



ordinary tasks. extraordinary service.™

*ServiceMASTER
Clean*

Green Cleaning Literacy

JOHN PLETZ, CEO

SERVICEMASTER CLEAN BY PLETZ



Allow me introduce myself

- ▶ **24 Years ServiceMaster Clean Franchise Owner**
- ▶ **Board of Directors Crystal Lake Chamber of Commerce (Top 10 Chambers in State)**
- ▶ **Ambassador C.L.C. of Commerce**
- ▶ **Founded C.L.C. of C. “Green Business Task Force”**
- ▶ **Writer for **
- ▶ **A continuous student and constant learner**



Green Cleaning Solutions: Make sure they are 3rd party certified.

- ▶ **US Green Building Council**
- ▶ **EcoLogo**
- ▶ **Green Seal Certified**
- ▶ **Envirodesic**
- ▶ **Design for the Environment-EPA**



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ServiceMaster Clean is Certified by These Agencies





USGBC

- ▶ **U.S. Green Building Council**
- ▶ **The Core Mission of USGBC**
- ▶ **To transform the way buildings are designed, built and operated, enabling an environmentally and socially responsible, healthy, and prosperous built environment that improves the quality of life in communities.**



Indoor Environmental Quality.

- ▶ **Measures include establishing good (IAQ) indoor air quality, eliminating, reducing, and managing the sources of indoor pollutants, and providing for occupant connection to the outdoor environment.**



IAQ

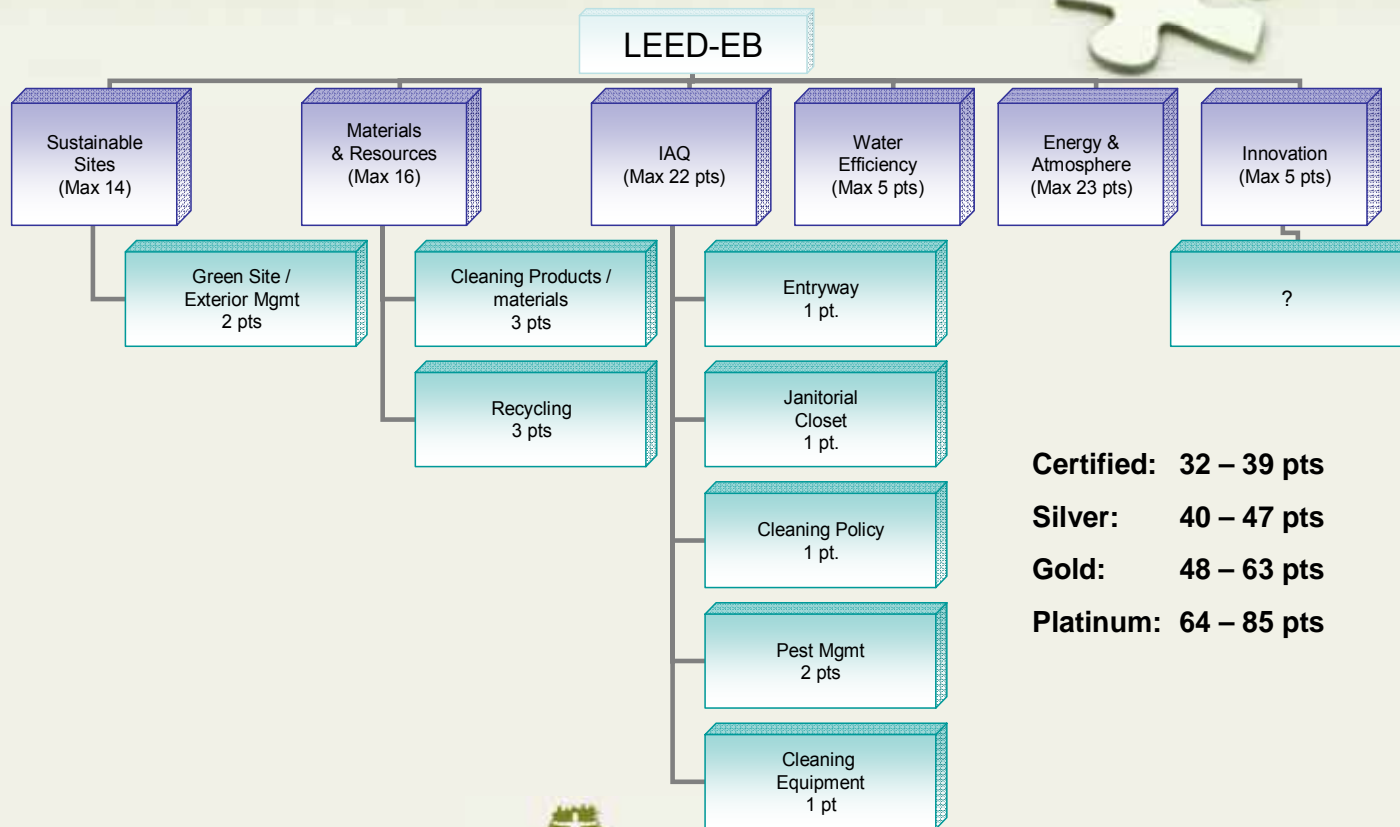
- ▶ **Cleaning solutions should not add VOC's (Volatile Organic Compounds) to the air you are breathing in a building you occupy. Nor should they add residual chemicals after they dry to the surfaces your exposed to.**

