



HHPC
Healthy High Performance Cleaning

Green Cleaning for Green Buildings

Version 3.0


DiverseyTM
*for a cleaner, healthier future*TM

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Diversey, Inc. is committed to a cleaner, healthier future. Our products, systems and expertise make food, drink and facilities safer and more hygienic for consumers and for building occupants.

Who We Are

Diversey, Inc. is a leading global provider of cleaning and hygiene solutions to the institutional marketplace, serving customers in the lodging, food service, retail, health care, food and beverage sectors, as well as building service contractors worldwide.

We continue to build on a century of listening to and learning from our customers. This knowledge allows us to anticipate and identify problems and solutions before anyone else, so we can offer our customers superior, sustainable choices that meet their needs and help them capitalize on their opportunities.

We have earned the trust of those who rely on us because our products demonstrate our deep understanding of our industry, our customers and the work they do.

Sustainability is at the heart of our commitment to a cleaner, healthier world. We work with our customers to create more profitable, sustainable enterprises that help them improve performance and efficiency while contributing to the greater good.

Our solutions are simple, realistic and efficient, and they are fully integrated to maximize and sustain operations. Our customers know that with our reliable and consistently superior solutions, they will achieve the results they need.

OVERVIEW

Indoor Air Quality is one of the most important environmental issues in our lives today. Diseases linked to Indoor Air Quality include asthma, allergies and lung disease. That is why we developed the Healthy High Performance Cleaning (HHPC) program. GEI evaluated our HHPC program using their stringent Children & Schools Certification criteria to measure the effect of cleaning on Indoor Air Quality. Diversey is the first company to have a cleaning system certified for Indoor Air Quality.

Healthy High Performance Cleaning is a process that reduces negative impacts of cleaning on health and the environment. While product selection is important, procedures for a Healthy High Performance Cleaning program are equally important, and perhaps more so. This section elaborates on those important procedures in 14 key areas:

- ▶ People with Special Needs
- ▶ Dusting and Dust Mopping
- ▶ Entryways
- ▶ Floor Care
- ▶ Carpet Care
- ▶ Restrooms
- ▶ Food Areas: Cafeterias, Break Rooms, etc.
- ▶ OSHA Blood-Borne Pathogen Standard
- ▶ Measuring / Diluting Concentrated Cleaning Products
- ▶ Indoor Plants
- ▶ Integrated Pest Management
- ▶ Recycling
- ▶ Spills
- ▶ Trash

The issue of product preferability is not one of “good” new products versus “bad” traditional products. Rather the issue is defined as opportunities to reduce impact on health and the environment. When addressing procedures for a Healthy High Performance Cleaning program, the same approach must be followed.

In general, Healthy High Performance Cleaning procedures are similar to traditional procedures. The differences are more a matter of focus than technique. This manual discusses source reduction and pollution prevention strategies in addition to specific opportunities to modify traditional procedures to reduce impact on health and the environment.

With the use of any cleaning chemical or janitorial equipment, it is important that appropriate personal protective equipment (PPE) be used and product directions followed. Furthermore, proper disposal of all cleaning wastes is required.



With the right procedures, products & tools... Your cleaning process can help improve Indoor Air Quality.

Certification

The HHPC process and certified products from Diversey, combine to make up the only cleaning program to be certified under **GEI Product Emissions Standard for Children & Schools**.

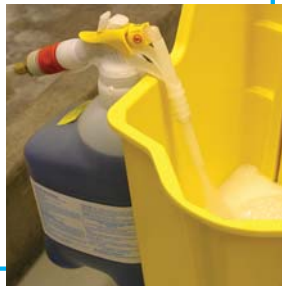


Tools

Microfiber technology has been proven over and over again to pick up and retain more dust and dirt particles than traditional paper or cotton products.

Procedures

The HHPC program combines certified cleaning products and microfiber with procedures to help complete the first cleaning program certified for Indoor Air Quality.



Products

The five GREENGUARD-certified cleaning products from Diversey complete the first Indoor Air Quality certified cleaning system.

Step-by-Step guide to GREENGUARD Certification for Your Healthy High Performance Cleaning (HHPC) System

Steps to achieving GREENGUARD Certification:

1. Consult with your local Diversey sales representative and/or authorized distributor sales representative for guidance.
2. Order and install the Diversey GREENGUARD certified products and microfiber.
3. Conduct training for your cleaning staff on the proper use of the Diversey dilution control system and HHPC procedures including best practices (i.e. how to minimize misting of chemicals in spray applications)..
4. Request a HHPC GREENGUARD audit from a Diversey sales representative to validate your compliance with the GREENGUARD standard.
5. Upon successful completion of the GREENGUARD audit (100% score required), inquire with your Diversey sales representative for the HHPC GREENGUARD building occupant communications kit. The kit includes various communication materials for proudly displaying the GREENGUARD logo and to demonstrate your commitment to better indoor air quality!

