

Training Material Review for GS-42

No.	Section	Subsection	Requirement	Ref. Pages	Meets Requirement
3.0	PLANNING REQUIREMENTS				
3.1		Standard Operating Procedures	Cleaning Service Providers shall develop and maintain a set of written guidelines or Standard Operating Procedures (SOPs) that govern the cleaning procedures, chemical handling and tracking requirements, equipment maintenance and operation procedures, communication protocols and requirements, training and inspection programs, and reporting and record keeping procedures. These guidelines shall be made available to all cleaning personnel and clients. In addition, a Building-specific Green Cleaning Plan must be developed in accordance with Section 3.2 for every building to be cleaned under green cleaning standards per agreement with client. SOPs shall be reviewed for possible revisions on an annual basis.	Module: Section: Slide(s):	
3.2	PLANNING REQUIREMENTS	Building-Specific Green Cleaning Plan	The Cleaning Service Provider shall have a Building-specific Green Cleaning Plan in place that comprehensively describes the methods by which a facility is cleaned effectively while protecting human health and the environment. In addition to typical cleaning concerns, the Green Cleaning Plan shall:	Module: Section: Slide(s):	
3.2.1	PLANNING REQUIREMENTS	Building-Specific Green Cleaning Plan	Define a comprehensive communications plan as established with the client. The plan shall describe procedures for cleaning personnel to communicate with building management and occupants, as well as a system for providing feedback from building management and occupants.	Module: Section: Slide(s):	
3.2.2	PLANNING REQUIREMENTS	Building-Specific Green Cleaning Plan	Develop and implement a floor maintenance plan, consistent with manufacturers' maintenance recommendations, to extend the life of flooring through routine, periodic, and restorative cleaning operations.	Module: Section: Slide(s):	
3.2.3	PLANNING REQUIREMENTS	Building-Specific Green Cleaning Plan	Determine schedules of routine cleaning operations, activities performed periodically, equipment operation and maintenance, cleaning inspections, and accident preparedness plans. <ul style="list-style-type: none"> • Schedule of cleaning operations detailing the minimum frequency required to clean and maintain the area to a level that adequately protects human health and the environment. • Schedule of cleaning operations shall be reviewed at a minimum of twice per year and adjusted as needed in response to the changing needs of the building and its occupants. 	Module: Section: Slide(s):	

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No.	Section	Subsection	Requirement	Ref. Pages	Meets Requirement
3.2.4	PLANNING REQUIREMENTS	Building-Specific Green Cleaning Plan	<p>Provide a detailed description of how green cleaning operations shall address:</p> <ul style="list-style-type: none"> • Cleaning procedure requirements for such special areas as high-traffic areas, dining and food preparation areas, laboratories, and entryways. • Storage and use of chemicals within the facility, including consideration of proper ventilation, dilution control procedures, adequate security, and proper management of the area. • Vulnerable populations such as children, asthmatics, and pregnant women (see Sections 5.11 and 6.2.1). • Indoor sources of contaminants or pollution, both temporary and permanent, such as building renovations, indoor plants, and new carpet installations. • Special requirements for operations involving potentially hazardous materials such as the maintenance of floors containing asbestos or compliance with OSHA Bloodborne Pathogens Standards. • Cleaning in areas with special engineering concerns such those with inadequate ventilation, poor lighting, and restricted access. • Seasonal or periodic conditions and periods of increased or decreased use (e.g., school vacation closures). • Requirements of the building Integrated Pest Management System. • Special cleaning requirements or conditions that may affect the frequency of cleaning or negatively impact human health or the environment. 	Module: Section: Slide(s):	

