Rug Institute (CRI) Green Label Certified, Sound less than 70 dBA, Capture 96% of particulate .3 microns in size.
Extractors		CRI approved, minimum bronze level. Removes enough moisture so carpets are dry in less than 12 hours.
Floor Equipment		Must have dust collection and operate at a sound level less than 70 dBA.
Propane Equipment		Low emission engines, certified under CARB/SORE program. Current propane equipment may only be used when building is unoccupied.
Automatic Scrubbers		Variable-speed pumps. Sound less than 70dBA. Use environmentally preferable gel batteries.

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

Are Environmentally Preferred Products Being Used? (GS-42, 4.1)

Item	Yes/No	Recommendations/Actions/Notes
General Purpose Cleaners		Use Green Seal certified products like Hillyard Suprox® or Green Select® Bathroom Cleaner.
Glass Cleaner		Use Green Seal certified products like Hillyard Green Select Glass Cleaner.
Floor Finish, Finish Stripper		Use Green Seal certified products like Hillyard One Plus® and Green Select Stripper.
Liquid Hand Soap		Use Green Seal certified products like Hillyard Green Select Foam Soap or Liquid Soap.
Paper Towels, Toilet and Facial Tissue		Use Green Seal certified products like Hillyard Green Select Paper Products.
Plastic Trash Can Liners		Use liners with a minimum of 10% post-consumer waste content.

Are Environmentally Preferred Cleaning Procedures Being Used? (GS-42, 5.0)

Reducing Chemical Waste/Efficient Use of Chemicals (GS-42, 5.1)

Item	Yes/No	Recommendations/Actions/Notes
Easy to understand directions for dilution of chemicals (5.1.1)		Use dilution control systems from Hillyard like Arsenal® and Cleaning Companion® branded systems.
Track chemical consumption (5.1.2)		Use tools like Hillyard CCAP to set baseline usage and compare to actual consumption.
Use a dilution control system (5.1.3)		Use dilution control systems from Hillyard like Arsenal® and Cleaning Companion® branded systems.
Train workers on chemical use (5.1.4)		Use Hillyard video training and job card systems.
Use proper chemical application (5.1.5)		Goal to eliminate waste and overuse. Use coarse sprayers, spray onto microfiber cloth instead of surface being cleaned, apply restroom cleaning products with a Hillyard Cleaning Companion.
Disposal of containers (5.1.6)		Hillyard products come with proper directions for rinsing and disposal on the product labels.
Adverse effects to building areas (5.1.7)		Prevent other building areas from being adversely affected.
Reduce, minimize use of chemicals if possible/practical (5.1.8)		Dilution control, microfiber wiping and mopping systems are major components of reducing chemical use. Microfiber mops eliminate the waste from filling a traditional mop bucket with cleaner.

Reducing Solid Waste (GS-42, 5.2)

Item	Yes/No	Recommendations/Actions/Notes
Responsible container packaging (5.2.1)		Hillyard products use post consumer recycled materials when possible in packaging. Highly concentrated products reduce the need for packaging materials. Using detachable dispenser systems like Arsenal Junior/II eliminate waste associated with products packaged as single-use "throw-away" dispensers.
Reusable cloths instead of paper (5.2.2)		Use microfiber wiping cloths that can be cleaned, rinsed or laundered instead of paper.
Recycle (5.2.3)		Segregate and recycle all possible items from your cleaning operation.

Vacuum Use/Maintenance (GS-42, 5.3)

Item	Yes/No	Recommendations/Actions/Notes
Vacuum bags/filters (5.3.1)		Vacuums shall be equipped with the proper filter or bag; the filters shall be changed or cleaned consistent with the manufacturer's recommendations.
Vacuum inspection (5.3.2)		Vacuum bags or canisters shall be inspected at least every 2 hours and changed or replaced when half full or when indicated by a bag sensor, if vacuum is so equipped.
Bag/filter replacement process (5.3.3)		Precautions shall be taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.