Healthy High Performance Cleaning Certified for Indoor Air Quality



Healthy High Performance Cleaning (HHPC) takes traditional cleaning beyond appearances with procedures, chemicals, tools and equipment designed to make your building the safest, healthiest and cleanest it has ever been. Since cleaning can play a major role in the health, safety and performance of a building's occupants, implementing an HHPC program is now more important than ever.

People with Special Needs

One of the primary goals of a Healthy High Performance Cleaning program is to protect the health of building occupants. This is done in many ways including the identification and removal of harmful contaminants such as particulates and disinfection of mold spores, bacteria and viruses. And while the cleaning process can reduce exposure to these and other harmful contaminants, unfortunately, the process of cleaning and the cleaning products themselves can adversely affect the health of building occupants. Listed below are some Action Items to consider:

Action Items:

- ▶ Identify those building occupants with individual needs and sensitivities.
- ▶ Develop a plan to address the individual needs of people with sensitivities.
- ▶ Address ventilation requirements to help mitigate problems with airflow.
- ▶ Communicate cleaning plans to building occupants.



Dusting, Dust Mopping and Vacuuming

Traditional dusting and dust mopping techniques frequently move dust and other contaminants from one area to another, such as from a bookshelf to the floor. It is important to recognize that moving the dust from one place to another wastes labor and reduces efficiencies. Dusting and dust mopping activities that do not capture soils completely stir them into the air where people can then be exposed to the particles.

Dusting

As you prepare for Dusting consider these HHPC tips:

1. Use only dusting tools that capture and remove the dust.
2. Microfiber, lint-free dusting cloths or vacuums are preferred instead of feather dusters.
3. It is preferable to use vacuum cleaners that meet the Carpet & Rug Institutes (CRI) Green Label Program and be fitted with appropriate bags and HEPA filters.
4. Dry dusting is preferred. If required use dampened cloth with water or approved water-based dusting product.
5. Be sure to use appropriately sized attachments if using a vacuum.



Dusting

Procedures:

- 1 Gather equipment.
- 2 Wear personal protective equipment per label directions.
- 3 Dust from top to bottom.
- 4 Always use a folded cloth and be sure to refold when full of soil. Refolding provides more uncontaminated cleaning surface area and maximizes use of the cloth.
- 5 Be thorough and get hard to reach areas.
- 6 Never move personal items.



Dusting, Dust Mopping and Vacuuming

Dust Mopping and Vacuuming

As you prepare for Dusting Mopping and Vacuuming consider these HHPC tips:

1. A dry microfiber flat mop is preferred over a dry or chemically treated cotton mop.
2. If using a microfiber mop, choose the widest mop possible taking into consideration the area, obstructions, unevenness of the floor, etc.
3. If using a vacuum, be sure to use a wide area hard floor attachment to maximize soil removal and to minimize labor.
4. CRI's Green Label Program and HEPA filters are preferred for vacuums.

Dust Mopping and Vacuuming

Procedures:

- 1 Assemble equipment and supplies.
- 2 Put on appropriate personal protective equipment, as stated on the product label and MSDS.
- 3 Using a putty knife, carefully remove any gum or other debris stuck to the floor.
- 4 Start from a far corner and work toward the door.



Dusting, Dust Mopping and Vacuuming

Dust Mopping and Vacuuming

Procedures:

- 5 When using a microfiber flat mop, use a continuous motion, without lifting the mop from the floor.
- 6 Typically begin next to the wall. When turning, pivot so that the leading edge remains the same. Overlap the previously mopped path by 2 to 4 inches to ensure complete coverage.
- 7 When completely finished, pick up the collected debris using a counter brush and dust pan or vacuum.
- 8 When the microfiber no longer attracts soil, it will need to be laundered or discarded if using disposable cloths. Vacuum bags should be checked periodically and changed out when they become half/two-thirds full.



Entryways

Entryways are the first line of defense in limiting contaminants from entering buildings. Therefore, special effort should be focused in these areas to keep the contaminants out of the building. Proper maintenance of entryway systems can increase the life of the flooring systems (carpet, stone, resilient tile, etc.). From an economic and safety standpoint, a proper entryway maintenance program stops dirt at the door and will reduce floor care labor used to maintain floor finishes and sealers. Appropriate walk-off entry mats reduce liability and costs associated with people slipping and falling as a result of wet, dirty floors particularly during inclement weather or from excessive amounts of dirt and grit build up.



Entryways Maintenance

As you prepare for Entryways Maintenance consider these HHPC tips:

1. Use high quality walk-off matting outside and inside the entry. See your local matting professional. Some considerations include:
 - a. Mats with non-porous backing that inhibit mold and mildew growth within the backing.
 - b. Fire retardant rating that exceeds DOC-FF1-70, like NFPA-253 Class I and II.
 - c. Electrostatic Propensity levels of less than 2.5 KV.
2. Ensure that interior matting is at least 12 to 15 feet in length; especially during inclement weather or high soil conditions.
3. Ensure that mopping solutions are mixed accurately and changed when dirty.
4. Preference is to use microfiber wiping clothes and flat mops.
5. Use vacuums that meet the certification standards under the Carpet & Rug Institute's Green Label program. Check and change bags and filters as needed (as often as necessary depending on the amount of soils).
6. When using ice-melting products it is preferable to use compounds that do not contain sodium chloride.



