



# Green Cleaning Policy

Effective: January 2023

Updated: April 2024

## 1. Scope

This Green Cleaning Policy applies to the general cleaning activities performed by Boston Properties and Janitorial Services Vendors contracted by Boston Properties to provide cleaning services within all areas and sites under the control of building management at our properties. The policy has been aligned with the Leadership in Energy and Environmental Design (LEED) v4.1, BOMA 360, and Fitwel Viral Response rating systems. This policy should be amended to all leases.

## 2. Performance Metrics

Staff training records must be maintained by The Janitorial Vendor. APPA audit and/or customer satisfaction survey results will measure the effectiveness of this program. Purchasing records will serve as documentation for compliance to the chemical and equipment portions of this policy.

## 3. Goals

The goal of this policy is to have a high-performance cleaning program in place that reduces the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological, and particulate contaminants, which adversely affect air quality, human health, building finishes, building systems, and the environment.

All cleaning products and materials must meet at least one of the standards in Section 4: Procedures and Strategies. Compliance may be demonstrated via a product inventory or from total annual purchases.

## 4. Procedures and Strategies

### 4.1 Sustainable Cleaning Products and Materials

Cleaning products must meet one or more of the following standards:

- Green Seal GS-37, for general-purpose, bathroom, glass, and carpet cleaners used for industrial and institutional purposes.
- UL EcoLogo 2792 (formerly CCD 110), for cleaning and degreasing compounds.
- UL EcoLogo 2759 (formerly CCD 146), for hard surface cleaners.
- UL EcoLogo 2795 (formerly CCD 148), for carpet and upholstery care.
- Green Seal GS-40, for industrial and institutional floor care products.
- UL EcoLogo 2777 (formerly CCD 147), for hard floor care.
- EPA Safer Choice Standard; and/or
- Cleaning devices that use only ionized water or electrolyzed water and have third party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Safer Choice Standard requirements, as appropriate for use patterns and marketing claims).

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards for the appropriate category:

- UL EcoLogo 2798 (formerly CCD 112), for digestion additives for cleaning and odor control.
- UL EcoLogo 2791 (formerly CCD 113), for drain or grease trap additives.
- UL EcoLogo 2796 (formerly CCD 115/107), for odor control additives.
- Green Seal GS-52/53, for specialty cleaning products.
- California Code of Regulations maximum allowable VOC levels for the specific product category.
- EPA Safer Choice Standard; and/or
- Cleaning devices that use only ionized water or electrolyzed water and have third party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Safer Choice Standard requirements, as appropriate for use patterns and marketing claims).

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

- EPA comprehensive procurement guidelines, for janitorial paper.
- Green Seal GS-01, for tissue paper, paper towels, and napkins.
- UL EcoLogo 175 (formerly CCD-082/086) Sanitary Paper Products, for toilet tissue and hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.
- FSC certification, for fiber procurement.
- EPA comprehensive procurement guidelines, for plastic trash can liners; and/or
- California integrated waste management requirements, for plastic trash can liners (California Code of Regulations Title 14, Chapter 4, Article 5, or SABRC 42290-42297 Recycled Content Plastic Trash Bag Program).

Hand soaps and hand sanitizers must meet one or more of the following standards:

- No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements);
- Green Seal GS-41, for industrial and institutional hand cleaners.
- UL EcoLogo 2784 (formerly CCD 104), for hand cleaners and hand soaps.
- UL EcoLogo 2783 (formerly CCD 170), for hand sanitizers; and/or

- EPA Safer Choice Standard.

### 5. Sustainable Cleaning Equipment

Equipment will be selected based on its ability to protect and enhance air quality, occupant health, building finishes, and operating systems. Equipment must be maintained and operated in a manner that will reduce exposure of building occupants and cleaning personnel to potentially hazardous conditions and reduce the disposition of contaminants in the building.

The following standards will apply:

- Vacuum cleaners must meet the requirements of the Carpet & Rug Institute “Green Label Program”, and capture 96% of particulates 0.3 microns in size and operate with a sound level of less than 70dBA
- Hot water extraction equipment for deep cleaning carpets capable of removing sufficient moisture such that carpets can dry in less than 24 hours
- Powered maintenance equipment including floor buffers, burnishers, and automatic scrubbers is equipped with vacuums, guards, and/or other devices for capturing fine particulates, and shall operate with a sound level less than 70dBA
- Propane-powered floor equipment has high-efficiency, low-emissions engines
- Automated scrubbing machines are equipped with variable-speed feed pumps to optimize the use of cleaning fluids
- Battery-powered equipment is equipped with environmentally preferable gel batteries
- Where appropriate, active microfiber technology is used to reduce cleaning chemical consumption and prolong the life of disposable scrubbing pads
- Powered equipment is ergonomically designed to minimize vibration, noise, and user fatigue
- Equipment has rubber bumpers to deduce potential damage to building surfaces
- A log will be kept for all powered housekeeping equipment to document the date of equipment purchase and all repair and maintenance activities, and include vendor cut sheets for each type of equipment in use in the logbook

### 6. Floor Care

Standard operating procedures address how cleaning and maintenance systems for floors and carpets are utilized, managed, and audited. Floor-care maintenance shall consistently be performed, without exception, according to written protocols, established by The Janitorial Services Vendor in collaboration with the responsible building representative. Quality control checks will be used to ensure 100% adoption. The floor and carpet maintenance program at the building is designed to use few, or no, harmful chemicals; remove and eliminate irritating dust, dirt, and other contaminants; and protect and preserve floors. Hard floor and carpet care products must meet the sustainability criteria outlined in IEQc3.3 (LEED v2009) or Green Cleaning – Products and Materials (LEED v4), respectively. The sustainability of these products is tracked with other cleaning products.