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No.	Section	Subsection	Requirement	Ref. Pages	Meets Requirement
3.3	PLANNING REQUIREMENTS	Powered Equipment Use/Maintenance Plan	<p>The Cleaning Service Provider shall develop, adopt, and maintain a plan for the use of powered janitorial equipment that maximizes the effective reduction of building contaminants with minimum environmental impact. Cleaning Service Providers shall evaluate that the janitorial equipment currently being used is functioning properly (as validated by equipment manufacturer or by reputable third party service organization) or that it is tagged out of service. Cleaning Service Providers shall develop a plan for the phase-out of equipment that does not, at a minimum, meet the following specifications:</p> <ul style="list-style-type: none"> • Vacuum cleaners must meet, at a minimum, the Carpet and Rug Institute (CRI) Green Label Program requirements and shall operate at a sound level of less than 70 dBA. • Carpet extraction equipment must meet at a minimum the Carpet and Rug Institute Bronze Seal of Approval. • Powered floor maintenance equipment must be equipped with controls or other devices for capturing and collecting particulates and shall operate at a sound level less than 70 dBA. • Propane-powered floor equipment must have low-emission engines certified by the California Air Resources Board under the Small Off-Road Engines or Equipment (SORE) program, and shall be equipped with catalytic and exhaust monitoring systems in addition to other requirements for floor equipment set out in the section. • Current in-use propane-powered equipment may only be used when the building is unoccupied, and under conditions allowing for as much air circulation and exchange as possible. • Powered scrubbing machines must be equipped with a control method for variable rate dispensing to optimize the use of cleaning fluids. <p>A component of this plan also shall include a quarterly maintenance program that inspects and maintains the performance of janitorial equipment, as defined by the equipment vendor and records results in a maintenance log.</p>	Module: Section: Slide(s):	

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No.	Section	Subsection	Requirement	Ref. Pages	Meets Requirement
4.0	REQUIREMENTS FOR PRODUCTS, SUPPLIES, AND EQUIPMENT			Module: Section: Slide(s):	
4.1	REQUIREMENTS FOR PRODUCTS, SUPPLIES, AND EQUIPMENT	Environmentally Preferable Cleaning Products and Supplies		Module: Section: Slide(s):	
4.1.1	REQUIREMENTS FOR PRODUCTS, SUPPLIES, AND EQUIPMENT	Environmentally Preferable Cleaning Products and Supplies	<p>For the following categories of cleaning products and supplies, the Cleaning Service Provider shall use only environmentally preferable products:</p> <ul style="list-style-type: none"> • General-purpose cleaners, floor cleaners, bathroom cleaners, glass cleaners, and carpet cleaners; • Floor finishes and floor strippers; • Liquid hand soap; • Toilet tissue and facial tissue; • Paper towels and napkins. 	Module: Section: Slide(s):	
4.1.2	REQUIREMENTS FOR PRODUCTS, SUPPLIES, AND EQUIPMENT	Environmentally Preferable Cleaning Products and Supplies	Plastic trash can liners shall contain a minimum of 10% post-consumer recycled content.	Module: Section: Slide(s):	
4.2	REQUIREMENTS FOR PRODUCTS, SUPPLIES, AND EQUIPMENT	Powered Cleaning Equipment	All new, powered janitorial equipment purchased in this category shall meet the criteria listed in Section 3.3. These products include powered floor scrubbers, burnishers, steam extractors, vacuum cleaners, and power washers, and other powered cleaning equipment.	Module: Section: Slide(s):	

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No.	Section	Subsection	Requirement	Ref. Pages	Meets Requirement
5.0	CLEANING PROCEDURE REQUIREMENTS			Module: Section: Slide(s):	
5.1	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Cleaning Service Providers shall:	Module: Section: Slide(s):	
5.1.1	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Provide easily understood directions to cleaning staff in appropriate written languages or graphic representation for the dilution of chemical cleaning products.	Module: Section: Slide(s):	
5.1.2	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Track the quantities of chemicals consumed over time by cleaning operations on at least a quarterly basis.	Module: Section: Slide(s):	
5.1.3	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Use a chemical measuring and dilution control system that limits worker exposure to chemical concentrates while facilitating the proper dilution of chemical concentrates.	Module: Section: Slide(s):	
5.1.4	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Train workers in the safe and effective use of all relevant chemical cleaning products.	Module: Section: Slide(s):	
5.1.5	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Use the appropriate technology (coarse spray bottles, automatic chemical dispensers on powered equipment, etc.) for applying the chemical product in a manner that does not result in overuse and waste of the product.	Module: Section: Slide(s):	
5.1.6	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Provide directions for the proper rinsing and disposal of used or expended chemical solutions or empty chemical containers.	Module: Section: Slide(s):	
5.1.7	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Prevent other building areas from being adversely affected.	Module: Section: Slide(s):	
5.1.8	CLEANING PROCEDURE REQUIREMENTS	Reducing Chemical Waste Efficient Use of Chemicals	Reduce, minimize, or eliminate the need for using cleaning chemicals wherever possible.	Module: Section: Slide(s):	

