



**Green cleaning
services that shine.
Guardian's Green
Cleaning Strategy &
Goals**

Janitorial Solution

We are always evolving to ensure your employees and guests work in a green cleaned campus.

- An extensive selection of services, always encompassing 'Green Cleaning.'
- Customized management support & planning.
- Technology that optimizes our operation through the use of **Guardian 24/7** and digital communications.
- **CIMS Certified** and able to help you maintain your **LEED GOLD** Certification through our detailed procedures, environmentally conscious chemicals, equipment and LEED certified expert.
- Advanced safety & training programs.
- Continuously graduating professional cleaning experts through our Guardian Green Cleaning Systems Training and Operations program; integrating people, products, and processes in a way that drives greater effectiveness and efficiencies.
- A reputation among service workers as the company to work with.

Additionally, we operate a 24/7 call center in the event of an emergency situation.

Janitorial Solution – Green Goals & Strategies

Scope

Guardian has a Policy and Plan which addresses environmental best practices for cleaning the interior of all Facilities Operations managed interiors. Specifically, it addresses purchasing sustainable cleaning, hard-floor and carpet products, and entryway systems; procuring sustainable cleaning equipment; developing and implementing standard operating procedures for effective cleaning; promoting and improving hand hygiene; developing guidelines for handling cleaning chemicals; developing staffing and employee training requirements; collecting and addressing occupant feedback; and establishing procedures for use of chemical concentrates and dilution systems.

Goal

The goal of our Green Cleaning Policy and Plan is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems and the environment.

Responsible Parties

Jeremy Bressler, the Vice President of Janitorial Services, with support from David Marshall, Associate Vice President of Janitorial Services, is responsible for developing and managing the implementation of the Green Cleaning Policy and Plan. Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy, and report all relevant activities to the aforementioned parties. To ensure an effective and coordinated effort, the Operations Managers responsible for overseeing the Green Cleaning Policy and Plan throughout 'a building' shall review all proposed cleaning activities before implementation.

Janitorial Solution – Green Quality Assurance

Quality Assurance & Control Processes

The parties responsible for your Janitorial Services shall periodically evaluate the success of the Green Cleaning Policy and Plan. This evaluation may include producing and providing a report on an annual basis to senior management. Whenever possible, the annual report shall include an evaluation of the performance, safety, cost and environmental/public health benefits achieved as a result of its implementation.

Prior to implementation, the responsible parties shall review all proposed cleaning activities. Upon reviewing proposed activities, the responsible parties shall determine if they meet the criteria of the Green Cleaning Policy and approve or deny action.

The responsible parties shall regularly communicate with all cleaning staff, and conduct regular site inspections and evaluations to ensure that the Green Cleaning Policy and Plan is in place and functioning, as intended. In addition to ongoing quality control measures, the responsible parties will review all practices and products (typically annually) to identify opportunities for improvement and expansion of environmentally friendly practices.

Janitorial Solution – Green Metrics & Measurement

Performance Metrics and Measurement

The practices listed below shall be implemented, to the extent practicable, with a target goal of 60% of products complying, based on cost. The Responsible Party will coordinate with vendors to track purchase rates of both compliant and noncompliant products.

Practices to optimize use of sustainable cleaning products

Cleaning products and materials, including hard-floor and carpet-care products, used by Guardian custodial staff shall, when possible, meet the requirements of EQc3.3: Green Cleaning, Purchase of Sustainable Cleaning Products and Materials.

Product types subject to these requirements include, but are not limited to, bio-enzymatic cleaners, hard floor cleaners, carpet cleaners, general-purpose cleaners , specialty cleaners, odor control, disinfectants, disposable janitorial paper products and trash bags, and hand soaps.

