



## **CLEANING FOR HEALTH AND THE ENVIRONMENT SUMMARY REPORT**

You have completed your survey and are now ready to create a summary report to include in your **Prescription** step of the **Sales Process**. The following information is an example of an executive summary or proposal letter of key points that you should communicate with your customer. Certainly there may be more location specific items to include but this will provide a template for your summary report or proposal. Pictures should be included to demonstrate areas that will be discussed.

### **EXAMPLE:**

Dear

The following information is submitted as a guide for your greening efforts. You are to be congratulated for addressing opportunities to lessen the impact on the health of your workers, building occupants and visitors while also lessening the indoor and outdoor environmental impacts.

We appreciated the courtesy and interest that was shown during our survey. Your facility certainly demonstrates the professional image it is known for in your industry.

### **Background –**

- Name of facility
- Location
- Number of employees
- Size of facility
- Type of facility

### **Why the survey/audit was conducted –**

To start the LEED certification process for the environmental services department and facility as a whole.

To start the process of “greening” the facility.

To comply with facility or governmental mandates.

Other specific reasons for this project.

**EXAMPLE:** The sustainability program was started due to a state mandate that all K-12 schools will purchase environmentally preferable cleaning products. The survey identified current products and procedures which are already green and those that will create opportunities to become more green.

### **Who conducted the survey/audit –**

Facility personnel  
Distributor personnel  
Manufacturer personnel

### **Findings of survey/audit –**

**Areas surveyed** – class rooms, offices, break rooms, stairwells, etc.

**EXAMPLE:** The areas surveyed were the classrooms, office areas, hallways, restrooms, .....

At the same time the survey identified current products, equipment and procedures being used.

**Verbal description of general cleanliness** - possibly use the APPA Guidelines for Cleanliness as a benchmark i.e. floors, carpets, restrooms, odors, custodial closets, dust/dirt on fixtures, glass ....

**EXAMPLE:** The survey consisted of visual inspection of soils present, organization of surveyed areas and potential health or environmental problems to address. According to APPA Guidelines for Cleanliness your facility is rated at ....

### **Comments on specific areas surveyed –**

**EXAMPLE: Classrooms** - were in good order except for (input specific findings) and could be corrected by (insert suggestions).

**Restrooms** – noticeable odors which were a result of (input reason) and could be corrected by (input suggestions).

### **Comments on chemicals –**

Present results of the chemical audit and highlight potential health and safety concerns with greener suggestions.

**EXAMPLE:**

Multiple glass cleaners, bowl cleaners and floor cleaners were found which creates an opportunity for product consolidation to a peroxide based cleaner.

The facility is currently using an ammoniated glass cleaner which could be replaced by a Green Seal certified (GS37) product at no additional cost.

**Other items for comment** – hand soaps, types of disinfectants, lack of dilution control systems, miss-labeled spray bottles, no MSDS sheets available, no PPE items present ....

**EXAMPLE:** The hand soap currently used is dispensed through bulk refillable dispensers which could lead to contamination of the products. We would recommend the use of cartridge type hand soaps which meet Green Seal GS 41 standards.

**Comments on powered equipment –**

Present results of the janitorial powered equipment survey and highlight potential health and safety concerns with greener suggestions.

**EXAMPLE:** Some of the newer pieces were equipped with high filtration systems while others contained outdated filters. It would be recommended to replace .....

The general condition of the equipment was fair but no maintenance logs were kept. To maximize performance we recommend a maintenance record be kept for each piece of equipment.

**Towels, tissues, liners –**

Present results of the survey concerning these items.

**EXAMPLE:** Currently using C-fold towels which could be replaced with jumbo roll .....

Toilet tissue was single roll with cores which could be replaced with multi-roll or jumbo rolls coreless products.

The liners currently being used were low density and improperly sized. Our suggestion is .....

### **Other supply items for possible comment –**

Cloths and mops – convert to micro fiber.

Conventional mop heads – convert to flat mops.

Use of mop and bucket – convert to back pack system.

Dilution control system – suggestions to improve

Product consolidation

Recycling program – suggest items to recycle, containers, procedures

Training program – on-site training, training materials, initial and on-going training

Communication with occupants and a feedback response system – this is a key for continued success of any program

### **Conclusion –**

Thank them for the opportunity and ask the next logical questions, “when can we get started with the survey?”

**EXAMPLE:** We want to thank you for this opportunity to support your greening effort. The above findings and suggestions will start you on the journey of greening your facility. Please let us know when our team can start preparing an implementation plan with your staff.

If you have any immediate questions or comments, please contact me ....

Doing the survey/audit, analyzing the data and providing it in a manner that makes it easier for the prospect to understand and implement will differentiate you from the competition and help to **Retain** your business for the long-term.