APPAL Custodial Effectiveness Overview and Protocol
EBOM IEQc3.2: Green Cleaning—Custodial Effectiveness Assessment

This document outlines the purpose, requirements and processes associated with LEED-EBOM 2009 IEQc3.2: Green Cleaning—Custodial Effectiveness Assessment.

LEED Requirements Overview

<table>
<thead>
<tr>
<th><strong>Intent</strong></th>
<th>To keep building occupants and maintenance personnel from being exposed to potentially hazardous chemical, biological and particulate contaminants, by auditing cleaning procedures and processes.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Requirements</strong></th>
<th>Conduct an audit according to the APPA Leadership in Educational Facilities’ (APPA) “Custodial Staffing Guidelines” to determine the cleanliness of the facility.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- EQ Credit 3.2 (1 point): The facility must score 3 or lower.</td>
<td></td>
</tr>
<tr>
<td>- EQ Credit 3.2 - Exemplary Performance (1 Point): The facility must score 2 or lower.</td>
<td></td>
</tr>
</tbody>
</table>

Approach and Implementation

The credit requires an audit of cleaning outcomes per APPA procedures. The assessment can be performed by a single independent 3rd party (i.e., not the current cleaning service provider or contractor) auditor with relevant past experience, or by two different individuals working separately to assess the same spaces and rooms. In the latter case, the overall score for the building is the average of the auditors’ individual assessments.

Projects audited by 3rd party auditors must provide a summary of the professional credentials and experience of the auditor. If the audit is performed by two individuals from the project team or who are associated with the project building, this credit requires that those individuals receive brief instruction in the APPA auditing process, scoring levels, and verbiage, or that the project team integrates a post-audit quality control system to ensure accurate and consistent results relative to the APPA guidelines.
Audit Procedure

1. Determine the appropriate spaces for auditing (e.g., offices, break rooms, dining areas) by assessing the building floor plan vis a vis the APPA space categories (see Figure 1 on Page 4 in the APPA document). If the APPA categories do not match your space, choose one of the listed categories most similar to your space.

2. Randomly select spaces that will be audited and ensure that each space type is sufficiently represented. APPA requires that project teams audit the number of rooms equivalent to at least 10% of each space type AND equivalent to at least 10% of total floor area of each space type. For any space types where 10% of the given room or space type totals less than five rooms, all rooms shall be audited. In the APPA Audit Form, the second tab, “Roster of Audit Spaces” will help you figure out if the rooms you select collectively meet the requirements listed above.

3. Decide who will conduct the audit, if in-house auditors are used, conduct pre-audit training and establish quality control procedures.

4. Conduct audit using the forms that YRG sustainability has provided. APPA estimates that no more than 10 minutes is required to assess any given room. The custodial effectiveness audit should be performed during a period of normal business operations (although it does not need to be performed during business hours) where occupant loads and activities are anticipated to reflect normal levels and patterns. The audit should not be pre-announced to custodial staff or contractors, so as to limit changes in standard practices in anticipation of being evaluated.

5. Enter the data in the appropriate fields and the worksheet will aggregate the average scores of the space types in the General Building Information tab.
### Training and Reference Materials

<table>
<thead>
<tr>
<th>Level of Cleanliness</th>
<th>Examples</th>
</tr>
</thead>
</table>
| 1 Orderly Spotlessness | - Floors and base moldings shine and are bright and clean with no buildup  
- Vertical and horizontal surfaces have a fresh appearance; no dust, dirt, marks, streaks, smudges, or fingerprints  
- Restrooms and tiles gleam and are odor free  
- Trash containers are empty, clean, and odor free |
| 2 Ordinary Tidiness | - Floors and base moldings have up to two days’ dirt, dust, stains or streaks  
- Vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable upon close inspection |
| 3 Casual Inattention | - Floors are swept clean but dust, dirt and stains can be seen  
- Walking lanes exhibit dull spots and/or matted carpet  
- Streaks and splashes are present on base moldings  
- Vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints |
| 4 Moderate Dinginess | - Floors are swept or vacuumed clean, but are dull, dingy and stained. There is an obvious buildup of dirt and/or floor finish in corners and along walls.  
- There is a dull path and/or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.  
- All vertical and horizontal surfaces have conspicuous dust, dirt, marks, smudges and fingerprints. Lights fixtures are dirty and some (up to 5%) lamps are burned out.  
- Trash containers have old trash. They are stained and marked. Trash containers smell sour. |
| 5 Unkempt Neglect | - Floors and carpets are dull, dirty, scuffed and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast.  
- All vertical and horizontal surfaces have major accumulations of dust, dirt, marks, smudges and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.  
- Lights fixtures are dirty with dust balls and flies. Many (over 5%) lamps are burned out.  
- Trash containers overflow. They are stained and marked. Trash containers smell sour. |