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The Basics of Green Cleaning

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Basics of Green Cleaning • Contents

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Thanks to the New York State Department of Health for permission to adapt their *Basics of Green Cleaning* guide for use in Vermont. • September 2012

Products and Equipment Used in Green Cleaning

Green cleaning programs rely on the use of environmentally-sensitive chemical products and high performance cleaning equipment. Green cleaning products and equipment clean as effectively as traditional products, while minimizing adverse impacts on people's health and the environment.

A number of years ago, many green cleaning products were not as effective and cost more than traditional products. Over time, these products have become as effective as traditional products and now cost about the same. Today, most green products undergo rigorous certification tests by independent third party organizations to ensure that they are effective and safe for the consumer and environment.

Cleaning equipment manufacturers have also made advancements in making products that better capture and remove soil than equipment made several years ago. Advancements include the development of microfiber cloths and mop heads, and special filters on vacuum cleaners called high efficiency particulate air (HEPA) filters.

Required Sale of Green Cleaning Products to Vermont Schools
Vermont took a progressive action in 2012 to mandate the sale of green cleaning products to schools through legislation, Act 68, titled *An Act Relating to the Protection of Students' Health by Requiring the Use of Safe Cleaning Products in Schools*.

High Performance Green Cleaning Equipment
Although the Vermont Green Cleaning Law governs the sale of cleaning products, effective green cleaning also requires the use of high performance green cleaning equipment. Following are examples of high performance supplies and equipment and their importance, compared to traditional products:

Microfiber cloths, mop heads and dusters:

- absorb and pick up more soil
- trap soil within the microfibers and keeps it from re-depositing on surfaces
- reduce the amount of chemicals needed and used
- can be laundered and reused repeatedly

Note: When laundering microfiber cloths, mop heads and dusters, DO NOT bleach, place in a dryer, or wash them with non-microfiber items. Any of these actions can damage microfiber material.

Green Label-certified vacuums with HEPA filters:

- HEPA filters improve indoor air quality by removing 99.9 percent of small air particles down to 0.3 microns in size (25,400 microns are in one inch)
- meet the performance standards of the Carpet and Rug Institute.

Note: The Green Label Certification Program introduced in 2000 was officially phased out in 2010. At that time, the Carpet and Rug Institute (CRI) Seal of Approval/Green Label Testing Program became the standard/testing protocol. Wet/dry vacuums are not certified.

Floor burnishing machines equipped with dust collection systems to keep dust from becoming airborne

Sources of Soil

Soil is defined as any substance, solid or liquid, that is present in a place where it is not wanted. For example, bottled cooking oil is not a soil, but cooking oil residue on walls and floors caused by cooking is considered soil.

Using this definition, a facility's main sources of soil are:

- **Tracked-in Soil** – These are usually small and oily particles of silica (sand). The most important part of any green cleaning program starts with the purchase, use and proper maintenance of walk-off mats for all building entrances. Placing 12 to 15 feet of walk-off mats at all entryways, and following an entryway maintenance program will greatly reduce the amount of soil tracked into the building.

- **Airborne Soil** – These are small particles of dust, droplets of oils, auto exhaust, pollen, and human dander. Air conditioning and heating systems carry airborne soil throughout a facility. Some airborne soils are so small that they can pass through vacuum cleaners and back into the air.

- **Spills** – Spills on carpeting and hard surfaces are usually noticeable as either a dry powder (photocopier toner, powdered cleaner, sugar, non-dairy creamer, etc.) or liquid (ink, paint, coffee, moist food, etc.). In most cases, custodians can clean these spills easily if they are reported in a timely matter. Spills that are not reported are harder or impossible to clean. In addition, soils like urine and feces found around restroom urinals and toilets fall under this category.