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No.	Section	Subsection	Requirement	Ref. Pages	Meets Requirement
5.2	CLEANING PROCEDURE REQUIREMENTS	Reducing Solid Waste	Reducing Solid Waste Cleaning Service Providers shall:	Module: Section: Slide(s):	
5.2.1	CLEANING PROCEDURE REQUIREMENTS	Reducing Solid Waste	Purchase chemical products and supplies in quantities that minimize the amount of packaging and container waste generated.	Module: Section: Slide(s):	
5.2.2	CLEANING PROCEDURE REQUIREMENTS	Reducing Solid Waste	Whenever practicable, use reusable cleaning cloths or microfiber technology in lieu of paper products. Within 2 hours of use, dispose of, rinse, or place in a sealable container (i.e., metal flammable rag canister, locking plastic bag, etc.) that minimizes evaporation of cleaning product from all cleaning towels, cloths, and materials. Reusable cleaning cloths or microfiber must be cleaned or laundered prior to reuse.	Module: Section: Slide(s):	
5.2.3	CLEANING PROCEDURE REQUIREMENTS	Reducing Solid Waste	Segregate and recycle all waste items from cleaning operations, including paper, glass, plastics, cardboard, other packaging materials, empty chemical containers, and worn equipment that are acceptable for recycling in the community.	Module: Section: Slide(s):	
5.3	CLEANING PROCEDURE REQUIREMENTS	Vacuum Use/Maintenance	The following requirements apply to the use of vacuum cleaners in Sections 5.4 and 5.5.	Module: Section: Slide(s):	
5.3.1	CLEANING PROCEDURE REQUIREMENTS	Vacuum Use/Maintenance	Vacuums shall be equipped with the proper filter or bag; the filters shall be changed or cleaned consistent with the manufacturer's recommendations.	Module: Section: Slide(s):	
5.3.2	CLEANING PROCEDURE REQUIREMENTS	Vacuum Use/Maintenance	Vacuum bags or canisters shall be inspected at least every 2 hours and changed or replaced when half full or when indicated by a bag sensor, if vacuum is so equipped.	Module: Section: Slide(s):	
5.3.3	CLEANING PROCEDURE REQUIREMENTS	Vacuum Use/Maintenance	Precautions shall be taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.	Module: Section: Slide(s):	
5.4	CLEANING PROCEDURE REQUIREMENTS	Entryways Cleaning	Entryways Cleaning Service Providers shall:	Module: Section: Slide(s):	
5.4.1	CLEANING PROCEDURE REQUIREMENTS	Entryways Cleaning	Keep outside entryways clean and free of debris through daily cleaning.	Module: Section: Slide(s):	
5.4.2	CLEANING PROCEDURE REQUIREMENTS	Entryways Cleaning	Ensure the use of walk-off matting both inside and outside building entryways that, at a minimum, meets the following requirements: 6-10 feet of scraper/wiper matting, followed by 6-10 feet of wiper matting, for an overall total of 12-20 feet of matting for every entry point to the building.	Module: Section: Slide(s):	
5.4.3	CLEANING PROCEDURE REQUIREMENTS	Entryways Cleaning	Vacuum matting daily or more frequently, if required (e.g., high traffic areas) to prevent migration of contaminants into the building.	Module: Section: Slide(s):	