To reduce chemical use, the Janitorial Services Vendor shall minimize the frequency of stripping or removing coatings while meeting the cleaning needs of the spaces in the building. Frequency ranges from 2 to 4 times per year. The Janitorial Services Vendor will work to maximize the floor's longevity and appearance while minimizing chemical use, thereby conserving cleaning and floor restoration materials, and minimizing occupants' exposure to harmful chemicals.

A written floor maintenance plan and log shall be maintained, which details the number of coats of floor finish being applied as the base and other applications (topcoat), along with all relevant maintenance/restoration practices and the dates of these activities.

### **7. Hand Hygiene**

The staff will be trained in the importance and methods of hand hygiene. The preferred method of cleaning hands is to lather and scrub your hands using simple soap and warm water for 20 seconds. An alternate method, when soap and warm water are not available, is the use of alcohol-based hand sanitizer. The use of antibacterial soaps is not recommended because they are no more effective in killing germs than regular soap and may lead to the development of bacteria that are resistant to the product's antimicrobial agents, making it even harder to kill these germs in the future.

### **8. Chemical Handling, Storage, and Spill Response**

Bulk storage of cleaning chemicals should be in a centralized secure area with containment that will protect against an inadvertent release to the environment (i.e., no floor drains in the vicinity). Cleaning chemicals shall be stored neatly using a shelving system that will allow for the safe handling of the material. If necessary, appropriately designed stepstools or stepladders shall be provided to access the upper shelves. Point-of-use storage, such as in janitorial closets, shall maintain the minimum quantity of chemicals as practical. Where appropriate, cleaning chemical dispensing systems shall be used to minimize the handling exposure to the employees and to measure the proper amount of cleaning solution for dilution. Proper Personnel Protective Equipment (PPE) shall be provided to employees handling the cleaning chemicals. All personnel that uses the cleaning chemicals shall be properly trained in their handling, use, and spill cleanup.

### **9. Vulnerable Occupants**

To ensure the safety and health of all building occupants, including vulnerable occupants, the following measures are employed:

Cleaning is scheduled to occur at night or at other times when the least number of building occupants are present.

Notice is provided to building occupants if the use of non-compliant cleaning products is scheduled, for example, annual floor stripping.

Alternative cleaning methods that minimize the use of cleaning chemicals are used whenever possible.

Building management and The Janitorial Services Vendor staff work with affected individuals to ensure chemicals or equipment that aggravate them are not used near their workspace.

### **10. Training**

All cleaning personnel shall receive one (1) hour of training per year. The Janitorial Vendor shall keep a log of all training, including the date, subjects, duration, and personnel in attendance.

Topics of training include:

- Understanding green cleaning
- The hazards and use of cleaning chemicals
- Chemical handling and storage
- Use of chemical concentrates and dilution systems
- Disposal and recycling of cleaning chemicals and packaging
- Spill management
- Cleaning techniques
- Changes to standard operating procedures and chemical handling guidelines

### **11. Continuous Improvement**

The effectiveness of the Green Cleaning Program shall be evaluated periodically through either customer satisfaction surveys to the tenants or through an APPA (Association of Physical Plant Administrators) audit that determines the appearance level of the property.

### **12. Responsible Party**

Boston Properties and the Janitorial Vendor are responsible for ensuring compliance with this policy.

### **13. Quality Assurance Procedures & Strategies**

Boston Properties will perform regular inspections of cleaning performance and respond to occupant feedback. Both responsible parties will continuously look for improvements, new technologies, procedures, and processes. At least once every year, a custodial effectiveness audit based on the requirements of LEED O+M: Existing Buildings v4.1 will be performed. Based on the above, Boston Properties will evaluate whether the building is being sufficiently cleaned and whether the standard cleaning procedures are being properly executed. As necessary, Boston Properties will revise the green cleaning policy to include additional cleaning strategies or modify existing cleaning strategies.

Boston Properties will review the green cleaning purchasing data quarterly and confirm that the purchasing goals are being met. If the policy goals are not being met, Boston Properties will take corrective action, typically in the form of providing education on the goals and sustainability criteria outlined in this policy to the individuals in charge of procurement.

### **14. Time Period**

This policy shall take effect on the noted Effective Date and shall continue indefinitely or until amended and/or replaced by a subsequent green cleaning policy.