Chemical Properties of Soil

By knowing the specific pH of a soil, custodians are better able to match the right cleaning product for the soil. The symbol *pH* represents the amount of hydrogen ions (H^+) in a solution and is measured on a scale of 0 to 14, with a pH of 7 defined as neutral. Pure water has a pH of 7. A pH lower than 7 is called acidic, and a pH greater than 7 is called alkaline. The pH of most soils range between 3 and 9, so they are considered weak acids through weak alkalines. Examples of acidic soils are mixtures of organic matter, oils, and dust. Examples of alkaline soils are mixtures of organic matter with mineral deposits (scale), rust, and urine.

Applying a detergent/cleaner having the opposite pH of the soil (acid cleaner with alkaline soils, and alkaline cleaner with acidic soils) will create a chemical reaction that helps loosen and remove soils from a surface. You can determine the pH of the cleaner by looking at its Material Safety Data Sheet (MSDS).

Considering there are only two types of soil, you may only need two types of cleaners: an acidic cleaner and an alkaline cleaner. This helps reduce the number of different products in your cleaning chemical inventory. However, always check the manufacturer's recommendations for cleaners before applying cleaning solutions. For example, some manufacturers of terrazzo flooring require a detergent that falls within a specific pH level. Failure to follow instructions may void the manufacturer's warranty.

For soils mixed with oils and grease, make sure the cleaning product contains emulsifiers to help release them from the surface. Emulsifiers help oils and grease mix with the cleaning solution, making them easier to remove.

NOTE:

- ✓ Use the acid/alkaline relationship to clean restrooms by applying acid cleaners to mineral deposits (alkaline soil) in sinks and toilets. If you are unsure of the soil type, use an alkaline cleaner first. If the soil is not removed, try an acidic cleaner. Make sure to rinse and dry the area between cleaning attempts.

Microorganisms

A microorganism is a living thing that is too small to be seen by the naked eye. Microorganism types familiar to most people are bacteria, fungi (such as mold), and viruses. Microorganisms are found everywhere on Earth and are naturally present on the surface and within the human body. While some microorganisms can cause disease in humans, the vast majority of microorganisms are not harmful and some are actually beneficial.

A strong relationship exists between the presence of soil and microorganisms because soil provides two key components for microorganisms: a food source and a home. Microorganisms must be in direct contact with their food source (soil) to grow and multiply. Without moisture and soil to cling to, most microorganisms cannot survive or multiply.

Microorganisms feeding on soil give off gasses that may cause unpleasant odors in facilities. By controlling moisture and properly cleaning surfaces, custodians can significantly reduce the number of microorganisms present and the odors they create. Properly cleaned surfaces require the use of an approved cleaning solution, and effective cleaning practices so that no residue or odor is left.

Reducing Bacterial and Viral Infections

Most common infections, like colds, flu or simple skin irritations are spread by direct person-to-person contact, or close contact with microorganisms in droplets created by coughing or sneezing. Occasionally, a person may be infected by touching a contaminated surface and then touching their mouth, nose or open wound.

Microorganisms can live for a long period of time on surfaces and possibly contribute to the spread of infections within buildings. Proper hygiene can help control the spread of many common infections.

Hand Hygiene

The Vermont Department of Health recommends frequent and thorough hand washing to help prevent the spread of flu and other illnesses.

- **Wash hands with soap and water:** Hands should be washed with soap and warm water for at least 20 seconds. When soap and warm water are not available, hands should be cleaned using an alcohol-based hand sanitizer with at least 60 percent alcohol.

- **Or use hand sanitizer:** Exercise caution and always supervise young children using alcohol-based sanitizers. Alcohol-based sanitizers should not be substituted for soap and water hand washing, especially when hands are visibly soiled and after using the toilet.

- **Cover your cough every time:** When coughing or sneezing, cover your mouth and nose with a tissue, or cough/sneeze into your upper arm.

For proper hygiene, hands should be washed before eating and drinking, after using the bathroom, touching high hand contact surfaces, returning to your office or home, blowing your nose, assisting an ill person, handling chemicals, and between cleaning tasks.

For custodians, hands can become contaminated from small holes in the gloves. Therefore, it's essential to wash hands or use hand sanitizer after removing protective gloves.

