

GREEN CLEANING PROGRAM SUPPORT FORM

General Background and Instructions:

The following guidelines are derived from the basic components of the US Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED) standard for existing building, known as the LEED-EB Operations and Maintenance standard, as well as recommendations from other independent green cleaning programs. They are indicated here to inform Bidders of the type of comprehensive green cleaning program the Commonwealth is interested in obtaining under this contract to the greatest extent possible. Bidders shall review the questions posed in each section and use the box provided to describe how their program or service addresses those measures.

Documentation – Instructions are included below regarding how Bidders should respond to the form. Supporting materials such as training modules, certifications, or other instructional documents should only be included where requested, or where such details are necessary to adequately provide the information requested. Please submit them as “Appendix” documents to this Response Form and clearly indicate on the material the question in the RFR to which it pertains.

Fees for Services - If there are fees associated with any of the measures discussed below, Bidders shall indicate an explanation of those fees in the Bidder Response section, including the actual fee amount. Bidders should also be sure to read the relevant sections within the RFR that pertain to this Program Description prior to completing this form.

RFR Response Form Requirements - All Bidders **must** complete and return this form with their response in order to be considered responsive. Completing **every section** of this document is mandatory unless instructions for specific questions state otherwise. Bidders are not allowed to reduce the default font size in text boxes designated for narrative answers. Where limits are set for the length of the narrative, the PMT reserves the right not to consider or evaluate any information that exceeds the limit.

Company Information	Bidder Response
Company Name	MD Stetson Co., Inc.
Name: Contact Person Completing the Form	Michael Glass
Contact Person's Email	mike.glass@mdstetson.com
Contact Person's Phone #	781-986-6161

Section 1. Initial Facility Assessment

1. While the intent of this contract is not to make Bidders responsible for managing a customer's green cleaning program, awarded vendors should be able to provide comprehensive guidance (and training) for the implementation of such a program. With this in mind, please describe the initial, site-specific assessment service typically conducted by your company for new customers and attach the tools and any forms or checklists used during the assessment process that will allow us to properly evaluate the details of your service. *(Bidders are asked not to exceed one full page of text)*. The box below will expand to accommodate your response.

MD Stetson's **Code:Green** program offers a complete array of programs and services including site analysis, staff training and staff reengineering to its partner/customers interested in green cleaning. Our initial audit is offered at no cost to prospective and current customers that are seeking to start or enhance a green cleaning program. The

information derived from the audit is used to determine the current status of the cleaning program and which programs and services are necessary to institute a green cleaning program. All **Code:Green** programs were created to assist its users to meet the requirements for the following 2009 LEED-EB IEQ and SS Credits and Prerequisites.

- SS Credit 2: Building Exterior and Hardscape Management Plan
- IEQ Prerequisite 3.0: Green Cleaning Policy
- IEQ Credit 3.1: Green Cleaning—High Performance Cleaning Program
- IEQ Credit 3.2: Green Cleaning—Custodial Effectiveness Assessment
- IEQ Credit 3.3: Green Cleaning—Sustainable Cleaning Products and Materials
- IEQ Credit 3.4: Green Cleaning—Sustainable Cleaning Equipment
- IEQ Credit 3.5: Green Cleaning—Indoor Chemical And Pollutant Source Control

The **Code:Green Initial Facility Site Survey Form** assists the user in inventorying all equipment, tools and chemicals as well as review the current cleaning program. This information helps us determine the effectiveness of current cleaning methods and current products, identify applicable LEED-EB green cleaning credits and get an overview of the general cleanliness of the building. The **Code:Green** Initial facility Site Survey reviews the current status of the following:

1. BUILDING USAGE AND EXTERIOR
2. BASEMENTS AND CRAWL SPACES
3. GARAGES, LOADING DOCKS AND SHOP AREAS
4. ENTRANCES AND LOBBIES
5. STAIRS AND ELEVATORS
6. OFFICES, WORK SPACES, CLASS ROOMS AND LIVING AREAS
7. CLASS ROOM / PATIENT ROOM
8. SPECIAL AREAS
9. FOOD PREPARATION AND EATING AREAS
10. RESTROOMS, LOCKER ROOMS, SHOWER AND BATH AREAS
11. MAIL, COPY AND COMPUTER ROOMS
12. CUSTODIAL CLOSETS AND STORAGE AREAS
13. MECHANICAL, ATTICS, UPPER AREAS AND ROOFS
14. EXISTING CHEMICAL INVENTORY
15. CURRENT PROGRAM STATUS – RECYCLING, INTEGRATED PEST CONTROL AND COMMUNICATION
16. EXISTING EQUIPMENT AND CLEANING TOOLS INVENTORY