Entryways

Entryway Maintenance (Daily)

Interior Procedures:

- 1 Clean walls, doors, door-handles, push plates, and kick-plates.
- 2 Vacuum matting in both directions.
- 3 Dust mop or vacuum entryway flooring.
- 4 Repeat more frequently if heavy soil is present.



Exterior Procedures:

- 5 Empty and clean trash cans and ash urns.
- 6 Clean doors, door handles, and kick-plates with appropriate cleaner.
- 7 Sweep exterior sidewalk and vestibule with a high quality pushbroom or mechanized sweeper or vacuum.
- 8 Vacuum entryway matting.



Entryways

Entryway Maintenance (Periodic)

Exterior Procedures:

- 1 Roll up and remove matting if possible.
- 2 Sweep underneath matting.
- 3 Clean washable entryway mats with high-pressure washer, or extraction machine.
- 4 Reinstall matting once entryway is dry.



Interior Procedures:

- 5 Roll up and remove matting.
- 6 Place "Wet Floor" signs and "Caution" tape.
- 7 Damp mop entryway.
- 8 Remove "Wet Floor" signs and "Caution" tape when the area is dry.



Note: Periodic procedures should be repeated as needed based on weather conditions and soil loads.

Floor Care

The procedures for floor care in a Healthy High Performance Cleaning program are similar in most instances to those of a traditional program. Beyond the traditional issues, floor care in a Healthy High Performance Cleaning program addresses the selection of the procedures themselves. The life cycle assessment of the selected finish should factor in the durability and the frequency of stripping and recoating.

In a Healthy High Performance Cleaning program a primary strategy should be one of pollution prevention, or one that minimizes the need to strip and recoat a floor. Thus, a specific focus should be on preventative measures, such as:

Action Items:

- ▶ Keep outside/outdoor entryways clean to prevent soils from being tracked into the building. This may include sweeping, use of a power sprayer, etc.
- ▶ Use matting systems at all entrances to capture soils and moisture from shoes. It is preferable that the mats be large enough for each shoe to hit the mat two times (typically a minimum of 12 to 15 feet).
- ▶ Frequent vacuuming of entryway mats and grating systems.
- ▶ Frequent dust mopping of resilient tile floors or vacuuming, especially close to entryways and other sources of particulates (i.e. near copier rooms).
- ▶ Periodically clean under floor mats to reduce the potential for moisture to lead to bacterial and fungal growth. When floor mats get wet, replace them with clean dry mats.
- ▶ An intensive cleaning and frequent cleaning of the entryways to capture soils at the entryway rather than to remove it after it has spread throughout the entire building.



Floor Stripping

As you prepare for Floor Stripping consider these HHPC tips:

1. Notify occupants beforehand if a strip-out is scheduled.
2. Ventilate area and building during and after stripping.
3. Especially when stripping floors, it is preferable to conduct these activities on a weekend or some other extended time period when occupants will not be in the building. This allows maximum time for the building to be ventilated (flushed with fresh air) prior to the return of the occupants.



Floor Care

Floor Stripping

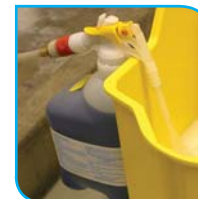
Procedures:

- 1 Prep the area by placing "Wet Floor" signs, "Caution" tape and other blockades around area to be stripped.



- 2 Assemble equipment and supplies.

- ▶ Assemble two mop heads and handles. If not color coded, label "Strip Mop" and the other "Rinse Mop."
- ▶ Assemble two mop buckets and wringers. Label one bucket "Strip" and the other "Rinse."
- ▶ Place the appropriate stripping pad on the rotary floor machine. Fill the strip bucket with recommended dilution of stripper and cool water. Fill the rinse bucket with clean, cold water.
- ▶ Place all equipment in the area where the work will begin.



- 3 Remove free standing objects. Vacuum and remove walk-off mats.



- 4 Dust mop or vacuum the area. Remove all gum and other sticky residue from floor with putty knife.



Floor Care

Floor Stripping

Procedures cont.:

- 5 Apply foaming stripper to baseboards, if necessary. Prepare to control liquid flow.
- 6 Apply stripper to floor. Dip "Strip" mop into "Strip" bucket. Lift mop allowing excess to drip into bucket. Apply to floor. Apply sufficient solution, but be sure not to over wet which may lead to solution traveling under doors or onto carpet. Outline a 10 x 10 foot area and fill in using an overlapping pattern. Let solution dwell for 5 to 10 minutes. Do not allow solution to dry. Re-apply as necessary to keep floor wet.
- 7 Use edging tool to loosen finish close to baseboards and corners.
- 8 Scrub the floor with a rotary floor machine after the stripping solution has had time to work. Scrub across the work area and retreat as necessary.
- 9 Check your progress. If any floor finish remains, apply more stripper and increase dwell time. Don't let floor dry.
- 10 Rinse the floor using the "Rinse" mop and bucket. Use a floor squeegee to manage the slurry.
- 11 Pick up slurry with wet vac or mop and bucket.
- 12 Rinse the floor again with clean cold water.
- 13 When the floor dries, rub your hand over it. If there is residue on your hand, you must rinse again.
- 14 Once the floor is dry and free of residue and glossy areas (sign of finish or sealer), it is ready to be coated.



