

GREEN CLEANING PROGRAM

June 29, 2026

Enbridge Centre
10175 101 Street NW
Edmonton, AB

Hines Management Services

Enbridge Centre is a Class AAA commercial office tower located in downtown Edmonton, Alberta. The property consists of 28 storeys, including 25 office floors, a two-storey podium, five levels of underground parking, retail amenities, a fitness centre, conference facilities, and outdoor public plaza space. Janitorial services are provided by Hallmark Housekeeping Services Inc.

1 Introduction and Purpose

A Green Cleaning Program emphasizes the use of environmentally preferred products, maintenance of cleaning equipment and effective cleaning practices.

Green cleaning practices help reduce both occupant and building cleaning staff exposure to potentially harmful contaminants and environmental irritants. Green cleaning products also reduce the negative impact of hazardous cleaning chemicals and related pollutants on the environment.

2 Responsibilities

Jordana Lloyd, Property Manager (Hines Management Services), is responsible for the following:

- Monitor cleaning practices implemented at Enbridge Centre to confirm that the guidelines stated in this Green Cleaning Program are met.
- Oversee the delivery of janitorial services provided by Hallmark Housekeeping Services Inc.
- Liaise with Hallmark Housekeeping Services Inc. to ensure custodial staff receive appropriate Green Cleaning and WHMIS training.
- Review training records and confirm required training is completed.
- Conduct periodic reviews of cleaning products and equipment used within the building to confirm compliance with the sustainability criteria outlined in this program.
- Review the Green Cleaning Program annually and update it as required.

2.1 Training

Hallmark Housekeeping Services Inc. provides all required training for custodial staff, including Green Cleaning procedures, WHMIS, health and safety, cleaning equipment operation, chemical handling, waste management, PPE use, and building-specific standard operating procedures.

Hines Management Services works collaboratively with Hallmark to ensure training requirements are maintained and appropriate documentation is retained.

Green Cleaning Program

Updated as of: August 22, 2025

Training records, annual WHMIS training, supervisor training, and employee attendance records are maintained by Hallmark Housekeeping Services Inc.

Training provided includes:

- Green Cleaning procedures
- WHMIS (annual)
- Personal Protective Equipment (PPE)
- Safe chemical handling
- Waste collection and recycling procedures
- HEPA vacuum maintenance
- Standard Operating Procedures
- Supervisor Health & Safety Training

3 Strategy

3.1 Standard Operating Procedures

Daily janitorial services at Enbridge Centre are provided by Hallmark Housekeeping Services Inc. in accordance with documented Standard Operating Procedures.

Services include:

- Daily cleaning of common areas
- Washroom cleaning and sanitization
- Waste and recycling collection
- Floor care
- High-touch surface cleaning
- Disinfection procedures
- Microfiber cleaning procedures
- Safe waste handling
- PPE requirements

Refer to Appendix A for the complete Standard Operating Procedures.

3.2 Green Cleaning Product and Equipment Requirements

Cleaning products, materials, and equipment used at Enbridge Centre meet Hallmark Housekeeping Services Inc.'s Green Cleaning Policy and sustainability requirements.

More than 50% of cleaning products used at the property are certified under recognized third-party environmental standards including EcoLogo and Green Seal.

All vacuums used at the property are equipped with HEPA filtration.

Appendix B outlines the sustainability criteria.

Appendix C provides the building-specific list of cleaning products and equipment currently in use.

3.3 Documentation

The Enbridge Centre Green Cleaning Program is communicated to tenants through the building's tenant website, where the program and supporting information are made available for ongoing reference. Property Management periodically communicates sustainability initiatives, including the Green Cleaning Program, through tenant email communications that direct tenants to the online resources.

This approach ensures tenants have continued access to information regarding environmentally responsible cleaning practices, green cleaning products, and sustainable custodial procedures implemented at the property.

Documentation demonstrating the communication of the Green Cleaning Program to tenants will be maintained as part of this program and included in Appendix D.

4 Time Period

This Green Cleaning Program was implemented on **June 29, 2026** and will be reviewed annually or whenever significant changes occur to cleaning products, equipment, procedures, or contractor requirements.

Jordana Lloyd

Property Manager

Enbridge Centre

June 29, 2026

Appendix A: Standard Operating Procedures

The following Hallmark Housekeeping Services Inc. Standard Operating Procedures are implemented at Enbridge Centre:

1. Washroom Cleaning
2. Cleaning, Sanitization & Disinfection
3. Manual Disinfection
4. Cleaning with Microfiber Cloths
5. Microfiber Cloth Hygiene
6. Cleaning Hallmark Areas and Equipment
7. HEPA Filtration System
8. Safe Waste Handling and Disposal Guidelines
9. Proper Use of Wet Floor Signs
10. Proper Disposal of Personal Protective Equipment (PPE)
11. Safely Putting on PPE
12. Safely Removing PPE



PROTOCOL: WASHROOM CLEANING

Required Cleaning Equipment:

- ☐ Cleaning cart with two containers for garbage and recycling
- ☐ Disinfectant/germicidal solution
- ☐ Multi-purpose cleaner
- ☐ Non-acid bowl cleaner
- ☐ Glass cleaner
- ☐ Bowl brush
- ☐ Scrubbing pads
- ☐ Clean microfiber cloths: dark blue, light blue, green and brown.
- ☐ Consumable refills: hand soap, toilet paper, paper towels, garbage bags, sanitary napkins/tampons (if applicable), hand sanitizer (if applicable)
- ☐ Dusting tool
- ☐ Small brush for cleaning around taps
- ☐ Squeegee for large areas of glass
- ☐ Telescopic tool

Required PPE:

- ☐ Surgical gloves
- ☐ Rubber gloves (if required)
- ☐ Protective eyewear
- ☐ Protective footwear (if required)
- ☐ Mask (if required)



Sequence and Method – Washrooms

- 1) Position cleaning cart in front of the entrance doors, ensuring that the path to the washroom is blocked, indicating maintenance in progress. Do not wedge the cart between the door as this will cause scratching and damage to the walls and door. Place a sign on the cart or on the doors stating "*Washroom Closed for Cleaning*"
- 2) Flush all toilets and urinals, apply germicidal disinfectant on toilet swab and apply bowl cleaning solution inside toilets and urinals.
- 3) Spray all sinks with a multi-purpose cleaning solution.
- 4) Empty all waste containers.
- 5) Wash containers with disinfectant solution using a brown microfibre cloth and line them with bags.
- 6) Check and refill hand soap dispensers.
- 7) Scrub and clean all sinks, taps, and counters, with a dark blue microfibre cloth and dry them.
- 8) Clean and shine mirrors with glass cleaner using a green microfibre cloth.