The fee structure for the Code:Green programs are as follows:

- There is no cost for the **Code:Green Initial Facility Site Survey**.
- The intent of this program is to form a partnership between MD Stetson and our customers using the FAC59 contract. As there is a tremendous amount of resources needed to properly support the transition to a green cleaning program, MD Stetson has created certain purchasing criteria to be eligible for the services offered in this program. The customer must commit 85% or more of their total annual purchasing for janitorial supplies, chemicals, equipment, paper, etc. with MD Stetson. This purchasing requirement is also imperative to accurately meet the criteria for the LEED components (training, record keeping, reporting, etc). If the purchasing criteria is met, all materials and services referenced in this RFP will be made available at no cost, except as noted.
- If services are requested beyond guidance and training (i.e. consulting, program design, implementation, etc.), there will be a consulting fee of \$.01 per square foot with a \$500 minimum fee for each building location.

There are also additional consulting fees noted below.

Attached please find the file for **Addendum 1: Initial Facility Site Survey**

(Please note any materials being attached to support this RFP submittal are property of MD Stetson Co., Inc. and are for review purposes only. No documents can be printed or posted on any website without permission from MD Stetson Co., Inc.)

2. Would such guidance also include recommendations for an incremental transition to green cleaning that may be required for customers with tight budget restrictions? Please describe any recommendations for a phased-in transition to green cleaning products including the estimated cost for each step. (*Not to exceed one page*). The box below will expand to accommodate your response.

Facilities committed to transitioning to a green cleaning program by partnering with MD Stetson will receive the **Code:Green “Going Green?” Manual**. This reference is a complete instructional guide to creating a Green Program. This manual will aid the user in all phases of transition including the creation of a Green Cleaning Policy per the requirements of IEQ Prerequisite 3.0: Green Cleaning Policy. In addition, this manual will guide the user towards meeting all LEED IEQ Credits for Green Cleaning. The **Code:Green Planner Worksheet** guides the Green Team in creating their green plan and policy.

MD Stetson can show that the transition to green cleaning is cost neutral. Cost should not be perceived as a deterrent to any institution that wants to transition to a green cleaning program. Through the efficient use of materials, equipment and optimal labor scheduling, increases in staff and occupant productivity is a typical result when switching to an environmental cleaning program.

There are however, changes in service frequencies, scheduling, product types and processes that require training and guidance. Typically, new products are phased in as existing products are being depleted. MD Stetson has 2 full time Inventory Specialists that are an integral part of the **Code:Green** program. The specialists monitor inventory at all locations and will physically move products from one site or area to another to help coordinate a smooth transition.

MD Stetson’s experience has shown that changes to a cleaning program’s structure are initially met with resistance from personnel. MD Stetson recommends that the first step should be a thorough orientation and question and answer session to fully communicate the programs intent and direction and to gain “buy-in” from the staff. The **Code:Green Cleaning Staff Survey Reporting Form** is also utilized to get additional feedback and input. During this stage we show any new products and procedures and discuss how and when the change(s) will be instituted.

Once the actual products are on-site we conduct a series of training sessions that are discussed in more depth in other sections of this RFP.

Attached please find the file for

Addendum 2: Managed Inventory Service

Addendum 21: Code:Green Planner Worksheet

Section 2. Standard Operating Procedures and Other Requirements

1. Do you provide the service of developing and maintaining a set of written guidelines or Standard Operating Procedures (SOPs) that govern the cleaning procedures and other related operations referenced in this report form? If yes, please describe in detail. (*not to exceed one page*). The box below will expand to accommodate your response.

The **Code:Green** program has written SOPs that draw its criteria from MD Stetson Standards and products, Green Seal's GS-42 Environmental Standard for Cleaning Services and the Carpet and Rug Institutes Carpet Maintenance Guidelines. The SOPs encompass both daily, interim and restorative cleaning methods and tasks. The **Code:Green** SOPs are task and product specific covering the following area types and include a logging system to track when specific maintenance occurs. In addition, MD Stetson distributes 3M and Portion Pak products that have their own product SOPs and related training materials:

1. ENTRANCES AND LOBBIES
2. GROUNDS
3. CORRIDORS
4. STAIRS AND ELEVATORS
5. OFFICES AND WORK SPACES
6. CLASS ROOMS
7. PATIENT ROOMS/HEALTH OFFICES
8. LIVING QUARTERS
9. ATHLETIC AREAS
10. FOOD PREPARATION AND EATING AREAS
11. RESTROOMS, LOCKER ROOMS, SHOWER AND BATH AREAS
12. CUSTODIAL CLOSETS AND STORAGE AREAS
13. EQUIPMENT MAINTENANCE

2. How does your program determine schedules of routine cleaning operations and frequency recommendations, activities performed periodically, equipment operation and maintenance, cleaning inspections, and accident preparedness? (*not to exceed one page*). The box below will expand to accommodate your response.

