


<div></div> <div>Green Mark</div>	<div>Cleaning Services</div>	No. 121								
		Category No. G-06								
<div>1. Scope</div> <div>This standard applies to all building cleaning service providers (“providers”) which have valid government-issued business licenses or commercial registration for offering building cleaning services, and are offering services in Taiwan. But the providers which only engage in high-rise building façade/exterior cleaning, hazardous material cleaning, medical waste cleaning and disposal, ventilation duct cleaning or pest control operations are excluded.</div> <div>2. Terms and definitions</div> <div>For this standard, the following terms and definitions shall apply.</div> <div><div>(1) Cleaning supplies: Including cleaning agents (multi-purpose cleaners, glass cleaners, bathroom and kitchen cleaners, dish detergents, degreasing cleaners, floor cleaners, carpet cleaners), toilet paper, facial tissue, paper towels, etc. and other consumerables which are used in the cleaning processes.</div><div>(2) Green products: Domestic products which are qualified as Green Mark, Type II Environmental Products, or Energy Label, Water-saving Label, and Green Building Material Label products; or domestic/foreign products which received certifications based on the requirements of ISO 14024 and ISO 14044 (e.g., received carbon footprint labels or FSC/PEFC sustainable forestry certification capable of demonstrating efforts towards environmental friendliness).</div><div>(3) Purchase ratio: The ratio calculated based on the amount of money spent on new purchase, additional purchase or replacement purchase of products or services.</div></div> <div>3. Levels of Green Mark Certification</div> <div>Green Mark certified cleaning service providers are divided into the following levels:</div> <div><div>(1) Gold-level: Meet the requirements of all mandatory criteria in 4.1 and all optional criteria in 4.2.</div><div>(2) Silver-level: Meet the requirements of all mandatory criteria in 4.1, and at least one requirement in each optional sub-criterion listed in 4.2, and meet at least 50% of all requirements in 4.2.</div><div>(3) Bronze-level: Meet all mandatory criteria in 4.1.</div></div> <div><div>Table 1 Levels of Green Mark Cleaning Services and Requirements</div><table><tr><th>Level</th><th>Characteristics and Requirements</th></tr><tr><td>Gold</td><td>Meet all requirements of 4.1 and 4.2 criteria.</td></tr><tr><td>Silver</td><td>Meet all requirements of 4.1 and at least one requirement in 4.2.1 to 4.2.3, and at least 50% of all requirements of 4.2.</td></tr><tr><td>Bronze</td><td>Meet all requirements of 4.1.</td></tr></table></div> <div>4. Characteristics and specific requirements</div> <div>The provider shall provide evidence for compliance with the following requirements.</div>			Level	Characteristics and Requirements	Gold	Meet all requirements of 4.1 and 4.2 criteria.	Silver	Meet all requirements of 4.1 and at least one requirement in 4.2.1 to 4.2.3, and at least 50% of all requirements of 4.2.	Bronze	Meet all requirements of 4.1.
Level	Characteristics and Requirements									
Gold	Meet all requirements of 4.1 and 4.2 criteria.									
Silver	Meet all requirements of 4.1 and at least one requirement in 4.2.1 to 4.2.3, and at least 50% of all requirements of 4.2.									
Bronze	Meet all requirements of 4.1.									
<div>Date of Promulgation:</div> <div>May 20, 2013</div>	<div>Ministry of Environment</div>	<div>Date of Latest Revision:</div> <div>Feb. 13, 2019</div>								

4.1 Mandatory criteria

4.1.1 The provider's environmental management and green purchasing practices shall meet the following requirements:

- (1) No record of fines/punishments by environmental competent authority due to legal non-compliances one year prior to submitting application.
- (2) Have environmental policy and environmental management program/action plan in place.
- (3) Establish annual baseline data for workload (e.g., floor area cleaned), energy consumption, purchasing, waste management, and cleaning supply consumption.
- (4) Implement employee environmental education and training plan and maintain relevant records; the training shall include equipment operation, use of cleaning agents, emergency responses, cleaning process, and environmental education.
- (5) Develop standard operating procedures for cleaning process which include self-inspection plan (for cleaning supplies, tool and equipment), cleaning process (identified cleaning and disinfection steps), personnel management mechanism, emergency response mechanism, wastewater and waste treatment methods, employee training requirements, cleaner use plan, resource recycling code and employees' codes of practice. The standard operating procedures shall be posted at prominent location(s) for all employees and customers to see.
- (6) Each year, the green product purchase ratio in at least five green product categories shall be at least 20%.

4.1.2 The provider's cleaning operations shall meet the following requirements:

- (1) The towels/cloth, mops and other cleaning tools shall be classified in a clearly legible manner for use in different places to avoid cross-contamination. In particular, the cloth and mops used for cleaning bathrooms and kitchens shall be separated from those used for cleaning others areas.
- (2) Automatic cleaning agent dilution control equipment shall be used and on-site cleaning workers shall have the capability to properly operate the equipment in order to ensure the correct amount of dilution.
- (3) The cleaning workers shall be provided with masks, earplugs, goggles, work gloves, work shoes and other personal safety equipment, in order to prevent them from the hazards of dust, noise, hazardous chemicals in the cleaners, high temperature, humidity, electric shock and other hazards.
- (4) The cleaning supplies shall be properly stored in designated areas in accordance with their classifications.
- (5) The Safety Data Sheets (SDSs) of chemical removing agents (removers) and cleaning agents (cleaners) shall be placed in prominent areas. The SDS shall contain detailed description of the material's content, Chemical Abstracts Service Registry Number (CAS No.), and GHS hazard and precautionary statements.

