INTRODUCTION

GOALS

In support of the Garden’s mission, “To discover and share knowledge about plants and their environment, in order to preserve and enrich life,” one of the core values is that, “We are committed to demonstrating environmental stewardship . . . and to acting in a sustainable way.” A Green Cleaning Policy is one method the Garden has adopted in support of this mission. **The goal of the Green Cleaning policy is to reduce the environmental impact of cleaning procedures, supplies, and equipment while ensuring the health and safety of building occupants and custodial staff.**

SCOPE

The scope of this policy includes the following for the entire Monsanto Center:
1. Purchasing of cleaning products and equipment, including cleaning, hard floor, carpet care products, and all custodial equipment
2. Standard Operating Procedures (SOPs) governing the cleaning and maintenance of hard and carpeted floor systems
3. The promotion of hand hygiene
4. Guidelines for the handling and storage of cleaning chemicals
5. Maintenance and custodial staff training
6. Building occupant feedback and complaint system

RESPONSIBLE PARTY

The Manager of Facility Support Services is responsible for implementing this policy.

TIME PERIOD

This policy is applicable until revised or rescinded.
## PROCEDURES AND STRATEGIES

### 1. CLEANING MATERIALS AND EQUIPMENT PURCHASING

All purchases of cleaning materials and equipment should follow the guidelines outlined in the Environmental Procurement Policy.

### 2. STANDARD OPERATING PROCEDURES

A complete, current list of operating procedures is maintained by the Manager of Facility Support Services. Below is a sample of SOPs