MD Stetson's **Facilitech** programs are fee-based services provided by MD Stetson to meet the needs of today's Facilities Maintenance Departments. **Facilitech** is an optimal combination of people and technology offering cutting edge reengineering services and on-going field support programs including Staff Justification, Workload Analysis and Quality Assurance Auditing. With 15 years of experience and completed projects in more than 100,000,000 square feet of educational and healthcare facilities, the **Facilitech** program aligns expectations with resources.

The **Facilitech Workload Analysis** program completely analyzes all spaces, tasks and available staffing for all routine, interim and restorative maintenance. The result is a cleaning program that is realistic given the existing resources and fair and balanced workloads for all personnel. Schedule designs also include contingencies for absenteeism and protocol for emergencies and coverage for non-traditional uses of the facility. Customers using this service also receive the software and training to review and modify any reports.

To monitor the effectiveness of the cleaning program, our **Facilitech QA System** is a powerful tool to help focus management. The Facilitech QA System has a similar scoring system to APPA's Custodial Effectiveness Guidelines offering a 5 level, weighted scoring system. However, the **Facilitech** system offers a more detailed subject matter and criteria reducing subjective results that are typical with many QA audit programs. Customers using this service also receive the software and training to conduct self-audits. The system can also be customized to the unique characteristics of any operation. This program will document the criteria to meet IEQ Credit 3.2: Green Cleaning—Custodial Effectiveness Assessment

1. ENTRANCES AND LOBBIES
2. CORRIDORS AND STAIRWELLS
3. CLASSROOMS AND ACADEMIC SPACE
4. PATIENT ROOMS AND HEALTH OFFICES
5. ATHLETIC AREAS
6. OFFICES AND RECEPTION AREAS
7. DINING AND FOOD PREP AREAS
8. LIVING QUARTERS
9. RESTROOMS AND LOCKER ROOMS
10. STAFF DEVELOPMENT, IMAGE AND SAFETY

The fee structure for the Facilitech programs are as follows:

- Staff Justification: \$.075 per square foot with a \$500 minimum fee for each building location.
- Workload Analysis: \$.01 per square foot with a \$500 minimum fee for each building location.
- Quality Assurance Audit: \$.0025 per square foot with a \$125 minimum fee per each building location.

3. Does this service address the provisions in LEED-EB? If yes, please describe. (*not to exceed one page*). The box below will expand to accommodate your response.

The **Facilitech QA System** utilizes a 5 level, weighted scoring system similar to APPA's Custodial Staffing Guidelines. The scoring system will allow a calculation to determine the overall level of appearance of 1-5 for audited areas. MD Stetson can conduct audits for a fee or train 2 in-house personnel to perform the audits. This program will document the criteria to meet IEQ Credit 3.2: Green Cleaning—Custodial Effectiveness Assessment.

4. What type of cleaning procedure assistance do you provide to protect human health and the environment in the following (but not limited to) special areas. Please mention any others as appropriate. (*not to exceed one page*). The box below will expand to accommodate your response.

The **Code:Green** SOPs identify potential safety issues and recommendations for pertinent personal protective equipment for each area type and task. The **Code:Green** SOPs contain specific criteria that is unique to each area type and associated task. In addition, our extensive training programs are site specific and are conducted by OSHA

authorized trainers.

The following assistance is provided to our customer/partners:

a. Dining and food preparation areas:

1. Identifying the appropriate PPE's for all staff.
2. Training programs with SOPs for dining and food prep areas.
3. Training for the safe and appropriate use of disinfectants and/or food grade sanitizers for food prep areas and dining areas.
4. Identifying the necessary signage and instituting appropriate protocols to keep non-cleaning personnel and students clear of any area when disinfectants are in use.

b. Restroom care:

1. Identifying the appropriate PPEs for all staff.
2. Training programs with SOPs for restrooms and locker rooms.
3. Training for the safe and appropriate use of disinfectants.
3. Determining the frequency of service to the specific restrooms.
5. Recommending the appropriate restroom cleaning tools and equipment.
6. Training staff to effectively use restroom cleaning tools and equipment.
7. Identifying the necessary signage and instituting appropriate protocols for closing restrooms during cleaning functions or for maintenance issues.
8. Training and appropriate product selection for odor causing contaminants.

c. Entryways:

1. Selecting the appropriate size and type of entry matting.
2. Determining the frequency of service to the entry area for both carpeted and non-carpeted areas.
3. Selecting the appropriate type of vacuum and filtration.
4. Creating provisions to prevent slips and falls on high-risk days (rain, snow, etc.) including changes to the frequency of service and monitoring.

d. Biohazards

1. Conduct appropriate training and recommend the appropriate products and PPEs to safely comply with any situation that would arise classified under OSHA's Bloodborne Pathogens Standard.

