



600 BRICKELL  
BRICKELL WORLD PLAZA

# Tenant Janitorial Handbook

Janitorial Services  
Provided By:



FACILITY **crs** SERVICES

# Daily Services (Monday-Friday after 6pm)

1. Carpeted Floors - All carpeted floors will be vacuumed daily, moving all light furniture. All furniture will be replaced to its original position. Vacuum under all desks and large furniture, where possible.
2. Uncarpeted Floors - All hard-surfaced floors will be dust mopped nightly, using a treated dust mop, moving all light furniture. All furniture will be replaced to its original position. Mop under all desks and large furniture where possible. Spot clean where necessary to remove spills and smudges and spray buff as necessary.
3. Dusting - Hand dust and wipe clean with a damp or treated yellow (Masslin & Stretch n Dust) cloth all office furniture, files, fixtures, paneling, windowsills, and all other horizontal surfaces nightly. No feather dusters allowed. Paper left on desktops will not be moved. Water coolers to be washed cleaned and polished nightly.
4. Furniture and Accessories - Spot clean all furniture and file cabinets to remove streaks, spills, stains and finger marks. Damp dust telephone accessories as necessary. Empty, clean and damp dust all waste receptacles, replacing liners where necessary. Wash waste receptacles as necessary. Wash blackboards and chalk trays. Glass furniture tops to be damp wiped and polished nightly.
5. Door, Metals and Walls - All doors, jambs, walls, window mullions and glass partitions to be cleaned removing all finger marks, streaks, spills, stains, and smudges, paying particular attention to walls around switch plates and door jambs.
6. Trash Removal - All trash from wastebaskets and recyclables part of the building program will be removed from the premises nightly. Plastic bags to be installed in wastebaskets as required.
7. Dishes - all dishes placed in dishwasher washed daily. All dishwashers will be run so they are clean for morning. Tenant will empty dishwasher in am. Tenant supplies dish detergent. Preferred dish detergent to be supplied by tenant will be in a no spill gel packet form of dishwasher detergent.
8. Microwaves: all microwaves will be cleaned daily
9. Private Restrooms – All private restrooms will be cleaned daily. Paper products such as toilet tissue or hand towels will be supplied by tenant. If tenant would like to purchase directly from the janitorial company please communicate via management.

# Weekly Services

1. Carpeted Floors - All carpeted floors will be edged with a small broom or edging tool, paying particular attention to corners, behind doors and around furniture legs and bases. Baseboards will be wiped with a treated dust cloth.
2. Dusting - Wipe with yellow dust cloth (Masslin & Stretch n Dust) dust all chair legs and rungs, furniture legs and other areas of furniture and accessories not dusted during the nightly dusting. No feather dusters will be allowed.

# Monthly Services

1. Uncarpeted Floors - All hard-surfaced floors will be spray buffed with an electric rotary buffing machine. All finish marks will be removed from baseboards, doors and frames.
2. High Dusting - All horizontal surfaces and ledges, such as picture frames, etc., ceiling air diffuser grills, lights, etc., that are beyond the reach of normal nightly dusting, will be dusted monthly, using a treated dust cloth. No feather dusters will be allowed.
3. Glass Partitions and Doors - All glass doors and partitions will be thoroughly washed, dried and polished, leaving a uniformly clean and bright condition. All watermarks will be wiped from adjoining surfaces.
4. Refrigerators - All kitchen refrigerators will be emptied, cleaned & all items placed back in refrigerator.

# Green Cleaning Policy

## Objective

- Reduce exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, buildings finishes, building systems, and the environment.

## Policy

### Requirements for a sustainable cleaning system

- Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and the frequency clean the entrances and entryways.
- Minimize particles and chemicals in the air by mechanically capturing dust and dirt using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.
- Use chemical management system for accurate dilution. We train our employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning.
- Empty vacuum bags at the end of the shift or when half full for cleaner to and more efficient operating.
- Focus on preventive measures. Our janitorial staff washes their hands and keep equipment clean and well maintained.
- Focus on touch points . These are door handles ,bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes green cleaning easier.
- Apply disinfectant in restrooms properly and make sure the chemicals has proper dwell time so that the soil is thoroughly removed using less product.
- Promote safety and prevention cross – contamination. Safer products , proper use and storage of chemicals helps create a safe environment . Color coded tools ensure that pollutants don't get carried from one area to another.(such as restrooms)