PROTOCOL: WASHROOM CLEANING

Sequence and Method – Washrooms (Continued):

- 9) Clean and polish garbage containers and other bright work (stainless steel, chrome, etc.) with multi-purpose cleaner.
 - Wipe in one vertical direction with a microfiber cloth using overlapping strokes. **Do not wipe in circular motions as this will leave unsightly streaks.**
 - Use a brown microfibre cloth for garbage bins.
 - Use a green microfibre cloth for bright work
- 10) Scrub all toilets and urinals using a brush.
 - Remove any screens or pucks until the cleaning procedure is complete.
 - Scrub inside, outside, behind and under the toilet/urinal and any tiled walls adjacent to these fixtures and then wipe clean with a light blue microfiber cloth.
- 11) Dust or wipe lights, high ledges, tops of cubicle walls, and wall fixtures.
- 12) Spot clean cubicle doors and walls. Remove graffiti from walls, if any.
 - If the graffiti is recent, you can spray, wait, wipe, and rinse. It is best to test on a small hidden part of the surface to ensure that cleaning won't cause any further damage.
 - The contact time will vary depending on the severity of the graffiti and the chemical being used. Using a foaming spray will allow for longer contact on vertical surfaces.
 - Once the graffiti starts to run gently scrub in a circular motion to help lift the graffiti from the surface.
 - You will likely need to repeat these steps several times and with each application the graffiti will run less and less.
 - Each time test part of the surface with a cloth before you scrub.
 - Rinse the surface using a clean microfibre cloth and water. Wipe adjacent areas to clean any spillage.
 - If the graffiti cannot be removed, contact your supervisor so management can be advised.
- 13) Replenish paper products.
 - Remove or change gloves to complete this task.
- 14) Spot clean entrance doors and door frames using a yellow microfibre cloth.
 - When spot cleaning painted doors, **do not spray the product directly on the surface.**
 - Apply the appropriate multi-purpose cleaning solution onto a folded yellow microfibre cloth.
 - **Do not wipe in circular motions.** Wipe in one direction using parallel, overlapping strokes to prevent streaks and smudging.
- 15) Wipe light switch and kick plates.
 - When cleaning light switches, wipe the outside of the adjacent wall area to the inside in a square motion. **Do not spray the solution directly onto the switch.** Spray on the yellow microfiber cloth instead.



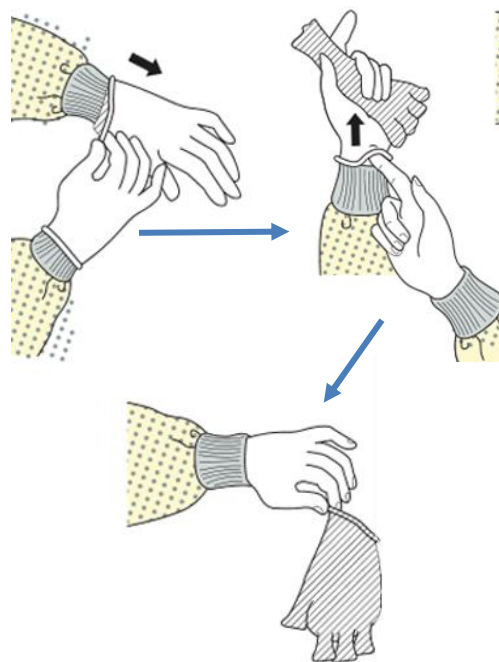
PROTOCOL: WASHROOM CLEANING

Technique – Toilet Bowls

- 1) Spray the entire toilet inside and out with a multi-purpose cleaner, working your way from top to bottom. This would include the water tank, seat cover, toilet seat, rim, and base of toilet.
- 2) Apply non-acid bowl cleaner on the inside of the bowl. Spray enzyme solution on the floor around the base of the toilet, adjacent areas, and baseboard behind the toilet.
- 3) Using a small brush, scrub the hinges of the toilet seat cover, and edges around toilet base. Use the toilet brush to scrub the inside of the toilet starting from the rim, and move the brush in a circular motion towards the bottom of the bowl. Rotate the brush around the drain to effectively clean it.
- 4) Using the light blue microfiber cloth, wipe the entire toilet/urinal from top to bottom.
- 5) Use a microfiber mop to clean the excess enzyme solution and any other debris or residue from the base of the toilet and surrounding areas.
- 6) Use the same procedure to clean urinals.

How to properly remove your gloves

- ☐ If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- ☐ Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- ☐ Hold removed glove in gloved hand
- ☐ Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- ☐ Discard gloves in the proper waste container



Always remember to remove and discard your gloves once you have finished cleaning each washroom to avoid any cross contamination.



PROTOCOL: CLEANING, SANITIZATION & DISINFECTION

Pathogens are the name given to germs and bacteria that can get people sick but can't be seen without the help of a microscope. Pathogens depend on nutrients that people leave behind, such as food, body fluids and waste to grow; those things can be easily found on building surfaces. Keeping areas clean and free of soil is the first step in the fight against pathogens. For this reason, it is essential to understand the difference between cleaning, sanitization and disinfection before you begin the process to eliminate pathogens from a surface.

- ☐ **Cleaning** is the general term for any process that is intended to remove soils from any environment, such as:
 - ✓ Wiping
 - ✓ Vacuuming
 - ✓ Dusting
 - ✓ Mopping
 - ✓ Scrubbing
 - ✓ Etc.

