



# THE UNIVERSITY OF WINNIPEG

**GUIDELINE TITLE: Cleaning Guidelines**

**APPROVAL BODY: VP Finance & Administration**

## **GUIDELINE PURPOSE**

The purpose of these Guidelines is to set out the targets, roles and responsibilities, standard operating procedures and implementation strategies, purchasing guidelines, and quality control processes for cleaning at The University of Winnipeg.

## **APPLICABILITY**

This Guideline applies to all cleaning procedures, cleaning material purchases, cleaning equipment purchases, and cleaning services that occur inside and on the building site and grounds for buildings owned and/or operated by The University of Winnipeg. Specifically, this policy 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

## **RESPONSIBILITY**

The Vice President, Finance and Administration is responsible for the development, administration and review of these Guidelines.

## **GUIDELINE ELEMENTS**

This Guideline will be fully implemented starting on the effective date.

### **Targets**

<b><u>Category</u></b>	<b><u>Goal</u></b>	<b><u>Performance measurement unit</u></b>
Cleaning products and materials purchases	85% meet sustainability criteria	Amount (weight, volume, etc.) and/or price of product
Cleaning equipment purchases	100% meet sustainability criteria	Number of equipment items
Cleaning equipment inventory	40% of equipment in the inventory will meet the applicable sustainability criteria	Number of equipment items in the overall inventory for the project
Toxic chemical usage (applies to all cleaning chemicals)	Toxic chemicals will only be used in situations where	Number of uses



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	products meeting sustainability requirements are unable to sufficiently clean the area or the area cannot be replaced and represents a hazard to human health. (List of toxic substances managed under Canadian Environmental Protection Act)	
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## **Roles and Responsibilities**

The primary responsible party for these guidelines is Facilities Management. They are responsible for ensuring that these guidelines are implemented and that any contracted cleaning vendors are informed of and adhere to the procedures outlined in these guidelines.

### **Physical Plant shall:**

- Ensure tracking systems are in place to track progress towards targets outlined in the guidelines;
- Track product use and cleaning practices on an ongoing basis with support from the Sustainability and Special Projects assistant who will produce quarterly reports to track performance against targets and share these reports with the Campus Sustainability Office;
- Establish and implement processes and training required internal to Physical Plant to enable implementation of these guidelines and ensure that any external contractors have appropriate training in place;
- If any implementation targets are not being met, investigate the situation and work with the individuals involved in the relevant area to achieve better progress towards targets;
- In collaboration with the Campus Sustainability Office, review Targets and Standard Operating Procedures at least every 3 years and recommend changes to the VP Finance & Administration.

### **The Campus Sustainability Office shall:**

- Receive and file quarterly performance data from Physical Plant and collate the data for annual reporting purposes;
- In collaboration with Physical Plant, review Targets and Standard Operating Procedures at least every 3 years and recommend changes to the VP Finance & Administration;
- Incorporate training related to these guidelines into applicable staff outreach programs and events.

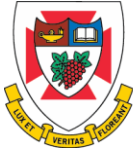
## **Standard Operating Procedures and Implementation Strategies**

### **Hard floor and carpet cleaning and maintenance**

- Hard floors, including tile, concrete, and wood surfaces, will be cleaned once a week with only sustainable cleaning products.
- Carpets will be vacuumed as required with equipment that meets the sustainability criteria listed later in this policy.
- Carpets will be routinely inspected for stains and other damages. Areas will be spot cleaned as requested with sustainable carpet cleaning materials. If damaged, the carpet tiles will be replaced.

### **Protection of vulnerable occupants during cleaning**

- Vulnerable occupants include women who are pregnant, children, elderly occupants, and individuals with asthma, allergies, or other sensitivities.



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- As much as possible, only sustainable cleaning products will be used. Please refer to the goals and tracking sections of this policy for additional information.
- Any cleaning that involves the use of carpet cleaners or the use of a non-sustainable cleaning product will be performed after regular business hours.