Janitorial Solution – Green Purchase Criteria

Green Cleaning, Purchase of Sustainable Cleaning Products and Materials Criteria:

The cleaning products meet one or more of the following standards for the appropriate category: o

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purpose
- EcoLogo Environmental Choice CCD-110 / UL 2792, for cleaning and degreasing compounds
- EcoLogo Environmental Choice CCD-146 / UL 2759, for hard-surface cleaners
- EcoLogo Environmental Choice CCD-148 / UL 2795, for carpet and upholstery care
- EPA Safer Choice / DfE

Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or UL ECOLOGO CCD-110 / 2792, 146 / 2759, or 148 / 2795 shall meet at least one of the following standards for the appropriate category:

- Green Seal GS-40, for industrial and institutional floor-care products
- EcoLogo Environmental Choice CCD-112 / UL 2798, for digestion additives for cleaning and odor control
- EcoLogo Environmental Choice CCD-113 / UL 2791, for drain or grease-trap additives
- EcoLogo Environmental Choice CCD-115 / UL 2796, for odor-control additives
- EcoLogo Environmental Choice CCD-147 / UL 2777, for hard-floor care

Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:

- U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
- Green Seal GS- 01, for paper towels, tissue paper and napkins
- EcoLogo Environmental Choice CCD-082 / UL 175, for toilet tissue
- EcoLogo Environmental Choice CCD-086 / UL 175, for hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree free fibers
- FSC certified

Janitorial Solution – Green Purchase Criteria

Green Cleaning, Purchase of Sustainable Cleaning Products and Materials Criteria:

Hand soaps 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 (i.e., food service and health care requirements)
- Green Seal GS-41, for industrial and institutional hand cleaners
- EcoLogo Environmental Choice CCD-104 / UL 2784, for hand cleaners and hand soaps

Janitorial Solution – Green Cleaning Equipment

Performance Metrics and Measurement

All newly acquired cleaning equipment shall comply with the criteria listed below. The Responsible Party shall assign staff to track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment, with a target of 40% of equipment in compliance by January 1, 2017.

Practices to optimize use of sustainable cleaning equipment

Purchase Criteria

All new equipment acquisitions shall comply with the requirements of EQc3.4: Green Cleaning, Sustainable Cleaning Equipment:

- Vacuum cleaners meet the requirements of the Carpet and Rug Institute "Green Label" Testing Program- Vacuum Cleaner Criteria and are capable of capturing 96% of particulates 0.3 microns in size and shall operate with a sound level less than 70dB.
- Carpet extraction equipment for restorative, deep cleaning is certified by the Carpet and Rug Institute's "Seal of Approval" Testing Program for deep-cleaning extractors.
- Powered floor equipment-e.g., electric and battery-powered floor buffers and burnishers equipped with vacuums, guards and/or other devices for capturing fine particulates, and operates with a sound level less than 70dB.
- Automated scrubbing machines are equipped with variable-speed feed pumps and onboard chemical metering to optimize the use of cleaning fluids. Alternatively, the scrubbing machines use only tap water with no added cleaning products.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment is designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces .

Janitorial Solution – Green Cleaning Equipment

Record Keeping

A log shall be kept for all powered cleaning equipment to document the date of purchase and all repair and maintenance activities. Vendor cut sheets for all equipment used onsite shall be stored onsite. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with the specifications.

Janitorial Solution – Green Hard Floor & Carpet Maintenance

Performance Metrics & Measurement

Floor-care maintenance shall consistently be performed according to written protocols, without exception. QC checks will be used to ensure 100% adoption.

Practices to optimize hard-floor and carpet maintenance

- The floor and carpet maintenance program is designed to use few, or no, harmful chemicals; remove and eliminate irritating dust, dirt and other contaminants; and protect and preserve floors.
- To minimize chemical use, the frequency of stripping or removing coatings has been reduced to once annually unless additional is required, and the floor's longevity is still able to be maximized, thereby conserving cleaning and floor restoration materials and minimizing occupants' exposure to harmful chemicals.

Janitorial Solution – Promoting Hand Hygiene

Performance Metrics & Measurement

Protocols promoting hand hygiene shall be wholly adopted. QC checks will be used to ensure 100% adoption.

Practices to optimize hand hygiene

All restroom facilities, including those in guest rooms, public areas and back-of-house spaces shall include appropriate hand soaps. (See Section 5.)

- Per regulations, hand-hygiene notices will be placed in all employee rest rooms.
- All hand soap and hand sanitizer dispensers are checked on a daily basis to ensure they are operational.