4.1.3 The following contents in the two most-consumed cleaning supplies in the remover and cleaner categories shall be below the regulatory limits. If the involved cleaner/remover has been certified by Green Mark or equivalent foreign eco-labels (including Nordic Swan, U.S. Green Seal, Australia Environmental Choice, and North America ECOLOGO) which have equivalent or lower regulatory limits, no further testing is required.

- (1) Alkylphenol ethoxylate (APEO);

(2) Total phosphorus, nitrilotriacetic acid (NTA), perborate;

(3) Ethylenediaminetetraacetic acid (EDTA).

4.1.4 The provider's energy and water conservation measures shall meet the following requirements:

(1) Conduct annual maintenance and adjustment of office area's heating/ventilation/air conditioning (HVAC) system.

(2) Ensure existence of equipment/device or procedure for maintaining light off in un-occupied areas.

(3) Conduct annual maintenance of electrical cleaning equipment.

(4) Conduct semi-annual maintenance and adjustment for water-using equipment (including spraying-heads, valves and piping).

4.1.5 The provider's waste management shall meet the following requirements:

(1) Waste from the office area shall be separated and recycled according to different resource categories.

(2) Waste generated from the cleaning operations shall be separated and recycled according to different resource categories.

(3) Waste generated from the cleaning operations shall be properly disposed of by commissioned qualified waste removal and disposal organizations.

(4) Purchased trash bags or plastic bags shall be of the non-PVC type.

4.2 Optional criteria

4.2.1 The provider's environmental management and green purchasing shall meet the following requirements:

(1) Have mechanism in place to gather and review customers' comments and make improvement.

(2) Cleaning service personnel shall be dressed in easily distinguishable company uniform with identification (ID) badge. Information on the ID badge shall include company name, employee's company ID number and phone number for customer complaints.

(3) Obtain environmental management system certification (ISO 14001) relevant to the cleaning services, or be awarded with ROC's Enterprise Environmental Protection Award, or National Quality Award.

(4) Each year, the green product purchase ratio in at least five green product categories shall be at least 50%.

4.2.2 The following contents in the two most-consumed car wash supplies in the substance remover and cleaner categories shall be below the regulatory limits. If the involved cleaner/remover has been certified by Green Mark or equivalent foreign eco-labels (including Nordic Swan, U.S. Green Seal, Australia Environmental Choice, and North America ECOLOGO) which has equivalent or lower regulatory limits, no further testing is required.

(1) Formaldehyde, triclosan;

(2) Chlorine bleach.

4.2.3 The provider's energy conservation measures shall meet the following requirements:

(1) The air conditioners used in the office area which are not of the type of central air conditioning system shall all be green products.

(2) All light fixtures in the office area shall be green products.

(3) All exit signs or emergency directional signs in the office area shall be green products.

5. Test methods and regulatory limits

The following regulated substances and regulatory limits shall apply.

Applicable cleaning supplies	Regulated Substance	Regulatory Limit	Referenced Test Method
Contents of cleaning agents	Chlorine bleach	100 ppm (0.01%) *Note 1	CNS 4986
	Formaldehyde	15 ppm (0.0015%)	NIEA R502 / CNS 9538
	Triclosan	5 ppm (0.0005%)	NIEA R814
	Total phosphorus	1,000 ppm (0.1%)	CNS 4986
	Nitrilotriacetic acid, NTA	1,000 ppm (0.1%)	ASTM D4954
	Perborate	1,000 ppm (0.1%)	CNS 4986
	Ethylenediaminetetraacetic acid (EDTA)	100 ppm (0.01%)	CNS 1706 / ASTM D3113
	Alkylphenol ethoxylate (APEO)	500 ppm (0.05%)	CNS 4986 / ASTM D2357

Note 1: For specific locations (e.g., premises with risks of infection, such as hospitals and medical clinics) or during specific periods (e.g., during outbreaks of infectious diseases), the cleaning and disinfecting operations shall be operated in accordance with standard dilution protocols, and the resulting bleach concentration shall not exceed 500 ppm (0.05%).

6. Labeling

6.1 Based on the achieved level, the provider shall be labeled as “Gold-Level Green Mark Cleaning Service”, “Silver-Level Green Mark Cleaning Service”, or “Bronze-Level Green Mark Cleaning Service”, at its site and on relevant service documents, and the Green Mark Certificate shall be placed at a prominent place near the receiving area of the site.

6.2 The Green Mark labeled cleaning service providers shall provide information on key requirements of this certification in its promotional documents to inform the customers.

7. Notes

7.1 Green Mark-labeled providers shall conduct continuous improvement actions to the above environmental measures, and shall provide an annual report for the prior year on baseline comparison and analysis of difference in compliance with relevant requirements before the end of March each year.

7.2 When a provider applies for Green Mark for the first time and is unable to provide evidence of compliance with criterion 4.1.1(6), it may first describe how it intend to comply with this requirement in the application documentation. Actual result of complying with this criterion shall be provided within one-year of obtaining the Green Mark. If this criterion still cannot be conformed to within one year, the Environmental Protection Administration has the right to revoke the provider’s Green Mark Certificate.

Revision History:

First revision: February 13, 2019