- ☐ **Sanitization** is recommended for areas that are not high touchpoints, and its kill rates range from 50% to 99% effective. Sanitization may be completed using:
 - ✓ Mild cleaning agent
 - ✓ Sanitizer
 - ✓ Disinfectant
 - ✓ Some types of steam vapour cleaning or spray
 - ✓ Vacuuming (vacuuming removes food that feeds pathogens)

- ☐ **Disinfection** has a higher kill rate of 99.99999%, and in Canada must be completed with a government-approved disinfectant provided with a DIN (Drug Identification Number). A chemical cannot be considered a disinfectant unless it kills 99.99999% of pathogens or microorganisms it is listed as being able to kill in the DIN approved laboratory tests. Disinfection can be achieved in either two ways:
 - ✓ When a disinfectant is applied to a surface after it is cleaned and soil has been removed
 - ✓ When cleaning and disinfection are performed simultaneously with a combination cleaning/disinfectant product

- ☐ Follow "Hallmark Manual Disinfection Protocol"

Speak to your site leader if you have questions, concerns or need guidance!



PROTOCOL: MANUAL DISINFECTION

Follow the below steps when completing manual disinfection (by hand):

- ☐ Always wear the required Personal Protective Equipment (PPE) while working
 - ✓ Gloves
 - ✓ Mask
 - ✓ Eyewear
- i. Donning PPE: <https://vimeo.com/676049399/54704ecb04>
- ii. Doffing PPE: <https://vimeo.com/676049592/47adb23ed7>
- ☐ Follow Hallmark's "Microfiber Colour Coding System"
- ☐ Follow Hallmark's "Microfiber Cloth Cleaning Protocol" including the 8-side method

Disinfectant application in areas free of active electricity/electrical cords, delicate surfaces/metal including but not limited to:

- ✓ Tabletops, countertops, door handles, doorknobs, chair arms, seats
- ✓ Sink faucets, toilet and urinal handles, washroom stall partitions
- ☐ Read the label and/or ask your site leader for assistance to confirm the minimum contact time (dwell time) for the disinfectant product you will be using
 - ✓ Certain disinfectants have a higher length of dwell time, which is the minimum required time for the surface to remain visibly wet and the disinfectant to be effective
- ☐ Clean and remove any soil from the area to be disinfected
- ☐ Spray the disinfectant directly onto to the cleaned area, and ensure it remains wet for the required dwell time, as per product label and/or site leader's instructions
 - ✓ If area dries off before the dwell time is complete, repeat the process until you are sure the entire length of dwell time is accomplished
- ☐ When dwell time is complete, wipe down the area in one direction only - do not go back over it in the opposite direction to avoid bringing back any possible infectious material



PROTOCOL: MANUAL DISINFECTION

Disinfectant application in areas with active electricity/electrical cords, delicate surfaces/metal including but not limited to:

- ✓ Office desks, filing cabinets, keyboards, light switches, elevator buttons
 - ✓ Microwaves, toasters, coffee makers
 - ✓ Hand dryers
- ☐ Read the label and/or ask your site leader for assistance to confirm the minimum contact time (dwell time) for the disinfectant product you will be using
- ✓ Certain disinfectants have a higher length of dwell time, which is the minimum required time for the surface to remain visibly wet and the disinfectant to be effective
- ☐ Clean and remove any soil from the area to be disinfected
- ☐ Apply the disinfectant directly onto your microfiber cloth (be careful not to soak the cloth) and wipe down the area in one direction only - do not go back over it in the opposite direction to avoid bringing back any possible infectious material
- ☐ The surface must remain visibly wet for the minimum time specified by the disinfectant label (dwell time) and/or site leader's instructions
- ✓ If area dries off before the dwell time is complete, repeat the process until you are sure the entire length of dwell time is accomplished

Remember: do not spray solutions directly onto any delicate surfaces or materials. Speak to your site leader if you have any questions or concerns



PROTOCOL: CLEANING WITH MICROFIBRE CLOTHS

Microfibre cloths are environmentally friendly, durable and washable. Their technology effectively removes dirt, soil and up to 99% of bacteria from all non-porous surfaces. Each cloth is also coated with antimicrobial protection to prevent bacteria from building up inside of the cloth, thereby preventing cross-contamination.

Reusable Microfiber Cloths

To maximize the usage of each cloth, follow the below Protocol:

- ☐ Add the proper cleaning solution and water to your cleaning cart bucket as per the product label and your Supervisor's instructions. Alternatively, you can fill a spray bottle(s) with the cleaning solution you will be using, again following dilution/dispensing instructions.
- ☐ Prepare microfiber cloth(s) based on the colour(s) you are required to use and fold them in four (4) equal parts, like a square.
- ☐ Soak each cloth in the bucket liberally and wring until damp or apply your cleaning solution via your spray bottle to each cloth.
- ☐ With a pair of new and clean gloves, pick up your first cloth and clean/wipe the first area with one side of the cloth.
- ☐ When you are finished move to the next area but clean using the other side of the cloth.
- ☐ Repeat this process until all eight (8) sides of the cloth have been used. The used cloth is now dirty and needs to be washed.
- ☐ Move on to your next cloth and repeat the above

Single Use Microfiber Cloths

- ☐ When cleaning/wiping with single-use microfiber cloths and/or disposable roll towels the cleaning process is the same as above, however, used cloths and/or towels should not be washed and/or reused but properly disposed.

Speak to your supervisor and/or manager if you have questions or concerns.



PROTOCOL: HOW TO FOLD MICROFIBRE CLOTHS

Each microfiber cloth has two (2) sides, front and back



Step 1.

Fold the microfiber cloth in half by folding the top half down to make a rectangle, as shown in the picture.



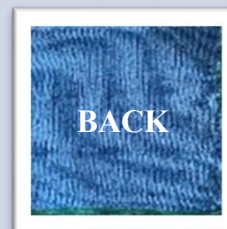
Step 2.

Fold the microfiber cloth once again, but this time bring the left side towards the right side making a square. Your cloth is ready, and you can now begin the process of cleaning.



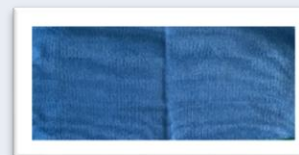
Step 3.

Once you have used the right and left side of the square, open the cloth back to the rectangle shape. Fold it again back into a square but this time from right to left. This way you will be able to use the first four (4) sides of the cloth.



Step 4.