<table>
<thead>
<tr>
<th>PROCEDURE</th>
<th>EQUIPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUFF FLOORS</td>
<td>PROCEDURE: 4 STEPS FOR BUFFING FLOORS 1. DUST MOP FLOOR 2. WET MOP/MACHINE SCRUB FLOOR USING G-FORCE H2o2 3. BUFF 4. DUST MOP AND CLEAN OUT CORNERS 5. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</td>
</tr>
<tr>
<td>CARPET - BONNET/SPOT CARPET</td>
<td>EQUIPMENT NEEDED: 1. SLOW SPEED BUFFER 2. PAD HOLDER 3. CLEAN BONNET PADS 4. CARPET SOLUTION 5. HUDSON SPRAYER PROCEDURE: 1. SPRAY CARPET AND PAD WITH SOLUTION 2. USING SLOW SPEED BUFFER, ROTATE OVER THE CARPET FROM ONE END TO THE OTHER END 3. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</td>
</tr>
<tr>
<td>CARPETS - BONNET</td>
<td>EQUIPMENT: CARPET BONNET PROCEDURE: 1. VACUUM CARPET 2. ADD 8 OUNCES OF G-FORCE H2o2 TO BUCKET WITH RINGER 3. USE SLOW SPEED 175 RPM BUFFER 4. BEGIN CLEANING CARPET UNTIL DONE 5. EMPTY SOIL WATER FROM BUCKET AND RINSE 6. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</td>
</tr>
<tr>
<td>CARPETS/EXTRACT</td>
<td>EQUIPMENT: CARPET EXTRACTOR AND SHAMPOO PROCEDURE: 1. VACUUM CARPET 2. ADD 8 OUNCES OF G-FORCE H2o2 3. BEGIN CLEANING THE CARPET UNTIL DONE 4. EMPTY SOILED WATER OUT OF TANK AND RINSE 5. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</td>
</tr>
<tr>
<td>CHALK/MARKER BOARD CLEANING</td>
<td>CHALK BOARD CLEANING 1. ERASE THE BOARD 2. USING WARM WATER AND A CLEAN CLOTH, WIPE FROM LEFT TO RIGHT, FROM ONE END TO THE OTHER 3. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION MARKER BOARD 1. USING A SPECIAL ERASER, CLEAN THE BOARD 2. USING A SPECIAL CLEANING CHEMICAL, SPRAY THE BOARD AND WIPE OFF SOLUTION 3. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</td>
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<tr>
<td>Task</td>
<td>Equipment</td>
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<tr>
<td><strong>CLEAN CHAIRS</strong></td>
<td>Carpet shampoo and clean rags or carpet extractor</td>
</tr>
<tr>
<td><strong>CLEAN CORNERS/BASEBOARDS</strong></td>
<td>Chemical trouble shooter, green pad, scrub brush and clean rags, carpet shampoo, clean rags</td>
</tr>
<tr>
<td><strong>CLEAN DOOR KICKPLATES</strong></td>
<td>Clean rags, glass cleaner</td>
</tr>
<tr>
<td><strong>CLEAN FILE CABINET</strong></td>
<td>G-Force H2o2 solution in a bucket</td>
</tr>
<tr>
<td><strong>CLEAN FLOOR</strong></td>
<td>Vaccum or dust mop and wet mop floor</td>
</tr>
<tr>
<td><strong>CLEAN LIGHT FIXTURES</strong></td>
<td>G-Force H2o2, clean cloths and a ladder</td>
</tr>
<tr>
<td><strong>CLEAN MICROWAVE</strong></td>
<td>Turn table from microwave, using G-Force H2o2 solution, wipe all surfaces inside and outside</td>
</tr>
<tr>
<td><strong>CLEAN PARTITIONS</strong></td>
<td>Clean rag and G-Force H2o2 solution</td>
</tr>
<tr>
<td>Task</td>
<td>Procedure</td>
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<td>-------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
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</tbody>
</table>
| **CLEAN REFRIGERATOR**                    | **NOTE:** BEFORE STARTING PROJECT INSURE THAT NOTICE HAS BEEN POSTED AND REFRIGERATOR HAS BEEN UNPLUGGED. IF NOT, STOP, DO NOT PROCEED.  
**PROCEDURE:** 1. RECYCLE ANY GLASS OR CAN ITEMS FOUND IN REFRIGERATOR 2. PLACE ALL REMAINING ITEMS IN TRASH 3. USING G-FORCE H2o2 SOLUTION AND CLEAN RAGS WASH DOWN ENTIRE REFRIGERATOR BOTH INSIDE AND OUTSIDE 4. PLUG REFRIGERATOR BACK UP AND CLOSE DOOR 5. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **CLEAN SET UP TABLES**                   | **PROCEDURE:** 1. MIXING G-FORCE H2o2 IN A BUCKET, CLEAN THE SET UP TABLES TOPS AND SIDES, AND LEGS 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **CLEAN STAIRWELL**                       | **PROCEDURE:** 1. USING A BROOM OR VACUUM CLEANER, SWEEP DOWN THE STAIRS 2. DUST FRAMES AND EDGES 3. SPOT WASH WALLS AND DOORS WITH G-FORCE H2o2 SOLUTION 4. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **CLEAN VENTS**                           | **PROCEDURE:** 1. USING A HIGH DUSTER AND/OR LADDER, DUST OFF OR VACUUM VENTS 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **CLEAN WINDOW SILLS**                    | **PROCEDURE** 1. USING DAMP CLOTH, CLEAN WINDOW SILL SURFACE AND CORNERS 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **CLEAN/MAINTAIN ENTRY WAY**              | **PROCEDURE:** 1. REMOVE ALL MOVEABLE ITEMS OUT OF AREA 2. VACUUM OR SWEEP FLOOR 3. WIPE OUT DOOR SILLS/WINDOW SILLS 4. HIGH DUST AREA 5. CLEAN GLASS 6. CLEAN ALL DOOR FIXTURES 7. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION  
**DAILY CLEANING** 1. VACUUM MATS 2. REALIGN MAT IN PLACE  
**BI-WEEKLY CLEANING** 1. BONNET/SHAMPOO MAT 2. VACUUM OFF MAT  
**A - LOW SPEED BUFFER** B - G-FORCE H2o2 SOLUTION TO EXTRACTOR TANK 4. CLEAN CARPET UNTIL DONE 5. EMPTY SOILED WATER OUT OF TANK AND RINSE TANK 6. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **DETAIL ELEVATOR**                       | **PROCEDURE:** 1. CLEAN AND POLISH TRACK ALL FLOORS 2. SHAMPOO CARPET 3. SHINE INSIDE CAR/OUTSIDE CAR 4. WIPE OFF BASE BOARD/VACUUM CORNER AND FLOOR 5. CLEAN ALL LIGHTS, VENTS AND PHONES 6. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **DETAIL OFFICE** | PROCEDURE: MIX G-FORCE H₂O₂ SOLUTION  
1. PULL TRASH, WIPE OFF CAN  
2. WIPE OFF DESK  
3. WIPE OFF WINDOW SILLS AND DOOR SILLS  
4. SPOT WASH WALLS  
5. MOP/VACUUM FLOORS  
6. WIPE OFF CABINETS  
7. WIPE OFF TELEPHONE  
8. DUST VENTS  
9. CLEAN ANY WINDOWS/GLASS/MIRRORS  
10. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **DETAIL REST ROOM** | PROCEDURE: MIX G-FORCE H₂O₂ SOLUTION  
1. CLEAN TOILET AND TOILET INSIDE AND OUTSIDE  
2. POLISH CHROME  
3. CLEAN TOP AND BOTTOM OF SINKS  
4. REPLACE PAPER PRODUCTS  
5. CLEAN FLOORS AND CORNERS  
6. CLEAN UNDER TOILET AND URINALS  
7. CLEAN MIRRORS  
8. CLEAN PARTITIONS  
9. CLEAN SEAT COVER, TOILET TISSUE HOLDER, SANITARY BIN  
10. SPOT WASH WALL  
11. PULL TRASH  
12. DUST VENTS  
13. CLEAN OUTSIDE DOORS AND JAMBS  
14. CLEAN PIPES ON TOILET AND SINK  
15. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **DETAIL WHITE DOOR FRAME** | PROCEDURE: EQUIPMENT: 8 OR 10 FT LADDER  
1. USING BUCKEYE BLUE AND CLEAN RAGS, PUT INTO A PAIL BUCKET  
2. WASH DOWN ALL OF THE WHITE ENTRANCE FRAMES AROUND THE DOORS, TOP AND SIDES  
3. AFTER CLEANING THE FRAMES, CLEAN THE GLASS USING GLASS CLEANER AND A SQUEEGEE  
4. CLEAN UP AREA WHEN DONE  
5. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **DOOR ENTRANCE DETAIL** | PROCEDURE:  
1. REMOVE ALL MOVEABLE ITEMS OUT OF AREA  
2. VACUUM OR SWEEP FLOOR  
3. WIPE OUT DOOR SILLS/WINDOW SILLS  
4. HIGH DUST AREA  
5. CLEAN GLASS  
6. CLEAN ALL DOOR FIXTURES  
7. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **DRAPERY CLEANING** | YEARLY |
| **HIGH DUSTING** | EQUIPMENT: AN EXTENDING HIGH DUSTER AND/OR LADDER  
PROCEDURE:  
1. DUST ALL ITEMS OVER 6 FEET  
2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
| **MACHINE SCRUB FLOOR/KING COBRA 1200** | PROCEDURE  
1. PREPARE MOP WATER SOLUTION USING BUCKEYE BLUE  
2. USE 175 RPM BUFFER WITH PAD DRIVER AND RED OR BLACK PAD  
3. USING A CLEAN WET MOP, DIP INTO THE SOLUTION AND SPREAD OVER THE FLOOR  
4. START BUFFER WITH THE BUFFING PAD UNDER THE PAD DRIVER TO SCRUB THE FLOOR, SCRUB ACROSS THE FLOOR, AFTERWARDS MOP UP DIRTY SOLUTION  
5. RINSE THE FLOOR WITH CLEAN WATER, MOP ALONG THE EDGES AND BASEBOARD  
6. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |
<table>
<thead>
<tr>
<th>Task Description</th>
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<tbody>
<tr>
<td><strong>MACHINE SCRUB SHOWER STALL</strong></td>
<td>1. Prepare a solution of G-Force H₂O₂ and water in a bucket with wheels. 2. Using a clean mop head, spread solution over the floor. 3. Using a 175 RPM low speed buffer and the pad driver with brushes begin to scrub the floor. 4. After scrubbing the floor, rinse the floor a number of times to remove the residue. 5. Spray shower walls down with disinfectant using scrub brush and elbow grease. Clean all three sides of walls. 6. Replace shower curtain as needed. 7. Return all equipment to its proper location.</td>
</tr>
<tr>
<td><strong>MACHINE SCRUB STEPS</strong></td>
<td>Equipment: Slow speed buffer and a pad driver with brushes. Procedure: 1. Using stripper or G-Force H₂O₂ solution, mix according to directions. 2. Using buffer begin to scrub steps. 3. After scrubbing mop up dirty solution. 4. Rinse floor with clear water. 5. Let dry. 6. Return all equipment to its proper location.</td>
</tr>
<tr>
<td><strong>MOP FLOORS</strong></td>
<td>Procedure: 1. Dust mop floor. 2. Prepare mopping solution using G-Force H₂O₂. 3. Mop floor. 4. Put out wet floor signs. 5. Return all equipment to its proper location.</td>
</tr>
<tr>
<td><strong>MOP STAIRS</strong></td>
<td>Procedure: 1. Using a broom or vacuum cleaner remove debris from stairs and landings. 2. Using G-Force H₂O₂ put mixture in bucket with ringer. 3. Using a clean mop head begin wet mopping stairs and landing. 4. Return all equipment in its proper location.</td>
</tr>
<tr>
<td><strong>PICK UP TRASH ON GROUNDS</strong></td>
<td>Procedure: 1. Using a cherry picker pick up all debris on grounds and parking lot. 2. Return all equipment to its proper location.</td>
</tr>
<tr>
<td><strong>POLISH BRASS ON DOORS</strong></td>
<td>Procedure: 1. Apply Brasso to a clean rag. 2. Using circular motion apply to brass until shiny. Be sure to remove all black residue. 3. Return all equipment to its proper location.</td>
</tr>
<tr>
<td><strong>RECYCLING CARDBOARD</strong></td>
<td>Procedure: 1. Remove cardboard from centralized locations and place in recycling container on lot.</td>
</tr>
<tr>
<td><strong>RECYCLING PAPER</strong></td>
<td>Procedure: 1. Remove paper recycling from centralized locations and place in recycling container on lot.</td>
</tr>
<tr>
<td><strong>REMOVE TRASH</strong></td>
<td>Procedure: 1. Place 2. Stand in front of trash can and using both hands, remove trash liner from receptacle pulling up away from the body. 3. Set back down and tie it. 4. Re-line trash can. 5. Place waste in its proper receptacle.</td>
</tr>
<tr>
<td><strong>SEAL STEPS</strong></td>
<td></td>
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<tr>
<td><strong>SHAMPOO CARPETS</strong></td>
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<tr>
<td>Cleaning Task</td>
<td>Equipment</td>
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<tr>
<td><strong>SHOWER SCRUB &amp; WAX</strong></td>
<td>SLOW SPEED BUFFER STRIPPER TROUBLE SHOOTER PUTTY KNIFE RAGS MOPS/BUCKET/WRINGER FLOOR FINISH LARGER PLASTIC LINER BLACK PAD</td>
</tr>
<tr>
<td><strong>STEAM CLEAN SINK - 2ND FL MONSANTO</strong></td>
<td>SLOW SPEED BUFFER STRIPPER TROUBLE SHOOTER PUTTY KNIFE RAGS MOPS/BUCKET/WRINGER FLOOR FINISH LARGER PLASTIC LINER BLACK PAD</td>
</tr>
<tr>
<td><strong>VACUUM PLANT COMPACTOR TRACKS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>VACUUM CARPET</strong></td>
<td></td>
</tr>
<tr>
<td><strong>VACUUM STAIRS</strong></td>
<td></td>
</tr>
</tbody>
</table>
WALL WASHING