Floor Care

Note: Precede floor finish with dry mop and damp mop procedures with Damp Mopping procedures. The preferred method and equipment for finishing and sealing is the Diversey **TrailBlazer**^{TM/MC} and/or **ProSpeed**^{TM/MC} Finish Applicators.

1. Apply finishes and sealers with **TrailBlazer** or **ProSpeed**. Alternatively, use a clean rayon mop head or approved microfiber flat mop system.
2. Use clean buckets with clean wheels.
3. Line bucket with fitted trash liner or prepare recommended finishing system.
5. Apply even coats of floor finish.
6. Don't force dry finish with a fan directed on to the floor.

Note: Consult your Diversey representative for the **TrailBlazer** and/or **ProSpeed** procedure manual.



Floor Finishing/Sealing

Procedures:

- 1 Assemble equipment and supplies.
- 2 Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.
- 3 Post "Wet Floor" signs and blockades.
- 4 Prepare mop and bucket.
- 5 Pour enough sealer or finish into the bucket for the area.



Floor Care

Floor Finishing/Sealing

Procedures cont.:

- 6 Dip the mop head into the finish or sealer.
 - ▶ Tamp the mop head in the wringer. **Do not wring out.**
 - ▶ Hold above wringer and count 1-2-3. If no more drips the mop is ready.
- 7 Apply the finish or sealer.
 - ▶ Draw a 10x10 foot frame with finish or sealer.
 - ▶ Using an overlapping figure 8 motion, fill in the frame. Flip the mop gently 1/2 way through the area.
 - ▶ Apply all the way to the baseboard on the first and last coat.
- 8 Allow each coat to dry.
- 9 Apply additional finish or sealer coats until desired appearance is achieved.
 - ▶ Do not apply more than 4 coats in 24 hours.
 - ▶ Do not buff between coats.
 - ▶ Do not buff until at least 24 hours after application of the last coat.
- 10 Remove and discard the liner and the leftover finish. Thoroughly clean the mop head, bucket and wringer.
- 11 Remove "Wet Floor" signs and other blockades after the floor is completely dry.



Floor Care

Buffing and Burnishing

As you prepare for Buffing and Burnishing consider these HNPC tips:

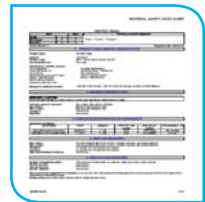
1. Make sure that adequate floor finish exists.
2. Select the appropriate mop on/in-tank restoration product as recommended. Water-based, low VOC products are preferred. Apply per label directions and let dry.
3. Be sure that the pad matches the rotary scrubbing machine speed and the finish type.
 - ▶ Buffing and burnishing machine should operate at noise levels less than 70 dba.



Buffing

Procedures:

- 1 Assemble equipment and supplies.
- 2 Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.
- 3 Post "Wet Floor" signs and other blockades.



Floor Care

Buffing

Procedures cont.:

- 4 Dust mop with flat mop. Clean floor with mop-on restorer or in-tank restorers with scrubber. Do not rinse floor after cleaning.
- 5 Let floor dry completely.
- 6 For optimum appearance, buff using appropriate pads.
- 7 If using a 175 RPM machine, make three passes using a swinging motion over the work area, using appropriate pad.
- 8 If using a 1000–1500 RPM machine make a single pass in a straight line over the area.
- 9 Change pads as necessary.
- 10 Dust mop the floor after the entire area has been buffed.



Floor Care

Buffing

Procedures cont.:

- 11 Clean equipment and return it to its proper place.



- 12 Remove "Wet Floor" signs and other blockades.



Burnishing

Procedures:

- 1 For optimum appearance, buff using appropriate pads.



- 2 Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.



- 3 Post "Wet Floor" signs and other blockades.

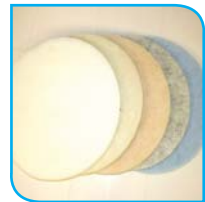


Floor Care

Burnishing

Procedures cont.:

- 4 Dust mop and damp mop / scrub the floor.
- 5 Mount the appropriate pad on the UHS burnisher.
- 6 Make one pass over the work area. If the floor isn't glossy after one pass, THEN make a second pass.
- 7 Change pads as necessary.
- 8 Dust mop the entire area after the floor has been burnished.
- 9 Clean equipment and return it to its proper location.
- 10 Remove "Wet Floor" signs and other blockades.