5. Describe your floor maintenance plan, including carpet care and maintenance, and how it may be relate to the manufacturer's maintenance recommendations. (*not to exceed one page*). The box below will expand to accommodate your response.

MD Stetson is in a unique position as both the manufacturer and distributor of its chemical product line. All of the SOPs are written by MD Stetson. Both hard and soft floor SOPs are designed using a 3-step maintenance process, Routine: Periodic and Restorative.

The intent of the floor care program is to reduce the amount of restorative maintenance through proper routine and interim care. All task specific procedures identify best practices utilizing the most current tools and equipment technology to minimize water use and reduce or eliminate chemicals. In addition, time of service is detailed to assure as little impact as possible on the building occupants with special considerations for vulnerable populations. Any scheduled interim or restorative maintenance is to be

adequately communicated to building occupants and scheduled during minimum occupancy. Below is a summary outline not our complete SOPs:

Hard Floor Maintenance:

Our floor care program recommends converting or transitioning to the following:

1. Green certified chemicals.
2. Microfiber or reusable/cleanable mops made from recycled materials.
3. Autoscrubbers that utilize chemical free technology for washing, scrubbing or stripping and/or have on-board chemical proportioning.
4. Burnishing equipment must have sufficient vacuum and dust control systems.
5. Equipment with less than 70 decibels.
6. The use of the **Code:Green Floor Care Log** to track maintenance and coatings history of floor finish all areas and the implementation of our numerical floor marking system to document how many coats are on the floor.

1. Routine Maintenance:

- a. All areas are to be vacuumed or dry mopped. The areas should be washed using an autoscrubber or a wet mopping system.
 - i. Heavy traffic areas should be cleaned daily.
 - ii. Light traffic areas shall be cleaned on an appropriate predetermined schedule to maintain cleanliness.
 - iii. All accessible areas should be burnished or buffed on a schedule adequate to maintain the integrity of the floor finish film.

2. Periodic Maintenance:

- a. Scrub and recoating should be scheduled when the floor is not adequately responding to burnishing or buffing.

3. Restorative Maintenance:

- a. Floor finish stripping/removal and refinishing should be performed when the floor is damaged beyond interim maintenance solutions, not on a pre-scheduled basis.

Carpet Care Maintenance:

Our carpet care program recommends converting or transitioning to the following:

1. Green certified chemicals.
2. Hepa filtration vacuums
3. CRI certified equipment.
4. Cleaning equipment that minimizes the use of moisture.
5. Drying equipment.
6. The use of the **Code:Green Floor Care Log** to track procedural history of carpet cleaning.

1. Routine Maintenance

- a. Vacuum daily
 - i. Heavy traffic areas should be vacuumed daily.
 - ii. Light traffic areas should be cleaned at an appropriate predetermined schedule to maintain cleanliness.

2. Periodic Maintenance

- a. Light carpet clean on a pre-scheduled basis and as needed to maintain carpeted floors. Heavy traffic areas should be cleaned on a more frequent schedule.
 - i. All non-automated machine methods should use a pre-spray with appropriate dwell time.
 - ii. Crystallization methods and automated machinery is

recommended.

iii. Any method utilized should allow the carpets to dry within 2 hours.

4. Restorative Maintenance:

- a. Deep carpet extraction should be performed on an as-needed basis when the carpet is not responding to Periodic Cleaning methods.
 - i. All methods should a pre-spray with rinse extracting.
 - ii. Remove as much water as possible from the carpet and provide sufficient airflow (e.g., use of blowers, dehumidifiers, increased outdoor air exchange) so that the carpet will dry in less than 12-hours

Attached please find the file for **Addendum 16: Code:Green Floor Care Log**

6. Do you provide assistance with storage and use of chemicals within the facility, including consideration of proper ventilation, dilution control procedures, adequate security and proper management of the area? If yes, please describe. (*not to exceed one page*). The box below will expand to accommodate your response.

MD Stetson's trainers and auditors are OSHA authorized. The knowledge and experience combined with our checklists for our field auditing program assures proper safety protocol. In addition, customers utilizing our **Managed Inventory Service** will have the extra benefit of trained inventory professionals that will check inventory levels and storage practices. All safety issues are reported immediately to the appropriate supervisory staff.