| METHOD #1  | 1. USING G-FORCE H₂O₂ SOLUTION, FILL UP A MOP BUCKET  
|           | 2. GET WALL WASHING MOP HEAD AND FRAME  
|           | 3. PUT MOP HEAD INTO THE SOLUTION, SQUEEZE OUT THE MOP HEAD AND START FROM THE TOP OF THE WALL DOWN  
|           | 4. USING A SCRUB SPONGE REMOVE ANY BLACK MARKS OR STAINS ON THE WALL  
|           | 5. WIPE OFF BASE BOARDS  
|           | 6. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION  
| METHOD #2  | 1. USING THE STEAM CLEANER, FILL UP THE TANK AND PLUG INTO THE WALL TO BEGIN HEALING  
|           | 2. SPRAY G-FORCE H₂O₂ SOLUTION ON THE WALL  
|           | 3. NEVER PUT SOLUTION other than water INTO THE STEAMER  
|           | 4. USING THE APPROPRIATE ATTACHMENT BEGIN STEAM CLEANING THE WALL  
|           | 5. WIPE OFF EXCESS WATER AFTER STEAMING  
|           | 6. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |

WASH COUNTERS

| PROCEDURE:  | 1. USING G-FORCE H₂O₂ SOLUTION IN A BUCKET, CLEAN THE COUNTER TOPS AND SIDES, INSIDE AND OUTSIDE IF POSSIBLE  
|            | 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |

WASH DOORS

| PROCEDURE:  | 1. USING G-FORCE H₂O₂ SOLUTION IN A BUCKET, CLEAN THE INSIDE, OUTSIDE, FRAME, JAMBS, AND GLASS ON ALL DOORS  
|            | 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |

WASH STAIR RAILS

| PROCEDURE:  | 1. PREPARE SOLUTION OF G-FORCE H₂O₂ AND WATER IN A HAND HELD BUCKET  
|            | 2. USING CLEAN RAGS, DIP RAG INTO THE SOLUTION AND RING OUT EXCESS WATER  
|            | 3. WASH DOWN STAIR HAND RAILS  
|            | 4. RINSE RAG OUT WITH CLEAN WATER AND RINSE OFF THE HAND RAIL  
|            | 5. FINISH THE TASK RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |

WASH WASTE CANS

| PROCEDURE:  | 1. USING G-FORCE H₂O₂ SOLUTION IN A BUCKET, CLEAN THE INSIDE AND OUTSIDE OF WASTE CAN AND PLACE NEW LINER IN CAN  
|            | 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |

WASH WINDOWS

| CONTRACT CLEANING |

WINDOWS

| PROCEDURE:  | 1. USING SQUEEGIE AND G-FORCE H₂O₂ SPRAY WINDOWS AND WIPE CLEAN  
|            | 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION |

**Performance Metrics**

Performance is measured by a professional inspection of each floor of the Monsanto Center on a weekly basis by the Facility Services Manager. All exceptions are to be remedied immediately. Please see the uploaded Inspection Sheets. The Facility Services Manager will review the logs on a quarterly basis and determine if procedures need to be revised.
3. **HAND HYGIENE**

The Garden has instituted a comprehensive and green approach to encouraging hand hygiene. Waterless, alcohol free hand sanitizers are installed in work station areas. Every restroom has educational material posted encouraging staff to wash their hands. All hand soaps are free of antimicrobial agents.

**Performance Metrics**
Due to the personal nature of this process no quantitative measurement can be established.

4. **HANDLING AND STORAGE OF CLEANING CHEMICALS**

All cleaning chemicals meet the guidelines established in the Garden’s Environmental Purchasing Policy. Additionally, a number of steps have been taken to minimize accidental spills, leaks, or other mishaps. All cleaning chemicals are stored in liquid pouches below shoulder level. These pouches are equipped with quick connect nozzles that hook directly into a water dispensing system in closet water fixtures. Cleaning chemicals are automatically mixed and diluted with water before exiting the faucet. Additionally, all custodial staff is required to wear gloves when handling any cleaning chemicals.

Educational material about proper cleaning chemical handling and safety is posted in all closets where supplies are stored. All custodial staff also receive training about how to handle cleaning chemical spills or leaks. Regular logs of staff training are maintained to ensure new staff is up to date on Garden procedure.

**Performance Metrics**
Performance is measured by a professional inspection of each Janitor Closet in the Monsanto Center on a weekly basis by the Facility Services Manager. All exceptions are to be remedied immediately. The Facility Services Manager will review the logs on a quarterly basis and determine if procedures need to be revised. Please see the uploaded Inspection Sheets.

5. **TRAINING**

The Garden runs training programs for custodial staff that cover all operational, environmental, health, and safety issues relating to staff duties. Trainings are conducted monthly, on an as needed basis.

Logs of trainings are maintained by the Manager of Facility Support Services. Each staff person’s log tracks the various training and educational programs completed. Logs are maintained electronically.

Training programs include, but are not limited to:
• The Art of Green Cleaning
• American Red Cross First Aid Training
• American Red Cross CPR Training
• Asbestos Awareness
• Bloodborne Pathogens
• Confined Space Entry
• Hazard Communication and Chemical Safety
• Vehicle Safety Training
• Green cleaning chemicals and policies
• Microfiber cleaning procedures
• Personal Protective Equipment
• High Lift Training
• Buckeye Action Control System

Training is administered by qualified staff, contractors, and vendor representatives as appropriate.

**Performance Metrics**

The Facility Services Manager establishes a regular training schedule. Material such as the uploaded Art of Green Cleaning is used for the sessions. A log is kept of the staff attending the trainings and makeup sessions are scheduled when necessary to make sure 100% of the staff receives the training. The Facility Services Manager will review the logs on a quarterly basis and determine if procedures need to be revised. (Please see the uploaded Employee Training Log.)

6. **FEEDBACK AND COMPLAINT SYSTEM**

All building occupants are requested to provide feedback, issue complaints, or request services through the gardens electronic General Services work order system. Every building occupant is provided the email address through which feedback is electronically delivered, logged and processed.

Annually, feedback is reviewed to develop new procedures and policies that can better serve the Garden. This is done by the Manager of Facility Support Services, Maintenance Manager, and Vice-President of General Services.

**Performance Metrics**

Performance is measured by responding to feedback and complaints within five business days or less. The Manager of Facility Support Services, Maintenance Manager, and Vice-President of General Services will review the logs on a quarterly basis and determine if procedures need to be revised. (Please see uploaded GS Work Order Log.)