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No.	Section	Subsection	Requirement	Ref. Pages	Meets Requirement
5.5	CLEANING PROCEDURE REQUIREMENTS	Floor Care	Floor care operations covered under the Standard include those for hard floors (e.g., resilient flooring) and carpets.	Module: Section: Slide(s):	
5.5.1	CLEANING PROCEDURE REQUIREMENTS	Floor Care	Hard Floor Maintenance	Module: Section: Slide(s):	
5.5.1.1	CLEANING PROCEDURE REQUIREMENTS	Floor Care	<p>For routine hard floor maintenance, the Cleaning Service Provider shall: Vacuum to remove and contain particulate matter from flooring surfaces, or alternatively, use mops equipped with reuseable/cleanable collection heads or equivalent. Hard floors shall be cleaned on a predetermined schedule of frequency, and as needed, to restore them to a clean appearance. At a minimum, the schedule for cleaning shall be:</p> <ul style="list-style-type: none"> • Daily: heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas. • Scheduled, as appropriate, to maintain cleanliness: light traffic areas including conference rooms, administrative offices, auditoriums, media centers, limited access areas, and other areas or spaces with limited or periodic use. 	Module: Section: Slide(s):	
5.5.1.2	CLEANING PROCEDURE REQUIREMENTS	Floor Care	<p>For periodic maintenance of hard floors, the Cleaning Service Provider shall:</p> <ul style="list-style-type: none"> • Provide reasonable notice to building management prior to the commencement of non-routine floor cleaning operations. The timing and method of the notice shall be established by building management in consultation with the Cleaning Service Provider. • Provide reasonable notice to building management prior to the commencement of non-routine floor cleaning operations. The timing and method of the notice shall be established by building management in consultation with the Cleaning Service Provider. • Perform periodic maintenance only if sufficient floor finish exists on the floor surface to protect the underlying flooring from being degraded during the restoration process. • When floor restoration chemicals are used, apply with mop-on or autoscrubber methods rather than spray application. • Use burnishing or buffing equipment with controls or other devices sufficient for capturing and collecting particulates generated during the use of the equipment. 	Module: Section: Slide(s):	

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5.5.1.3	CLEANING PROCEDURE REQUIREMENTS	Floor Care	<p>For restorative maintenance the Cleaning Service Provider shall:</p> <ul style="list-style-type: none"> • Perform restoration on an as-needed basis to maintain the appearance and integrity of the floor finish, rather than on a predetermined schedule. • Ventilate the area, to the outside if possible, both during and after stripping or floor scrubbing and recoat operations to ensure adequate ventilation. • Schedule floor stripping and refinishing to coincide with a period of minimum occupancy. • Provide reasonable notice to building management prior to the commencement of non-routine floor maintenance operations. The timing and method of the notice shall be established by building management in consultation with the Cleaning Service Provider. 	<p>Module: Section: Slide(s):</p>	
5.5.2	CLEANING PROCEDURE REQUIREMENTS	Floor Care	Carpet Maintenance	<p>Module: Section: Slide(s):</p>	
5.5.2.1	CLEANING PROCEDURE REQUIREMENTS	Floor Care	<p>Routine carpet maintenance criteria include the following: Carpets shall be vacuumed on a predetermined schedule of frequency, and as needed, to restore them to a clean appearance. At a minimum, the schedule for vacuuming shall be:</p> <ul style="list-style-type: none"> • Vacuum daily: heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas. • Vacuum to maintain cleanliness: light traffic areas including conference rooms, administrative offices, auditoriums, media centers, limited access areas, and other areas or spaces with limited or periodic use. 	<p>Module: Section: Slide(s):</p>	

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5.5.2.2	CLEANING PROCEDURE REQUIREMENTS	Floor Care	<p>Periodic light carpet cleaning is necessary to maintain carpeted floors. Restorative deep carpet cleaning operations are appropriate when light carpet cleaning is insufficient to clean carpeted areas in heavy use areas. For periodic and restorative cleaning, the Cleaning Service Provider shall:</p> <ul style="list-style-type: none"> • Provide reasonable notice to building management prior to the commencement of non-routine carpet cleaning operations. The timing and method of the notice shall be established by building management in consultation with the Cleaning Service Provider. • Perform carpet extraction on an as-needed basis rather than according to a regular schedule. • Remove sufficient water from the carpet and provide sufficient airflow (e.g., use of blowers, increased outdoor air exchange) so that the carpet will dry in less than 12-hours when cleaning carpets or performing carpet extraction. • Schedule carpet extraction to coincide with a period of minimum building occupancy. 	Module: Section: Slide(s):	

