

GREEN SEAL™ CERTIFICATION HELP CHECKLIST

Standard Number: GS-42
Standard Title: Cleaning Services

A. SERVICE PROVIDER INFORMATION:

1. Provider Contact & Title: _____

2. Address: _____

3. State/Province: _____ 4. Zip/Postal Code: _____
5. Country: _____
6. Telephone No.: _____
7. Fax No.: _____
8. Email: _____

B. REPRESENTATIVE INFORMATION:

1. Name: _____
2. Signature: _____ 3. Visit Date: _____
4. Time in: _____ 5. Time out : _____

Notes:

REQUIREMENTS	Y	N	NA	NOTES
SCOPE				
<p>This Standard establishes requirements for cleaning service providers, including in-house and external cleaning services, to create a green cleaning program that protects human health and the environment. For the purposes of this Standard, green cleaning encompasses all indoor activities typically required to clean commercial, public, and industrial buildings. Maintenance of exterior areas such as parking lots, grounds, or picnic areas is excluded from the Standard, with the exception of areas directly outside building entryways. This Standard does not cover residential buildings.</p>				
1.0 ORGANIZATION AND ACCOUNT INFORMATION				
<p>1.1 Have the service provider provide an organization chart. The chart must describe the key relationships between:</p> <ul style="list-style-type: none"> - service procedure development - product and equipment procurement - quality control - environment and safety <p>NOTE: Green Seal requires written notifications from service provider regarding any changes to the certified cleaning service products, equipment or procedures.</p>				
<p>1.2 Have the service provider provide information on:</p> <ul style="list-style-type: none"> - number of employees - number of clients serviced 				
<p>1.3 Have the service provider provide a list of all clients currently being serviced with the “green” service option, including the following information:</p> <ul style="list-style-type: none"> - client name and address - client contact person (phone, fax, email) 				
2.0 REGULATORY COMPLIANCE				
<p>2.1 Have the service provider provide a statement that it has not violated any applicable environmental regulations in the past 12 months.</p>				
<p>2.2 Have the service provider identify the environmental compliance personnel and/or provide description of environmental compliance program.</p>				
3.0 CLEANING SERVICE PLANNING REQUIREMENTS				

REQUIREMENTS	Y	N	NA	NOTES
<p>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.</p>				
<p>3.2 Building-Specific Green Cleaning Plan</p> <p>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:</p> <p>3.2.1 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.</p> <p>3.2.2 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.</p> <p>3.2.3 Determine schedules of routine cleaning operations, activities performed periodically, equipment operation and maintenance, cleaning inspections, and accident preparedness plans.</p> <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. <p>3.2.4 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 				

REQUIREMENTS	Y	N	NA	NOTES
<p>as high-traffic areas, dining and food preparation areas, laboratories, and entryways.</p> <ul style="list-style-type: none"> • 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. 				
<p>3.3 Powered Equipment Use/ Maintenance Plan</p> <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 				

REQUIREMENTS	Y	N	NA	NOTES
<p>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.</p> <ul style="list-style-type: none"> • 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>				
<p>4.0 REQUIREMENTS FOR PRODUCTS, SUPPLIES, AND EQUIPMENT</p>				
<p>4.1 Environmentally Preferable Cleaning Products and Supplies</p> <p>4.1.1 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. <p>4.1.2 Plastic trash can liners shall contain a minimum of 10% post-consumer recycled content.</p> <p>4.2 Powered Cleaning Equipment</p> <p>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.</p>				
<p>5.0 CLEANING PROCEDURE REQUIREMENTS</p>				
<p>5.1.1 Provide easily understood directions to cleaning staff in appropriate written languages or graphic representation for the dilution of chemical cleaning products.</p> <p>5.1.2 Track the quantities of chemicals consumed over time by cleaning operations on at least a quarterly basis.</p> <p>5.1.3 Use a chemical measuring and dilution control system that</p>				

REQUIREMENTS	Y	N	NA	NOTES
<p>limits worker exposure to chemical concentrates while facilitating the proper dilution of chemical concentrates.</p> <p>5.1.4 Train workers in the safe and effective use of all relevant chemical cleaning products.</p> <p>5.1.5 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.</p> <p>5.1.6 Provide directions for the proper rinsing and disposal of used or expended chemical solutions or empty chemical containers.</p> <p>5.1.7 Prevent other building areas from being adversely affected.</p> <p>5.1.8 Reduce, minimize, or eliminate the need for using cleaning chemicals wherever possible.</p>				
<p>5.2 Reducing Solid Waste</p> <p>Cleaning Service Providers shall:</p> <p>5.2.1 Purchase chemical products and supplies in quantities that minimize the amount of packaging and container waste generated.</p> <p>5.2.2 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.</p> <p>5.2.3 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.</p>				
<p>5.3 Vacuum Use/Maintenance</p> <p>The following requirements apply to the use of vacuum cleaners in Sections 5.4 and 5.5.</p> <p>5.3.1 Vacuums shall be equipped with the proper filter or bag; the filters shall be changed or cleaned consistent with the manufacturer's recommendations.</p> <p>5.3.2 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.</p>				