MRSA (methicillan-resistant staphylococcus aureus) is a skin infection that can be spread in a community setting such as a school. To prevent the spread of MRSA and other infections:

- Practice good hand hygiene and skin care.
- Keep cuts and wounds clean and covered with a bandage until healed.
- Avoid contact with other individuals' cuts, wounds and used bandages. .
- Do not share personal items like towels or razors.

Refer to the Vermont Department of Health website for more background on MRSA symptoms, transmission and treatment, and additional ways to prevent the spread of MRSA: www.healthvermont.gov/immunizations-infectious-disease/health-care-associated-infections/mrsa

Disinfectants/Sanitizers

Current third-party certification organizations have many different categories of cleaning products (e.g., general purpose, bathroom, glass/window, toilet bowl cleaners, carpet cleaners & carpet spot removers, hand soaps), but do not list disinfectants or sanitizers.

The Vermont green cleaning law does not regulate the sale or use of disinfectants and sanitizers, and recognizes the need for the use of these products in situations including food preparation and service areas, infectious disease outbreaks, and clean up of bodily fluids. Products making an antimicrobial claim must be registered with the United

States Environmental Protection Agency (EPA) under the Federal Insecticide, Fungicide and Rodenticide Act.

The health benefit of using sanitizers and disinfectants as part of routine cleaning is controversial. Cleaning with soap or detergent and water removes a large number of microorganisms contained in soils from surfaces (Sehulster et al., 2004). Furthermore, cleaning is a necessary first step to sanitizing or disinfecting because contact and reaction with soils may reduce or even eliminate the effectiveness of disinfectants. Therefore, even if a surface is washed and disinfected properly, the disinfected condition is good only until the surface's next use. Then the process must be repeated.

Custodians should always follow product directions when using disinfectants. Failure to follow these directions may result in no benefit at all, introduces chemicals into the environment, and wastes product and labor. To be effective, most disinfectant labels require the surface first be cleaned and then kept wet for several minutes of contact time with a fresh solution of the disinfectant product. Floors that are wet with disinfectant create slip hazards, so always use "wet floor" signs. Once disinfected, floors and surfaces rapidly become re-contaminated by airborne microorganisms, or from those found on shoes or other objects and substances.

Studies in health care settings have demonstrated that disinfecting floors provides no added benefit over cleaning with detergent and water (Sehulster et al., 2004). Routine disinfection or sanitization of all floors and surfaces in schools is not considered necessary. However, the use of disinfectants and sanitizers in certain areas (e.g. food service areas) and circumstances (e.g. disease outbreaks) may be required or recommended by health and other laws, regulations or guidelines.

Reference

Sehulster LM, Chinn RYW, Arduino MJ, Carpenter J, Donlan R, Ashford D, Besser R, Fields B, McNeil MM, Whitney C, Wong S, Juranek D, Cleveland J., *Guidelines for Environmental Infection Control in Health-Care Facilities and Recommendations from CDC and the Healthcare Infection Control Practices Advisory Committee* (HICPAC). Chicago, IL: American Society for Healthcare Engineering/American Hospital Association, 2004. Full Publication with Appendix available at: www.cdc.gov

While disinfectants sometimes have a role in custodial tasks, there may be little benefit gained in situations where disinfectants are commonly used. Before applying disinfectants or sanitizers on surfaces, consider effectiveness, health risks and required uses.

Effectiveness of Sanitizers/Disinfectants

- While some studies may report that sanitizers and disinfectants can achieve 99.99 to 99.999 percent reduction in micro-organism levels on surfaces, disinfectant and sanitizers used in real world situations do not have the same results. Their effectiveness depends on how well the process is performed and how much soil is present on the surface.
- Using a disinfectant to remove soil from anything but a hard, lightly soiled, and non-porous surface will result in a residual level of soil that may still harbor microorganisms.
- The presence of organic soil on surfaces can cancel the effectiveness of disinfectants and sanitizers.
- Disinfected surfaces can rapidly become re-contaminated with microorganisms once touched by hands, shoes or other objects and substances. Airborne micro-organisms can also contribute to the recontamination of surfaces.
- Using the proper cleaning method is an important strategy in minimizing soil and microorganism levels on surfaces. Dirty cleaning solutions and equipment such as mops and rags can spread dirt and microorganisms to new surfaces, thereby reducing their effectiveness.
- Rather than relying on disinfectants, focus on cleaning surfaces that are used or touched repeatedly on a daily basis. Items that are touched often include sink faucets, door handles, light switch plates, and dispensers.
- Using detergent or soap and water will effectively reduce the level of micro-organisms by removing them with the soil. In most cases, simply washing the surfaces is adequate—disinfection may not be required.