LEED EB and Green Cleaning USGBC Leadership In Energy & Environmental Design



15

LEED-EB and Green Cleaning



Certified: 32 – 39 pts
Silver: 40 – 47 pts
Gold: 48 – 63 pts
Platinum: 64 – 85 pts



Plan for Green Site & Building Exterior Management
2 points

Innovation in Upgrades, Operation, and Maintenance
Per Case Basis

Sustainable Sites Maximum 14 Points	Water Efficiency Maximum 5 Points	Innovation Maximum 5 Points
Materials & Resources Maximum 16 Points	Energy & Atmosphere Maximum 23 Points	Indoor Environmental Quality Maximum 22 Points

85 Possible Points

Certified	32 to 39 points
Silver	40 to 47 points
Gold	48 to 63 points
Platinum	64 to 85 points

Low VOC Cleaning Products & Materials 3 points
Recycling 3 points

- Entryway Systems 1 point
- Isolation of Janitorial Closets 1 point
- Low Environmental Impact Cleaning Policy 1 point
- Low Environmental Impact Cleaning Equipment Policy 1 point



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GREEN SEAL INDUSTRY STANDARDS

GS-42

Green Seal™ Environmental Standard for Cleaning Services





▶ **[How Green Cleaning Products Can Save You Money](#)**

▶ **[John Pletz](#)** | September 29, 2009

▶ **[Add a Comment](#)**

▶ Making and maintaining a healthy building and a healthy office environment through a combination of green cleaning products and green practices means going green in general. And creating a sustainable business will not only benefit the environment, but can also help owners reduce operating costs.

▶ If employees are not getting sick, they are coming in to work and being productive, active contributors to your business. If they are staying healthy, they are also not using your insurance, and are therefore saving you money, says John Pletz, CEO of **[ServiceMaster Clean by Pletz](#)**, based in Crystal Lake, Illinois.





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HAZARD COMMUNICATION PROGRAM



Value Proposition Policy Statement GBTF for SM Clean by Pletz

As the founder and first Chair of the Crystal Lake Chamber of Commerce's Green Business Task Force I come from a "People First Approach" to running my business.

Before I bought my business in 1986 I was an industrial engineer for an Actown Electro-Coil. My other main duty was as the company's Safety Coordinator. In the mid 1980's our manufacturing company fell under OSHA's Hazard Communication standards for the first time. I was asked to put together the company's first Hazard Communication Program. My initial response to the company's leadership was I'll take care of this. It was a daunting task and after doing much research and looking into the program one thing was perfectly clear from the onset. There were very severe and costly consequences for non and improper compliance. That people's health and perhaps their very lives were at stake and I would be responsible for their health and lives. I fretted over the burden of this task and feared what would happen if I fumbled or failed at this task. So I went to the plant's top officer and told him I didn't want to do it because of the heavy responsibility it required. I then reconsidered and took on the challenge.

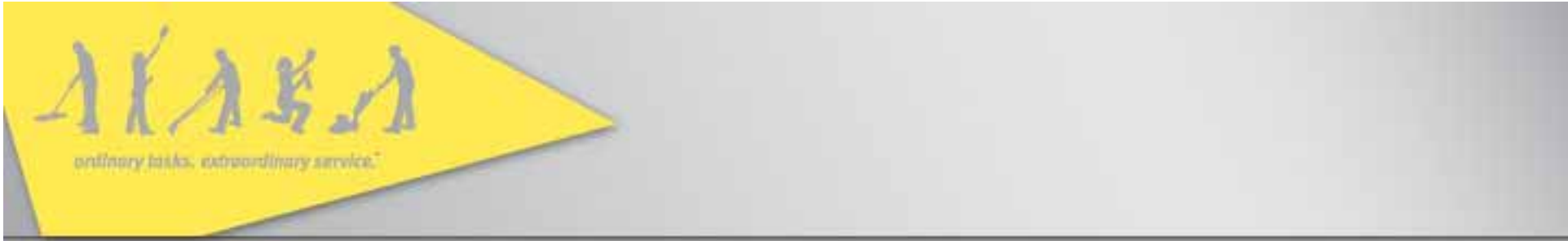
I had industrial hygiene studies done for exposure to the chemicals our plant exposed our workers to. I invited the Illinois state OSHA agency to come in and inspect us as well. I put together, pre-internet era, our company's first Hazard Communication program and personally trained all our employees. I also kept a CMA file to document everything I did.

This experience taught me much about the potential and real health hazards of industrial chemical use. And it prepared me immeasurably for my own business when this standard was applied to my industry in the early 1990's. I put together my business's Haz Com program, implemented it and have had all my employees trained in it. I not only know how to read an MSDS (Material Safety Data Sheet) and interpret it but also how to use it to run my company in such a way as to not expose my service partners to unnecessarily dangerous chemicals. I have steadfastly refused to use carcinogenic and mutagenic chemicals in my business. People come first before production. Although I'm not a tree hugger, I am a conscious and ethically run business owner.





