



COMMERCIAL CLEANING CONTRACTORS

- SUSTAINABLE CLEANING POLICY -



FOCUSED ON PERFORMING AT THE GREENEST LEVEL POSSIBLE



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About Us

Commercial Cleaning Contractors is a full-service janitorial company who has been growing in the Twin Cities since 2008. Privately owned, small business owners, Matt and Barb believe in personally being involved with each client. Our success is based on our client's happiness with our services.

Matt and Barb have over 45 years of combined experience in all things commercial cleaning. Over the years they have built strong relationships with industry experts and consultants in order to have the best resources for anything they may encounter.

We also understand that our client's ability to have peace-of-mind is based on the team of individuals performing services on their property. We value each and every team member, as they are the heart of our company. Each new member of our crew is reviewed and given the training and support needed for the roles they fill.

Our expertise, commitment to our client's happiness, and dedication to each and every member of our team is what makes Commercial Cleaning Contractors a successful organization. Driving us forward is our commitment to ensuring we are truly **performing to the greenest level possible!**

Environmental Policy

We care very much about our environment, and yours. We try our best to live our personal lives with a "leave no trace" attitude. It can be difficult to manage a cleaning profession in the same "leave no trace" mentality, which is why we believe that developing environmentally sustainable business practices is an imperative step toward decreasing our company's carbon footprint. In doing so we are providing your occupants with a greener work environment and protecting our Planet.

Cleaning should not be approached with just a rag and spray bottle. We approach each scenario based on scientifically proven and sustainable strategies in order to achieve the best results possible. We research and source our cleaning solutions and equipment based on Green Seal certification and equipment efficiency.



We take the time to properly educate our crew on the most efficient and effective method of cleaning. Our crew members are also trained in how to maintain our equipment to make sure it is always running at its peak performance. In combination with utilizing reusable products, such as microfiber cloths and mopping systems, we are able to perform to the “Reduce and Reuse” standard.

Health and Safety Policy

It is our policy to provide and maintain safe and healthy working conditions for the benefit of all our team members, customers and occupants of the building. Our organization is vitally interested in the health and safety of everyone we interact with. Protecting our workforce from injuries and occupational disease is a major continuing objective. Commercial Cleaning Contractors will make every effort to provide a safe, healthy work environment. Our team must be committed to a culture of reducing the potential for workplace injury

We recognize that the key to successful Health and Safety Management requires effective organization, structure and policies. To sustain our commitment, we continually measure, monitor, and revise when necessary our plans relating to Health and Safety standards. Our supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that machinery and equipment are safe and that their crews work in compliance with established safe work practices and procedures. All team members must receive adequate training in their specific work tasks to protect their health and safety.

Appropriate preventative and protective measures are implemented following the identification of any work-related hazards and assessment of the risks. Each janitorial closet is supplied with an OSHA approved, wall mounted first aid kit, including an eye washing station, emergency spill kit and bloodborne pathogen spill kit.

We require ALL team members to first review our *Health and Safety Policy Handbook* and attend training programs in order to meet our safety standards. We provide detailed product and equipment information, personal protective equipment (PPE), and on-going training to all members of our team to ensure this policy is adhered to. Every team member must protect his or her own health and safety by working in compliance with all laws; and with the safe work practices and procedures established by our company.

It is in the best interest of all involved parties to consider the health and safety in each and every activity performed. Commitment to health and safety must be woven in to the mesh that



forms the most integral part of this organization; this from the president, then on to each and every member of our team.

Processes

Floor Cleaning

A good floor care program is a program that regularly and properly maintains the floor surfaces in order to reduce the frequency of items such as deep carpet cleaning or full strip and recoat of a hard surface. A good program begins on the outside of the property.

- **Building Exterior**
 - It is necessary to keep entrances clean of debris to prevent it from being tracked into the building. Our team recommends maintaining entrances with items such as regularly sweeping, periodic carpet grooming of walk off areas, and scheduled pressure washing.
 - We highly recommend all of our clients to utilize an effective walk off mat system at all entrances to the building. This helps prevent contaminants from being tracked into the building by capturing soil and moisture at the beginning. Best practice is to have a system of matting long enough to capture at a minimum of 5 steps, or 12 feet.
 - Day crew frequently maintains entrance areas of the building throughout the day to maximize the effectiveness of the walk off mat system.