Health Risks

- Disinfectants and sanitizers are designed to kill or otherwise adversely affect living organisms. Disinfectants can also be harmful to people. When using disinfectants, custodians should always follow the proper safety precautions on the product labels.
- Building occupants may be exposed to disinfectants and sanitizers by breathing in or accidentally ingesting them from recently treated surfaces. Ingesting disinfectants occurs when a person touches a surface with disinfectant on it, and then handles food or touches their mouth.

Required Uses

- In certain areas (e.g. food service areas) and circumstances (e.g. disease outbreaks, blood spills) the use of disinfectants and sanitizers may be required or recommended by health and other laws, regulations or guidelines.

Levels of Clean

The word “clean” can mean different things to different people. One person may define clean as being spotless, while another person may define clean as being tidy. However, spotless is to tidy as an operating room is to an examination room.

In a school setting, there are several groups (stakeholders) with different ideas on what is and is not clean. Custodial staff cannot satisfy everyone’s idea of cleanliness, which can lead to disappointment. To have a successful green cleaning program, every stakeholder, including custodial staff, should agree upon and expect the same “levels of clean”. If the custodial staff maintains the agreed upon levels, no one should be disappointed.

There are several benefits in defining and agreeing to a building’s level of clean:

- Custodians can use the levels as a guide to ensure they meet and maintain the expected levels of clean.
- Custodial supervisors can use the facility’s defined levels of clean to inspect work and alter schedules to achieve the levels agreed upon.
- Custodial supervisors can estimate staffing requirements to achieve a certain level of clean. If there is not enough staff to maintain that level, then actions should be taken such as hiring additional staff, lowering the level of clean or obtaining cooperation from building occupants to keep the school clean.

Five Levels of Clean
In order to agree on the levels of clean, stakeholders must first define them. In the APPA (formerly known as the Association of Physical Plant Administrators) publication C*ustodial Staffing Guidelines for Educational Facilities* (CSGEF), Second Edition, five custodial service levels are defined, and used to determine staffing requirements needed to clean at each of the five service levels. CSGEF relates each service level to the number of square feet a full-time custodian can clean in a single shift.

Consider using the same custodial service levels to define their building’s levels of clean because they are commonly used in the cleaning industry, and have useful staffing data available:

Level 1 – Orderly Spotlessness
Level 2 – Ordinary Tidiness
Level 3 – Casual Inattention
Level 4 – Moderate Dinginess
Level 5 – Unkempt Neglect

For most facilities, custodians should strive to maintain levels of clean between two and three. The level of clean should be determined by the type of room. For example, a nurse's office should have a higher level of clean (Two) than a classroom (Three).

Defining Levels of Clean

Custodians should be familiar with the four key items used in defining these levels, and know the level of clean for each one. The four key items are:

- floors, corners and base molding
- vertical and horizontal surfaces—counters and ledges
- washroom and shower fixtures, tile, light fixtures
- trash containers and pencil sharpeners

By knowing the level of clean requirements, custodians are better able to focus on meeting the requirements by adjusting their work activities. For example, custodians can incorporate wiping down and inspecting base molding after floor care and maintenance tasks that cause solutions splattering.

Below are detailed descriptions of each of these levels in each of CSGEF's five service levels or levels of clean.

Level 1 – Orderly Spotlessness

- Floors and base moldings shine, are bright and clean, and colors are fresh. There is no soil buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance, with no accumulation of dust, dirt, marks, streaks, smudges or fingerprints. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam, and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor free.

