



Policy: **Green Cleaning Policy**

Updated: December 17, 2009

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This policy is applicable until revised or rescinded.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

BUFF FLOORS	PROCEDURE: 4 STEPS FOR BUFFING FLOORS 1. DUST MOP FLOOR 2. WET MOP/MACHINE SCRUB FLOOR USING G-FORCE H ₂ O ₂ 3. BUFF 4. DUST MOP AND CLEAN OUT CORNERS 5. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CARPET - BONNET/SPOT CARPET	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
CARPETS - BONNET	EQUIPMENT: CARPET BONNET PROCEDURE: 1. VACUUM CARPET 2. ADD 8 OUNCES OF G-FORCE H ₂ O ₂ 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
CARPETS/EXTRACT	EQUIPMENT: CARPET EXTRACTOR AND SHAMPOO PROCEDURE: 1. VACUUM CARPET 2. ADD 8 OUNCES OF G-FORCE H ₂ O ₂ 3. BEGIN CLEANING THE CARPET UNTIL DONE 4. EMPTY SOILED WATER OUT OF TANK AND RINSE 5. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CHALK/MARKER BOARD CLEANING	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

CLEAN BREAKROOM/LUNCHROOM	PROCEDURE: 1. MIX G-FORCE H ₂ O ₂ SOLUTION 2. WIPE OFF COUNTER 3. WIPE OFF TABLES 4. WIPE OFF CHAIRS 5. PULL TRASH 6. VACUUM CARPET 7. WET MOP FLOOR 8. REPLENISH PAPER PRODUCTS AND SOAP 9. HIGH DUST INCLUDING VENTS 10. PUT CHAIRS BACK UNDER TABLE PROPERLY 11. WIPE OFF ALL FLAT SURFACES INCLUDING REFRIGERATOR, MICROWAVE, ETC. 12. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CLEAN CHAIRS	EQUIPMENT: CARPET SHAMPOO AND CLEAN RAGS OR CARPET EXTRACTOR PROCEDURE: 1. SPRAY CHAIR/EXTRACT FABRIC 2. WIPE OFF ACCESS SOLUTION 3. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CLEAN CORNERS/BASEBOARDS	EQUIPMENT: CHEMICAL TROUBLE SHOOTER, GREEN PAD, SCRUB BRUSH AND CLEAN RAGS. PROCEDURE: 1. SPRAY TROUBLE SHOOTER ON SURFACE, LET STAND FOR 5 MINUTES 2. TAKE GREEN PAD SCRUB BRUSH AND SCRUB THE AREA 3. TAKE CLEAN RAG AND WIPE TROUBLE SHOOTER OFF SURFACE 4. RINSE THE SURFACE WITH A CLEAN CLOTH 5. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CLEAN DOOR KICKPLATES	PROCEDURE: CLEAN RAGS, GLASS CLEANER 1. SPRAY KICK PLATES, WIPE OFF WITH CLEAN RAGS 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CLEAN FILE CABINET	PROCEDURE: 1. USING G-FORCE H ₂ O ₂ SOLUTION IN A BUCKET, CLEAN THE FILE CABINET TOPS AND SIDES 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CLEAN FLOOR	PROCEDURE: 1. VACUUM OR DUST MOP AND WET MOP FLOOR 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CLEAN LIGHT FIXTURES	EQUIPMENT: G-FORCE H ₂ O ₂ , CLEAN CLOTHS AND A LADDER PROCEDURE: 1. IF POSSIBLE, REMOVE LIGHT COVER FROM LIGHT 2. SPRAY SOLUTION ON FRONT AND BACK OF LIGHT COVER AND RINSE 3. DRY LIGHT COVER AND PUT BACK IN PLACE 4. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CLEAN MICROWAVE	PROCEDURE: 1. REMOVE TURN TABLE FROM MICROWAVE 2. USING G-FORCE H ₂ O ₂ SOLUTION, WIPE ALL SURFACES INSIDE AND OUTSIDE 3. CLEAN TURNTABLE AND RETURN TO MICROWAVE 4. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
CLEAN PARTITIONS	PROCEDURE: 1. USING A CLEAN RAG AND G-FORCE H ₂ O ₂ SOLUTION WIPE BOTH SIDES OF PARTITION FROM TOP TO BOTTOM. REMOVE ALL STAINS. 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION

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 USE AS DIRECTED C - BONNET PAD D - BUCKET AND WRINGER 3. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION MONTHLY CLEANING CARPET EXTRACTION 2. VACUUM MAT 3. ADD 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 FTT 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 RMP 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