- **Hard Surfaces**
 - Dust mopping in the traditional manor only moves dust and particulates from one area to another area on the floor. This also stirs up the dust causing it to travel in the air, reducing indoor air quality. A *micro-fiber dust mop* is used instead of a traditional dust mop. These micro-fiber, washable (reusable) mop heads, capture soil and contain them in the mop head, effectively removing them from the building environment.
 - Wet mopping higher traffic areas, as well as breakrooms, kitchens, and bathrooms, helps reduce contaminant tracking and build-up. We utilize a dual bucket mop system to reduce the amount of water and chemical needed. Appropriate caution signage is displayed while the flooring is potentially damp.
 - Auto scrubbing is used to increase the efficiency of cleaning large open floor areas. The scrubbers we employ are self-propelled and ergonomically designed to reduce user fatigue. They substantially reduce water consumption, are compact, and operate at a sound level less than 70 dBA.



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- Floor polishing consists of different processes depending on the type of surface. In all of these processes the goal is to first maintain the existing surface with the above-mentioned cleaning methods and therefore extending the life of the finish or coating.
 - Scrub and recoating is the preferred option with a VCT flooring. When the finish has been maintained, less product and water can be used by completing a deep cleaning and applying a layer of heavy metal free, low odor Green floor sealant on the already coated flooring.
 - Stripping and coating is needed when the original coating has worn too thin. The stripping process begins with scrubbing, utilizing a pH neutral stripper that contains no ammonia, butyl, or caustic materials. It is a low VOC, low odor product that is safe for the user and the environment. Stripping is followed by rinsing, using a neutralizer if necessary. Once the floor is thoroughly rinsed a heavy metal free, low odor floor finish is applied at a minimum of three coats or more, depending on the traffic patterns.
- **Carpeting**
 - Vacuuming is performed on a nightly basis to reduce the need for frequent deep cleaning. The areas where carpeting meets corners, wall edges, or hard to reach areas are also maintained on a standard schedule.
 - Vacuum cleaners are CRI Gold certified and perform at less than 70 dBA
 - Cord management is a topic of our training protocol, to prevent damage to wall corners and prevent tripping hazards.
 - Spot Cleaning of spills is performed on a nightly basis to reduce the need for frequent deep cleaning. The best scenario is if the cleaning crew is informed of the spill immediately so that the spill can be cleaned using less or no chemical before the spill dries onto the flooring. When the cleaning crew is not notified immediately, the night crew will manage the spill with a spotting kit utilizing a Green carpet spotting chemical, foaming action, brush tamping, towel blotting and if needed, water extraction.
 - Periodic carpet cleaning is recommended on a regular schedule to remove allergens, extend the life of the carpeting and to remove embedded soiling. Carpeting being maintained on a schedule provides a better appearance and also reduces the environmental impact compared to infrequent deep, restorative carpet cleaning.

We perform all carpet cleaning using the Institute of Inspection Cleaning and Restoration Certification's (IICRC) recommended best practices and utilizing equipment certified with the Carpet and Rug Institute's (CRI) "Seal of Approval". The equipment used during this process is inspected and maintained to ensure its optimal performance. We have built-in equipment redundancy to prevent inoperative equipment from being used in order to preserve continued operations.



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Prior to the standard carpet cleaning process we use a pre-grooming machine for traffic lanes, which is a separate deep, dry cleaning process to help loosen embedded soils. This dry grooming process reduces the amount of water and chemical necessary for deep cleaning. It also helps extend the life of the carpet material by removing sand that traditional cleaning techniques do not remove and is designed to restore the natural twist to the fiber, restoring compacted carpet pile.

After the dry grooming process is completed the carpeting is pre-sprayed with a Green detergent, then it is manually wet-scrubbed where needed and followed by a no-residue wet extraction. Carpet dry times vary depending on environment but are typically between 2 and 6 hours.

Surface Cleaning

The traditional method of surface maintenance, or dusting, only moves dust and particulates from one area to another area. This also stirs up the dust causing it to travel in the air, reducing indoor air quality. The more environmentally friendly program captures soil and contains them, effectively removing them from the building environment.