Janitorial Solution – Handling & Storage Of Cleaning Chemicals

Performance Metrics and Measurement

Protocols governing safe handling and storage of cleaning chemicals shall be wholly adopted. QC checks will be used to ensure 100% adoption.

Practices to optimize handling and storage of cleaning chemicals

The following protocols have been established to mitigate spills, leaks and mismanagement.

Storage

- Cleaning chemicals are stored in single-locked janitorial closets on each floor.
- Workers access chemicals at the beginning of their shift and as needed.
- All cleaning chemical bottles are labeled with correct product safety, storage and usage information.

MSDS/SDS Storage

- The cleaning chemical supplier is required to provide accurate MSDS/SDSs for all chemicals delivered to the building.
- The cleaning chemical supplier maintains a toll-free hotline that can be called in the event of spills or accidents to access safety data and protocols.
- MSDS/SDS information is provided online.

Emergency Procedures

All Staff members are trained to contact their manager if any type of emergency exists. If an accident occurs they are to report it immediately at which time direction will be given to them for proper care. Upon any building emergency the staff has been instructed to exit the building and meet at a pre-determined location.

Janitorial Solution – Vulnerable Building Occupants

To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff from custodial services shall only use low/no-VOC cleaning products; they shall perform routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

Janitorial Solution - Emergency

Emergency Response

- Guardian has the resources to provide 24/7 emergency support to our clients. Guardian currently has approximately 1,700 employees in New York City and in most situations can respond within one hour. An integral part of our initial transition is completing the Disaster/Emergency Plan. Guardian tailors each plan to the specific site. Our management team can be reached 24/7 and they are able to dispatch personnel to your facility prepared to handle any emergency situation. Detailed contract specifications and contacts are being made available to the Site Manager so that he/she can reach anyone needed in the event of an emergency. Along with the over 2,000 Guardian operation and maintenance personnel are made available in the New York tri-state area, Guardian maintains a pool of specialty subcontractors available to provide emergency services that are beyond the expertise of the on-site staff.
- In addition, Guardian has also developed a contingency plan to deal with natural and man-made hazards. Guardian's philosophy on disruptions and emergencies is to follow safety procedure and to prevent disruptions whenever possible. However, in a rare instance they do occur, it is important to be prepared and to deploy a recovery plan to minimize disruption and ensure safety. With this in mind, Guardian has developed a plan which outlines a formal process to ensure that procedures are available for all levels of emergencies. As a minimum, the plan covers emergencies resulting from the following situations: Utility Failure, Gas Leak, Snow Storm, Arson/Fire, Labor Strike, Sabotage, Terrorism, Flood, Hurricane/Tornado, Transit Strike, Bomb threat, Hazardous Material Accident, Riot, and Ice Storms.
- In addition to any onsite supervisor and the overall project manager, Guardian provides supplemental off-site management in the form of field supervisors, day and night, emergency route crews 24/7 and additional corporate administration including but not limited to human resources, employee benefits, accounting, payroll, OSHA certified training and quality control auditors.

Janitorial Solution – Green Cleaning Plan

References

U.S. Green Building Council

CIR - LEED Interpretations and Addenda Database *LEED V32009 for Existing Buildings: Operations & Maintenance Green Building Rating System EQ Prerequisite 3: Green Cleaning Policy*

www.usgbc.org

Green Seal

- Industrial & Institutional Cleaners (GS-37)
- Industrial & Institutional Floor-Care Products (GS-40) Industrial & Institutional Hand Cleaners (GS-41) Tissue Paper (GS-01)
- Paper Towels and Paper Napkins (GS-09)

www.greenseal.org

UL EcoLogo

- Hard Surface Cleaners (CCD-146) (UL 2759) / Hard Floor Care Products (CCD-147) (UL 2777) / Hand Cleaners (CCD-104) (UL 2784)
- Hand Towels (CCD-086) (UL 175) / Toilet Tissue (CCD-082) (UL 175)

www.eco logo.org

Carpet & Rug Institute: www.carpet-rug.org

EPA Comprehensive Procurement Guidelines: <http://epa.gov/cpg>

Janitorial Products Pollution Prevention Project: www.wrppn.org/Janitorial/jp4.cfm

Cleaner Solutions Database: <http://www.cleanersolutions.org>

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