Entryways (GS-42, 5.4)

Item	Yes/No	Recommendations/Actions/Notes
Outside entryways (5.4.1)		Keep outside entryways clean and free of debris through daily cleaning.
Walk-off matting requirements (5.4.2)		Ensure the use of walk-off matting both inside and outside building entryways that, at a minimum, meets the following requirements: 6-10 feet of scraper/wiper matting, followed by 6-10 feet of wiper matting, for an overall total of 12-20 feet of matting for every entry point to the building. Rubber-backed mats have a better environmental profile than vinyl. High-performance matting helps capture more dirt before it enters the building.
Vacuum matting frequency (5.4.3)		Vacuum matting daily or more frequently, if required (e.g., high traffic areas) to prevent migration of contaminants into the building.

Are Environmentally Preferred Cleaning Procedures Being Used? (GS-42, 5.0) (continued)

Hard Floor Maintenance (GS-42, 5.5.1), Routine Maintenance (GS-42, 5.5.1.1)

Item	Yes/No	Recommendations/Actions/Notes
Methods used		Vacuum to remove and contain particulate matter from flooring surfaces, or alternatively, use mops equipped with reusable/cleanable collection heads or equivalent. (Microfiber)
Daily cleaning		Heavy traffic areas: entrances, corridors, break areas, congested areas, main passageways, and primary work/office areas.
Scheduled, as needed to maintain cleanliness		Light traffic areas including conference rooms, administrative offices, auditoriums, media centers, limited access areas, and other areas or spaces with limited or periodic use.

Hard Floor Maintenance (GS-42, 5.5.1), Periodic Maintenance (GS-42, 5.5.1.2)

Item	Yes/No	Recommendations/Actions/Notes
Reasonable notice		Provide reasonable notice to building management prior to the commencement of non-routine floor cleaning operations. Timing and method of the notice shall be established by building mgmt in consultation with the Cleaning Service Provider.
Performance condition		Perform periodic maintenance only if sufficient floor finish exists on the floor surface to protect the underlying flooring from being degraded during the restoration process.
Chemical application		When floor restoration chemicals are used, apply with mop-on or autoscrubber methods rather than spray application.
Burnishing/buffing equipment		Use burnishing or buffing equipment with controls or other devices sufficient for capturing and collecting particulates generated during the use of the equipment.

Hard Floor Maintenance (GS-42, 5.5.1), Restorative Maintenance (GS-42, 5.5.1.3)

Item	Yes/No	Recommendations/Actions/Notes
Frequency		Perform restoration as needed to maintain appearance and integrity of the finish, rather than on a predetermined schedule.
Ventilation		Ventilate the area, to the outside if possible, both during and after stripping or floor.
Reasonable notice		Provide reasonable notice to building management prior to the commencement of non-routine floor maintenance operations. The timing and method of the notice shall be established by building mgmt in consultation with the CSP.
Burnishing/buffing equipment		Use burnishing or buffing equipment with controls or other devices sufficient for capturing and collecting particulates generated during the use of the equipment.

Carpet Maintenance (GS-42, 5.5.2), Routine Maintenance (GS-42, 5.5.2.1)

Item	Yes/No	Recommendations/Actions/Notes
Vacuum daily		Heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, primary work areas or offices.
Vacuum to maintain cleanliness		Light traffic areas including conference rooms, administrative offices, auditoriums, media centers, limited access areas, and other areas or spaces with limited or periodic use.

Carpet Maintenance (GS-42, 5.5.2), Periodic Light Cleaning and Restorative Deep Cleaning (GS-42, 5.5.2.2)

Periodic light carpet cleaning is necessary to maintain carpeted floors. Restorative deep carpet cleaning operations are appropriate when light carpet cleaning is insufficient to clean carpeted areas in heavy use areas.

Item	Yes/No	Recommendations/Actions/Notes
Reasonable notice		Provide reasonable notice to building management prior to the commencement of non-routine carpet cleaning operations. The timing and method of the notice shall be established by building mgmt in consultation with the CSP.
Carpet extraction		Perform carpet extraction on an as-needed basis rather than according to a regular schedule.
Water removal		Remove sufficient water from the carpet and provide sufficient airflow (e.g., use of blowers, increased outdoor air exchange) so that the carpet will dry in less than 12-hours when cleaning carpets or performing carpet extraction.
Scheduling		Schedule carpet extraction to coincide with a period of minimum building occupancy.