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No.	Section	Subsection	Requirement	Ref. Pages	Meets Requirement
5.6	CLEANING PROCEDURE REQUIREMENTS	Disinfection	For cleaning operations that involve disinfection the Cleaning Service Provider shall:	Module: Section: Slide(s):	
5.6.1	CLEANING PROCEDURE REQUIREMENTS	Disinfection	Perform disinfection in areas or on surfaces where pathogens can collect and breed, such as in restrooms or on door handles, bathroom faucets, and other fomites. Use disinfectants only where required.	Module: Section: Slide(s):	
5.6.2	CLEANING PROCEDURE REQUIREMENTS	Disinfection	Perform disinfection using only EPA-registered disinfectants or EPA-registered disinfection devices.	Module: Section: Slide(s):	
5.6.3	CLEANING PROCEDURE REQUIREMENTS	Disinfection	When using chemical disinfectants or cleaner/disinfectants, follow product label directions for preparation of disinfecting solutions (e.g., dilution rate), and the appropriate disinfecting and cleaning method for the area to be cleaned (e.g., dwell time and whether pre-cleaning is required).	Module: Section: Slide(s):	
5.7	CLEANING PROCEDURE REQUIREMENTS	Restroom Care	The following requirements apply:	Module: Section: Slide(s):	
5.7.1	CLEANING PROCEDURE REQUIREMENTS	Restroom Care	Perform restroom cleaning from high to low, toward the doorway, with dry cleaning tasks performed prior to wet cleaning operations.	Module: Section: Slide(s):	
5.7.2	CLEANING PROCEDURE REQUIREMENTS	Restroom Care	Daily clean and disinfect surfaces touched by hands (e.g., door knobs, light switches, handles, etc.); clean and disinfect more frequently as traffic requires.	Module: Section: Slide(s):	
5.7.3	CLEANING PROCEDURE REQUIREMENTS	Restroom Care	Control and remove standing moisture from floor and bathroom surfaces in a timely manner.	Module: Section: Slide(s):	
5.7.4	CLEANING PROCEDURE REQUIREMENTS	Restroom Care	Use restroom cleaning equipment specifically for restroom cleaning only. Restroom cleaning equipment, excepting powered equipment, shall not be used to clean any other areas of the building. Specific situations where it is more efficient and sanitary to clean otherwise are exempt, such as hospital patient rooms with restrooms.	Module: Section: Slide(s):	
5.7.5	CLEANING PROCEDURE REQUIREMENTS	Restroom Care	Pull bathroom trash liners daily at a minimum and disinfect the trash receptacle.	Module: Section: Slide(s):	
5.7.6	CLEANING PROCEDURE REQUIREMENTS	Restroom Care	Fill all drain traps on a regular basis.	Module: Section: Slide(s):	
5.8	CLEANING PROCEDURE REQUIREMENTS	Dining Areas and Break Rooms	Requirements for the cleaning of dining areas and break rooms shall include the following:	Module: Section: Slide(s):	
5.8.1	CLEANING PROCEDURE REQUIREMENTS	Dining Areas and Break Rooms	Clean and sanitize surfaces in food preparation and consumption areas on a daily basis or as required to protect human health.	Module: Section: Slide(s):	

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5.8.2	CLEANING PROCEDURE REQUIREMENTS	Dining Areas and Break Rooms	Daily clean and sanitize surfaces that hands touch (e.g., faucet handles, drinking fountains, cafeteria lines).	Module: Section: Slide(s):	
5.8.3	CLEANING PROCEDURE REQUIREMENTS	Dining Areas and Break Rooms	Equip waste containers likely to collect food waste with a cover, and empty once per day or when full; clean and sanitize daily.	Module: Section: Slide(s):	