To use the other four (4) sides of the cloth, open the cloth, turn it to the back side and fold it again following steps 1 through 3. You will now be able to use all eight (8) sides of your cloth.





PROTOCOL: MICROFIBRE CLOTH HYGIENE – FRONTLINE STAFF

Following proper hygiene practices when using your reusable microfiber cloths is essential to ensuring effective cleaning and disinfection. Hygiene best practices include daily maintenance, weekly laundering, evaluation, and organization. Microfiber cloths can be washed and reused up to 100 times, but completing an assessment of the cloth will help you identify when your cloth should be washed, laundered, or discarded.

Below are cloth hygiene procedures which must be followed at your site:

- ☐ It is recommended that microfiber cloths are washed daily by the user, with the proper soap, in running water, and left to dry overnight.
- ☐ Every Friday, cloths must be returned to the site leader for laundering.
- ☐ Every Monday, a new set of cloths must be provided by the site leader to each employee.
- ☐ At the beginning of each work day, complete an assessment of your cloths and evaluate each of them by asking yourself a few questions:
 - ✓ Is the cloth stained?
 - ✓ Is the cloth smelly?
 - ✓ Is the cloth soiled?
 - ✓ Is the cloth in good condition for use?
- ☐ Asking those questions to yourself will help you identify if your cloths need to be replaced sooner than Friday.
- ☐ If after the assessment you identify that your cloth is not in acceptable condition for use, speak to your site leader and ask for a replacement.



PROTOCOL: MICROFIBRE CLOTH HYGIENE – SITE LEADERS

Organization is a very important component of cleaning, especially as it pertains to your microfibre cloths. Keeping used cloths apart from new/clean cloths and correctly laundering them is an essential responsibility for every site leader at Hallmark. It prevents possible cross-contamination between cloths that are used to clean different areas of the building.

Below are cloth hygiene procedures which must be followed by all Site Leaders:

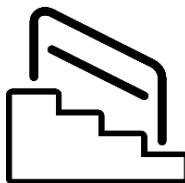
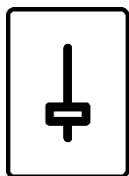
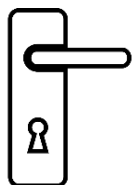
- ☐ Keep used/returned cloths separate from new/laundered cloths.
- ☐ Use labeled laundry bags/baskets/containers with the colour of the cloth to be laundered.
- ☐ Each used/returned cloth must be separated by colour in the appropriate labeled laundry bag/basket/container in preparation for laundry.
- ☐ Cloths must not be mixed when laundered to avoid possible cross-contamination This means, for example, that yellow cloths will be washed with yellow cloths, with the same procedure for each of the other five (5) cloth colours.
- ☐ New/laundered cloths may be stored together in a closed container.
- ☐ Site leaders are the only Hallmark personnel that should have access to new/clean cloths. Cloths must be handled while wearing a pair of clean gloves.

Speak to a member of your Operations or Health & Safety Team if you have any questions or concerns



PROTOCOL: CLEANING HALLMARK AREAS AND EQUIPMENT

- ☐ All Hallmark areas in the building shall be disinfected daily/nightly including:
 - ☐ Supervisor/Manager office
 - ☐ Change/Locker/Lunch/Staff Rooms
 - ☐ Staff Washrooms
- ☐ When cleaning and disinfecting the above areas, ensure all high touch points are covered including:
 - ☐ Doorknobs, light switches
 - ☐ Desktop telephone, pens, communication binder, keyboard, mouse
 - ☐ Chair arms, railings
 - ☐ Punch clock, touch screens, keypads
 - ☐ Cabinet handles
 - ☐ Handle of fridge, microwave, toaster, coffee maker, coffee pot
 - ☐ Sink faucets, toilet/urinal handles, handrails
 - ☐ Any other contact points and high touch areas
- ☐ All Hallmark equipment shall be cleaned and disinfected daily/nightly or every time it is used such as:
 - ☐ Auto-scrubbers, i-Mops, swing machines, carpet extractors, vacuums, Clorox 360 Electrostatic Machine, etc.
 - ☐ Buckets, handles, mop heads, wet floor signs
 - ☐ Cleaning carts, microfiber cloths
- ☐ Follow Hallmark's Microfiber Colour Coding System
- ☐ Follow Hallmark's Microfiber Cloth Cleaning Protocol
- ☐ Follow Hallmark's Manual Disinfection Protocol



HEPA Filtration

Building Location: Enbridge Centre - 10175 101 Street NW Edmonton

Product Description:	Category:	HEPA Filtration
Nacecare PSP 380	Cannister Vacuum	YES
NaceCare NBV 220	Cannister Vacuum	YES
ProTeam Super Coach Pro 6	Back Pack Vacuum	YES
Nacecare PPR380	Cannister Vacuum	YES



PROTOCOL: SAFE WASTE HANDLING AND DISPOSAL GUIDELINES FOR FRONTLINE STAFF

As frontline service providers, it is essential that we always work cautiously to protect ourselves and those around us from potential health and safety risks. This is especially important when handling and disposing of waste materials.

To ensure proper waste management, all frontline staff must be familiar with the on-site waste and recycling program, which may categorize waste into the following streams, among others:

- ☐ Recycling
- ☐ Waste
- ☐ Organic
- ☐ Electronic Waste

Handling Hazardous Materials

Certain materials require special handling due to potential safety hazards. These hazardous materials must be handled with care and either disposed of or stored properly in designated locations as specified by building management. These materials may include, but are not limited to:

- ☐ Aerosol Cans (e.g., air fresheners, disinfectants, sprays)
- ☐ Combustible Materials (e.g., oil-soaked rags, cleaning chemicals)
- ☐ Pressurized Containers
- ☐ Gas Cylinders (e.g., propane tanks)
- ☐ Batteries (especially lithium-ion)
- ☐ Needles and Sharps
- ☐ Other Hazardous Waste as identified by site-specific guidelines

Following Best Practices

It is essential for all team members to understand and follow proper waste disposal procedures to maintain a safe and compliant work environment. If a team member is unsure about the correct disposal method for any material, they must consult their site leader for guidance.