Level 2 – Ordinary Tidiness

- Floors and base moldings shine and are bright and clean. There is no buildup of soil in corners or along walls, but there can be up to two days worth of dust, dirt, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam, and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor free.

Level 3 – Casual Inattention

- Floors are swept or vacuumed clean, but upon close observation, there can be stains. A buildup of dirt and floor finish in corners and along walls can be seen.
- There are dull spots or matted carpet in the walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor free.

Level 4 – Moderate Dinginess

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. A noticeable buildup of dirt or floor finish in corners and along walls can be seen.
- There is a dull path or obvious matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks. Lamp fixtures are dirty and some bulb lamps (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

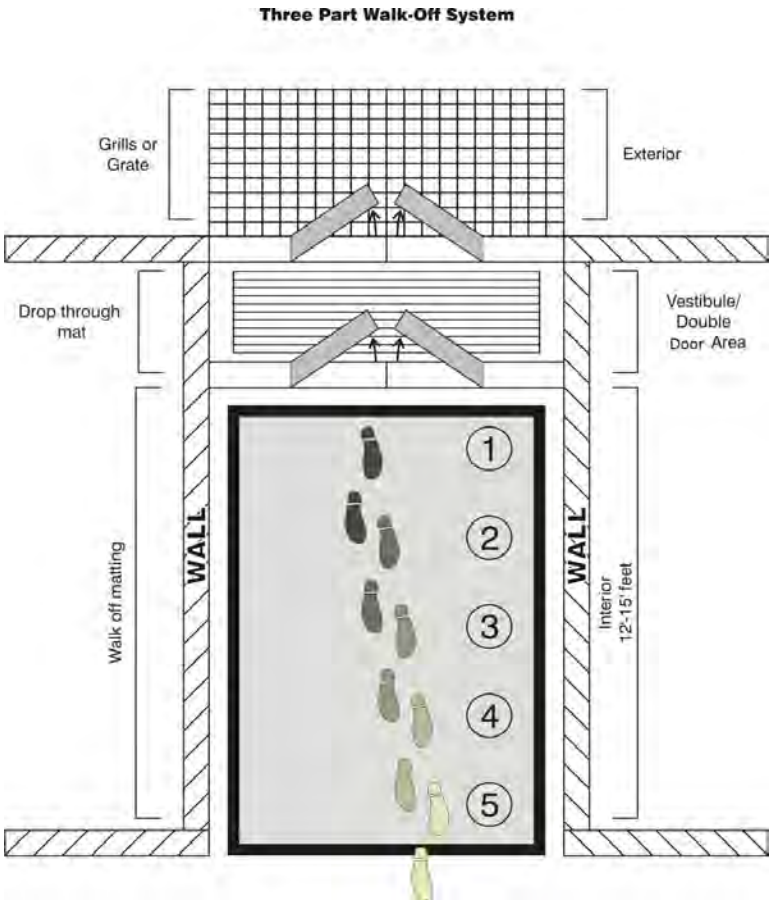
Level 5 – Unkempt Neglect

- Floor and carpets are dull, dirt, dingy, scuffed and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base moldings are dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

Entryways

Poorly equipped and maintained entryways allow soil to easily enter a building and spread around. By placing and properly maintaining adequately sized walk-off mats at each entryway, custodians can reduce and control the amount of soil entering a building by more than 80 percent. The Carpet and Rug Institute recommends all main entryways have at least 12 to 15 feet of walk-off matting– the length of approximately five foot steps.

For main entryways and entryways accessible from playing fields and locker rooms consider a three-part, walk-off matting system. This includes an exterior grill or grates, drop-through mats between the sets of double doors or vestibule area, and 15 feet of interior walk-off matting. The interior walk-off matting should be wide enough to prevent people from walking off the mat prior to reaching the end.



Entryway walk-off matting maintenance plays an important part in a green cleaning program by keeping soil out of the building. In order to guarantee an effective walk-off system, create and implement an entryway maintenance program.