Disinfection (GS-42, 5.6)

Item	Yes/No	Recommendations/Actions/Notes
Surfaces (5.6.1)		Perform disinfection in areas or on surfaces where pathogens can collect and breed, such as in restrooms or on door handles, bathroom faucets, and other susceptible surfaces. Use disinfectants only where required.
EPA Registration (5.6.2)		Perform disinfection using only EPA-registered disinfectants or EPA-registered disinfection devices.
Label Directions (5.6.3)		When using chemical disinfectants or cleaner/disinfectants, follow product label directions for preparation of disinfecting solutions (e.g., dilution rate), and the appropriate disinfecting and cleaning method for the area to be cleaned (e.g., dwell time and whether pre-cleaning is required).

Restroom Care (GS-42, 5.7)

Item	Yes/No	Recommendations/Actions/Notes
Cleaning Methodology (5.7.1)		Clean from high to low toward the doorway with dry cleaning tasks performed prior to wet cleaning operations.
Daily cleaning and disinfection (5.7.2)		Daily clean and disinfect surfaces touched by hands (e.g., doorknobs, light switches, handles, etc.); clean and disinfect more frequently as traffic requires.
Standing moisture (5.7.3)		Control and remove standing moisture from floor and bathroom surfaces in a timely manner.
Restroom cleaning equipment (5.7.4)		Use restroom cleaning equipment specifically for restroom cleaning only. Restroom cleaning equipment, except powered equipment, shall not be used to clean any other areas of the building. Specific situations where it is more efficient and sanitary to clean otherwise are exempt, such as hospital patient rooms with restrooms.
Trash (5.7.5)		Pull bathroom trash liners daily at a minimum and disinfect the trash receptacle.
Drain Traps (5.7.6)		Fill all drain traps on a regular basis.

Are Environmentally Preferred Cleaning Procedures Being Used? (GS-42, 5.0) (continued)

Dining Areas and Break Rooms (GS-42, 5.8)

Item	Yes/No	Recommendations/Actions/Notes
Frequency (5.8.1)		Clean and sanitize surfaces in food prep and consumption areas on a daily basis or as required to protect human health.
High touch (5.8.2)		Daily clean and sanitize surfaces that hands touch (e.g., faucet handles, drinking fountains, cafeteria lines).
Waste containers (5.8.3)		Equip waste containers likely to collect food waste with a cover, empty once per day or when full; clean and sanitize daily.

Trash Collection and Recycling (GS-42, 5.9)

Item	Yes/No	Recommendations/Actions/Notes
Trash removal (5.9.1.1)		Remove trash and replace liners only when they are soiled from wet trash, become broken, or as required; remove and dispose of trash before weekends and holidays.
Trash disposal (5.9.1.2)		Dispose of trash in external, covered containers away from the immediate exterior of the building.
Recycling stations (5.9.2.1)		Mark recycling stations clearly; stations shall be accessible to building occupants. (If recycling is in use)
Food related items (5.9.2.2)		Collect and remove food-related recyclables (e.g., soda cans) prior to weekends and holidays. (If recycling is in use)
Inspect, clean, collect (5.9.2.3)		Inspect and clean recycling areas daily, including collection containers. Collect soda and other beverage containers weekly or more frequently as required.
Management collaboration (5.9.2.4)		Work with building management to determine the following: procedures for rinsing and separation of recyclables, location and procedures for collecting recyclables, periodic status of the recycling program including effectiveness and any problems regarding separation or collection of potential recyclable content.

Indoor Plants (GS-42, 5.10)

Item	Yes/No	Recommendations/Actions/Notes
Plant debris		Collect and dispose of plant debris, such as fallen leaves and flower petals.
Carpet contact		Ensure that plants are not in direct contact with carpet.
HVAC vents		Move plants away from HVAC vents.

In the event that indoor plant care is not the responsibility of the Cleaning Service Provider, the Cleaning Service Provider shall notify building management of situations where indoor plants are interfering with or compromising cleaning such as instances not in compliance with the above listed criteria.