The Risks of Improper Disposal

Failing to properly dispose of hazardous materials can create serious safety risks for everyone in the workplace. These risks include:

- ☐ Fire hazards from flammable materials
- ☐ Explosions caused by pressurized or reactive substances
- ☐ Chemical exposure leading to health issues
- ☐ Environmental contamination affecting both employees and the surrounding community.

To prevent accidents, always follow proper disposal procedures and seek guidance when in doubt. By working together and adhering to best practices, we help ensure a safe and healthy workplace for everyone.



PROTOCOL: PROPER USE OF WET FLOOR SIGNS

In order to maintain a safe environment, **“Wet Floor Signs”** must be placed in appropriate locations to inform people that floors are wet and/or being cleaned.

It is very important that there are enough signs to alert building occupants of any potential hazards.

These signs must be visible from every direction and entrance so that everyone is aware that the floor is wet when they enter the area.



Please follow the steps below when cleaning a spill or mopping an area to prevent accidents and injuries in the workplace:

- ☐ Place wet floor signs in any wet areas immediately.
- ☐ If you don't have a wet floor sign near the affected area, contact your supervisor, a co-worker or even security personnel and ask for assistance.
- ☐ If you need to leave the affected area to obtain a sign, ensure that someone will stand by the spill until you return with the sign.
- ☐ Do not ignore small spills, they can be just as harmful as any other big spill.
- ☐ Before you start mopping any area ensure that a wet floor sign is placed and visible in the area.
- ☐ Wet floor sign must remain in the area until floor is completely dry.
- ☐ Use wet floor signs at any day and any time including holidays and weekends.
- ☐ Place wet floor signs near entrance doors and high traffic areas on days where it rains and/or snows. Lobbies and entrances can become slippery on those days.

Remember, never leave a spill unattended. Don't assume the building is empty because it is past business hours or isn't a weekday. There could be someone working after hours, and the building continues to be occupied by security personnel, building maintenance and your co-workers.

Speak to your supervisor and/or manager if you have questions or concerns.



PROTOCOL: PROPER DISPOSAL OF PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal Protective Equipment (PPE) has always been a requirement while performing cleaning tasks. Due to COVID-19 it has become vitally necessary to protect ourselves and others.

Hallmark's primary PPE includes:

- ☐ **Gloves**
- ☐ **Masks**
- ☐ **Eyewear**
- ☐ **Coveralls (used mainly when completing disinfection in areas where there is a suspected or confirmed case of COVID-19)**

It is understood that unless otherwise stated the above-mentioned PPE will not be considered biohazardous material but will instead be treated as solid waste. Also:

- ☐ PPE is not considered recycling and should not be disposed in recycling bins.
- ☐ PPE should not be disposed inside cleaning cart garbage bags or any regular garbage bins throughout the building. It should only be disposed in the dedicated PPE disposal units provided by Property Management (If applicable).
- ☐ A bin for PPE disposal should be placed inside or near all Hallmark staff rooms.

It is recommended that used PPE that may have been exposed to any body fluids be wrapped in a separate garbage bag prior to being disposed.

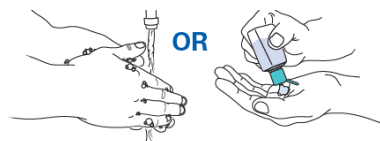
Speak to your supervisor and/or manager if you have questions or concerns.



PROTOCOL: SAFELY PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

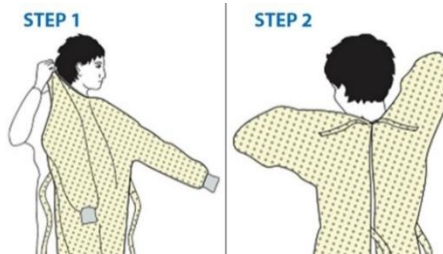
The type of PPE used will vary based on the level of precautions required. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER BEFORE PUTTING ON PPE



2. COVERALLS

- ☐ Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- ☐ Fasten at back of neck and waist



3. MASKS

- ☐ Don't touch the fabric part of the mask
- ☐ Use the ear loops to secure the mask
- ☐ The coverage area should go from near the bridge of the nose to down under the chin and stretch about halfway or more toward the ears
- ☐ Pull the loops so that it fits as snugly as possible against your face



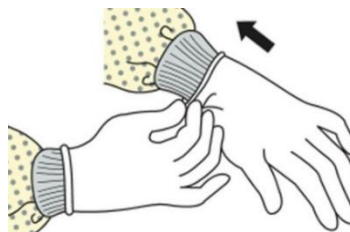
4. EYEWEAR

- ☐ Place eyewear over eyes and adjust to fit



5. GLOVES

- ☐ Extend gloves to cover wrist of isolation gown



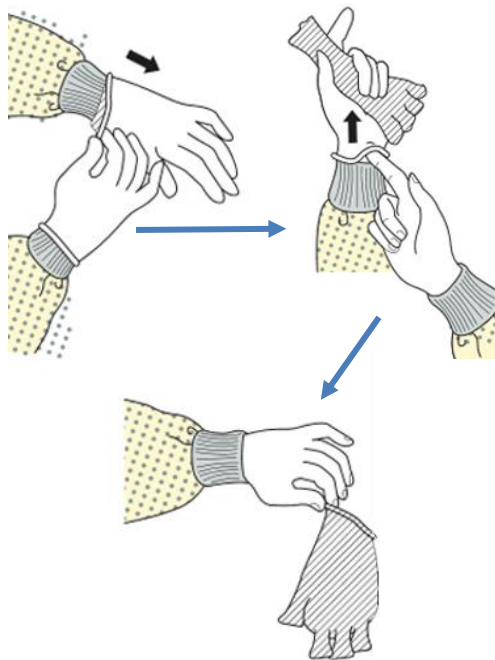


PROTOCOL: SAFELY REMOVING PERSONAL PROTECTIVE EQUIPMENT (PPE)

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is our recommended sequence:

1. GLOVES

- ☐ If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- ☐ Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- ☐ Hold removed glove in gloved hand
- ☐ Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- ☐ Discard gloves in the proper waste container



2. EYEWEAR

- ☐ Remove eyewear from the back by lifting the head band or earpieces
- ☐ Soak eyewear in cleaning solution and clean to remove any dirt and soil
- ☐ Store in a closed bag