An entryway maintenance program should document:

- frequency of rotating or vacuuming walk-off mats (frequency will change based on weather conditions)
- policing of entryways to ensure matting is not overloaded with soil or moisture during periods of heavy traffic
- maintenance and cleaning frequency of exterior walkways and parking lots leading to entryways
- removal of problem vegetation and its replacement with vegetation that does not produce berries, flowers or leaves

Custodial efforts in implementing and maintaining walk-off mats have many benefits:

- improves indoor air quality
- reduces pollutants from entering the building
- reduces the cost of floor maintenance
- extends the life of hard flooring
- increases safety by preventing accidents on hard surface entryways
- reduces cleaning efforts required inside the building

Basic Worker Safety

- Be aware of chemicals you use and that are in your work place.
- Make sure all containers are properly labeled and tightly secured.
- Never mix chemicals.
- Know how to read and understand Material Safety Data Sheets (MSDS).
- Read the MSDS of every product you use.
- Read and understand your facility's written Hazard Communication Plan.
- Always wear the appropriate personnel protective equipment (PPE) for handling chemicals.
- Use an automated chemical dispenser/dilution system whenever possible to create accurate dilutions and reduce chemical contact.
- Never operate equipment you have not been trained to use.
- Follow the manufacturer's recommendations for the operation and use of chemicals and equipment.
- Maintain equipment in good working order.

Cold or Hot Water for Cleaning

Facilities should consider using cold water-formulated cleaning detergents whenever possible. Cold water-formulated cleaning detergents are designed to work effectively in both cold and hot water. Some third-party certified general-purpose cleaners are exclusively cold water-formulated. There are several benefits to using cold water instead of hot water:

- Hot water melts and spreads oils, fats, and petroleum products that do not dissolve in water and result in left behind residue that speeds up the collection of new soil.
- Hot water requires the use of a heat source, which wastes energy resources.
- Hot water can cause burns.
- Cold water-formulated cleaners are as effective as hot water cleaners.
- Hot water cools quickly after contact with surfaces causing the melted soil to reattach to the cold surface.

General Cleaning Rules to Follow

- Clean from top to bottom. Wash vertical surfaces (walls) from the bottom up.
- Perform dry-dusting or mopping before wet procedures.
- Clean the floor at the furthest corner of the room and work towards the exit.
- Clean first then disinfect or sanitize only if necessary.
- Always wear the appropriate protective equipment for the task.
- Always follow the manufacturer's recommendations for product use.

Basic Cleaning Methods/Practices

Below are lists of routine cleaning methods and practices used by custodians to maintain the appearance of a building.

Dusting

- Dry-dust surfaces before cleaning with liquids.
- Use microfiber dusters or cloths to remove dust buildup. Microfiber products create an electrostatic force that attracts and holds dust particles better then other cloths.
- Dust from higher levels to lower levels to prevent airborne dust from falling on already cleaned surfaces.

Wiping

- Use the “Spray and Wipe” method (spray cleaning solution on the soiled surface and then wipe clean.) for cleaning visible soils found on mirrors, toilets, and urinals.
- Use the “Damp Wipe” method (dampen the cloth with cleaning solution and then wipe it clean) for surfaces requiring more controlled application of cleaner such as paper towel dispensers and stainless steel appliances.

Dust-Mopping

- Although microfiber dust-mopping is an acceptable method to remove dry and loose soils, vacuuming the area with a Green Label-certified vacuum cleaner or a Seal of Approval/Green Label-certified vacuum cleaner would reduce airborne particulates better. Remove the vacuum cleaner bag or dump the vacuum canister outside the building to reduce the release of dust back inside.
- Dust-mop using a microfiber dust mop or Green Label-certified vacuum trap soil and reduce airborne particles.
- Dust-mopping removes surface dirt in preparation for wet/damp-mopping or auto-scrubbing.
- Always use the appropriate-sized microfiber mop head for the space being cleaned.
- Replace the microfiber dust mop with a clean microfiber pad when it becomes too dirty and can no longer pick up soil.
- Clean dust mop heads outside and away from open windows and doors. Cleaning dust mops inside will release dust back into the air.