Vulnerable Populations (GS-42, 5.11)

Item	Yes/No	Recommendations/Actions/Notes
Scheduling (5.11.1)		Schedule daily cleaning activities to avoid exposure of vulnerable populations to the cleaning process.
Alternative practices (5.11.2)		Adopt alternative cleaning practices that minimize, or make unnecessary, the use of cleaning chemicals.
Chemical use (5.11.3)		Use cleaning chemicals in areas only where sufficient ventilation is present to allow chemicals to dissipate before the area becomes repopulated. Provide additional ventilation through the use of blowers to enhance the rate of chemical dissipation.
Cleaning operations (5.11.4)		Conduct cleaning operations in a manner that prevents the transfer of impacts to other areas of the building that may contain vulnerable populations.

Are Communication Requirements Being Met? (GS-42, 6.0)

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

Item	Yes/No	Recommendations/Actions/Notes
Communication for training (6.1.1)		Provide employees with proper initial, on-site, or site-specific and annual in-service training. Training shall be done in a manner that respects any unique needs of the employee, such as limited English proficiency, physical challenges, or learning disabilities.
Employee feedback mechanism (6.1.2)		Ensure that a system is in place for cleaning service employees to provide comments and suggestions about workplace issues and suggestions for improvements in the provision of services.
Maintenance issues (6.1.3)		Communicate to the management or owners of the building the presence of pests and any maintenance issues discovered while performing cleaning operations.
Communication materials (6.1.4)		Provide materials to facility managers that define opportunities for building occupants to reduce the need for more intensive cleaning processes or treatments (e.g., reporting spills and making attempts to reduce clutter in personal spaces).
Products in use (6.1.5)		Provide notification to building management of any cleaning products used in the building. This shall include a list of all chemicals that may be used. It also shall include the name, address, and phone number of the contact person; a statement that the contact person maintains the product labels and Material Safety Data Sheets (MSDS) of each product used in the building; and information that the label or MSDS are available for review upon request. The contact person shall be available for information and comment.
MSDS (6.1.6)		Provide product MSDS in a timely manner upon request.
Vulnerable population identification (6.2.1)		Facility managers shall be requested by CSPs to: Identify building occupants with special needs or sensitivities (to dust, chemicals, noise levels, etc.) and have a process in place to work with management, cleaning staff, and individuals to mitigate the problem.

Are Training Requirements Being Met? (GS-42, 7.0)

All cleaning personnel shall be trained in the proper handling of chemicals, proper use and maintenance of capital equipment, and proper cleaning procedures. In addition, procurement officers shall be trained in the selection of green cleaning materials (Section 4).

Item	Yes/No	Recommendations/Actions/Notes
Initial training (7.1)		Upon hiring, all cleaning personnel are required to undergo at least 12 hours of initial training on standard operating procedures, the proper sequencing of cleaning steps, and the proper use of personal protective equipment. This training may occur before personnel are assigned to a facility or it may be conducted at the site before beginning independent work.
Safety, ergonomics, exposure (7.2)		As part of initial training, personnel are to be given standard safety training including focus on reducing and preventing ergonomic injuries and exposure to hazardous materials encountered by Cleaning Service Providers and their personnel.
Site-specific training (7.3)		Site-specific training such as providing specific job-site training focusing on standards for the facility to which they will be assigned. Site-specific training shall cover: • Facility specific cleaning plan. • Tailored procedural training (e.g., servicing areas for vulnerable pops.) based on the building specific cleaning plan. • Hazardous communication standards.
Continuing training (7.4)		All employees shall receive continuing training and/or education on an annual basis to maintain knowledge of correct procedures for safety, tools, techniques, and pertinent environmental standards. For new hires, at least 12 hours of this training must be provided upon initial employment followed by 24 hours of in-service training, continuing education, and/or professional development opportunities on an annual basis. Contractor management/supervisors shall have at least 24 hours of in-service training and/or education on an annual basis.
Record keeping (7.5)		Records of training shall be maintained on each employee for all training specified within this Standard. The documentation shall include topics of what was included in the training, including a general outline of information covered, the name and qualifications of the trainer, and the date(s) and duration of the training or courses. For current employees, records shall be retained for two years from their hiring date; records shall be retained for one year for former employees.