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<p>5.3.3 Precautions shall be taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.</p>				
<p>5.4 Entryways</p> <p>Cleaning Service Providers shall:</p> <p>5.4.1 Keep outside entryways clean and free of debris through daily cleaning.</p> <p>5.4.2 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.</p> <p>5.4.3 Vacuum matting daily or more frequently, if required (e.g., high traffic areas) to prevent migration of contaminants into the building.</p>				
<p>5.5 Floor Care</p> <p>Floor care operations covered under the Standard include those for hard floors (e.g., resilient flooring) and carpets.</p> <p>5.5.1 Hard Floor Maintenance</p> <p>5.5.1.1 For routine hard floor maintenance, the Cleaning Service Provider shall:</p> <p>Vacuum to remove and contain particulate matter from flooring surfaces, or alternatively, use mops equipped with reusable/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"> • <u>Daily</u>: heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas. • <u>Scheduled, as appropriate, to maintain cleanliness</u>: 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>5.5.1.2 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 				

REQUIREMENTS	Y	N	NA	NOTES
<p>operations. The timing and method of the notice shall be established by building management in consultation with the Cleaning Service Provider.</p> <ul style="list-style-type: none"> • 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. <p>5.5.1.3 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>5.5.2 Carpet Maintenance</p> <p>5.5.2.1 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"> • <u>Vacuum daily</u>: heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas. • <u>Vacuum to maintain cleanliness</u>: 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>5.5.2.2 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</p>				

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<p>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. 				
<p>5.6 Disinfection</p> <p>For cleaning operations that involve disinfection the Cleaning Service Provider shall:</p> <p>5.6.1 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 fomities. Use disinfectants only where required.</p> <p>5.6.2 Perform disinfection using only EPA-registered disinfectants or EPA-registered disinfection devices.</p> <p>5.6.3 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).</p>				
<p>5.7 Restroom Care</p> <p>The following requirements apply:</p> <p>5.7.1 Perform restroom cleaning from high to low, toward the doorway, with dry cleaning tasks performed prior to wet cleaning operations.</p> <p>5.7.2 Daily clean and disinfect surfaces touched by hands (e.g., door knobs, light switches, handles, etc.); clean and disinfect more frequently as traffic requires.</p> <p>5.7.3 Control and remove standing moisture from floor and bathroom surfaces in a timely manner.</p> <p>5.7.4 Use restroom cleaning equipment specifically for restroom</p>				

REQUIREMENTS	Y	N	NA	NOTES
<p>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.</p> <p>5.7.5 Pull bathroom trash liners daily at a minimum and disinfect the trash receptacle.</p> <p>5.7.6 Fill all drain traps on a regular basis.</p>				
<p>5.8 Dining Areas and Break Rooms</p> <p>Requirements for the cleaning of dining areas and break rooms shall include the following:</p> <p>5.8.1 Clean and sanitize surfaces in food preparation and consumption areas on a daily basis or as required to protect human health.</p> <p>5.8.2 Daily clean and sanitize surfaces that hands touch (e.g., faucet handles, drinking fountains, cafeteria lines).</p> <p>5.8.3 Equip waste containers likely to collect food waste with a cover, and empty once per day or when full; clean and sanitize daily.</p>				
<p>5.9 Trash Collection and Recycling</p> <p>5.9.1 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:</p> <p>5.9.1.1 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.</p> <p>5.9.1.2 Dispose of trash in external, covered containers away from the immediate exterior of the building.</p> <p>5.9.2 In those situations where building management has implemented a recycling program, Cleaning Service Providers shall play a supporting role by conducting the following activities:</p> <p>5.9.2.1 Mark recycling stations clearly; stations shall be accessible to building occupants.</p> <p>5.9.2.2 Collect and remove from the building food-related recyclables (e.g., soda cans) prior to weekends and holidays.</p> <p>5.9.2.3 Inspect and clean recycling areas daily, including collection containers. Collect soda and other beverage containers</p>				

REQUIREMENTS	Y	N	NA	NOTES
<p>weekly or more frequently as required.</p> <p>5.9.2.4 Work with building management to determine the following:</p> <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. 				
<p>5.10 Indoor Plants</p> <p>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. • Move plants away from HVAC vents. <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>5.11 Vulnerable Populations</p> <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>5.11.1 Schedule daily cleaning activities to avoid exposure of vulnerable populations to the cleaning process.</p> <p>5.11.2 Adopt alternative cleaning practices that minimize or make unnecessary the use of cleaning chemicals.</p> <p>5.11.3 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>5.11.4 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>6.0 COMMUNICATIONS REQUIREMENTS</p>				
<p>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.</p>				