Wet/Damp-Mopping

- Always dust-mop an area prior to wet/damp-mopping to gather and remove loose soil and debris.
- Microfiber mops clean effectively, last longer, and reduce the amount of cleaning solution needed to perform the task.
- While wet/damp mopping work away from the furthest location of the room towards the exit.
- Clean along baseboards first to reduce splatter, then mop the rest of the floor.
- Never place dirty microfiber mop heads back into the cleaning solution; replace them with a clean wet/damp mop head.
- For traditional mopping using loop-type mop heads, replace the cleaning solution with clean solution when the mop head becomes dirty.

Auto-Scrubbing

- Use an auto-scrubber to clean large floor areas quickly and effectively.
- Select the right brushes or pads for the cleaning job.
- Wet/damp-mop tight areas that the auto scrubber cannot reach, and then use a handheld squeegee to pull the water into the path of the auto scrubber.
- Make sure the equipment is in good working order and leaves no streaks.

Vacuuming

- Vacuuming is the most important and cost-efficient part of carpet maintenance.
- Vacuums should be properly maintained.
- HEPA filters and vacuum bags should be replaced according to the manufacturer's recommendations. To maintain suction performance, custodians should replace vacuum bags when they become half-full.
- High traffic areas require thorough vacuuming to raise the carpet nap and remove dirt. Give the suction action of the vacuum enough time to remove the dirt.
- If possible, replace outdated vacuums with Green Label-certified vacuum cleaners.
- Use upright or backpack vacuums for effective carpet cleaning.
- Make sure backpack vacuums are properly adjusted before use to protect against injury.

Note:

✓ The Carpet and Rug Institute's (CRI) Green Label Testing Program introduced in 2000 will officially be phased out in 2010, and a new joint program – the CRI Seal of Approval/Green Label Testing Program – became the standard/testing protocol. Wet/dry vacuums are not certified.

Frequency of Cleaning and Maintenance

Note:

- ✓ The frequency of cleaning tasks is location-specific. Frequencies provided in this document should be used as a general guideline. For example, based on the level of clean, stripping and finishing may not be required very often.

The frequency of cleaning tasks are school-specific, and vary depending on the quality of routine maintenance and the amount of activity in the building. Cleaning and maintenance frequencies can be broken down into three categories: routine, interim and restorative. Listed below are typical care and maintenance tasks broken down by routine, interim and restorative maintenance.

Routine Maintenance is critical to maintaining the building's appearance and lengthens the time between more costly and labor-intensive maintenance tasks like stripping and refinishing floors.

- Tasks done often throughout a week:
  - ✓ Dust and wet-mopping or auto-scrubbing floors at least once a day
  - ✓ Vacuuming of entryways and high traffic areas at least once a day
  - ✓ Vacuuming of medium and low traffic areas every 2-3 days
  - ✓ Trash removal at least once a day
  - ✓ Restroom cleaning at least once a day

- Detail tasks done about once a month or when needed:
  - ✓ Wiping heating and air conditioning vents
  - ✓ Spot cleaning walls
  - ✓ Spot cleaning carpets
  - ✓ Cleaning windows
  - ✓ Dusting horizontal surfaces and light fixtures
  - ✓ Cleaning furniture

Interim Maintenance keeps high traffic floors and carpeting at an acceptable appearance level. It is more labor-intensive than routine maintenance.

- Tasks done as needed based on appearance and condition:
  - ✓ Floor burnishing and refinishing processes
  - ✓ Bonnet carpet cleaning or carpet extraction in high traffic areas

Restorative maintenance is the most labor intensive and involves tasks like deep cleaning carpets and stripping and refinishing hard floors.

- Labor-intensive tasks that occur every six months or more:
  - ✓ Floor burnishing and refinishing processes

Note:

✓ Since restorative tasks occur less frequently, it is especially important to review procedures for these tasks prior to starting.