## **Disinfectant and sanitizer selection and use**

- Only hand soaps and alcohol-free hand sanitizers meeting the purchasing sustainability criteria listed below meet the requirements of this policy.
- Only disinfectants meeting the purchasing sustainability criteria listed below meet the requirements of this policy. Disinfectants will be kept locked in the janitorial closets and may only be used by cleaning staff.

## **Safe storage and handlings of cleaning chemicals, including spill management**

- Cleaning chemicals will be stored in the janitor closets to prevent access for other occupants.
- Cleaning staff will receive training on the various hazards of different toxic chemicals and how to address spills.
- Spills will be cleaned and handled according to safety data sheets provided by the manufacturer.
- All spills will be handled carefully. As soon a spill of a non-sustainable product occurs, the responsible party must be notified. If the spill occurs in an area to which typical building occupants have access, the area will be roped off and building occupants will be informed to stay clear of the area.
- Material safety data sheets for all of the cleaning chemicals used in the building will be retained and hazard information will be highlighted. This information will be clearly displayed in all janitor closets.

## **Strategies for reducing the toxicity of the chemicals used for laundry, ware washing, and other cleaning activities**

- Cleaning staff and building occupants will be supplied with safe cleaning chemicals that meet the sustainability criteria described in the purchasing guidelines listed below.
- All departments and university entities including Physical Plant, Diversity Food Services and Recreation Services shall use dish soaps and laundry detergent meeting EPA Safer Choice Standards whenever such products are available. The Campus Sustainability Office will conduct yearly reviews of department practices and product availability, recommending substitutions where possible.
- For surface cleaning, ionized water cleaning devices (using only water) will be used as much as possible.

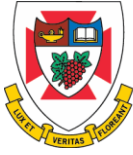
## **Strategies for conserving energy, water, and chemicals used for cleaning**

- The filters in vacuums and other applicable equipment will be changed frequently to enable air flow and reduce the energy consumption of the equipment.
- When cleaning chemicals are necessary, the operating procedures for chemical dilution will be followed to ensure that the minimum amount of cleaning chemicals necessary is used.

## **Strategies for promoting hand hygiene**

- All restrooms will be equipped with soap dispensers, faucets, and hand dryers.
- Alcohol free hand sanitizers will be placed throughout the buildings.

## **Tracking plan for staffing and overall performance**



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- Regular inspections will be conducted to evaluate cleanliness. As a part of the inspection, cleaning staff will be interviewed to ensure that the cleaning and hard floor and carpet maintenance system is being consistently used.
- The responsible party will log all training that is provided to the cleaning staff and will ensure that the training plans described above are met.
- When new staff come on board, the responsible party will record the initial training and orientation provided to the staff.

## **Tracking plan for energy, and toxic chemical usage**

- Every time a toxic chemical is used, it must be reported to the responsible party. The responsible party will record which chemical was used, where it was applied, and the reason for its use. This information will be used to track against the goal for using toxic chemicals only when strictly necessary.
- All vacuum filters will be replaced on a regular basis. The responsible party will record maintenance performed on all cleaning equipment, including filter replacement, to ensure that they are regularly replaced to reduce energy usage.

## **Tracking plan for cleaning product and cleaning equipment purchases**

- All cleaning product and cleaning equipment purchases, made by either by the cleaning vendor for use in the building or made by the building management, will be recorded in the purchasing log.
- The responsible party will review all purchases and compare against the policy goals. If the policy goals are not being met, the responsible party will take corrective action, typically in the form of providing education to the individuals in charge of procurement on the goals and sustainability criteria outlined in this policy.

## **Staffing and training plans**

- All cleaning staff are required to receive training every year. The responsible party will record the training attended by each staff member.
- Trainings are annual. Topics vary each month, and cover University standards herein.
- The responsible party or the cleaning services vendor coordinates and hosts all of the trainings.
- New employee orientations will be conducted on an ongoing basis.

