

1 **S400 Standard for Professional Cleaning, Maintenance, and Restoration**
2 **of the Commercial Built Environment**

3
4 Second Limited Public Review (September 2024)

5
6 (Draft shows Proposed Changes to Current Standard)

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8 **Note to Reviewers:** *These changes are indicated in the text by underlining (for additions) and strikethrough (for*
9 *deletions). Only these changes to the current standard are open for review and comment at this time. Additional*
10 *material is provided for context only and is not open for comment except as it relates to the proposed changes.*

11
12 **Important Definitions**

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14 For the practical purposes of this document, it was deemed appropriate to highlight and distinguish the critical
15 remediation methods and procedures from the less critical, by characterizing the former as the perceived and
16 recommended “standard of care.” The IICRC S400 consensus body interprets the “standard of care” to be: practices
17 that are common to reasonably prudent members of the trade who are recognized in the industry as qualified and
18 competent. Notwithstanding the foregoing, this Standard is not intended to be either exhaustive or inclusive of all
19 pertinent requirements, methods, or procedures that might be appropriate on a particular cleaning project.
20 Ultimately, it is the responsibility of the cleaning manager or business owner technician to verify on a case-by-case
21 basis that application of this Standard is appropriate.

22
23 **B Definitions**

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25 ~~**Other Potentially Infectious Materials (OPIM):** any body fluid that is visibly contaminated with blood such as~~
26 ~~urine, feces, and vomit, and in situations where it is difficult or impossible to differentiate between body fluids (e.g.,~~
27 ~~semen, vaginal secretions, saliva in dental procedures). Additionally, OPIM encompasses any unfixed human or~~
28 ~~animal tissue or organ (excluding intact skin), whether living or deceased.~~

29
30 **Personal Protective Equipment (PPE):** comprises garments and equipment (e.g., coveralls, gloves, boots,
31 masks, respirators, face shields, fall protection, goggles, and other specialized equipment tailored to specific
32 hazards and work conditions) determined by the hazard assessment and offers protection to minimize exposure to
33 hazards that cause workplace injuries and illnesses for all potential exposures to the body.

34
35 **Soil:** accumulation of unwanted debris including but not limited to dust, litter, spills, smudges, fingerprints, and
36 blemishes.

37
38 **1 Principles of Cleaning**

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40 Management of cleaning operations *should* implement the following key elements as components of cleaning
41 program’s written scope of work and specifications for each facility or area;

- 42 ▪ written cleaning procedures for each cleaning process (i.e., Standard Operating Procedures (SOPs));
- 43 ▪ specification of cleaning agents, equipment, and supplies;
- 44 ▪ monitoring of cleaning outcomes;
- 45 ▪ documentation and implementation of necessary modifications; and
- 46 ~~▪ Integrated Pest Management (IPM) plan.~~

47
48 **2.2 Communication**

49
50 An open discussion of the cleaning activities *should* be established among all Materially Interested Parties (MIPs)
51 to ensure quality operations, identify deficiencies, eliminate conflicts, and develop ways to improve operations.

52
53 **2.4 Documentation for Cleaning Operations**

55 ~~Documentation of~~ Cleaning operations' policies and procedures, ~~contracts, or projects~~ shall include, but are not
56 limited to:

- 57
- 58 ▪ all applicable federal, state, provincial, and local laws and regulations;
- 59 ▪ required insurance coverages;
- 60 ▪ workplace health and safety regulations;
- 61 ▪ employee complaint policies;
- 62 ▪ workplace violence, safety, security, and harassment policies;
- 63 ▪ work schedule and rest period policies;
- 64 ▪ equal employment opportunity policies;
- 65 ▪ written hazard communication program (HAZCOM);
- 66 ○ written respirator program; and
- 67 ○ written exposure control plan.
- 68 ▪ hearing conservation program;
- 69 ▪ fire protection plan;
- 70 ▪ emergency action plans and procedures (e.g., inclement weather, emergency shelters); and
- 71 ▪ discrimination policies.

72

73 **4.4 Restroom Cleaning**

74

75 Restroom cleaning may require different cleaning chemicals for different surfaces and fixtures. Cleaning operations
76 should ensure that the chemicals they use are compatible. Cleaning operations should exercise caution when using
77 chemicals (e.g., oxidizers, acids) on the surfaces they clean as well as with the adjacent areas (e.g., carpet, stone).

78

79 **4.3.1 Application of Sanitizer or Disinfectant to Environmental Surfaces**

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81 SOPs *should* include, but not be limited to the following:

- 82
- 83 ▪ clean surfaces prior to the application of sanitizer or disinfectant, if required;
- 84 ▪ use clean equipment, supplies, and materials (e.g., towels, wipes, solutions, tools); and
- 85 ▪ identifying and complying with the manufacturer's instructions and specified dwell time.

86

87 **4.6 Window and Glass Cleaning**

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89 Windows and glass (reflective surfaces, plastics, films, coatings) are used in a variety of forms throughout a
90 commercial facility. All applicable safety regulations for window and glass cleaning *shall* be followed. Window and
91 glass cleaning and maintenance *should* be performed in accordance with the scope of work, specifications, and
92 manufacturer guidelines. The expected outcome *should* be that window and glass are free of streaks, ~~scratches,~~
93 spots, residues, and soils.

94

95 **5 Cleaning Equipment and Tools, Materials, Chemicals, and Supplies**

96

97 All equipment and tools, materials, chemicals, and supplies *should* be used and maintained according to the
98 manufacturer's instructions.

99

100 **5.1 Equipment and Tools**

101

102 Automatic and autonomous machines (e.g., co-bots, robots) are available in various sizes and styles to assist with
103 cleaning operations. ~~The expected outcome should be the removal of soil and appearance enhancement.~~

104

105 **5.3 Cleaning Chemical Products**

106

107 Chemical products are approved consumable items that are replaced or replenished when depleted.
108 Chemicals pose a wide range of acute and chronic health hazards. Worker training shall be provided if the
109 cleaning chemicals are hazardous. This training shall be provided before the worker begins using the cleaner.
110

111 Cleaning products and processes from specific categories *should* be selected for each cleaning task and utilized
112 for their intended purpose. These may include, but are not limited to:

- 113
- 114 ▪ detergents;
- 115 ▪ alkaline, acidic, or neutral products;
- 116 ▪ solvent based products;
- 117 ▪ abrasive products;
- 118 ▪ odor counteractants;
- 119 ~~▪ disinfectants and sanitizers;~~
- 120 ▪ enzymes;
- 121 ▪ adsorbent and absorbent powdered and granular compounds;
- 122 ▪ specialty products (e.g., furniture polish, stainless steel polish, metal cleaner);
- 123 ~~▪ engineered water;~~
- 124 ▪ high-pressure; and
- 125 ▪ steam units.

126

127 **6.2 Correcting Cleaning Deficiencies**

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129 Cleaning deficiencies are identified via workplace inspections, customer and occupant feedback, or third-party
130 auditors. Cleaning and quality deficiencies *should* be corrected (e.g., missed trash, soiled surfaces), as follows:

- 131
- 132 ▪ adjust cleaning frequencies, time allotments, processes, and procedures;
- 133 ▪ evaluate equipment, materials, and supplies;
- 134 ▪ check the cleaning technician's performance;
- 135 ▪ review training and re-training needs; and
- 136 ▪ implement a quality improvement program.

137

138 **7.6 Changes to Scope of Work**

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140 Changes to the original scope of work may be needed due to identified limitations, complexities, or complications.
141 All changes *should* be approved by, documented, and communicated to Materially Interested Parties (MIPs).
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