



CompuClean® LEED for Existing Buildings: Operations and Maintenance and LEED 2009 for Existing Buildings: Operations and Maintenance APPA Facility Audit

LEED 2009 O & M – IEQ Credit 3.2 - Green Cleaning: Custodial Effectiveness Assessment

Introduction

LEED for Existing Buildings: Operation and Maintenance (LEED-EB O&M) as well as LEED 2009 for Existing Buildings: Operations and Maintenance (LEED-EB 2009), the latest iteration of the US Green Building Council's (USGBC) Leadership in Energy and Environmental Design (LEED) standard for green facility certification, has designated the Association of Higher Education Facility Managers (APPA) Leadership in Education Facilities Custodial Staffing Guidelines as a template for rating the overall cleanliness of a facility. One or two credits may be earned by the facility under LEED-EB O&M and one credit is available under LEED-EB 2009 for the purpose of attaining certification under either LEED standard

CompuClean's PDA based quality inspection program can provide the tools to perform this audit for any facility and to then generate the necessary documentation to support the results of the survey.

Understanding APPA Custodial Staffing Guidelines

The APPA Custodial Staffing Guidelines break the quality of service being provided in a building into 5 distinct levels of service, ranging from Level 1 – Orderly Spotlessness to Level 5 – Unkempt Neglect. Each of these five levels of service is defined as it relates to floors, vertical surfaces, trash containers, lamping and horizontal surfaces in the facility. The standard is simple in design and understandably so, as these criteria are designed to apply to any type of space that can be certified under LEED-EB. The APPA Custodial Staffing Guidelines are included as Appendix A to this document.