Carpet Care

General Maintenance

Beyond the traditional issues, carpet care in a Healthy High Performance Cleaning program addresses the selection of the appropriate products and equipment. The program includes some minor modifications of the typical procedures, and pays special attention to moisture and ventilation. In a Healthy High Performance Cleaning program, the primary effort should be a soil prevention strategy, or one that minimizes the need to extract a carpet.



Carpet Care

As you prepare for Carpet Care consider these HHPC tips:

1. Keep outside/outdoor entryways clean to prevent soils from being tracked into the building. This may include sweeping, use of a power sprayer, etc.
2. Use entry mats to capture soils and moisture from shoes. It is preferable that the mats be large enough for each shoe to hit the mat two times (typically a minimum of 12 to 15 feet).
3. Frequently vacuum entryway mats and grating systems.
4. Frequent dust mopping of resilient tile floors, or vacuuming of carpeted surfaces, especially close to entryways and other sources of particulates (i.e. near copier rooms) reduces soiling on surrounding carpeted areas.
5. Establish a daily routine for cleaning carpets.
6. Develop a program of occupant education to inform tenants on how to handle small spills or who to call so that spills can be removed quickly by the cleaning personnel.
7. Establish an interim cleaning process to address the needs of high traffic areas.
8. Minimize the needs for large scale extracting.

Pre-Spray & Extraction

Carpets can act as a “sink” that allows particles, allergens and other unwanted material to filter down into the backing of the carpets. Once down deep in the carpet these unwanted materials can lead to damage of the fibers and the need to ultimately replace the carpets sooner than properly maintained carpeting. But from a health perspective, one of the biggest enemies of a healthy indoor environment is when moisture gets into carpets. Thus, pre-spraying carpet and rinsing with an extractor should get deep down into the carpets and remove the unwanted contaminants.



As you prepare for Pre-Spray and Extraction consider these HHPC tips:

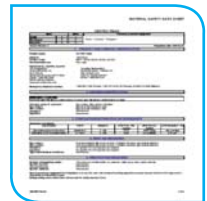
1. Minimize the amount of cleaning chemicals used.
2. Use appropriate functioning equipment that will maximize the amount of water being extracted from the carpet to minimize moisture and contaminants.
3. Increase ventilation. Open windows if weather allows and use carpet fan to dry carpets quickly.
4. Dispose of cleaning solutions properly.

Carpet Care

Pre-Spray & Extraction

Procedures:

- 1 Remove large debris from carpet.
 - ▶ Place foil under legs of heavy furniture.
 - ▶ Lift carefully. Get help with heavy items.
- 2 Vacuum and roll up walk-off mats.
- 3 Thoroughly vacuum the area to be extracted.
 - ▶ Inspect for heavy soils and spots.
- 4 Assemble equipment and supplies.
- 5 Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.
- 6 Treat spots.
- 7 Prepare pre-spray solution.
 - ▶ Follow label directions.



Carpet Care

Pre-Spray & Extraction

Procedures cont.:

- 8 Post "Wet Floor" signs and other blockades.
- 9 Pre-spray the carpet.
 - ▶ Work a manageable section.
 - ▶ Allow the detergent to work 10-15 minutes.
- 10 Extract the carpet with water or extraction rinse.
 - ▶ Extract in overlapping paths, pulling the machine back towards you.
 - ▶ Make a second "dry" pass with the solution off.
 - ▶ Collect as much moisture as possible.
- 11 Empty the recovery tank when full. Refill the solution tank.
- 12 Circulate air in the room with a carpet fan.
 - ▶ Place the fan out of traffic areas.
 - ▶ Turn up HVAC or open doors and windows.
- 13 Raise the carpet nap.
 - ▶ Finish the job with a vacuum cleaner.



Carpet Care

Pre-Spray & Extraction

Procedures cont.:

- 14 Remove "Wet Floor" signs and other blockades after carpet is dry.
- 15 Clean your equipment and return it to its proper location.
- 16 Replace walk-off mats.
 - ▶ Check backs of mats to make sure they are clean and dry.
 - ▶ Never cover wet carpeting with a mat.



Carpet Spot Cleaning

Procedures:

- 1 Identify the spot.
 - ▶ Note the appearance, location, color, size, shape, and odor.
- 2 Assemble your equipment and supplies. You will need:
 - ▶ Approved chemical (if required)
 - ▶ "Wet Floor" sign or other blockades.
 - ▶ Any appropriate PPE
 - ▶ Absorbent microfiber cloth (in place of paper or cotton cloth).
 - ▶ Bone scraper

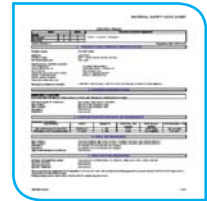


Carpet Care

Carpet Spot Cleaning

Procedures cont.:

- 3 Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.
- 4 Post "Wet Floor" signs and other blockades.
- 5 Remove surface soil with bone scraper working from outside to center of spot.
- 6 Apply spotting chemical. If using liquid spray adjust to stream or coarse spray.
- 7 Allow recommended dwell time for product to work.
- 8 Work spot to center using bone scraper.