The certified products offered from MD Stetson are available in several dilution control formats. The **Product Central Express** system manufactured by MD Stetson company offers several green certified chemicals. In addition, chemical dilution systems are offered from 3M, Portion Pak, Stearns and Pak-it. Again, we highly recommend the use of our **Managed Inventory Specialists** as they check all of the dispenser's functionality upon each visit. Any malfunctioned unit is replaced on the spot.

For disposal, all of our chemical containers are recyclable. Our training programs also address disposal of chemicals for stripping procedures as follows and is part of our SOP for stripping and refinishing floors:

Disposal of Floor Finish and Stripper

Strippers usually have their biggest potential impact if they are improperly disposed of outdoors.

- Avoid Outdoor Disposal: Floor stripper products should never be disposed of outdoors. It is illegal to pour strippers or any other chemicals on the ground, in a parking lot, or any other outdoor area. Also, have them wash their equipment and dispose of any left over product or rinse water at an indoor sink.

Most modern floor finishes have zinc in them. Zinc is only about 1% of the total product, but it is an important ingredient that makes the floor finish harder (green floor finishes are zinc-free). When floors are stripped, this zinc is picked up by the stripper and rinse water. Some local sewer agencies have strict limits on the amounts of metals like zinc that you can put into the sewer because their treatment plant cannot easily take these metals out of the sewage. Enough zinc gets through the treatment plant to harm shellfish

and other animals living in the river or bay where the treated sewage is discharged.

- Check with your sewer agency to see what level of zinc they allow, and have some samples tested to see how much zinc is in your stripper residue and rinse water. If you can't get beneath the limit that the sewer agency requires, then you will have to dispose of used stripper and rinse water as a hazardous waste rather than putting them into the sewer. There may be techniques to dilute the solution that will be acceptable to sewer agency.

7. Do you identify and handle vulnerable populations and individuals with special needs (e.g. children, asthmatics, pregnant women). If yes, please describe. (*not to exceed one page*). The box below will expand to accommodate your response.

The **Code:Green Employee Survey** and **Code:Green Building Occupant Survey** are the first step to identify existing and potential issues with vulnerable populations. Information received from completed surveys will pinpoint problematic situations. MD Stetson can assist the cleaning management to identify solutions based on the results of the surveys.

In addition, The **Code:Green** SOPs are written with universal precautions for both the staff and the building occupants. This pertains to all tasks associated with high-risk situations such as floor stripping, disinfectant use, carpet care, restroom care, biohazards, food prep and dining areas. The SOPs have specific criteria for chemicals, supplies, equipment, PPEs, frequency of service, time of service and procedures.

Attached please find the files for:

Addendum 8: Code:Green Employee Survey

Addendum 9: Code:Green Building Occupant Survey

8. Do you provide special requirements or guidance for operations involving potentially hazardous materials such as the maintenance of floors containing asbestos, or areas with concerns such as poor ventilation or lighting? If yes, please describe. (*not to exceed one page*).

MD Stetson's trainers are OSHA authorized and have specific training, knowledge and training materials for handling potential hazards for any situation involving Hazcom, Hazmat, PPE, Asbestos surfaces (not removal), Bloodborne Pathogens, Ladder use, Confined spaces, Lockout/tagout, Proper lifting, Walking/working surfaces and IAQ. Ventilation issues are addressed in our Hazcom, Hazmat, Confined Spaces and IAQ training. Lighting and other space specific concerns are addressed in our Walking/working surfaces training.

9. Do you provide a service or offer recommendations for trash collection, recycling, and solid waste reduction? If yes, please describe. (*not to exceed one page*) The box below will expand to accommodate your response.

Our Code:Green manual instructs the user on setting up and communicating a recycling program in conjunction with their trash contractor. Our **Code:Green Employee Survey** And **Code:Green Building Occupant Survey** can also help identify high risk areas for pests based on occupants personal habits. The following recommendations will address trash collection, recycling and are an integral part of integrated pest control:

Trash Collection:

- Remove trash and replace liners only when they are soiled from wet trash or become broken. Always remove and dispose of trash before weekends and holidays.
- Restroom trash liners should be replaced daily and receptacles should be disinfected.
- All dining and food collection waste containers should be cleaned and sanitized daily.
- All external trash disposal and storage areas should be covered and away from the immediate exterior of the building.

If a recycling program is in being utilized:

- Mark recycling stations clearly: stations shall be accessible to building occupants.
- Collect and remove from the building food-related recyclables (e.g., soda cans) prior to weekends and holidays.
- Inspect and clean recycling areas daily, including collection containers. Collect soda and other beverage containers weekly or more frequently as required.
- Work with building management to determine procedures for rinsing and separation of recyclables.

MD Stetson offers a full line of recycling containers from several manufacturers for all aspects of material collections for paper and plastics, glass and metals.