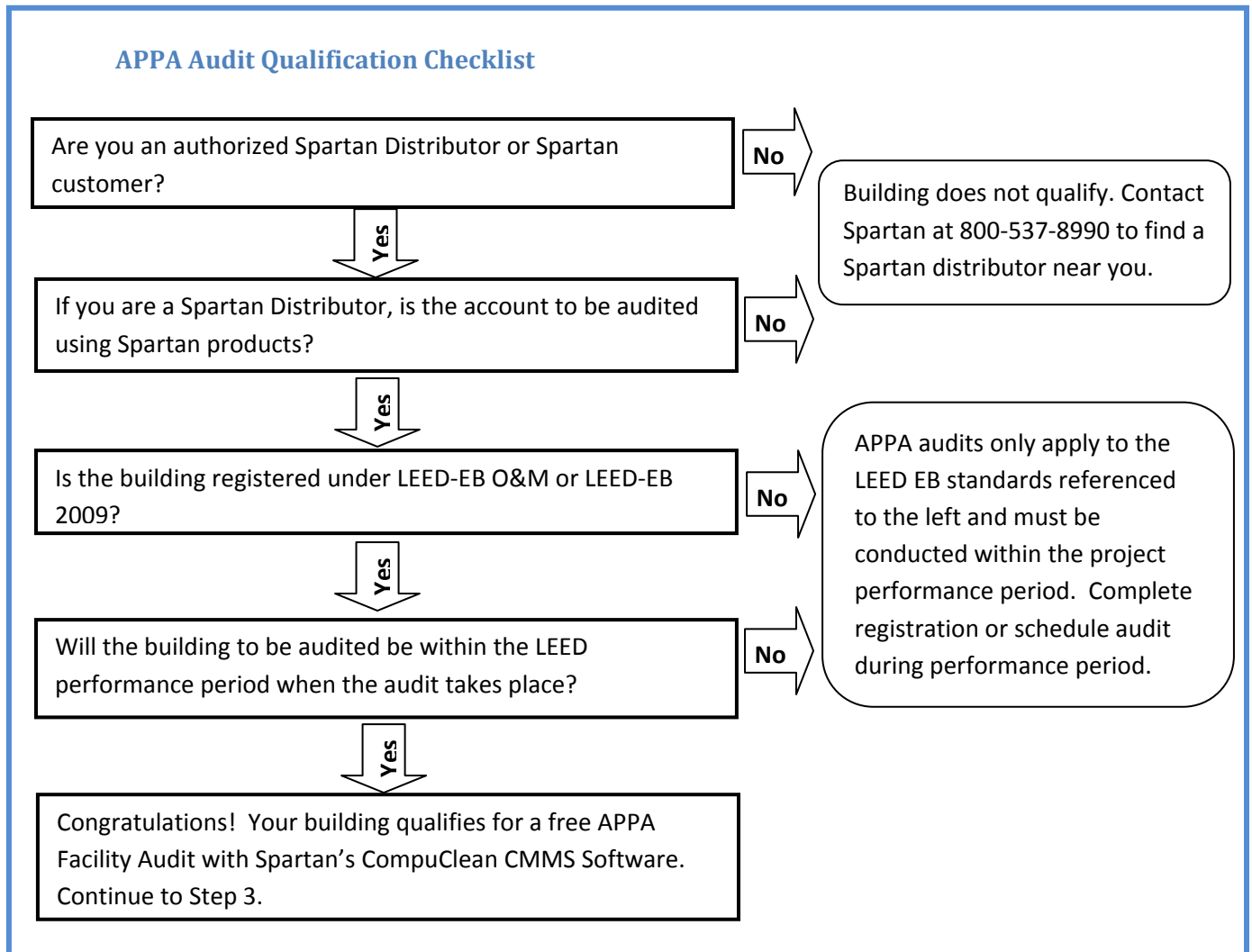
Performing Surveys with CompuClean

Spartan Chemical is happy to offer the ability to perform APPA Custodial Effectiveness Assessments using CompuClean's Quality Assurance program. CompuClean provides a simple tool to perform the necessary building evaluation to document compliance with credits EQ 3.2 and 3.3. Once the evaluation is complete, Spartan will create the proper documentation for submittal. In order to use the tool, you must be a licensed CompuClean user or Spartan distributor accompanied by a Spartan Regional Manager during the inspection. The facility being audited must use Spartan products.



Getting Started

1. Contact your Spartan Regional Manager to initiate the process. To search for your Regional Manager, go to www.spartanchemical.com, click on the Corporate link and then Our Salesforce to access a searchable region map.
2. Review the APPA Audit Qualification Checklist (below) to make sure that the project in question is eligible to use CompuClean for the audit.



3. Download and complete the APPA Audit Registration form at www.compuclean2000.com/LEEDAudit.aspx. Details on completing the form follow.
4. Email the completed form to compuclean@spartanchemical.com

You will be contacted when the completed form is received and details for completion of the APPA facility audit will be finalized.

Preparing for an Audit

All space in the facility must be categorized and classified into one of the pre-defined APPA Area Types. The **APPA Audit Registration Form** provides a template to enter and submit this information and includes a listing of all possible APPA Area Types. Required information prior to beginning the inspection process is:

APPA Area Type	Number of Rooms	Aggregate Square Footage
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Once this data is gathered and entered into the Registration Form, the Spartan Regional Manager will be provided with a CompuClean database, loaded onto a handheld PDA, with which to complete the audit. Inspections will be scheduled based on the area information provided, using the guidelines outlined in the LEED EQ 3.2 and 3.3: Green Cleaning: Custodial Effectiveness Assessment documentation.

A predetermined number of inspections will be scheduled for each of the APPA area types represented in the facility. The number of scheduled inspections is based on the number of each area type in the facility. Each of these area types will be graded with the following criteria and weighting:

Criteria	Weight
Floors	55
Horizontal Surfaces	12
Lighting, Light Fixtures	3
Trash Containers	23
Vertical Surfaces	7

The scale on which each of these items will be graded is 1-5, with 5 being the worst score and 1 being the best. **The 0 score is not used.** The relationship between these scores and the APPA standards is as follows:

Score	APPA Level
5	Unkempt Neglect (APPA 5)
4	Moderate Dinginess (APPA 4)
3	Casual Inattention (APPA 3)
2	Ordinary Tidiness (APPA 2)
1	Orderly Spotlessness (APPA 1)
0	Not Used

It is your responsibility to become familiar with the APPA standards and to become competent in evaluating these facilities. Details on performing inspections on the PDA can be found in Appendix B.

Completion and Documenting the Results

Once all inspections are complete, the regional manager will synchronize the PDA with his/her computer and email the data to compuclean@spartanchemical.com. When the inspections are received, please

allow 7-10 business days for the data to be compiled and returned. You will receive all documentation necessary to submit for LEED EQ 3.2 and 3.3: Green Cleaning: Custodial Effectiveness Assessment.