## **Purchasing guidelines**

### **Sustainability Criteria for Cleaning Products and Materials**

Cleaning products must meet one or more of the following standards:

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes;
- UL EcoLogo 2792 (formerly CCD 110), for cleaning and degreasing compounds;
- UL EcoLogo 2759 (formerly CCD 146), for hard-surface cleaners;
- UL EcoLogo 2795 (formerly CCD 148), for carpet and upholstery care;
- Green Seal GS-40, for industrial and institutional floor care products;
- UL EcoLogo 2777 (formerly CCD 147) , for hard-floor care;
- EPA Safer Choice Standard; or equivalent;
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Safer Choice Standard requirements, as appropriate for use patterns and marketing claims).



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Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards:

- UL EcoLogo 2798 (formerly CCD 112), for digestion additives for cleaning and odor control;
- UL EcoLogo 2791 (formerly CCD 113), for drain or grease trap additives;
- UL EcoLogo 2796 (formerly CCD 115/107), for odor control additives;
- Green Seal GS-52/53, for specialty cleaning products;
- Canada's Guidelines for volatile organic compounds in consumer products: appendix 1: Content limits;
- EPA Safer Choice Standard; or equivalent;
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Safer Choice Standard requirements, as appropriate for use patterns and marketing claims).

Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs:

- EPA comprehensive procurement guidelines, for janitorial paper;
- Green Seal GS-01, for tissue paper, paper towels and napkins;
- UL EcoLogo 175 Sanitary Paper Products, for toilet tissue and hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers;
- FSC certification, for fiber procurement;
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ECOLOGO Certified or compostable trash can liners.

Hand soaps and hand sanitizers must meet one or more of the following standards:

- no antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements);
- Green Seal GS-41, for industrial and institutional hand cleaners;
- UL EcoLogo 2784 (formerly CCD 104), for hand cleaners and hand soaps;
- UL EcoLogo 2783 (formerly CCD 170), for hand sanitizers;
- EPA Safer Choice Standard.

## **Sustainability Criteria for Cleaning Equipment**

All powered equipment must have the following features:

- safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces;
- ergonomic design to minimize vibration, noise, and user fatigue, as reported in the user manual in accordance with ISO 5349-1 for arm vibrations, ISO 2631-1 for vibration to the whole body, and ISO 11201 for sound pressure at operator's ear
- as applicable, environmentally preferable batteries (e.g., gel, absorbent glass mat, lithium-ion) except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by the use of sealed batteries.

Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval Deep Cleaning Extractors and Seal of Approval Deep Cleaning Systems program.

Powered floor maintenance equipment must be equipped with vacuums, guards, or other devices for



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capturing fine particulates and must operate with a maximum sound level of 70 dBA, in accordance with ISO 11201.

Automated scrubbing machines must be equipped with variable-speed feed pumps and either (1) on-board chemical metering to optimize the use of cleaning fluids or (2) dilution control systems for chemical refilling. Alternatively, scrubbing machines may use tap water only, with no added cleaning products.

## **Quality Assurance/Quality Control Processes**

The responsible party will evaluate the Cleaning Guideline on an annual basis to evaluate progress towards the implementation goals. If any cleaning product or equipment purchases are not being recorded properly, the responsible party will inform the appropriate individuals to ensure that activities are recorded moving forward. The responsible party will evaluate the results of the cleaning audits to determine whether the campus is being sufficiently cleaned and whether the standard cleaning procedures are being properly executed. As necessary, the responsible party will revise the cleaning guideline to include additional cleaning strategies or modify existing cleaning strategies.

In addition, if any implementation goals are not being met, the responsible party will investigate the situation and will work with the individuals purchasing the materials and equipment or using the equipment. The responsible party will evaluate whether updates are necessary to the in order to achieve the implementation goals.

Any revisions that are made to the policy will be incorporated into the next training cycle for the cleaning staff.

## **ASSOCIATED POLICY & PROCEDURE**

- Asset Management Policy
- Sustainability Policy