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5.9	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling		Module: Section: Slide(s):	
5.9.1	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling	Waste containers in food areas are addressed in Section 5.8.3 and restrooms are addressed in Section 5.7.5. Trash collection criteria for other areas include the following:	Module: Section: Slide(s):	
5.9.1.1	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling	Remove trash and replace liners only when they are soiled from wet trash, become broken, or as required; remove and dispose of trash before weekends and holidays.	Module: Section: Slide(s):	
5.9.1.2	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling	Dispose of trash in external, covered containers away from the immediate exterior of the building.	Module: Section: Slide(s):	
5.9.2	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling	In those situations where building management has implemented a recycling program, Cleaning Service Providers shall play a supporting role by conducting the following activities:	Module: Section: Slide(s):	
5.9.2.1	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling	Mark recycling stations clearly; stations shall be accessible to building occupants.	Module: Section: Slide(s):	
5.9.2.2	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling	Collect and remove from the building food-related recyclables (e.g., soda cans) prior to weekends and holidays.	Module: Section: Slide(s):	
5.9.2.3	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling	Inspect and clean recycling areas daily, including collection containers. Collect soda and other beverage containers weekly or more frequently as required.	Module: Section: Slide(s):	
5.9.2.4	CLEANING PROCEDURE REQUIREMENTS	Trash Collection and Recycling	Work with building management to determine the following: <ul style="list-style-type: none"> • Procedures for rinsing and separation of recyclables. • Location and procedures for collecting recyclables. • Periodic status of the recycling program including effectiveness and any problems regarding separation or collection of potential recyclable content. 	Module: Section: Slide(s):	

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5.10	CLEANING PROCEDURE REQUIREMENTS	Indoor Plants Maintenance	<p>Indoor Plants Maintenance of indoor plants shall include the following:</p> <ul style="list-style-type: none"> • Collect and dispose of plant debris, such as fallen leaves and flower petals. • Ensure that plants are not in direct contact with carpet. <p>In the event that indoor plant care is not the responsibility of the Cleaning Service Provider, the Cleaning Service Provider shall notify building management of situations where indoor plants are interfering with or compromising cleaning such as instances not in compliance with the above-listed criteria.</p>	<p>Module: Section: Slide(s):</p>	
5.11	CLEANING PROCEDURE REQUIREMENTS	Vulnerable Populations	<p>In situations where cleaning operations have the potential to adversely affect any identified members of a vulnerable population, the Cleaning Service Provider shall:</p>	<p>Module: Section: Slide(s):</p>	
5.11.1	CLEANING PROCEDURE REQUIREMENTS	Vulnerable Populations	<p>Schedule daily cleaning activities to avoid exposure of vulnerable populations to the cleaning process.</p>	<p>Module: Section: Slide(s):</p>	
5.11.2	CLEANING PROCEDURE REQUIREMENTS	Vulnerable Populations	<p>Adopt alternative cleaning practices that minimize or make unnecessary the use of cleaning chemicals.</p>	<p>Module: Section: Slide(s):</p>	
5.11.3	CLEANING PROCEDURE REQUIREMENTS	Vulnerable Populations	<p>Use cleaning chemicals in areas only where sufficient ventilation is present to allow chemicals to dissipate before the area becomes repopulated. Provide additional ventilation through the use of blowers to enhance the rate of chemical dissipation.</p>	<p>Module: Section: Slide(s):</p>	
5.11.4	CLEANING PROCEDURE REQUIREMENTS	Vulnerable Populations	<p>Conduct cleaning operations in a manner that prevents the transfer of impacts to other areas of the building that may contain vulnerable populations.</p>	<p>Module: Section: Slide(s):</p>	