Chemical Hazard Communication
U.S. Department of Labor
Occupational Safety and Health Administration
OSHA 3084 1998 (Revised)



- ▶ **JANITORIAL SUPPLIES**
- ▶ OXALIC ACID PAINTS
- ▶ **SOLDER**
- ▶ PESTICIDES
- ▶ **SEALERS SHELLACS**
- ▶ CHEMICALS THINNERS ACIDS
- ▶ **BENZENE CATALYSTS**
- ▶ DEGREASING AGENT
- ▶ **CAUSTICS**
- ▶ GASOLINE GLUES



Check List

- ▶ **A HazCom Safety Checklist for Your Building**
- ▶ Does your facility have the basics of a comprehensive, cost-effective hazard communication program that increases employee safety and avoids costly OSHA fines? Here's a checklist to begin to help you you evaluate your program.





- ▶ **Documented Hazard Communication Program.**
- ▶ **MSDS Information Centers**
- ▶ **Right To Know Container Labels & Tags**
- ▶ **Right To Know Training Aids (posters, wallet cards & booklets) Hazardous Chemical Signs & Placards**
OSHA requires chemical storage areas and tanks be identified
- ▶ **Hazardous Waste Labels**



Material Safety Data Sheet: **All-Purpose Simple Green® Cleaner**

Version No. 1601608A Date of Issue: March 2008 *ANSI-Z400.1-2003 Format*

Section 1: PRODUCT & COMPANY IDENTIFICATION

Product Name: All-Purpose Simple Green® Cleaner (READY-TO-USE)

Company: Sunshine Makers, Inc.

15922 Pacific Coast Highway

Huntington Harbour, CA 92649 USA

Telephone: 800-228-0709 • 562-795-6000 Fax: 562-592-3830

Emergency Phone: Chem-Tel 24-Hour Emergency Service: 800-255-3924

Use of Product: All-Purpose Simple Green® Cleaner is a **ready-to-use** cleaning product and can be used undiluted on any water-safe surface.

Section 2: HAZARDS IDENTIFICATION





Simple Green MSDS Sheet

- ▶ Material Safety Data Sheet: **All-Purpose Simple Green® Cleaner**
- ▶ Version No. 1601608A Date of Issue: March 2008 *ANSI-Z400.1-2003 Format*
- ▶ **Section 1: PRODUCT & COMPANY IDENTIFICATION**
- ▶ Product Name: All-Purpose Simple Green® Cleaner (READY-TO-USE)
- ▶ Company: Sunshine Makers, Inc.
- ▶ 15922 Pacific Coast Highway
- ▶ Huntington Harbour, CA 92649 USA
- ▶ Telephone: 800-228-0709 • 562-795-6000 Fax: 562-592-3830
- ▶ Emergency Phone: Chem-Tel 24-Hour Emergency Service: 800-255-3924
- ▶ Use of Product: All-Purpose Simple Green® Cleaner is a **ready-to-use** cleaning product and can be used undiluted on
- ▶ any water-safe surface.



- ▶ **Section 2: HAZARDS IDENTIFICATION**
- ▶ **Emergency Overview: CAUTION. Mild eye irritant.**
- ▶ **All-Purpose Simple Green® is a green liquid with a sassafras fragrance**
- ▶ **HMIS Rating:**
- ▶ Health = 1 = slight
- ▶ Fire = 0
- ▶ Reactivity, and Special = 0 = minimal
- ▶ **Eye Contact:** Mild Eye Irritant.
- ▶ **Skin Contact:** No adverse effects expected under typical use conditions. Prolonged exposure may cause dryness. Under this condition, use of gloves or skin moisturizer after washing may be indicated.
- ▶ **Ingestion:** May cause stomach or intestinal upset if swallowed (due to deterative properties.)
- ▶ **Inhalation:** No adverse effects expected under typical use conditions. Adequate ventilation should be present when using over a prolonged period of time. Open windows or ventilate via fan or other air-moving equipment if necessary.
- ▶ **Carcinogens:** No ingredients are listed by OSHA, IARC, or NTP as known or suspected carcinogens.
- ▶ **Medical Conditions:** No medical conditions are known to be aggravated by exposure to All-Purpose Simple Green® Cleaner. Dermal-sensitive users may experience mild but reversible reactions.
- ▶ **UN Number:** Not Required **Dangerous Goods Class:** Non-hazardous



▶ Section 3: COMPOSITION/INFORMATION ON INGREDIENTS

▶ **The only ingredient of All-Purpose Simple Green® Cleaner with established exposure limits is undiluted 2-butoxyethanol**

▶ (<1%) (Butyl Cellosolve; CAS No. 111-76-2): the ACGIH TLV-TWA is 20 ppm (97 mg/m³). Based upon chemical

▶ analysis, Simple Green® Multi-Purpose Cleaner & Wipes contain no known EPA priority pollutants, heavy metals or

▶ chemicals listed under RCRA, CERCLA, or CWA. Analysis by TCLP (Toxicity Characteristic Leaching Procedure)

▶ according to RCRA revealed no toxic organic or inorganic constituents.