## Chemical usage

### Use of sustainable cleaning products :

- All cleaning products are Green Clean Certified , some bio renewable or Environmentally Preferable and all MSDS sheets are on property in both management office and Janitorial office
- Our Green cleaning products does not contain dye, fragrance ,toxic chemicals or VOCs to improve indoor air quality
- Glance NA & multi – surface cleaner NON ammoniated Green seal
- Perdiem General Purpose cleaner with Hydrogen peroxide Green seal
- Crew Bathroom Cleaner and scale remover #44 : Green seal
- Stride Citrus HC neutral cleaner Green seal
- Green Solutions Industrial Cleaner degreaser Green seal
- Green Earth floor stripper Green seal
- Green Earth floor finish Green seal
- Premium wood polish
- Clean by Peroxy Green seal
- Graffiti Remover

# GREEN CLEANING

- Micro-Fiber Clothes (Removes up to 99.9% of bacteria and helps prevents cross contamination)

Chemical Usage (All cleaning products are Green Seal Certified; some bio renewable; or environmentally preferable)

**Microfiber Mops and Cloths** - microfiber material uses less cleaning chemicals and water, microfiber pads can be changed frequently to reduce cross-contamination, their use avoids paper towel waste generated from typical cleaning procedures , and, when used dry, they do a better job of capturing dust that otherwise can affect the health of building occupants.



# Microfiber rag color code

- **Red** : High risk is used for restrooms only
- **Yellow** : Low risk restroom
- **Blue** : Glass mirrors cleaning
- **Green** :Hard surfaces cleaning
  
- Yellow Dusting cloth: Yellow Masslinn™ and Stretch'n Dust Cloths are made of viscose fibers and pre-impregnated with mineral oil.

## Use of chemical Concentrates and appropriate dilution system

- CRS Facility Services has provided and installed a chemical management program design for utilization at Brickell World Plaza . A wall mounted dispenser dilutes concentrates for our Green Seal cleaning products.
- Cleaning Equipment and Supplies : Use of Green consumables
- We use Organically treated Intercept Micro filters, along with our four-level filtration system which makes our vacuums 99.9% efficient at capturing dust mites, pollen, bacteria and other particulates measuring 1 micron and larger .Our Vacuums vastly exceed all industry regulation testing standard set by the carpet and rug institute and the USGBC LEED rating system on performance and filtration
- We use ergonomically advantageous 3M flat mops to reduce cross contamination and spill hazard potential.

### Green sealed chemical Diversey dilution center:

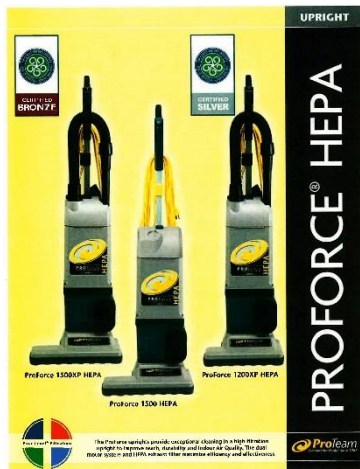
- Stride SC Neutral cleaner all purpose cleaner
- Glance NA glass cleaner
- Crew Bathroom Cleaner & Scale remover
- Perdiem Purpose cleaner with hydrogen Peroxide
- Virex II 256 Disinfecting

# Equipment

- Windsor XP12 The Sensor XP comes standard with a high-efficiency filter that traps up 99.6% of particles at 0.3 microns. upright Vacuum
- Super coach backpack Hepa Vacuum
- Pro Guard/ Dry Vacuum
- Advance Aqua Clean Carpet Extractor
- Advance Aqua spot Mini Carpet extractor
- Advance High speed burnisher
- Advance Pacemaker multi purpose floor machine 20"
- ProBlitz Air Mover
- Certified Pile / Lifter
- Grout Steamer machine



# Cleaning Equipment



High-filtration to improve indoor Air Quality with HEPA exhaust filter to maximize efficiency.

# Communication

- In order to ensure a timely response, we ask that all janitorial issues and/or requests are entered through our Work Order System. The janitorial account manager will follow-up with a response.
- Janitorial will place a notice at your reception desk after each major cleaning, so that you have the opportunity inspect and report any issues. Major projects include, VCT floor refinishing, full interior glass cleaning and a/c vents.
- Janitorial will place a Reminder Magnet on your refrigerator the day it is scheduled to be cleaned, so that you have the opportunity to throw away any unwanted items. Janitorial will only remove and replace what is in the refrigerator at the time of cleaning.



- Any re-occurring issues that have not been resolved should be reported directly to Ilene Munoz, General Manager at [imunoz@elmspringinc.com](mailto:imunoz@elmspringinc.com) or (305) 384-7170.