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6.0	COMMUNICATIONS REQUIREMENTS		To ensure the success of the Building Specific Green Cleaning Plan, the Cleaning Service Provider must have a communications strategy with regard to cleaning personnel and facility managers. The communications plan shall be developed in conjunction with building owners, facility managers, and building occupants.	Module: Section: Slide(s):	
6.1	COMMUNICATIONS REQUIREMENTS	Cleaning Service Providers	Cleaning Service Providers shall:	Module: Section: Slide(s):	
6.1.1	COMMUNICATIONS REQUIREMENTS	Cleaning Service Providers	Provide employees with proper initial, on-site, or site-specific and annual in-service training. Training shall be done in a manner that respects any unique needs of the employee, such as limited English proficiency, physical challenges, or learning disabilities.	Module: Section: Slide(s):	
6.1.2	COMMUNICATIONS REQUIREMENTS	Cleaning Service Providers	Ensure that a system is in place for cleaning service employees to provide comments and suggestions about workplace issues and suggestions for improvements in the provision of services.	Module: Section: Slide(s):	
6.1.3	COMMUNICATIONS REQUIREMENTS	Cleaning Service Providers	Communicate to the management or owners of the building the presence of pests and any maintenance issues discovered while performing cleaning operations.	Module: Section: Slide(s):	
6.1.4	COMMUNICATIONS REQUIREMENTS	Cleaning Service Providers	Provide materials to facility managers that define opportunities for building occupants to reduce the need for more intensive cleaning processes or treatments (e.g., reporting spills and making attempts to reduce clutter in personal spaces).	Module: Section: Slide(s):	
6.1.5	COMMUNICATIONS REQUIREMENTS	Cleaning Service Providers	Provide notification to building management of any cleaning products used in the building. This shall include a list of all chemicals that may be used. It also shall include the name, address, and phone number of the contact person; a statement that the contact person maintains the product labels and Material Safety Data Sheets (MSDSs) of each product used in the building; and information that the label or MSDSs are available for review upon request. The contact person shall be available for information and comment.	Module: Section: Slide(s):	
6.1.6	COMMUNICATIONS REQUIREMENTS	Cleaning Service Providers	Provide product MSDSs in a timely manner upon request.	Module: Section: Slide(s):	
6.2	COMMUNICATIONS REQUIREMENTS	Facility Managers	Facility managers shall be requested by CSPs to:	Module: Section: Slide(s):	
6.2.1	COMMUNICATIONS REQUIREMENTS	Facility Managers	Identify building occupants with special needs or sensitivities (to dust, chemicals, noise levels, etc.) and have a process in place to work with management, cleaning staff, and individuals to mitigate the problem.	Module: Section: Slide(s):	

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7.0	TRAINING REQUIREMENTS		All cleaning personnel shall be trained in the proper handling of chemicals, proper use and maintenance of capital equipment, and proper cleaning procedures. In addition, procurement officers shall be trained in the selection of green cleaning materials (Section 4).	Module: Section: Slide(s):	
7.1	TRAINING REQUIREMENTS	Pre-work Training	Upon hiring, all cleaning personnel are required to undergo initial training on standard operating procedures , the proper sequencing of cleaning steps , and the proper use of personal protective equipment . This training may occur before personnel are assigned to a facility or it may be conducted at the site, before beginning independent work.	Module: Section: Slide(s):	
7.2	TRAINING REQUIREMENTS	Safety Training	As part of initial training , all personnel are to be given standard safety training including focusing on reducing and preventing ergonomic injuries and exposure to hazardous materials encountered by Cleaning Service Providers and their personnel.	Module: Section: Slide(s):	
7.3	TRAINING REQUIREMENTS	Site-specific Training	Site-specific training such as providing specific job-site training focusing on standards for the facility to which they will be assigned. Site-specific training shall cover: <ul style="list-style-type: none"> • Facility specific cleaning plan. • Tailored procedural training (e.g., servicing areas for vulnerable populations) based on the Building-specific Green Cleaning Plan. • Hazardous communication standards. 	Module: Section: Slide(s):	
7.4	TRAINING REQUIREMENTS	Continuing Training	All employees shall receive continuing training and/or education on an annual basis to maintain knowledge of correct procedures for safety, tools, techniques, and pertinent environmental standards. For new hires, at least 12 hours of this training must be provided upon initial employment, followed by 24 hours of in-service training, continuing education, and/or professional development opportunities on an annual basis. Contractor management/supervisors shall have at least 24 hours of in-service training and/or education on an annual basis.	Module: Section: Slide(s):	
7.5	TRAINING REQUIREMENTS	Training Records	Records of training shall be maintained on each employee for all training specified within this Standard. The documentation shall include topics of what was included in the training, including a general outline of information covered, the name and qualifications of the trainer, and the date(s) and duration of the training or courses. For current employees, records shall be retained for two years from their hiring date; records shall be retained for one year for former employees.	Module: Section: Slide(s):	