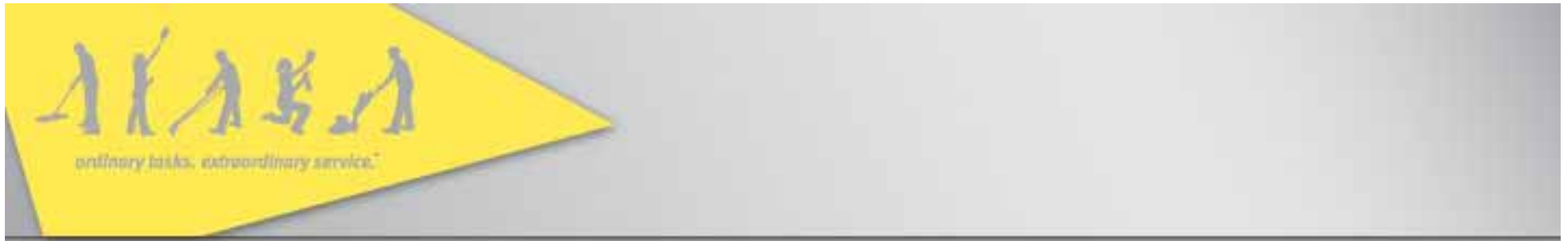
▶ All components of All-Purpose Simple Green® Cleaner are listed on the TSCA Chemical Substance Inventory.





- ▶ Material Safety Data Sheet: **All-Purpose Simple Green® Cleaner**
- ▶ Version No. 1601608A Date of Issue: March 2008 *ANSI-Z400.1-2003 Format*
- ▶ **Section 4: FIRST AID MEASURES**
- ▶ **Eye Contact:** Reddening may develop. Immediately rinse the eye with large quantities of cool water; continue 10-15 minutes or until the material has been removed; be sure to remove contact lenses, if present, and to lift upper and lower lids during rinsing. Get medical attention if irritation persists.
- ▶ **Skin Contact:** Minimal effects, if any; rinse skin with water, rinse shoes and launder clothing before reuse. Reversible reddening may occur in some dermal-sensitive users; thoroughly rinse area and get medical attention if reaction persists.
- ▶ **Swallowing;** Essentially non-toxic. Give several glasses of water to dilute; do not induce vomiting. If stomach upset occurs, consult physician
- ▶ **Inhalation:** Non-toxic. Exposure to concentrate may cause mild irritation of nasal passages or throat; remove to fresh air.
- ▶ Get medical attention if irritation persists.

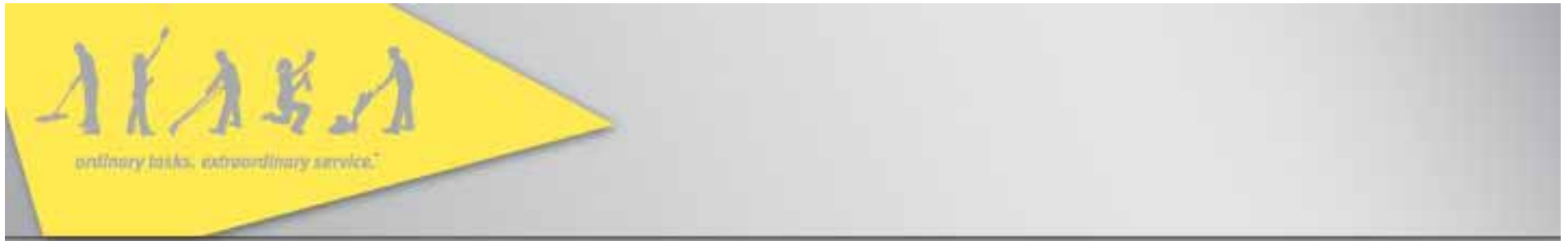




- ▶ **Section 5: FIRE FIGHTING MEASURES**
- ▶ **All-Purpose Simple Green® Cleaner is stable, not flammable, and will not burn.**
- ▶ Flash Point/Auto-Ignition: Not flammable.
- ▶ Flammability Limits: Not flammable.
- ▶ Extinguishing Media: Not flammable/non-explosive. No special procedures required.
- ▶ Special Fire Fighting Procedures: None required.



- ▶ **Section 6: ACCIDENTAL RELEASE MEASURES**
- ▶ **Personal Precautions:** Avoid contact with eyes. Do not rub eyes with hands during cleanup. No special precautions for dermal contact are needed. Wash hands thoroughly after cleaning up spill or leak.
- ▶ **Method for cleaning up:** Recover usable material by convenient method, residual may be removed by wipe or wet mop.
- ▶ If necessary, unrecoverable material may be washed to drain with large quantities of water.



- ▶ **Section 7: HANDLING AND STORAGE**
- ▶ No Special precautions are required. **This product is non-hazardous for storage and transport according to the U.S.**
- ▶ **Department of Transportation Regulations.** All-Purpose Simple Green® Cleaner requires no special labeling or
- ▶ placarding to meet U.S. Department of Transportation requirements.
- ▶ **UN Number:** Not Required **Dangerous Goods Class:** Nonhazardous



▶ Section 8: EXPOSURE CONTROLS/PERSONAL PROTECTION

▶ Exposure Limits: All-Purpose Simple Green® Cleaner formulation presents no health hazards to the user when used according to label directions for its intended purposes. Mild skin and eye irritation is possible (please see Eye contact and Skin contact in section IV.) No special precautionary measures required under normal use conditions.

▶ Ventilation: No special ventilation, precautions or respiratory protection is required during normal use. Large scale

▶ use indoors should provide an increased rate of air exchange. Mucous membranes may become irritated.

▶ Human Health Effects or Risks From Exposure:

▶ Adverse effects on human health are not expected from All-Purpose Simple Green® Cleaner, based on 20 years of use of Simple Green® without reported adverse health incidence in diverse population groups, including extensive use by inmates of U.S. Federal prisons in cleaning operations.