Carpet Care

Carpet Spot Cleaning

Procedures cont.:

- 9 Using a microfiber cloth to absorb soil.
- 10 Rinse with water, refold microfiber cloth, work toward center and blot dry.
- 11 Repeat as necessary.
- 12 Raise the nap with the vacuum. Remove "Wet Floor" signs or other blockades after the spot is dry.



Restrooms

Due to their heavy use and moisture, restrooms must be cleaned frequently using appropriate cleaning products and procedures.

Action Items:

- ▶ Make sure that cleaning is done thoroughly, including hard-to-reach areas such as behind toilets and around urinals. Periodically machine scrub or pressure wash restroom floors with a cleaner disinfectant. Make sure that label directions for appropriate dilutions and necessary dwell times are followed to allow for thorough germ-killing activity. Dwell time for many disinfectants is five to ten minutes. Be sure to follow the label instructions closely.
- ▶ Some products used in the restroom can be hazardous, such as drain cleaners and toilet bowl cleaners. Make sure that appropriate PPE is used and appropriate ventilation is provided for cleaning personnel. Never mix cleaning products.
- ▶ Use paper products that meet the minimum requirements for post-consumer recycled content as set by the U.S. Environmental Protection Agency's Comprehensive Procurement Guidelines for the appropriate product category.

The LEED standard requires:

Item	Postconsumer Fiber (%)	Recovered Fiber (%)
Bathroom Tissue	20–60	20–100
Paper Towels	40–60	40–100
Paper Napkins	30–60	30–100
Facial Tissue	10–15	10–100
General Purpose Industrial Wipes	40	40–100

- ▶ Preference should be given to paper that has not been bleached with chlorine compounds. Additionally, preference should be given to paper provided on large rolls; this minimizes packaging materials and reduces the frequency in which the rolls need to be restocked. These steps will minimize waste and the corresponding environmental impact.
- ▶ Large trash cans should be utilized to minimize overflow of waste and reduce the frequency for policing the area. It is often beneficial to place a trash receptacle by the door for easy disposal of towels to prevent them from being thrown on the floor.

Restroom Cleaning

As you prepare for Restroom Cleaning consider these HHPC tips:

1. Make sure cleaning and disinfecting solutions are prepared and used according to label direction (e.g., dwell time).
2. Use cleaners as recommended.
3. Frequently clean surfaces that hands touch to reduce the spread of germs (e.g., door knobs, light switches, handles, etc).
4. Address moisture problems.
5. Keep floor dry to eliminate slip-fall injuries and prevent the build-up of bacteria, mold and mildew.



Restrooms

Restroom Cleaning

Procedures:

- 1 Put on Personal Protective Equipment.
- 2 Assemble equipment.
- 3 Mix/dispense cleaning solutions.
- 4 Knock, announce yourself, and prop open door.
- 5 Apply product to INTERIOR of toilets and urinals.
 - ▶ Start by forcing water down the toilet trap below the water line.
 - ▶ Then apply the bowl cleaner under the rim and around the interior.
 - ▶ Give the bowl cleaner dwell time to enhance cleaning. If using a disinfectant toilet bowl cleaner, check your label direction for contact time.
- 6 Apply product to EXTERIOR of toilets and urinals.
 - ▶ Use the coarse spray setting to minimize airborne chemical. Spray the outside of the toilets and urinals (including the chrome, back wall area and floor immediately around the toilets and urinals) with a disinfectant cleaner.
 - ▶ Leave the disinfectant on these surfaces for the appropriate contact time. Check your label directions for contact time.



Restrooms

Restroom Cleaning

Procedures cont.:

- 7** Apply product to sinks and countertops.
 - ▶ Give product dwell time to work.

- 8** Fill dispensers.
 - ▶ Remove gloves before refilling dispensers.
 - ▶ Refill dispensers in a consistent order to avoid misses.

- 9** Empty trash.
 - ▶ Put safety gloves back on.
 - ▶ Remove the used liner by pulling straight up – for safety don't press down on the trash. There may be sharp objects in the trash that may cause injury if you pushed down on it.
 - ▶ For large trash containers, tie-off trash bag, set container on its side, pull out trash bag.

- 10** Clean mirrors.
 - ▶ Adjust nozzles to stream vs. wide angle spray.
 - ▶ Spray glass cleaner on to microfiber cloth.
 - ▶ Wipe the mirror from low to high.

- 11** Clean and wipe dispensers.

- 12** Wipe sinks and countertops.
 - ▶ Microfiber is preferable.



Restrooms

Restroom Cleaning

Procedures cont.:

13 Clean INTERIORS of toilets and urinals.

- ▶ After the product has had time to work, scrub the inside of the toilets and urinals with your bowl mop.
- ▶ Then rinse the bowl mop out in the clean running water of the toilet.
- ▶ Be careful to return the toilet brush to your cart without contaminating other supplies.



