



The Cleaning Gazette

The Official Publication of the Cleaning Industry Trainers Guild

LEED Certification and The (OS1)[®] Process

By Paul D. Cagle

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When a cleaning organization operates the (OS1) process at or above 80% they are able to produce all 10 of the cleaning submittal points for U. S. Green Building Council (USGBC) LEED-EB Certification (note the importance of 80% audit scores). It is extremely helpful for us to refer to the literature that ManageMen produced entitled "ManageMen and the Environment." That document alone shows how (OS1) users that score over an 80% on their annual audits cover nearly all of the required LEED-EB Green Cleaning requirements.

The intent of the USGBC and LEED-EB as stated in their standard is: "A sustainable building maximizes operational efficiency while minimizing environmental impacts."

As you might know, one of the criterion for LEED-EB is "Green Cleaning." The list of criteria includes:

- Wind Power
- Superior Acoustics
- Waterless Urinals
- Green Cleaning
- Landscaping Efficiencies
- Transportation Efficiencies
- Recycling
- Education
- Water Efficiency

The King's use of (OS1) enables our ability to "Minimize Environmental Harm" within the



indoor environment for the benefit of the occupants, the cleaning workers, and the building itself.

Below are the requirements and point ratings of Green Cleaning within LEED-EB and how (OS1) meets the criteria:

2.1 – "The Comfort of the Occupant" – 1 Point

Dr. Michael Berry's study at the University of North Carolina proves the effectiveness of our cleaning system's ability to improve the health of the occupants within the indoor environment. "Physical health is not merely the absence of disease or infirmity, but is the combination of physical, mental and social well-being." Clean buildings improve the occupant's ability to work, study, and live in the indoor environment.

If the definition of clean is, "the absence of unwanted matter from an environment" then the definition of cleaning must be, "the process of removing unwanted matter from one environment and putting it in its proper place."

This is true waste management. If the things that make us sick are the things that we cannot see (pathogenic microorganisms, dust, dust mites, dust mite feces, fungal spores, mold spores, chemical residue, etc.), you must have a sustainable process to enable true "Green Cleaning" to occur. This is what is meant by Indoor Environmental Management. We can confidently say that a point can be earned for occupant comfort through an effective cleaning program.

3.1 – "Green Cleaning" – 1 Point

These points are earned through:

An effective staffing plan – The King's hires people who run through our job fair program and who have proven to be willing to do the work, are physically capable of doing the work, and who are intent on following instructions.

Training in the use of hazardous chemicals, their use, maintenance, disposal, recycling, equipment and packaging. Through our 12 hour boot camp each of our staff members go through our MSDS "Beyond Compliance" program which teaches them to deal

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with all of these areas. Our verification of training program continues long after boot camp on a monthly basis when our cleaning specialists are reviewed by their Team Cleaning Checklists and the Introductory portion of our MSDS “Beyond Compliance” program. The disposal of all of our daily chemical bio-degradable packets are only thrown away after proper usage tracking.

The “Rule of One” – Our rule that incorporates the idea that one Pac fills one bottle, one pac fills one bucket, one pump per each toilet or urinal, etc. It simplifies the process.

The use of concentrate with dilution systems. Our use of our Green Seal products all come in concentrated form in small pre-measured packets. This ensures daily tracking, easy cleanup, and safe handling.

The use of sustainable cleaning materials with tools. With the OS1 Product Specification Guide, sustainable products such as color coded micro fiber mop heads and towels, ergonomic tools designed for the cleaning specialists, our green label vacuum cleaners and our Green Seal Products, The King’s is able to achieve true sustainability in each category.

The use of sustainable hard floor and carpet cleaning products. By using the IICRC highly rated Steamain Demon high flow carpet extraction machine, all pH neutral carpet cleaning products, and floor care solutions designed to eliminate the need for stripping and wasting valuable time, labor, and chemical, the OS1 hard floor and carpet system is one of the only true sustainable systems in the industry. Every portion of the hard floor and carpet care system is designed to clean and simplify the process for our cleaning workers. What could be more sustainable?!