In addition, MD Stetson offers a wet and dry mop recycling program (certain restrictions apply). We also offer a low cost portable washing machine for mops and cleaning cloths to help increase the life cycle of the mops and eliminate cross contamination. All chemical containers used in MD Stetson packaging are recyclable and made from PCR recycled materials.

Section 3. Disinfection

1. Describe your company's process for disinfection in the box below. (*not to exceed one page in total.*)

a. How do you ensure that disinfection is performed only where required and that the proper chemicals are used?

Our training and SOPs detail where and when disinfectants should be used and proper use (including PPEs and dwell time). Our inventory specialists also compare facilities of similar size and staff to determine if there are certain products being over/under used. Our training program has a module in it that discusses the history of disinfectants, the different types, the dangers of overuse, that disinfectants are now classified as pesticides and that overuse in our society is linked to several issues we now face including resistant virus strains, staph infections, asthma and compromised human immune systems. In addition, our disinfectant materials state **"Disinfectants are only effective if used properly. This includes pre-cleaning the area and allowing the appropriate dwell time. Disinfectants should not be misted into the air without proper respiratory equipment. Always apply using a stream, not a mist. Apply to a cloth and then wipe onto the surface. Only apply disinfectants to pre-determined areas that are in constant contact with skin such as doorknobs, light switches, faucets, locker room floors, etc. and food prep and dining areas as required by Public Health agencies."**

b. How do you help the customer to identify those areas that require disinfection?

Our SOPs identify all typical areas where disinfectants are needed (restroom faucets, locker room floors, doorknobs, food prep and dining area surfaces, etc. Unique space

characteristics of any facility are determined during our Facilitech Audits to determine the recommended protocol should disinfectants be recommended in other, less common areas or any areas that require periodic disinfectant use. We also encourage the use of Instant Hand Sanitizer dispensers strategically located throughout the facility.

c. Describe the qualifications of the staff person assisting customers in this area.

Our Technical Director, Jay Chapin oversees all EPA related matters. Mr. Chapin has more than 30 years of experience as a formulating chemist/expert in the cleaning industry. Mr. Chapin was recently the recipient of "2008 Distinguished Chemist Award" by the NE Institute of Chemists for his work in green cleaning chemistry. In addition, all MD Stetson field personnel (sales reps, trainers and Inventory specialists) have undergone OSHA's Train the Trainer program and are directly trained by Mr. Chapin.

Section 4. Communication Strategy

1. Describe in detail the procedures recommended in your cleaning program to communicate and obtain feedback from the following groups of individuals. Please attach any materials that provide insight on the kind of support provided. Include how such communications may be directed to management, administration staff, custodians, occupants, visitors and others. (*not to exceed one page*). The box below will expand to accommodate your response.

MD Stetson recommends several areas of importance for communicating with pertinent individuals. The **Code:Green** program provides support materials to ensure proper communication in the following areas

- **Training Materials:** employees are provided with hands-on training and instructional materials including SOPs, chemical safety and general safety.
- **Employee Feedback:** the **Code:Green Employee Survey** is a tool to provide comments and suggestions about workplace issues, the presence of pests and any maintenance issues discovered while performing cleaning service providers and suggestions for improvement is provided for use by cleaning service management. It is recommended that this survey be used prior to any building audits and reissued annually. Information gathered from this survey may be utilized in final cleaning program recommendations.
- **Occupant Survey:** the **Code:Green Building Occupant Survey** is a tool to provide cleaning service providers feedback on performance of cleaning operations, vulnerable populations, the presence of pests and any maintenance issues is provided for use by cleaning service management. The Occupant Survey has two components. Part one is a general survey to obtain feedback on building cleanliness, recycling, pest control and any maintenance issues. Part two is focused on discovering and working with occupants that are susceptible to IAQ issues (i.e. occupants sensitive to dust, chemicals, etc). This part of the survey can be used as a stand-alone tool when management is approached by an occupant with a personal environmental complaint or has an existing condition.
- **Cleaning Chemical Inventory:** the **Code:Green Initial Facility Site Survey** has a component to provide a list of all cleaning chemicals used in the building by the cleaning service provider. This list should be available upon request by any employee or occupant in the building. It also includes a contact person that is responsible for maintaining an MSDS file on the products used.

Attached please find the files for

Addendum 1: Code:Green Initial Facility Site Survey
Addendum 8: Code:Green Employee Survey
Addendum 9: Code:Green Building Occupant Survey

2. Do any of the communications above, use multiple languages, written text, or graphics? If yes, please explain and provide samples where available (*not to exceed ½ page*). The box below will expand to accommodate your response.

Currently, our surveys and training materials are available in English and Spanish. In addition, many of our training materials utilize universal illustrations.