▶ Eye protection: All-Purpose Simple Green® Cleaner is a mild eye irritant. Eye protection not generally required.





- ▶ Section 8: EXPOSURE CONTROLS/PERSONAL PROTECTION – continued –
- ▶ Skin protection: All-Purpose Simple Green® Cleaner is not likely to irritate the skin in the majority of users. Repeated daily application to the skin without rinsing, or continuous contact on the skin may lead to temporary, but reversible, irritation. Rinse completely from skin after contact.
- ▶ General hygiene conditions:
 - ▶ There are no known hazards associated with this material when used as recommended.
 - ▶ The following general hygiene considerations are recognized as common good industrial hygiene practices:
 - ▶ - Avoid breathing vapor or mist.
 - ▶ - Avoid contact with eyes.
 - ▶ - Wash thoroughly after handling and before eating, drinking, or smoking.





▶ **Section 9: PHYSICAL AND CHEMICAL PROPERTIES**

▶ Appearance & Odor: All-Purpose Simple Green® Cleaner is a green liquid with a sassafras scent.

▶ Specific Gravity: 1.0257 Vapor Pressure: 17 mm Hg @ 20oC; 22 mmHg @26oC

▶ Evaporation: >1 (butyl acetate = 1) Vapor Density: 1.3 (air = 1)

▶ Water Solubility: 100% Density: 8.5 lbs/gallon

▶ Boiling Point: 110oC (231oF) pH: 8.8

▶ Ash Content: At 600oF: 1.86% by weight Nutrient Content:

▶ Freezing Point: Approx -9 oC (16 oF) *If product freezes, it will reconstitute without loss of efficacy when brought back to room temperature and agitated.*

▶ Phosphorus: 0.3% by formula

▶ Nitrogen <1.0% by weight (fusion and qualitative test for ammonia)

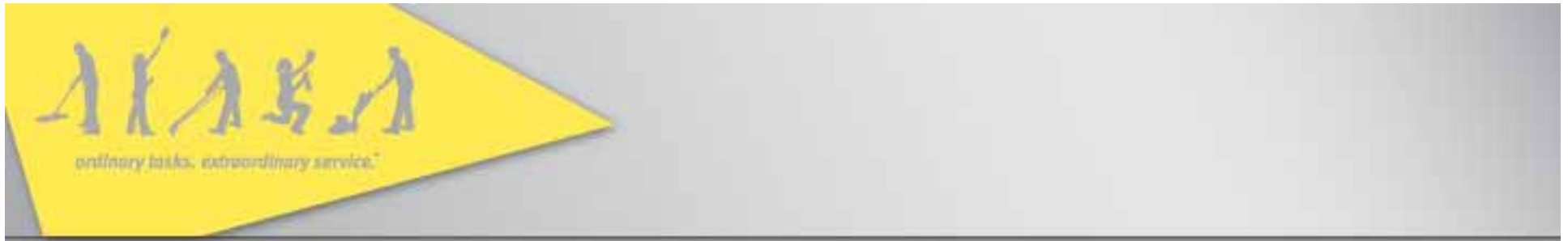
▶ Sulfur: 0.6% by weight (barium chloride precipitation method)

▶ VOC Composite Partial Pressure: 0.006 mmHg @ 20oC

▶ Volatile Organic Compounds (VOCs):

▶ CARB Method 310 <1.2% Cleaner meets CARB, BAAQMD & SCAQMD regulations.





- ▶ **Section 10: STABILITY AND REACTIVITY**
- ▶ Stability: Stable Hazardous Decomposition Products:
None expected
- ▶ Materials to Avoid: None known



▶ **Section 11: TOXICOLOGICAL INFORMATION**

▶ Toxicology information is based on chemical profile of ingredients and extrapolation of data from similar formulas. No animal testing has been conducted on this product.

▶ **Oral LD50 (rat) >5 g/kg body weight***

▶ **Acute Toxicity: Dermal LD50 (rabbit) >2 g/kg body weight**

▶ **Calculation from OECD series on testing and assessment number 33, Chapter 3.2*

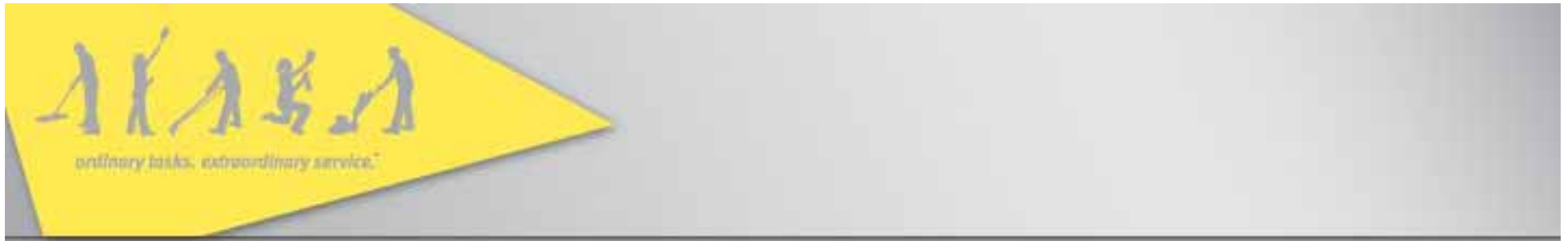


- ▶ Eye Irritation: Moderate / Mild reversible eye irritation may occur based on relevant laboratory studies. This potential is reduced by immediate rinsing of eyes in case of eye contact.
- ▶ Dermal Irritation: Mild, reversible skin irritation may occur based on relevant laboratory studies. A 6-hour exposure to human skin under a patch did not produce irritation.
- ▶ Repeat Exposure Via Skin Contact: Based on relevant laboratory studies, no toxic effects are expected to be associated with daily skin exposures (with up to 2 g/kg/day tested for 13 weeks on rabbits). Skin irritation may, however, occur with repeated or prolonged exposures.
- ▶ Reproductive Effects Assessment: Based on Relevant laboratory studies (CD-1 mouse 18-week fertility assessment continuous breeding), no adverse effects on reproduction, fertility, or health of offspring are expected.



