



Overview

▶ *Green Cleaning Program*



Program Development

- Institutional (and departmental) commitment to environmental sustainability
- Research
- Productivity gains?
- Cleaning industry trends and product development
- Potential customer and/or building occupant demand
- Building LEED Certification
- GS-42: Green Seal Standard for Cleaning Services



Resources and References

- EPA and OSHA
- Green Seal and other eco-labeling organizations (Center for a New American Dream, TerraChoice, GreenGuard, GreenBlue, Ecologo, etc.)
- LEED certification, IAQ studies
- CRI (Carpet and Rug Institute)
- Consultants
- Colleagues and peer institutions
- Chemical manufacturers and distributors
- Trade associations and shows (APPA, USGBC, ISSA, CMI, various states and counties, etc.)
- Internal Harvard resources (Office for Sustainability, SPH, EH&S, student input, etc.)



Cost Impacts

- Reduced number of products
- Dilution control for all chemicals
- Controlled-use dispensers for all paper products
- Durable items and tools (i.e. microfiber)
- Procedures and productivity
- Employee absenteeism and performance?



Product and Procedural Changes

- Cleaning Chemicals
- Hard Surface Floor Care
- Wipers, Dusters and Mops
- Carpet Care
- Entrance Matting
- Hand Soap
- Paper Products
- Plastic Bags



Training

- Stress changed procedures: but emphasize familiar
- Staff concerns and questions
- Simple guide for staff
- Hands-on, small groups
- Workplace safety training
- ESL
- More detailed guide for Supervisors
- Supervisors as experts
- Daily reiteration of program
- Outside resources (i.e. Green Seal)
- Constantly changing, new technologies and products



Education and Outreach

- Building Managers and clients
- Building occupants
- Knowing the culture