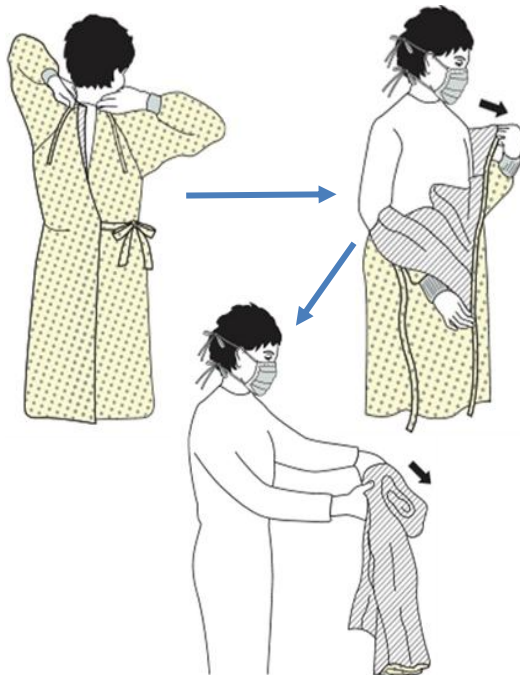


PROTOCOL: SAFELY REMOVING PERSONAL PROTECTIVE EQUIPMENT (PPE)

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is our recommended sequence:

3. COVERALLS

- ☐ If your hands come in contact with coveralls during removal, immediately wash your hands or use an alcohol-based hand sanitizer
- ☐ Unfasten coverall ties, taking care that sleeves do not contact your body when reaching for ties
- ☐ Pull coveralls away from neck and shoulders, touching inside of coveralls only
- ☐ Turn coveralls inside out
- ☐ Fold or roll into a bundle and discard in the proper waste container

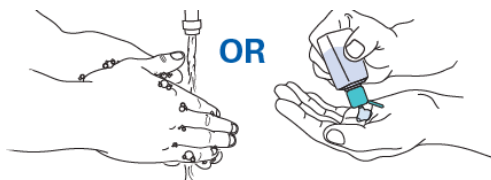


4. MASKS

- ☐ Use the ear loops to secure the mask to remove it
- ☐ Wash your mask with regular soap
- ☐ Machine or air dry and store in a closed sealed bag



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING PPE



Appendix B: Sustainability Criteria – Cleaning Products and Materials

A minimum of 50% of all cleaning products, materials and equipment including chemical dilution systems shall comply with the standards outlined below.



Green Cleaning Policy

Leadership Commitments – At Hallmark Housekeeping Services Inc. (“Hallmark” or the “Company”) it is our top priority to implement products, processes, and solutions that lessen our impact on the environment. Hallmark recognizes that serious environmental problems, such as global warming, ozone depletion, acid rain, marine pollution, and biodiversity loss, transcend national boundaries. Consequently, addressing these issues requires international collaboration and concerted efforts.

Scope – This policy applies to all cleaning procedures, cleaning material and equipment purchases, and cleaning services that occur inside all Hallmark locations.

Procedures

Our **We Clean Green™** initiative focuses on providing our clients with safer and healthier building environments for occupants, visitors, and housekeeping personnel. We take a multifaceted approach to sustainable cleaning and can assist our customers in achieving the highest level of environmental performance at their facilities.

Since its inception, Hallmark has been actively engaged in the development of environmentally sustainable cleaning solutions and has remained in compliance with the highest level of green cleaning standards.

The purpose of this policy is to ensure that all of our contract locations use environmentally responsible cleaning solutions which will limit hazards to the building occupants and janitorial staff and enhance our organization’s overall commitment to sustainable practices.

Specifically, this policy covers the following:

- Cleaning strategies for:
 - Hard floor and carpet cleaning and maintenance
 - Protection of vulnerable occupants during cleaning
 - Disinfectant and sanitizer selection and use
 - Safe storage and handlings of cleaning chemicals, including spill management
- Performance metrics and strategy development:
 - Reductions in water use, energy use, and chemical toxicity
 - Green cleaning product purchasing
 - Green cleaning equipment purchasing
- Staffing and training plans:
 - Staffing requirements and contingency for staffing shortages
 - Timing and frequency of staff training

1. Definitions

For the purpose of this Policy:

“Employee” or “Employees” refers to all staff;



“Green Cleaning” refers to Green Cleaning beyond chemical and equipment choices. It includes policies, procedures, training, and shared responsibility efforts that minimize the impact of cleaning materials on building occupants and protect the environment as a whole. Green cleaning techniques and products avoid the use of chemically-reactive and toxic cleaning products which contain various toxic chemicals, some of which emit volatile organic compounds (VOCs) causing respiratory and dermatological problems.

“Responsible Party” in this policy refers to Hallmark Housekeeping Services Inc.

2. Goals and Strategies

We Clean Green™ is our commitment to minimizing our footprint on the environment and developing innovative, sustainable, and environmentally safe cleaning solutions for our contract locations. Our Operations Team and Environmental Services Department will work together to continuously improve our environmental performance by:

- Educating, training and motivating staff to work in an environmentally responsible manner.
- Conserving energy, water and other natural resources while still providing a clean and sanitary environment
- Complying with all relevant and current federal, provincial, and municipal legislation and industry standards
- Using cleaning products that meet either UL Ecologo or Green Seal Certification
- Using cleaning products that meet Greenguard Certification to improve indoor air quality
- Using paper products with high post-consumer recycled content
- Purchasing equipment that uses HEPA filters and environmentally preferable gel batteries
- Eliminating aerosol products
- Using chemicals that are automatically and accurately diluted using cold water
- Using products that are packaged using recycled materials

Our goals are:

Category	Goal	Performance Measurement Unit
Cleaning product and material purchases	75% of cleaning product and material purchases must meet sustainability criteria.	Cost
Cleaning equipment	40% of cleaning equipment purchases must meet sustainability criteria	Percentage of equipment items
Toxic chemical usage (applies to all cleaning chemicals)	Toxic chemicals will only be used by skilled and trained team members in the completion of specialized care in situations where green products are insufficient to clean the area. These products must be removed from the site location upon job completion.	Number of uses
Water energy and chemical usage	Stabilized Aqueous Ozone system that requires cold water only to create a cleaning solution. Dispensing system equipped with a precise dilution mechanism that utilizes cold water for dispensing cleaning solutions. Manual equipment and strategies will be used as much as possible to reduce the usage of energy. Daytime cleaning will be promoted and performed where applicable.	Number of strategies used