14 Wipe EXTERIORS of toilets and urinals.

- ▶ Never use the bowl mop, since this could cause cross-contamination.
- ▶ Wipe down all plumbing pipes with dry cloth to prevent spotting.



15 Disinfect frequently touched surfaces.

- ▶ Spray disinfectant cleaner directly on surface such as light switches, push plates, flushers and dispensers and allow proper contact time.
- ▶ Wipe each surface to dry it after proper contact time has been allotted.



16 Spot clean walls.

- ▶ Spot clean the stall partitions and the walls by spraying cleaner and wiping with a damp microfiber cloth.



17 Sweep floor.

- ▶ Make sure the "Wet Floor" sign is in the doorway.
- ▶ Damp mop the floor with a disinfectant, general purpose or deodorant digester cleaner. Allow proper contact time for disinfectants.



18 Remove the "Wet Floor" sign only after the floor is dry.



Food Areas: Cafeterias, Break Rooms, etc.

Particular attention should be paid to food waste, trash receptacles containing food debris, recyclables such as soda cans, and other objects that contain food residue that can attract pests. Making every effort to eliminate those things that attract pests is critical to protecting occupant health by reducing or eliminating the need for pesticides inside the building. Ask occupants to rinse out food and drink containers before placing in recyclable collection. Refrigerators used by occupants for their personal use should be emptied and cleaned periodically by the occupants. Integrated pest management (IPM) should be followed.



Action Items

- ▶ Clean and sanitize floors, tables, etc. Refer to “Floor Care” section for procedures.
- ▶ Separate recyclables from trash and make sure recyclable areas are kept clean (i.e. rinse soda cans) so as not to attract pests.
- ▶ Make sure that occupants understand how to properly separate trash and recyclables and the proper disposal of each.
- ▶ Make sure that waste containers are covered, emptied and cleaned at least once daily.

OSHA Blood-Borne Pathogen Standard

OSHA required procedures and training on the Blood-Borne Pathogen Standard (part 1910.1030) is not changed in a Healthy High Performance Cleaning program as the requirements are mandated by Federal Law. The Blood-Borne Pathogen Standard requires, among other things, the use of bleach at a 1:10 dilution, an EPA registered tuberculocidal product, or disinfectant product with claims against both HBV and HIV.

Action Items

- ▶ Use safety cones or other means to make sure that occupants do not come in contact with biological spills.
- ▶ Use proper personal protective equipment (i.e. gloves, goggles).
- ▶ Disinfect area with appropriate solution following OSHA’s Bloodborne Pathogen Standard.
- ▶ Dispose properly in a biohazard bag.



Measuring / Diluting Concentrated Cleaning Products

Highly concentrated cleaning products reduce environmental impact from packaging and transportation, and typically reduce actual use cost compared to less concentrated alternatives. However, to gain the environmental benefits and to protect workers exposed to these more highly concentrated products during mixing, extra care should be taken.



Action Items

- ▶ Use appropriate personal protective equipment when mixing concentrated cleaning products.
- ▶ Follow manufacturer's dilution directions. Do not under- or over-dilute concentrated cleaning products.
- ▶ Make sure that spray bottles (secondary containers) have appropriate labels.
- ▶ Never mix different cleaning products together.

Products should always be diluted accurately according to manufacturer's directions. This can be achieved through a variety of methods including measuring cups, simple dispensing pumps and automated dilution equipment. Dilution control equipment is highly recommended because it minimizes the potential for human error and reduces the chance of chemical exposure to concentrates. Dilution equipment should be periodically checked for accuracy.

If using manual dilution (e.g., measuring cup or pump) cleaning personnel should understand that by adding extra chemical concentrate beyond recommended dilutions that the product will not necessarily perform better. In fact, surfaces can become slippery and/or take on a cloudy or streaked appearance due to chemical residue.

Finally, never mix cleaning products together. Some cleaning chemicals can react when mixed to give off dangerous by-products. Rinse containers after use.

Indoor Plants

Indoor plants are a wonderful addition to any building. While the cleaning contractor is typically not responsible for watering and caring for office plants, they frequently are called upon to address spills from watering, mold growth in carpets from dampness, aphids, pests, and other problems. Furthermore, occupant use of pesticides and fertilizers should be managed with care because these products can impact health. Thus, occupants should be educated on the proper and appropriate care for plants. If plants are on carpets, they should be slightly elevated to keep moisture from building up in carpeting. Unit ventilators should not be used as plant stands.



Action Items

- ▶ Educate occupants on appropriate care guidelines for indoor plants.
- ▶ Ensure that plants are not in direct contact with carpets and unit ventilators.

Integrated Pest Management

Pests of all kinds can be very harmful to the building itself and can serve as vectors of disease that can affect occupant well-being and productivity. The misuse of many traditional pesticide products can present risks to the occupants, especially in buildings occupied with infants, small children and the elderly. Thus, developing strategies that prevent pests from entering the building and maintaining an indoor environment that is not welcoming to them by eliminating food, moisture, habitats and routes of entry, can minimize the necessity of pesticide use.