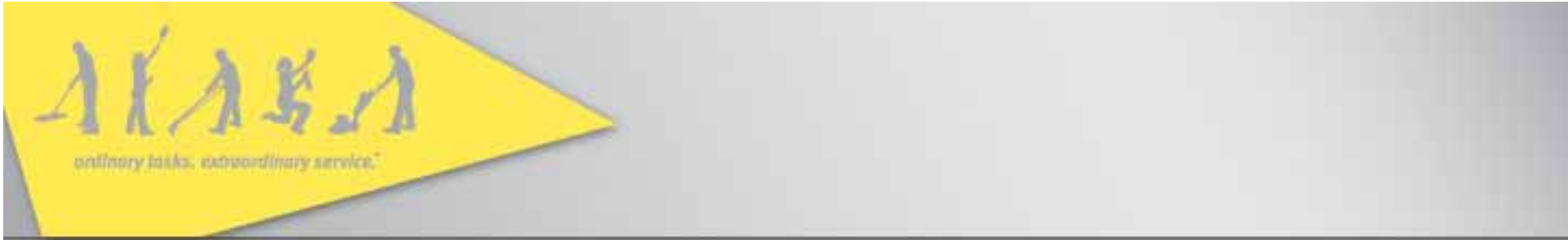
- ▶ Section 12: ECOLOGICAL INFORMATION
- ▶ Hazard to wild animals & aquatic organisms: Low, based on toxicological profile.
- ▶ Biodegradability: Readily biodegradable based on biodegradation profile.
- ▶ Section 13: DISPOSAL CONSIDERATIONS: All-Purpose Simple Green® Cleaner is fully water soluble and biodegradable and will not harm sewage-treatment microorganisms if disposal by sewer or drain is necessary. Dispose of in accordance with all applicable local, state and federal laws.
- ▶ Dispose of used or unused product, and empty containers in accordance with the local, State, Provincial, and Federal regulations for your location. **Never dispose of used degreasing rinsates into lakes, streams, and open bodies of water or storm drains.**





▶ **Section 14: TRANSPORT INFORMATION**

- ▶ This product is non-hazardous for transport according to the U.S. Department of Transportation Services
- ▶ UN Number: Not required Dangerous Goods Class:
Non-hazardous



▶ Section 15: REGULATORY INFORMATION

▶ *Reportable components: SARA: ***This material contains 2-Butoxyethanol, <1%, (CAS# 111-76-2)*** which is subject to the reporting requirements of Section 313 of SARA Title III and 49 CFR Part 373.

▶ All components are listed on: EINECS and TSCA Inventory

▶ No components listed under: Clean Air Act Section 112

▶ RCRA Status: Not a hazardous waste. CERCLA Status: No components listed

▶ TSCA TRI Reporting: Not required / Not listed CA PROP. 65 Status: No components listed





▶ 2-BUTOXYETHANOL

▶ 3. Hazards Identification

▶ Emergency Overview

DANGER! HARMFUL IF SWALLOWED, INHALED OR ABSORBED THROUGH SKIN. CAUSES EYE IRRITATION. AFFECTS CENTRAL NERVOUS SYSTEM, BLOOD AND BLOOD-FORMING ORGANS, KIDNEYS, LIVER AND LYMPHOID SYSTEM. COMBUSTIBLE LIQUID AND VAPOR. MAY CAUSE IRRITATION TO SKIN AND RESPIRATORY TRACT.

SAF-T-DATA(tm) Ratings (Provided here for your convenience)

**Health Rating: 2 - Moderate (Poison)
Flammability Rating: 2 - Moderate
Reactivity Rating: 1 - Slight
Contact Rating: 3 - Severe (Life)**





▶ **Section 16: OTHER INFORMATION**

▶ Questions about the information found on this MSDS should be directed to:

▶ **SUNSHINE MAKERS, INC. – TECHNICAL DEPARTMENT**

▶ 15922 Pacific Coast Hwy. Huntington Harbour, CA 92649

▶ *Phone: 800/228-0709 [8am-5pm Pacific time, Mon-Fri] Fax: 562/592-3830*
Email: infoweb@simplegreen.com

▶ **DISCLAIMER:** The information provided with this MSDS is furnished in good faith and without warranty of any kind. Personnel handling this material must make independent determinations of the suitability and completeness of information from all sources to assure proper use and disposal of this material and the safety and health of employees and customers. Sunshine Makers, Inc. assumes no additional liability or responsibility resulting from the use of, or reliance on this information



Choosing a Cleaning Contractor

A Professional Cleaning Contractor will have many of these qualities:

They will present references with their proposal or upon request.

References should be checked.

Questions to ask when you call the reference would be.