	Interior lights will be turned off if the space is unoccupied (unless controlled by the building) at all times after our duties are performed	
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3. Roles & Responsibilities

The party responsible for implementing this policy is Hallmark Housekeeping Services Inc., which includes David Clementino, Executive Vice President, along with the Property Owner/Manager at the locations where Hallmark provides services. Further responsibilities are delegated to various Hallmark departments including Environmental Services, Procurement, Health & Safety, Sustainability, Training, and Operations. Hallmark will ensure that this policy is executed and that all subcontractors and vendors under Hallmark’s control are aware of and fully trained on the procedures outlined in this policy. Furthermore, Hallmark is responsible for sharing this policy with its clients, including Property Ownership/Management and tenant representatives. Hallmark is responsible for reviewing this policy for any significant changes on the interval specified in the quality assurance section. If at any time updates are required to this policy, Hallmark will ensure that the appropriate individuals are informed of the updates.

4. Sustainable Products and Materials – Criteria and Purchasing Guidelines

Hallmark makes a commitment to Healthy, High-Performance Cleaning by using sustainable and environmentally responsible products in all its contract locations.

All cleaning products must meet one or more of the following standards:

- Green Seal GS-37 for general purpose cleaners, bathroom cleaners, glass cleaners and carpet cleaners;
- Ecologo UL 2792, for cleaning and degreasing compounds;
- Ecologo UL 2759, for hard surface cleaners;
- Ecologo UL 2795, for carpet and upholstery care;
- EPA Safer Choice Standard and/or;
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

Floor Finishes and floor strippers must meet one or more of the following standards:

- Green Seal GS-40 for industrial and institutional floor care products
- Ecologo UL 2777, for hard floor care

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards:

- UL EcoLogo 2798 for digestion additives for cleaning and odor control;
- UL EcoLogo 2791 for drain or grease trap additives;
- UL EcoLogo 2796 for odor control additives;
- Green Seal GS-52/53, for specialty cleaning products;
- EPA Safer Choice Standard and/or;
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution



Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

Disinfectants will be stored in the cleaning storage room when possible, as outlined in section 2.07 of this policy. Ready-to-use products will be preferred. If dilution is necessary, the cleaning staff will follow the manufacturer’s instructions and use the available dilution system at the property.

Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs:

- Paper Hand Towels must contain 100% recovered paper fiber and 75% post-consumer materials and meet Green Seal and/or UL EcoLogo Standards for bleaching and packaging
- Toilet Tissue must contain 100% recovered paper fiber and 75% post-consumer materials and meet Green Seal and/or UL EcoLogo Standards for bleaching and packaging
- EPA comprehensive procurement guidelines, for janitorial paper;
- Green Seal GS-01, for tissue paper, paper towels and napkins;
- UL EcoLogo 175 Sanitary Paper Products, for toilet tissue and hand towels
- Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers;
- FSC certification, for fiber procurement;
- EcoLogo UL-126 for plastic garbage liners

Hand soaps and hand sanitizers must meet one or more of the following standards:

- No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements);
- Green Seal GS-41, for industrial and institutional hand cleaners;
- UL EcoLogo 2784 for hand cleaners and hand soaps;
- UL EcoLogo 2783 for hand sanitizers;
- EPA Safer Choice Standard

In addition, all cleaning products are also required to meet one or more of the following standards:

- Biodegradability – biodegradable products are preferred if available;
- Dyes and Fragrances – When available, use products that are offered without fragrances or dyes;
- Volatile Organic Compound (VOC) – products with the lowest VOC content;
- PH – products that have a pH closer to neutral;
- Skin & Eye Irritation – products that are less irritating;
- Packaging – products are favored if they are available with recycled packaging, packaging that is easily recycled, available as a concentrate, and is available using a dispensing system

5. Sustainable Equipment – Criteria and Purchasing Guidelines

This policy requires that all equipment purchased meet and/or exceed federal and provincial regulations and industry standards. In addition, a maintenance log must be kept for all powered equipment, including information such as date of purchase, list of repairs, and all preventative maintenance activities.

All powered equipment must have the following features:

- Safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces;



- Ergonomic design to minimize vibration, noise, and user fatigue, as reported in the user manual in accordance with ISO 5349-1 for arm vibrations, ISO 2631–1 for vibration to the whole body, and ISO 11201 for sound pressure at operator’s ear;
- As applicable, environmentally preferable batteries (e.g., gel, absorbent glass mat, lithium-ion) except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by the use of sealed batteries;
- Vacuum cleaners are certified by the Carpet and Rug Institute’s Seal of Approval/Green Label Vacuum program for vacuum cleaners and must operate with a maximum sound level of 70 dBA or less, in accordance with ISO 11201;
- Carpet extraction equipment used for restorative deep cleaning is certified by the Carpet and Rug Institute’s Seal of Approval Deep Cleaning Extractors and Seal of Approval Deep Cleaning Systems Program;
- Powered floor equipment, including buffers and burnishers, are equipped with vacuums, guards and/or other devices for capturing fine particulates and must operate with a maximum sound level of 70 dBA or less, in accordance with ISO 11201;
- Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sound level of 90 dBA or less, in accordance with ISO 11201;
- Automated scrubbing machines must be equipped with variable-speed feed pumps and either (1) on-board chemical metering to optimize the use of cleaning fluids or (2) dilution control systems for chemical refilling. Alternatively, scrubbing machines may use tap water only, with no added cleaning products;
- HEPA Filters – When available, equipment is to be purchased with HEPA Filters, which must capture 96% of particulates 0.3 microns in size;
- Noise Standard – All powered equipment must operate with a sound level less than 70 dBA or less in accordance with ISO 11201;
- Batteries – All battery-powered equipment must be equipped with environmentally preferable maintenance-free batteries.