MACHINE SCRUB SHOWER STALL	PROCEDURE: 1. PREPARE A SOLUTION OF G-FORCE H ₂ O ₂ AND WATER IN A BUCKET WITH WHEELS 2. USING A CLEAN MOP HEAD, SPREAD SOLUTION OVER THE FLOOR. 3. USING A 175 RMP 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
MACHINE SCRUB STEPS	EQUIPMENT: SLOW SPEED BUFFER AND A PAD DRIVER WITH BRUSHES PROCEDURE: 1. USING STRIPPER OR G-FORCE H ₂ O ₂ 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
MOP FLOORS	PROCEDURE: 1. DUST MOP FLOOR 2. PREPARE MOPPING SOLUTION USING G-FORCE H ₂ O ₂ 3. MOP FLOOR 4. PUT OUT WET FLOOR SIGNS 5. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
MOP STAIRS	PROCEDURE: 1. USING A BROOM OR VACUUM CLEANER REMOVE DEBRIS FROM STAIRS AND LANDINGS 2. USING G-FORCE H ₂ O ₂ 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
PICK UP TRASH ON GROUNDS	PROCEDURE: 1. USING A CHERRY PICKER PICKUP ALL DEBRIS ON GROUNDS AND PARKING LOT 2. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION
POLISH BRASS ON DOORS	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
RECYCLING CARDBOARD	PROCEDURE: 1. REMOVE CARDBOARD FROM CENTRALIZED LOCATIONS AND PLACE IN RECYCLING CONTAINER ON LOT
RECYCLING PAPER	PROCEDURE: 1. REMOVE PAPER RECYCLING FROM CENTRALIZED LOCATIONS AND PLACE IN RECYCLING CONTAINER ON LOT
REMOVE TRASH	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
SEAL STEPS	
SHAMPOO CARPETS	

SHOWER SCRUB & WAX	<p>EQUIPMENT: SLOW SPEED BUFFER STRIPPER TROUBLE SHOOTER PUTTY KNIFE RAGS MOPS/BUCKET/WRINGER FLOOR FINISH LARGER PLASTIC LINER BLACK PAD</p> <p>PROCEDURE: STRIPPING 1. MIX G-FORCE H₂O₂ AND MOP ONTO FLOOR 2. LET STAND 4-7 MINS 3. PUT PAD ON BUFFER 4. CLEAN CORNERS AND BASE BOARDS 5. SCRUB FLOOR TO REMOVE OLD WAX 6. MOP UP SOLUTION 7. LET DRY, WIPE CORNERS AND BASE BOARDS 8. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</p> <p>PROCEDURE: WAXING 1. LAY DOWN AN OUTLINE AROUND THE WALL 2. USING A FIGURE 8, LAY DOWN WAX 3. DO NOT GET WAX ONTO THE BASE BOARDS 4. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</p>
STEAM CLEAN SINK - 2ND FL MONSANTO	
STRIP AND WAX FLOORS	<p>EQUIPMENT: SLOW SPEED BUFFER STRIPPER TROUBLE SHOOTER PUTTY KNIFE RAGS MOPS/BUCKET/WRINGER FLOOR FINISH LARGER PLASTIC LINER BLACK PAD</p> <p>PROCEDURE: STRIPPING 1. MIX SOLUTION AND MOP ONTO FLOOR 2. LET STAND 4-7 MINS 3. PUT PAD ON BUFFER 4. CLEAN CORNERS AND BASE BOARDS 5. SCRUB FLOOR TO REMOVE OLD WAX 6. MOP UP SOLUTION 7. LET DRY, WIPE CORNERS AND BASE BOARDS 8. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</p> <p>PROCEDURE: WAXING 1. LAY DOWN AN OUTLINE AROUND THE WALL 2. USING A FIGURE 8, LAY DOWN WAX 3. DO NOT GET WAX ONTO THE BASE BOARDS 4. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</p>
VACUUM PLANT COMPACTOR TRACKS	<p>PROCEDURE: 1. USE A VACUUM CLEANER WITH AN EXTENTION HOSE 2. BEGIN IN THE PLANT COMPACTOR AREA ON THE 4TH FLOOR AND VACUUM THE FLOOR TRACKS BETWEEN THE COMPACTORS 3. CONTINUE DOWN TO THE 2ND FLOOR TO COMPLETE THE TASK 4. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</p>
VACUUM CARPETS	<p>PROCEDURE: 1. GET VAC OUT OF JANITOR CLOSET 2. EMPTY VAC BAG 3. VAC CARPET AND PUT EQUIPMENT BACK INTO CLOSET 4. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</p>
VACUUM STAIRS	<p>PROCEDURE: 1. GET VACUUM CLEANER OUT OF THE JANITOR'S CLOSET 2. USING ATTACHMENTS VACUUM EACH STEP AND LANDING 3. REMOVE ANY STAINS OR SPOTS USING G-FORCE H₂O₂ 4. RETURN ALL EQUIPMENT TO ITS PROPER LOCATION</p>

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 HEATING 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.)