- **Micro-Fiber**
 - We have incorporated a microfiber cleaning program. Using microfiber cloths eliminates the use of paper towels reducing the impact to the environment. They also reduce reliance on chemicals and water due to their higher surface area/ surface tension and the mechanical action of the micro-bristles formed on the cloth. Microfiber cloths also improve the indoor air quality by more effectively capturing and removing particulates, rather than pushing them around and dispersing them into the air.
 - The cloths are color coded so that specific cloths are continually used on the same type of surfaces; to help eliminate cross-contamination between areas such as restrooms and offices.

- **High Dusting**
 - Re-useable static dusters are used for hard to reach and high dusting situations. The static duster is attached to an extendable dust wand. The static charged material acts like a magnet to pull the dust off the surface and then holds it securely so that it does not fall from the surface or the duster. The duster is then vacuumed, to further contain dust from being recirculated into the air and allowing longer term use of the individual dusting cloths.
 - The adjustable angle and extendable wands allow safe dusting of high surfaces without the use of a ladder.



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- **Glass Cleaning**

- Glass surfaces such as doors, walls, and mirrors are spot cleaned nightly using a Green window cleaner and a microfiber window trowel. The use of a window trowel reduces chemical usage by 95% and provides a simple, consistently haze free spot cleaning process.
- Depending on the environment, strip washing glass is necessary on a maintenance schedule to prevent a cloudy appearance. We utilize a very small amount of a Green Seal certified dish soap mixed with water in conjunction with a micro-fiber head and squeegee. Paper towels are never used; minimizing the environmental impact. The micro-fiber head and squeegee are placed on extendable wands to minimize the use of ladders and increase the safety of team members.

Restroom and Shower Room Cleaning

Cleaning of restrooms and shower rooms goes beyond dusting and mopping. Using appropriate cleaning solutions, equipment and techniques is imperative to reducing the spread of germs and pathogens. Our crews are trained to clean high to low and toward the exit to prevent tracking back potential contaminants.

Daily cleaning of restrooms includes frequent attention by the day team in conjunction with the detailed cleaning of the night crew. Proper moisture control is needed to prevent bacteria and mold. Regular disinfecting of all touch surfaces is also maintained to prevent the spread of germs. Our Green product line provides us a variety of good restroom products. We use an acid cleaner to prevent or remove water scale on sinks and counters and urine deposits on toilets. We use an enzyme-based floor cleaner in the restrooms as an enhanced floor cleaner with odor elimination.

In areas such as fitness center shower rooms we utilize an all surface cleaning machine. The machine has an automatic chemical system to regulate chemical usage, indoor pressure washer for shower stall cleaning, and a powerful liquid recovery vacuum. This process of recovery versus wiping reduces the need for unnecessary periodic maintenance with dangerous chemicals. An added benefit; this in-turn minimizes our crews' exposure to harmful chemicals or potentially contaminated surfaces.

Waste Removal

Our goal is to reduce the amount of waste being sent to a landfill and reduce our impact on the environment. Recycling efforts are most effective when the janitorial company, building management, and occupants of the building all work together towards the common goal. We are always excited to work with building management in implementing or improving existing recycling and/or composting programs. Some ways we are able to help are below.

- Review existing programs and how those can be improved
 - Implement "dry" trash containers
 - Implement centralized collection points



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- Explore new opportunities
 - Composting
 - E-waste
- Building occupant education
 - Brochures
 - Lobby Meet & Greet
 - Annual Earth Day event
- Signage, labeling, pictures
 - Distribute pictorial stickers/labels to be placed on bins
 - Provide “What to Recycle” posters

Janitorial companies cannot sort trash, but we do monitor the disposal behaviors and habits throughout the building. Trash contamination in recyclable materials causes all of the recyclable materials to be thrown into the landfill. We will diligently notify Building Management when we see this as a recurring behavior in specific areas.

Plastic Liners

According to the Environmental Protection Agency, over 380 billion plastic bags are used in the US each year. Plastic bags create so many environmental issues, from being created out of fossil fuels and then the toxic particles entering the environment as it breaks down, to them ending up in the bellies of wildlife and killing animals. We want to do our part in reducing this impact to the environment. There are several steps that we take to minimize this impact.

