



## TCR 35 – BEST Practice 11: Green Cleaning Program

**Effective date:**

March 1, 2021

**Applicable to the following property types:**

Office (BEST Practice 11)

Universal (BEST Practice 11)

Light Industrial/Open Air Retail (BEST Practice 11)

Enclosed Shopping Centre (BEST Practice 11)

**Resolution Summary:**

Language used throughout the question and across all property types has been streamlined for clarity and to ensure consistent expectations:

- 50% of all cleaning products must be certified by one of the listed third-party organizations
- Contracted companies must provide building managers with documentation showing the same information outlined in the requirements.
- The Accepted Equivalent has been updated to clarify expectations where building owners and managers have *partial* responsibility for cleaning in the building – allowing a blend of both the green cleaning program and the tenant guidelines.

**New question wording (changes are marked in red):**



BP 11	Is a Green Cleaning Program in place at the building?
<p><b>Explanation &amp; Evaluation</b></p>	<p>This question is a BEST Practice and is required for all levels of certification. Documentation demonstrating this BEST Practice must be uploaded.</p> <p><b>Description:</b> A Green Cleaning Program emphasizes the use of environmentally preferred products, maintenance of cleaning equipment and effective cleaning practices.</p> <p><b>Requirements:</b> Develop a Green Cleaning Program for the facility. It must include <b>all</b> following components:</p> <ul style="list-style-type: none"> <li>• 50% of all cleaning products and supplies must be certified by one of the following third-party organizations: EcoLogo, Green Seal, US EPA Safer Choice, GREENGUARD, Forest Stewardship Council (FSC), Sustainable Forestry Initiative (SFI), or Sustainable Forest Management Standard (SFMI).</li> <li>• Standard operating procedures (SOP) for cleaning activities.</li> <li>• Cleaning logs (describing the activities carried out, the times they were carried out and by whom).</li> <li>• Training for building cleaning staff.</li> <li>• Annual review and updating of the overall program to ensure it still meets the objectives.</li> </ul> <p>Where custodial services are contracted, communicate custodial goals and green cleaning initiatives to the contracted company. <b>The contracted company must provide the building/manager with documentation showing the same information outlined in the requirements.</b></p> <p>Demonstration of implementation is required. The program can be common to a portfolio or campus of buildings however implementation must be building specific.</p> <p>Consult the <a href="#">BEST Practice Guidelines</a> for <b>additional guidance on demonstrating compliance for this BEST Practice.</b></p> <p><b>Additional Information:</b></p> <p>The BOMA-Accepted Equivalent is available for buildings where cleaning is performed <b>exclusively or partially</b> by individual tenants. <b>The Green Cleaning Program must be in place for areas where the building manager or owner is responsible for cleaning, and where tenants are responsible, a guidance document must be provided educating tenants on how to develop their own Green Cleaning Program.</b></p>

### REQUIREMENT DETAILS: Green Cleaning Program

This question is a BEST Practice and is required for all levels of certification.

Applicants may demonstrate compliance with the 50% third-party product certification requirement by providing copies of the inventory of all in-use, base building cleaning products specifically identifying the percentage of those carrying third-party certifications. Alternatively, compliance can also be demonstrated through the procurement policy along with a visual demonstration of a sample of products and supplies.

Contracted companies can demonstrate compliance with this specific requirement by providing a signed letter confirming the minimum threshold is in place.

#### Accepted Equivalent: Green Cleaning Program for Tenants

In the case where cleaning is performed *exclusively* by individual tenants, the following is required:

- The building owner or manager must provide tenants with guidelines on how to develop a Green Cleaning Program that meets the requirements listed in this BEST Practice. Although ensuring adherence by the tenants to this program is highly encouraged, it is not required to meet this BEST Practice.

In the case where *some* cleaning is performed by individual tenants and *some* by the building owner or manager, the following is required:



- For areas where tenants are responsible for cleaning: The building owner or manager must provide tenants with guidelines on how to develop a Green Cleaning Program that meets the requirements listed in this BEST Practice. Although ensuring adherence by the tenants to this program is highly encouraged, it is not required to meet this BEST Practice.  
AND
- For areas where the building owner/manager is responsible for cleaning: The building owner or manager must create a Green Cleaning Program that meets the BEST Practice requirements and implement it in all areas where the building owner or manager is responsible for cleaning.