3.2 and 3.3 – “Custodial Effectiveness Assessment” – 3 Points

Custodial effectiveness decreases the exposure of particulate and hazardous waste to the occupants and cleaning workers. The (OS1) study performed by Dr. Michael Berry entitled, **The Science of Cleaning**, proves that the (OS1) process removes 2 to 5 times the amount of dust than do traditional cleaning methods (traditional highly budgeted cleaning methods used formerly by UNC Chapel Hill). Also, the reduction of bacteria was shown to be at levels too low to be of consequence.



3.4 to 3.6 – “Purchasing of Sustainable Cleaning Products and Materials” – 3 Points

Chemical Purchase – The King’s purchases Green Seal certified (GS-37) PortionPac in small pre-measured and pre-packaged doses that enable us to train, track, and dispose of all hazardous chemicals properly. Our PortionPac Germicide is an EPA approved disinfectant (by definition Green Seal cannot certify germicides because they “kill” germs). Green Seal does not yet have an approval process for disinfectants. It goes without saying that using a germicide in restrooms is not only practical in restrooms, but absolutely necessary.

Material Purchase – The purchase of Green Seal paper, plastic and soap products is not only environmentally responsible but increases the sustainability of future waste management.

Inventory System – The (OS1) inventory system allows for a “Just-in-Time” inventory system whereby each chemical and product

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is labeled with a minimum and maximum number to be available. Our system follows the rule that we order 2 units of inventory when we reach our minimum requirement. All of our chemicals and products are locked and stored in our on-site Control Cabinet located in the custodial check-in area. This allows for maximum efficiency and the minimizing of wasteful ordering and spending.

3.7 – “Sustainable Cleaning Equipment” – 1 Point

Green label vacuum cleaners – The ProTeam Super Coach Back Pack Vacuum Cleaner allows us to: work ergonomically, clean efficiently, track filter usage and waste removal, and clean for health first, then appearance.

Carpet and Floor care machines – Our cleaning equipment utilizes the finest in their ability to clean, eliminate waste, reduce noise levels, perform with gel battery power efficiency, and their ability to ergonomically benefit the cleaning worker while reducing waste.

Tracking System – The King’s use of (OS1) enables us to log the daily, weekly, monthly and yearly usage of all of our cleaning equipment. Even our vacuum cleaners sit on stations where we log our check in and check out times and the areas in which they are being used that day. Our log system also allows for our supervision to provide ongoing training and maintenance checks for our workers and our equipment.

3.8 – “Entryway Systems” – 1 Point

30% of the unwanted matter that enters a building is deposited in the first 5 feet. 90% of the unwanted matter that enters a building is deposited in the first 25 feet and slowly begins to filter its way into the building over time. Without a good entry mat program, and a cleaning program that systematically removes unwanted matter from the building, unwanted matter will never be removed, just moved around.

10 foot mat minimum – that entry mats must include 10 feet of walk off space to remove debris from the outdoor environment.

A better standard – OS1 teaches that 3 steps must be taken on a rough matting system that removes large dirt, 3 steps that remove medium particulate, and a final 3 steps that absorbs the fine soil particles before entering the building.

Matting maintenance – it is the job of the Vacuum Specialist to roll up all entry mats and vacuum underneath them on a weekly basis. After they have been vacuumed, the mats must be rotated 180 degrees on a weekly basis.

Total Points: 10

As I mentioned before, an 80% audit or better on your cleaning organization will provide you with all of the documentation necessary for a LEED-EB submittal for “Green Cleaning.”

One of the most important items of note is the use of our “(OS1) Solution and Filter Use Logs.” These logs track our chemical and filter usage on a daily, weekly, monthly and yearly basis. It is not something we fill out to get ready for an audit. Its use is critical to the success of the process and the cleanliness of the building. Many times we can tell the condition of the building, and how our process is working, based on what this log tells us.

LEED-EB will require at least 3 months of tracking for proof of sustainability. This is already a core component of our system.