How long have you been working with this contractor?

How responsive are they to concerns that arise from time to time?

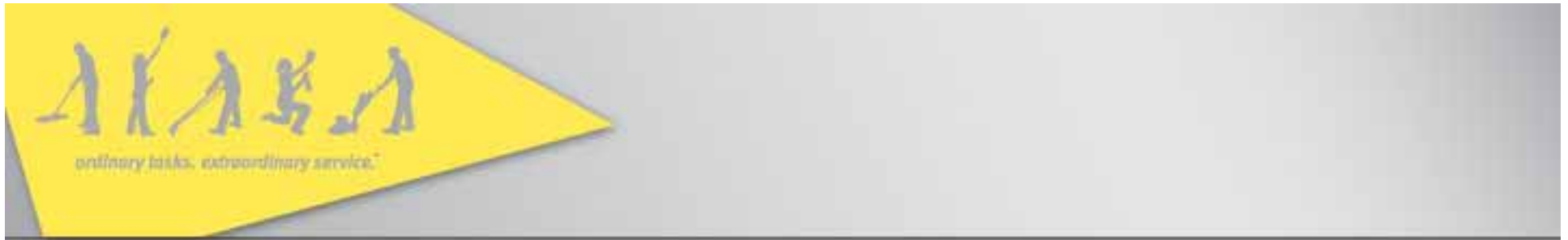
How often do concerns arise?

Do they do regular inspections?

How is their employee turn over?

What would you say their strengths are?





If they could do one thing better what would that one thing be?

Do they do regular account visits with your company to discuss your cleaning needs and concerns? This one is one area where you as the customer can make the cleaning contractor a team member of your company. How?

Schedule time with them to do a walk through your building and have a running dialog with them about performance. Acknowledge the good, allow the contractor to share his management style and reasoning with you. Point out needs for improvement and listen for how things might be improved. This may mean an additional carpet cleaning or floor stripping and refinishing. It may mean an increase or decrease of services. And it also may mean a transitioning of a new cleaner into your facility. Share your concerns and allow the contractor to create the solution. Team work is key to a clean building.

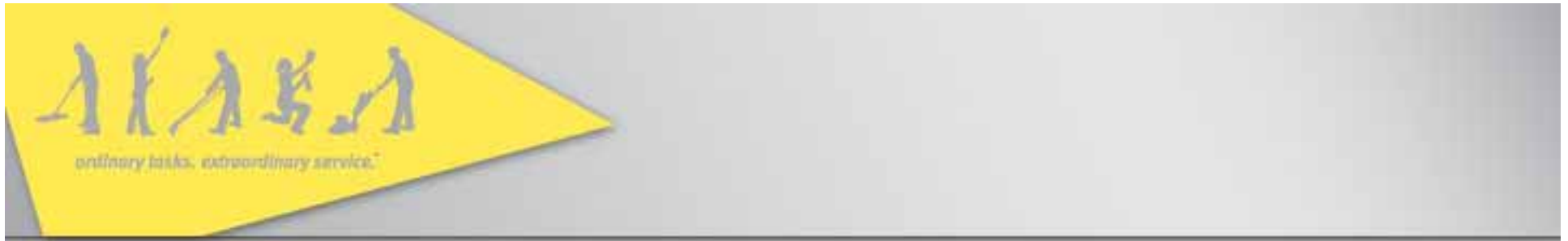
Can they provide for all your cleaning needs? Such as carpet cleaning, floor maintenance, upholstery cleaning, window cleaning and special cleans?

Why do you do business with them?

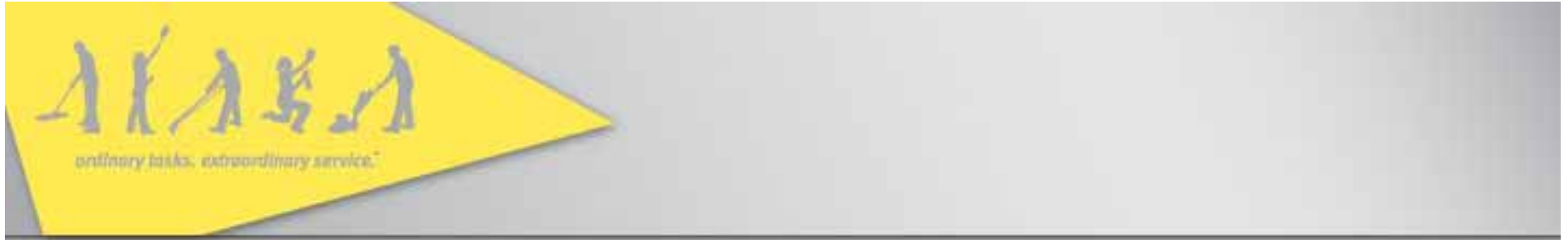


How they treat them is how they will treat you.

- ▶ **A professional cleaning contractor will bring in the best possible cleaners and take good care of his cleaners of his people.**
- ▶ **They will expect respect reciprocity.**
- ▶ **You get what you give.**
- ▶ **What is the name of your cleaner?**



They will carry more than the minimum required insurance. This would include General Liability, Workman's Compensation and Vehicle insurance. I would recommend they carry a multi-million dollar umbrella policy above and beyond their normal insurance requirements.



All cleaners should be off site trained before being brought to your facility for training.

This training would include the Hazard Communication Training.