Landscaping features should be designed in such a way to eliminate “safe havens” for pests and rodents. Barriers should be erected to prevent pests from entering the building. This may include devices to keep pests from entering through spaces under external doors and sealing cracks, crevices and holes (i.e. where pipes pass through a wall) in external walls. One simple inspection tool is a spatula, because if a spatula fits in a crack, in concrete, baseboards, wallboards, etc., insects can use that space to access the room.

Food and moisture sources, which are essential for pests, should be eliminated or controlled through thorough cleaning. This is particularly true for food service areas and break rooms. Foods and food wastes should be kept in containers with tightly fitted closures. Another beneficial strategy includes educating occupants to rinse out beverage cans before placing in the recyclable -collection bins, as these containers often have food residues (i.e. sugars) that attract pests. Clearly inform occupants as to whom they should call for food spills (i.e. soft drinks, coffee, food particles from cookies and chips, etc.) so they can be cleaned up promptly.

Action Items

- ▶ Continually monitor the building for signs of pest infiltration.
- ▶ Cleaning, structural repairs, mechanical repairs, biological controls, and other nonchemical methods should be used to prevent pests from entering the building and to reduce the availability of food, moisture, harborage and nesting areas.
- ▶ Occupants should be provided notification of the integrated pest management system including their role in preventing pests.

Monitoring and site inspections are important strategies to deal with pests in such a way as to minimize the need for pesticide use. Traps for both insects and rodents can be carefully and strategically placed throughout the building and monitored routinely to identify the beginning of a potential pest problem.

Eliminating clutter within a building minimizes places for pests to hide and makes the space more cleanable. From a health perspective, it is important to educate occupants that a neat and organized space, even in their private offices, is essential for thorough cleaning.

Prevention should typically be the first line of defense to eliminate pests. Baits and traps can be used to eliminate most problems. When necessary, the least toxic pesticide specific to the species to be eliminated should be used. Before any pesticide is applied, notification should be given to building occupants so that those especially sensitive to pesticides, pregnant women, or anyone with a pre-existing health condition can plan accordingly.



Recycling

One of the primary keys to making the recycling effort work, especially in a way that is efficient for both cleaning personnel and occupants, is to develop some clear building goals and procedures. To accomplish this, it is important to work with building management to support education and other efforts to engage the occupants in this effort.

It is important to enlist the occupants to sort their recyclables and to make it clear which recyclables are to be collected and where they are to be placed (the use of signs, pictures, labels, stickers, etc., can be helpful). Recyclables that contained food, such as soda or soup cans, should be rinsed out by the occupants prior to being placed in collection bins to minimize the potential for attracting pests. Cleaning personnel should not be required to separate recyclables from trash. It is important that building management work to support the recycling efforts and especially to address the issue of non-compliance by individual occupants or those that frequently contaminant the mix.



Action Items

- ▶ Ensure that the building collection meets the guidelines from the local recycling hauler and recycling procedures.
- ▶ Ensure that occupants understand what can be recycled and how it needs to be separated. Ongoing occupant education is the key to a successful recycling program.
- ▶ Food containers such as soda cans should be rinsed clean by occupants before placing in recycling containers so as to not attract pests.
- ▶ Track recycling results.

Recycling is a very important pollution prevention activity to reduce our burdens on the environment as a result of both solid waste disposal and the extraction of the natural raw materials. Many recycling efforts are guided by regulations and mandated, including EPA's Comprehensive Procurement Guidelines. Check with local waste haulers and recyclers to determine what materials are picked-up and the best sorting strategies. Among the materials to be considered for recycling include:

- ▶ Clear, green and brown glass bottles and jars
- ▶ Plastic containers
- ▶ White office paper
- ▶ Mixed office paper
- ▶ Newspaper
- ▶ Cardboard
- ▶ Telephone and other books
- ▶ Metal containers

Specific information on EPA's Comprehensive Procurement Guidelines can be found at www.epa.gov/cpg/products.htm.

Spills

Generally it is preferable to address spills as soon as possible to minimize impact on both health and the environment. Work with building occupants to pick-up spills themselves or to communicate quickly so that cleaning personnel can quickly address the spill.

Action Items

- ▶ Clean spills while still fresh.
- ▶ Use the proper cleaning solutions and use only what is necessary.
- ▶ Dispose properly.
- ▶ Ensure that occupants know whom to contact in case of spills.

Trash

Trash should be handled as with a traditional program. If it is not disposed everyday it should be disposed before weekends and holidays to minimize the opportunity to attract pests.

Action Items

- ▶ Ensure that trash, especially which contains food waste, is removed frequently and is not left in buildings over an extended period of time.
- ▶ Dispose properly and ensure that trash does not attract pests or create litter.
- ▶ Make sure that trash and recyclables are being separated properly.
- ▶ Make sure occupants know how to separate recyclables.



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