In our Janitor University Philosophy of Cleaning credo, “Minimizing Environmental Harm” is one of our tenants. It is not enough to say “green.” Many times when we see a product or service that is trying to sell green we are met with pictures of trees, waterfalls, blue skies, and flowers. The true meaning of “green” is the ability to have a sustainable process that reduces or eliminates environmental harm for the good of the world and the people who live in it.

Upcoming Events in 2008

TAPPA 2008 Conference

Cleaning: The World Ahead-John Walker
University of Texas-Austin, TX • April 29

Michigan Housekeeping Council

Cleaning and Healthcare – John Walker
Lansing, MI • May 8

Cleaning Industry Training the Trainer

Walt Disney World’s Contemporary
Hotel & Conference Center
Orlando, FL • May 15-16

Custodial University Sponsored by NISH

Location to be announced – John Walker
Dallas, TX • May 20-22

Janitor University

Little America Hotel & Conference Center
Salt Lake City, UT • June 16-20

(OS1) Users Symposium

Doubletree Hotel & Conference Center
Durango, CO • August 17-19

Cleaning Industry Certified Coaching Course

Disneyland’s Grand California
Hotel & Conference Center
Anaheim, CA • September 10-12

Custodial University Sponsored by NISH

Location to be announced – John Walker
Rochester, NY • September 24-26

Custodial University Sponsored by NISH

Location to be announced – John Walker
Atlanta, GA • November 19-21

New Janitor University Executive Class

The Spring session of Janitor University saw a complete update of the JU Coursework this March. In a major revision of the course content the class now focuses entirely on the (OS1) Transition. Out are the debates over which widget is the best, in are detailed discussion on how to re engineer the cleaning process.

The class has shifted to a scientific approach to cleaning management based on the 2007 study of Traditional Housekeeping vs. (OS1) Cleaning conducted by the University of North Carolina at Chapel Hill. The research of Michael A. Berry, PhD, Jeff Campbell PhD, and John Walker with the benchmarking data from (OS1) cleaning organizations led to the revision of the coursework.

In addition to the new curriculum Janitor University has shifted to a new venue. The



Little America Convention Center in Salt Lake City is the new home of Janitor University. The new campus provides world class meeting facilities and an upgraded dining and dormitory experience.

Some of the new materials introduced to the Spring semester class included:

- Cleaning is a Science: The UNC Study
- The (OS1) Certification Program: From Boot Camp to the Green Certified Program Award
- Learn N Earn in a Union Shop
- It's the Process Stupid: Why Better Products Invariably Fail to Produce Results
- The Visually Instructive Workplace: Six Sigma on Steroids
- Benchmarking Best Programs - 7 Years of the (OS1) Symposia Data
- Expanded Final Examination



April			
Arbor Day (4/22)			
Observance: Sing "What a Wonderful World"			
(OS1) Green Certified Program			

**Reminder:
Baker's Dozen
Inservice
Lessons
for 2008**

QA

Back Pack Vacuuming Improves Air Quality

Question

I have a question about floor care. As you know we have a lot of hard floor space, and we tend to rely on the Micro Fiber Mop a little to much. Do you have a suggestion.

I personally would like to see more Back Pack Vacuuming in the facilities. I feel that our building's will be that much cleaner, not to mention air quality improving.

Thank you,

Answer

In the (OS1) Floor Care program we're switching to the Super Coach Vac with the 20" floor brush tool wherever we can replace dust mops. All building will benefit from this change. It is much easier to do above the floor and stair cleaning all in one sweep throughout the building without having to go back and forth from dust mop to vacuum and visa versa. Way less dust every place.

We recommend standardizing on a 36" dust mop. We've been teaching for several years that virtually the only place we need to dust mop is isolated stairwells and other locations without electrical outlets.

Only vacuuming (no dust mopping) was performed in Carroll Hall at the University of North Carolina during the scientific evaluations conducted by Dr. Berry in the *Traditional Housekeeping vs. (OS1) Cleaning* study. Dr. Berry reported only negligible dust in the (OS1) building and very high levels of dust in the control building (Dye Hall).