REQUIREMENTS	Y	N	NA	NOTES
<p>6.1 Cleaning Service Providers shall:</p> <p>6.1.1 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.</p> <p>6.1.2 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.</p> <p>6.1.3 Communicate to the management or owners of the building the presence of pests and any maintenance issues discovered while performing cleaning operations.</p> <p>6.1.4 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).</p> <p>6.1.5 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.</p> <p>6.1.6 Provide product MSDSs in a timely manner upon request.</p> <p>6.2 Facility managers shall be requested by CSPs to:</p> <p>6.2.1 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.</p>				
<p>7.0 TRAINING REQUIREMENTS</p>				
<p>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).</p> <p>7.1 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</p>				

REQUIREMENTS	Y	N	NA	NOTES
<p>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.</p> <p>7.2 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.</p> <p>7.3 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:</p> <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. <p>7.4 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.</p> <p>7.5 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.</p>				
8.0 CERTIFICATION AND LABELING REQUIREMENTS				
<p>After an applicant goes through the evaluation process, they will be notified if they meet all the requirements for their cleaning service to become Green Seal-certified. Upon certification, the Cleaning Service Provider will be licensed to use the Green Seal Certification Mark with respect to the certified service in accordance with the rules governing use of the Mark.</p> <p>The Green Seal Certification Mark may appear in the advertising materials of a Cleaning Service Provider with respect to the cleaning service certified under this Standard.</p>				

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<p>The Green Seal Certification Mark shall not be used in conjunction with any modifying terms, phrases, or graphic images that might mislead consumers as to the extent or nature of the certification. All text and graphics using the Green Seal Certification Mark and Green Seal’s name in advertising, brochures, reports, promotional or other materials shall be approved in writing by Green Seal.</p> <p>Wherever the Green Seal Certification Mark appears, there must be a description of the basis for certification. The description shall be in a location, style, and typeface that are easily readable by the consumer. Unless otherwise approved in writing by Green Seal, the description shall read as follows:</p> <p>"This cleaning service meets the criteria of Green Seal's Environmental Standard for Cleaning Services for reduced toxicity, waste, and exposure."</p> <p>For use at specific facilities, unless otherwise approved in writing by Green Seal, the description shall read as follows:</p> <p>“This facility is cleaned by a service that meets the criteria of Green Seal's Environmental Standard for Cleaning Services for reduced toxicity, waste, and exposure.”</p>				

APPENDIX – List of Acronyms and Definitions

CRI	Carpet and Rug Institute
CSP	Cleaning Service Provider
dBA	decibels
EPA	Environmental Protection Agency
GS	Green Seal
HVAC	Heat, Ventilation, and Air Conditioning
IPM	Integrated Pest Management
MSDS	Material Safety Data Sheet
OSHA	Occupational Safety and Health Administration
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure
SORE	Small Off-Road Engines or Equipment

The definitions listed here may differ from those of other, established, Green Seal standards; where a specific Green Seal standard is not referenced, these definitions apply.

Cleaning Service Provider (CSP): An organization or service within an organization that provides cleaning services to commercial or institutional building owners and operators, including both in-house and external providers.

Client: The organization or entity contracting for the professional services of a cleaning provider or, alternatively, the client of an in-house operation.

Concentrate: A product that must be substantially diluted with water to form the appropriate solution for use (typically at least 1:8, or as appropriate for the particular product category).

Disinfect: A process for hard inanimate surfaces undertaken to destroy or irreversibly inactivate infectious fungi and bacteria, but not necessarily their spores.

Environmentally Preferable Product: A product certified as such by a Type 1 (i.e., third-party) environmental label that was developed in accordance with the ISO 14024 Environmental Labeling Standard. Alternatively, a product may be designated as environmentally preferable by an established and legitimate, nationally-recognized program developed with the purpose of identifying environmentally preferable products. The program must not have any financial interest or stake in sales of the product, or other conflict of interest. Such designation must be based on consideration of human health and safety, ecological toxicity, other environmental impacts, and resource conservation, as appropriate, for the product and its packaging, on a life cycle basis. Product criteria must distinguish market leadership for that product category, and be publicly available and transparent.

Sanitize: A process intended to reduce, but not necessarily eliminate, microorganisms from the inanimate environment to levels considered safe as determined by public health codes or regulations.

Vulnerable Populations: Vulnerable populations represent people who are more susceptible than the general population to chemicals and products that might pose a risk to human health. These populations include but are not limited to children, pregnant women, the elderly and infirm, people sensitive to chemical exposures (e.g., fragrances), and other occupants, customers, or employees that may have a higher susceptibility to cleaning operations.