- Analyze collection points
 - which trash cans can be “dry” trash to eliminate the use of a can liner
 - implement centralized collection locations
- Can liner selections
 - Select liners with a minimum of 50% post-consumer recycled content for recycle bins (if building elects to require liners)
 - Select biodegradable or compostable liners for trash bins
 - Select compostable liners for compost bins
- Liner Recycling
 - When recycling bins utilize liners, the liners are removed during disposal and collected. We then take the used liners to a recycling collection center for plastic films.



Cleaning Solutions

In an effort for companies to be more sustainable, organizations have been created to certify products based on their impact to the environment. Green Seal and EcoLogo certification are labels showing a product as being environmentally preferable. We diligently choose products with these certifications whenever possible and work closely with our suppliers to determine the most effective green cleaning solutions through their respective green cleaning program. We are consistently researching suppliers, products, and processes to ensure we are **performing to the greenest level possible** while ensuring the highest level of performance in your building. Once the specific cleaning solutions have been determined for your location, Safety Data Sheets (SDS, formerly MSDS) are kept on-site near the chemicals in an OSHA approved SDS Station.

Dilution Control

The cleaning solutions are dispensed by a dilution control system in order to increase safety, ensure proper dilution, prevent improper use of cleaning product, and eliminate single use containers.

- *Safety:* The system is an internal closed loop, so that the end user is never in direct contact with the concentrated chemicals. In the unlikely event of contact, an SDS manual, water source, and eye wash station are located next to the chemical station.
- *Dilution Accuracy:* The chemicals are designed to be used at their dilution levels. If they are not, it can lead to ineffective cleaning and infectious disease spreading. This can also cause surfaces to become cloudy or streaky due to chemical residue.
- *Waste Reduction:* Monitoring chemical usage reduces costs by using less. More is not always the answer but is often perceived that way, creating under diluted chemicals and wasted product. Purchasing concentrated chemicals also reduces waste by reducing packaging and transportation fuel consumption; which reduces our environmental impact.

Not all properties are large enough to utilize a dilution station due to the size of a janitorial closet or the volume of product being used does not require bulk purchasing. In those cases, we provide the property with ready to use products if possible. If manual dilution is used, the on-site manager is the only individual approved to mix all chemicals and is trained on dilution accuracy and safety.



Best Practices

In addition to proper dilution there are a number of items that need to be followed to keep products working their best and ensure our crew's safety.

- *Labeling*

It is imperative that all chemical bottles have proper labeling. Green cleaning products often times have less fragrance and color and are harder to identify the specific product.

- *Handling*

Certain chemicals can react if they are mixed with other chemicals. If this happens the chemicals can off-gas dangerous products into the air. Our team members are always trained to NEVER mix different chemicals together.

- *Spills*

If there is a chemical spill the crew is to immediately notify their supervisor and display wet floor signs. Before beginning clean-up, the SDS manual will be consulted to determine the necessary method of clean-up. The crew members will then gather all necessary Personal Protective Equipment.

- **Non-Hazardous:** If they chemical is identified as non-hazardous a team member will commence clean-up with a mop and bucket and then remove wet floor signage as soon as the area is dry. The on-site manager will complete a report outlining the type and cause of. The report will be reviewed, and proper retraining will be given related to spill prevention.
- **Hazardous:** If the chemical is identified as hazardous, the team member will first contain the spill by utilizing absorbent socks located in the Spill Kit. They will then use absorbent mats to clean up the contained spill. Once the spill is completely absorbed the absorbent materials will be placed in a marked, containment bag to be disposed of according to state and local regulations as hazardous waste. The on-site manager will complete a report outlining the type and cause of spill as well as the step by step clean-up process that was utilized to clean the spill. The report will be reviewed, and proper retraining will be given related to spill prevention.