Attached please find the files for a training sample:

Addendum 8: Code:Green Employee Survey-Spanish
Addendum 14: Code:Green Employee Survey
Addendum 9: Code:Green Building Occupant Survey
Addendum 13: Code:Green Building Occupant Survey-Spanish
Addendum 10: Code:Green Restroom Training Guide
Addendum 11: Code:Green Restroom Training Guide-Spanish

Section 5. Training

1. Describe the various types of training provided by your company (e.g. cleaning practices, safety, emergency, etc.) and explain how you (if at all) distinguish between new and ongoing employees and supervisors. (*not to exceed one page*). The box below will expand to accommodate your response.

MD Stetson's "*Catch the Training*" program offers a complete array of training programs for all levels of staff. Our training is available to all customers at no cost. The following is a list of standard training modules MD Stetson offers. Customized training sessions are also available.

MD Stetson also offers a new employee orientation that includes introductory safety and procedural training modules.

Key: (M) = management level training, (S) = Staff level training

PROCEDURAL TRAINING

- Floor Care (S)
- Carpet Care (S)
- Restroom Care (S)
- Wood Floors (S)
- Concrete Floors (S)
- Proper Disinfectant Use (S, M)
- Odor Control (S)
- General Cleaning (S)
- Operating Equipment (S)
- Area Type Cleaning (S, M)
- Staff Orientation/Introduction (S)

REGULATORY COMPLIANCE

- Hazcom/Hazmat (S, M)
- Personal Protective Equipment (S, M)
- Bloodborne Pathogen (S, M)

- Confined Spaces (S, M)
- Lock-out/tag-out (S, M)
- Indoor Air Quality (S, M)
- Record Keeping (M)
- Food Prep Area Sanitation (S, M)
- Public Health (S, M)
- Staff Orientation/Introduction (S)
- Train the Trainer (M)

STAFF DEVELOPMENT

- Staff Analysis, Staff Justification and Workloading (M)
- Balancing Workloads (M)
- Zone Cleaning (S, M)
- Modified Zone Cleaning (S, M)
- Team Cleaning (S, M)
- Area Type Cleaning (S, M)
- Staff Orientation/Introduction (S)

QUALITY ASSURANCE

- Field auditing (M)
- Corrective action planning (M)

Attached please find the files for our training programs brochure:

Addendum 18: "Catch The Training"

2. How do you determine the frequency of the various types of training indicated above and what methods are used to ensure that these operations are conducted correctly. (*not to exceed one page*). The box below will expand to accommodate your response.

MD Stetson has specific recommendations for periodic and annual training modules. For example, certain OSHA training is to be done annually for all staff and our procedural modules are designed to be stand-alone sessions and can be utilized as determined by our trainers and customer/partners. Our surveys flag areas of need so time and resources can be focused effectively. Facilities that undergo workload analysis will be supported with training programs that support the new cleaning program (e.g. team cleaning, modified teams, etc.)

3. Is your training staff comprised of sales personnel or professionally trained individuals in green cleaning? Are there any industry certifications involved? Please describe. (*not to exceed 1/2 page*).

MD Stetson employs 2 dedicated trainers, 1 Workload/QA specialist, 2 inventory specialists, 2 chemical specialists and 1 equipment specialist in addition to 20 sales representatives to support our training and field support programs. Our trainers are OSHA authorized and can conduct module training for specific areas of interest right up to a "40 hour OSHA Train the Trainer" course. In addition, all of our sales representatives have completed the OSHA Train the Trainer course. One of our specialists is also certified through ISSA's Cleaning Industry management Standard and Certification (CIMS) and 2 other trainers are in the process of becoming LEED-Green Associates.

4. Do you provide training on the efficient use of chemicals and opportunities to reduce chemical waste? If yes, please explain. (*not to exceed 1/2 page*). The box below will expand to accommodate your response.

All customers using our **Product Central Express** system receive training and

orientation on the proper use and dispensing by our chemical specialist. Our system dispenses products automatically eliminating waste and confusion. The **Product Central Usage Guide (SOP #1)** and the Product Central Video visually details the use of the dispenser. In addition, our task specific training programs rely on procedures that reduce intensive restorative maintenance such as floor finish stripping. To support 3M Twist n Fill System and Portion Pak System users, both manufacturers offer training guides and SOPs.

In addition, our **Code:Green Sustainable Purchasing Report** will track usage history as well as quantify the percentage of green product purchased compared to the overall purchasing. Usage trends are easily tracked on this report.