- Completed Credit Form Template ready for sign off by building manager
- Detail printout of all inspections performed
- APPA audit plan analysis, showing calculations used to arrive at number of rooms inspected
- APPA Audit Scores analysis showing a score breakdown by each type of space audited.

Appendix A APPA CUSTODIAL SERVICE LEVELS

Level 1 - Orderly Spotlessness

Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building, or the historical focal point. This is show-quality cleaning for that prime facility.

- ☐ Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- ☐ All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.
- ☐ Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- ☐ Trash containers and pencil sharpeners are empty, clean, and odor-free.

Level 2 - Ordinary Tidiness

Level 2 is the base upon which this study is established. This is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms, and similar type facilities are not acceptable.

- ☐ Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days worth of dirt, dust, stains, and streaks.
- ☐ All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable with close observation.
- ☐ Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- ☐ Trash containers and pencil sharpeners are empty, clean, and odor-free.

Level 3 - Casual Inattention

This level reflects the first budget cut, or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- ☐ Floors are swept clean, but upon close observation dust, dirt, and stains, as well as a buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen.
- ☐ There are dull spots and/or matted carpet in walking lanes, and streaks and splashes on base molding.
- ☐ All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints.
- ☐ Lamps all work and all fixtures are clean.
- ☐ Trash containers and pencil sharpeners are empty, clean, and odor-free

Level 4 - Moderate Dinginess

Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People are beginning to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning.”

- ☐ Floors are swept clean, but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt, and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
- ☐ All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks that will be difficult to remove.
- ☐ Less than 5% of lamps are burned out, and fixtures are dingy.
- ☐ Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

Level 5 - Unkempt Neglect

This is the final and lowest level. The trucking industry would call this “just-in-time cleaning.” The facility is always dirty, with cleaning accomplished at an unacceptable level.

- ☐ Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust, 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, smudges, and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- ☐ More than 5% of lamps are burned out, and fixtures are dirty with dust balls and flies.
- ☐ Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

LEED-EB O&M

IEQ Credits 3.2 and 3.3: Green Cleaning-Custodial Effectiveness Assessment 1-2 Points.

- 3.2 -1 Point for facility score of 3 or less
- 3.3 -2 Points for facility score of 2 or less

LEED-EB 2009

IEQ Credit 3.2: Green Cleaning-Custodial Effectiveness Assessment 1 Points

- 3.2 -1 Point for facility score of 3 or less

Appendix B Performing Inspections with CompuClean PDA

CompuClean PDA Quality

Performing quality inspections couldn't be easier with CompuClean PDA. You can now grade your own custom inspections on your handheld computer. CompuClean allows you to randomly schedule inspections or perform on the fly inspections as you choose. For the purpose of the APPA audit, all inspections will be pre-configured.

Scheduled Inspections

When the regional manager receives the PDA and database, inspections for the facility will be pre-loaded. Follow the instructions below to complete the scheduled inspections.

To perform a scheduled Quality inspection using a PDA, tap the **Start** menu << **Programs** and tap the CompuClean icon to open CompuClean PDA. Select your database and user prefix (default). This will bring up the **Quality** screen. Make sure to select **Xpress** to use CompuClean Xpress.

1. Tap the **Grade Scheduled Inspections** button near the top of the **Quality** screen to open a list of scheduled inspections. The list shows the area ID and building to be inspected, the scheduled inspection date and other details about the quality inspection.
2. Use the **Previous Record** and **Next Record** buttons to navigate to the inspection that you wish to perform. Tap **Inspect** to bring up the **Quality Inspection** screen.
3. Alternatively you can tap the **List** button to view an easy to navigate list of all scheduled inspections. Tap on an inspection in the list view to open the inspection form for that area.
4. Tap in the **Score** field next to the **Item** that you wish to grade. A list box containing all possible scores will open at the top of the grid. Tap the score that you wish to assign to the selected list item. Continue this process until all items have been graded. It may be necessary to use the arrow in the lower right of the grid to view all items.
5. You can type in any comment that you wish in the Comment field using the keyboard on your PDA.
6. Select **Save** to save your inspection or tap **Cancel** to exit without saving.
7. Once you complete a scheduled inspection it will be removed from the scheduled inspections list. Your data will be saved to CompuClean during your next sync.

Item	Wgt	Score	Code
Floor, Carpet, Mat	5	0	
Furnishings	3	0	
Waste Receptacles	2	0	
Walls & baseboards	2	0	
Telephone	1	0	