Approved Green Cleaning Products

Floor Care

All Surface Neutral Cleaner (mopping)	Elements	EcoLogo Certified
General Purpose Cleaner (scrub & recoat)	Elements	EcoLogo Certified
pH Neutral Floor Stripper	Elements	EcoLogo Certified
Zinc Free Floor Finish	Elements	EcoLogo Certified

General Purpose

All Surface Neutral Cleaner	Elements	EcoLogo Certified
Super Duty Degreaser	Elements	EcoLogo Certified
Glass Cleaner	Elements	EcoLogo Certified

Restroom Cleaners

Enzyme Based Floor Cleaner	Elements	EcoLogo Certified
Organic Acid Restroom Cleaner	Elements	EcoLogo Certified

Carpet Care

Avenge Carpet Spotter	Bridgepoint	Green Standard Certified
Green Balance Carpet Prespray	Bridgepoint	Green Seal & CRI
Green Balance Carpet Extraction Rinse	Bridgepoint	Green Seal & CRI
Green Balance Neutralizing Rinse	Bridgepoint	Green Seal & CRI

Equipment

The equipment you choose has a HUGE impact on your entire “green footprint”. When choosing equipment for our accounts we research and measure the equipment based on impact from a number of factors. Applying those factors and determining the potential impacts to the buildings occupants, janitorial crew, and the environment is how we achieve the best balance of sustainability and affordability. New accounts are outfitted with basic equipment as outlined below. Existing accounts will be replaced with the new equipment phased in as current equipment reaches its useful life.

Equipment List (The Basics)

New purchases

- *Auto Scrubber*
 - Sound level less than 70 dBA
 - Maintenance free gel batteries
 - Aqua Stop feature to conserve water and chemical usage, up to a 50% savings



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- Tool free maintenance
- Ergonomic design
- Vacuums
 - Sound level less than 70 dBA
 - Dual-stage filtration extending the life of the final filter
 - HEPA filter as final filtration
 - Tool free maintenance
- Carpet Extraction
 - Carpet and Rug Institute Approved
 - US Green Building Council Member
 - High lift/ volume multi-stage vacuum motor (to ensure highest recovery)
- Dilution Station
 - Closed loop system reducing potential injury
 - Number & color coded labeling for accuracy
 - Curved bottom containers to reduce chemical waste

Equipment Maintenance

Maintenance logs are created and maintained for all equipment. All team members are required to perform equipment inspections at the beginning and end of their shifts. This process ensures the equipment's optimal performance. We have built-in equipment redundancy to prevent inoperative equipment from being used in order to preserve continued operations. These inspections include, but are not limited to:

- *Safety Inspections*
 - Cord review, secure and undamaged.
 - Equipment operates completely as intended
- *Maintenance*
 - Checking and changing vacuum bag frequently
 - HEPA filter cleaning
 - Beater bar review and replacement
 - Checking belt tightness
- *Appearance*
 - Exterior of equipment is wiped down and cleaned nightly

Cleaning Materials

- *Micro-fiber cloths* are used for a multitude of cleaning processes to increase the cleaning power and reduce chemical and water usage however, there is a less-green drawback to using microfiber. They are not biodegradable, and much has been reported on how they release microplastics into our water sources. There is a microfiber vs cotton argument related to which is eco-friendlier; considering cotton growing processes cause pesticide/fertilizer pollution, irrigation water usage, and deforestation.



We believe we can do better and try our best to combat this source of pollution by utilizing Guppyfriend Washing bags to capture the micro plastic fibers released during the wash cycle. When the micro-fiber cloths have worn out, we donate them to thrift stores; who then send them off to companies that repurpose them for things like cushioning and batting.

Training

All new members to our team go through a property orientation and training program. This includes being trained in the specific items they will use during their cleaning run and how to safely perform their duties with respect to the work site. They are not released to complete their run unsupervised until they have completed training in the tools, equipment, and cleaning solutions that they will be authorized to use. Training is considered an ever-on-going process to ensure the safety of our crews and the occupants of the building at all times. Training topics are discussed while reviewing our *CCC Health and Safety Policy Handbook*. Topics covered include but are not limited to:

- Injury & Illness
- Safety Responsibilities
- Slip & Fall Prevention
- Hazard & Incident Reporting
- Personal Protective Equipment
- Lifting Training
- Chemical Training
 - SDS Station and “How to Read” poster
- Equipment Training
- *Blood-Borne Pathogen*
 - All team members are trained to address a bodily fluid clean-up according to OSHA standards. The responding crew must use their personal protective equipment and use OSHA approved disinfectant to clean the area. OSHA approved disinfectants are not typically considered Green solutions. By strict definition disinfecting is never a green practice but IS circumstantially necessary to maintain a proper standard of health and sanitation.