Attached please find the files for:

Addendum 10: Code:Green Restroom Training Guide

Addendum 4: Code:Green Sustainable Purchasing Report-Sample

Addendum 12: Product Central Usage Guide SOP1

Addendum 17: Product Central Express

Addendum 19: 3M Smart Training Brochure

Addendum 20: Portion Pak MixandUse 102

5. What type of training do you provide on the equipment purchase, use and maintenance? (*not to exceed one page*). The box below will expand to accommodate your response.

MD Stetson employs an equipment specialist that is available to all customers purchasing equipment. Typical in-service training for a new equipment purchase includes procedural training, general maintenance and care. In addition, MD Stetson offers a Preventive Maintenance program for equipment. This program offers a discounted rate for regularly scheduled maintenance. Please refer to Commonwealth of Mass Contract #FAC29 for more information.

6. How are records of training maintained on each customer? (*not to exceed 1/2 page*). The box below will expand to accommodate your response.

MD Stetson utilizes an attendance sign-in sheet for all training sessions. A copy is given to the supervisor and a copy is kept on file at MD Stetson. In addition, we provide our customers with employee file forms to track and date each employee individually.

Section 6. Evaluation, Tracking, & Record Keeping Processes

1. How do you evaluate the success and effectiveness of your customer's green cleaning program? What methods, tools, and assessment do you provide to evaluate it? Do you track type and quantities of chemicals consumed? Do you provide your clients with quantitative data on the benefits of green cleaning that they use to communicate and report their progress? If possible, please attach supporting documents (*not to exceed one page*). The box below will expand to accommodate your response.

We have several tools can quantify the green cleaning program for our customers that can assist in meeting the requirements for the current 2009 LEED-EB criteria.

1. The **Code:Green Initial Facility Site Survey Form** assists the user in inventorying all equipment, tools and chemicals as well as review the current cleaning program. This information helps us determine the effectiveness of current cleaning methods and current products, identify applicable LEED-EB green cleaning credits and get an overview of the general cleanliness of the building. Using this survey will help meet some of the requirements of IEQ Credit 3.1: Green Cleaning—High Performance

Cleaning Program.

2. The **Facilitech QA System** has a similar scoring system to APPA's Custodial Staffing Guidelines and will provide the user with an accurate weighted scoring system that can be customized to the unique characteristics of any operation. This program will document the criteria to meet IEQ Credit 3.2: Green Cleaning—Custodial Effectiveness Assessment.
3. The **Code:Green Sustainable Purchasing Report** will track usage history as well as quantify the percentage of green product purchased compared to the overall purchasing and gives an overall score to determine if the criteria for the IEQ Credit 3.3: Green Cleaning—Sustainable Cleaning Products and Materials is met. (Note: this report is generated from MD Stetson on a quarterly basis or as requested).
4. The **Sustainable Equipment Report** quantifies the inventory of green equipment compared to the overall inventory and gives an overall score to determine if the criteria for the IEQ Credit 3.4: Green Cleaning—Sustainable Cleaning Equipment credit is met.
5. The **Code:Green Training log** is a tool that tracks the attendance for each training session. In addition there is a component to assist the supervisor to track training for each staff member. Using this log will help meet some of the requirements of IEQ Credit 3.1: Green Cleaning—High Performance Cleaning Program.
6. The **Code:Green Entry Systems Log** identifies all entry areas and the size and type of matting being utilized. This report will help document the criteria to meet IEQ Credit 3.5: Green Cleaning—Indoor Chemical And Pollutant Source Control.
7. The **Code:Green Equipment Maintenance Log** is a tool for tracking and recording service history on equipment. This log will help document the criteria to meet IEQ Credit 3.4: Green Cleaning—Sustainable Cleaning Equipment.
8. The **Code:Green Floor Care Log** is a tool that assists the user in tracking floor care maintenance procedures by area. Hard floor care entries include dates for floor finish addcoats, scrub and recoats and stripping and refinishing Carpet care entries include dates of interim and restorative cleaning. Using this log will help meet some of the requirements of IEQ Credit 3.1: Green Cleaning—High Performance Cleaning Program.

Attached please find the files for:

Addendum 1: Code:Green Initial Facility Site Survey

Addendum 2: Managed Inventory Service

Addendum 3: Facilitech QA System

Addendum 4: Code:Green Sustainable Purchasing Report

Addendum 5: Code:Green Sustainable Equipment Calculator

Addendum 6: Code:Green Training log

Addendum 7: Code:Green Entry Systems Log

Addendum 8: Code:Green Employee Survey

Addendum 9: Code:Green Building Occupant Survey

Addendum 15 Code:Green Equipment Maintenance Log

Addendum 16: Code:Green Floor Care Log

(Please note any materials being attached are property of MD Stetson Co., Inc. and are for review purposes only. No documents can be printed or posted on any website without permission from MD Stetson Co., Inc.)