They should be trained one on one at least two times by a company trainer.

A third training should be a quick review done with a supervisor and at the end of the shift their work should be checked again.

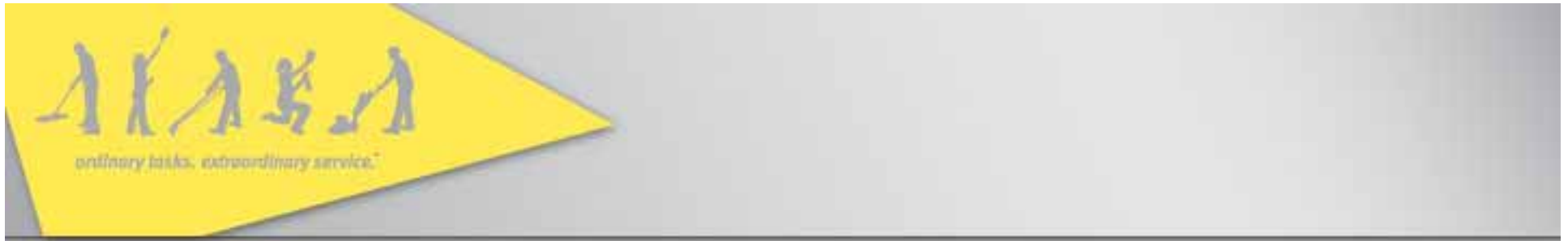
This is basically a **triple train program.**

Follow up on their work should be often in the beginning of their employment.

As they continue to show competence the supervision checks of their work can be decreased in frequency.

Large accounts will have a supervisor or facility manager on site.





On going communication with the cleaning contractor can occur in many forms.

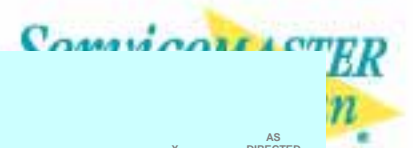
**A log book on site and regular emailing is a great way to stay in communication.
email is a great way to maintain constant contact.**

You should have not only their office phone number but cell phone numbers as well.

They will not only do day time visits with you but night time visits with their cleaners.

2. Damp clean pedestals or legs.										
3. Clean, polish and refill napkin holders.										
4. Empty and damp clean ash trays.										
5. Empty all containers and disposals. Spot clean exterior & ordinary tasks, extraordinary service.										
6. Clean and sanitize drinking fountain.										
7. Spot clean doors, frames, light switches, kick and push plates, handles, walls, and interior glass.										
8. Low dust (below 36") and high dust (above 72") all horizontal surfaces.										
9. Clean entire interior glass in partitions and doors.										
10. Dust mop resilient and hard floors.										
11. Damp mop resilient and hard floors.										
12. Vacuum carpeted floors in their entirety.										

TASK SCHEDULE





Price and Quality

- ▶ We all want the best service for the best price, correct?
- ▶ Joe our purchasing agent when I was an industrial engineer had a sign above his desk.
- ▶ “Long after the **sweet taste** of low price disappears the **bitter taste** of poor quality lingers.”



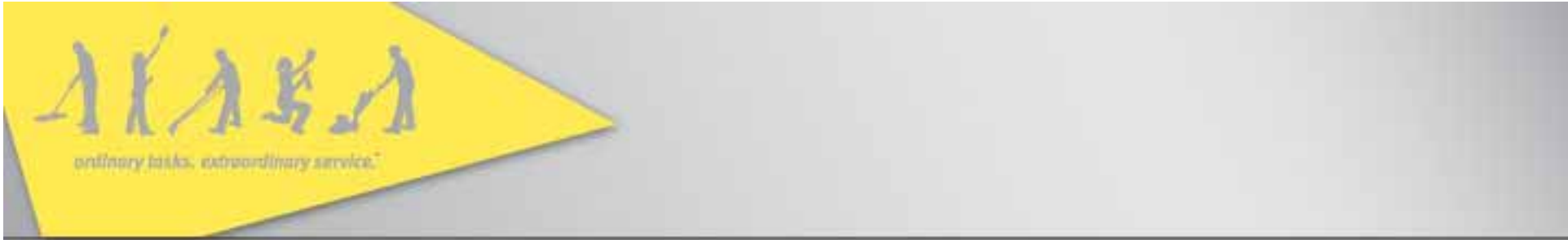
CAC Report!

- ▶ **It's not your "job" to fill it out!**
- ▶ **It's your cleaning contractor's job.**
- ▶ **Your job is to stay in business and make money.**



Material	Manufacturer	Brand	Product	VOC %	Gallons/Year
Carpet and Upholstery Cleaners					
Rubber and Vinyl Protection					
Spot Removers					
Fabric Protectants					
Floor Wax Strippers					
General Purpose Cleaners					
General Purpose Degreasers					
Glass Cleaners					
Metal Polishers and Cleaners					
Oven Cleaners					





Material	Manufacturer	Brand	Product	VOC %	Gallons/Year
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General Purpose Cleaners					
General Purpose Degreasers					
Glass Cleaners					
Metal Polishers and Cleaners					
Oven Cleaners					





**Thank you, God bless
and make it a great day!**

- ▶ **ServiceMaster's Corporate Objectives**
- ▶ **Honor God in all we do**
- ▶ **Excel with customers**
- ▶ **Help people develop**
- ▶ **Grow profitably**