6. Hard Floor and Carpet Cleaning and Maintenance

Carpets will be vacuumed daily using sustainable equipment as outlined in section 2.05 of this policy.

Hard surface floors, including but not limited to wood floors, tiles and concrete, will be cleaned using sustainable cleaning products.

Carpeted areas will be inspected for stains and other damage once per month or as needed. Areas will be spot-cleaned with sustainable specialized carpet cleaning products.

Methods to reduce chemical usage will be implemented when carpet extraction is required.

7. Protection of Vulnerable Occupants During Cleaning

Vulnerable occupants include but are not limited to women who are pregnant, children, elderly people and individuals with respiratory diseases, allergies or other sensitivities.

Our cleaning services prioritize the use of sustainable products as much as possible, as outlined in sections 2.01 and 2.03 of this policy. In cases where cleaning with a non-sustainable product is necessary, services will be completed after business hours when occupants are no longer in the space.



8. Product Storage and Usage

When possible, chemical storage shall be located in a secure, ventilated area. Storage rooms will be checked on a daily basis to ensure they are free from spills. Any flammable liquids and acids shall be stored separately from cleaning products.

Each chemical container will be labeled according to the federal and provincial legislation. SDS (Safety Data Sheet) will be available for all products stored in each location.

Spills will be cleaned and handled according to the SDS for each product. Any spill of a non-sustainable product will be communicated to the responsible parties, and employees will be informed to stay clear of the area.

Employees will receive training on products and materials as outlined in section 2.12 of this policy.

9. Strategies For Reducing The Toxicity Of The Chemicals Used For Laundry, Ware Washing, And Other Cleaning Activities

Hallmark does not provide laundry or ware washing services at the present time. Should we decide to provide these services in the future, Hallmark will ensure the safety of the building occupants by using safe cleaning chemicals that meet the purchasing guidelines' sustainability criteria listed in this policy. Dish soaps and laundry detergent meeting the EPA Safer Choice will be supplied for ware washing and laundry.

10. Staffing and Contingency Plans

A site-specific scope of work or performance outcome describing cleaning service requirements and frequencies is provided as part of the janitorial services contract. Hallmark will determine how many people to maintain on the cleaning staff. A staffing plan will be used to determine the workload needed to sufficiently clean the building. The plan is based on budgeting, costing data, building owner requests, and cleaning industry benchmarks. Feedback will be collected from building occupants and custodial staff immediately after contingency plans are implemented via an online survey.

Occupant and custodial staff feedback will be taken into account in the cleaning procedures described in this policy. Hallmark will evaluate whether updates to the staffing plan and contingency plan are necessary based on the feedback.

A contingency plan will be in place to manage staffing shortages and service interruptions, along with a process to obtain customer feedback when the contingency plan is used.

11. Employee Training

This policy requires job specific training for all employees. All employees will receive training in the proper use and disposal of products. In addition, all employees will receive training on proper usage of the dispensing system and proper cleaning techniques. Cleaning techniques will include direction on applying a cleaning agent to a microfiber cloth rather than spraying it on a surface. All employees will receive training on the use and maintenance of powered equipment they are using.

Training will also cover areas such as the company's health & safety program, emergency evacuation procedures, hazards, and the building's recycling program. All employees will receive WHMIS (2015) which will be completed at the beginning of their employment. WHMIS (2015) training will be reviewed on an annual basis. Hallmark will record the training attended by each staff member.



As a part of the company's health and safety program, meetings are held once every month and are limited to one hour. Each month, different topics are covered, including but not limited to standard operating procedures for cleaning different surfaces, proper usage and spill management of toxic chemicals, hazards of toxic chemicals, cleaning methods to protect vulnerable occupants, cleaning equipment maintenance, conservation of energy and water usage during cleaning and others.

Hallmark coordinates and hosts all of the training sessions.

12. Tracking Plan for Staffing and Overall Performance

Regular APPA Audits should be conducted and led by a third-party contractor hired by the property management to evaluate cleanliness. The auditors should interview cleaning staff to ensure the cleaning and hard floor and carpet maintenance system is consistently used. The auditor should record the audit results in the management records and follow up with Hallmark should any additional training and guidance be required and record these actions.

All cleaning staff must check in daily when they arrive at work, and Hallmark will retain these records to ensure the building is sufficiently staffed with trained professionals.

Hallmark will log all training provided to cleaning staff and ensure that the training plans outlined above are met. When new staff members join, Hallmark will record the initial training and orientation provided to them, as described in section 2.12 of this policy.

13. Tracking Plan for Water, Energy, and Toxic Chemical Usage

Should toxic chemicals be utilized at a property, it must be reported to Hallmark. Hallmark will keep a record of the chemical used, where it was used, and the reason for its usage. This data will be used to measure the progress toward the goal set for toxic chemical usage.

All vacuum filters will be replaced periodically. Hallmark will keep track of the maintenance work performed on the cleaning equipment, including filter replacement, to ensure that they are replaced regularly to minimize energy usage.

14. Tracking Plan for Cleaning Product and Cleaning Equipment Purchases

All cleaning product and cleaning equipment purchases, made by either by Hallmark for use in the building or made by the building management, will be recorded in our electronic purchasing database. Hallmark will review all purchases yearly and compare against the policy goals. If the policy goals are not being met, Hallmark take corrective action, typically in the form of providing education to the individuals in charge of procurement on the goals and sustainability criteria outlined in this policy.

15. Resource Conservation

This policy requires all employees to follow the outlined plan below in an effort to conserve energy resources, water, chemicals, and to reduce bird-building collisions.

- Dispensing system equipped with a precise dilution mechanism that utilizes cold water for dispensing cleaning solutions will be used
- Cold water will be used for any necessary disposal to reduce energy used to heat hot water.
- Manual equipment and strategies will be used as much as possible to reduce the usage of energy and water used by powered equipment and typical cleaning strategies.
- The filters in vacuums and other applicable equipment will be changed frequently to enable air flow and reduce the energy consumption of the equipment.



- When cleaning chemicals are necessary, the operating procedures for chemical dilution will be followed to ensure that the minimum amount of cleaning chemicals necessary is used.
- Day time cleaning will be promoted & performed where applicable
- At all times after performing our duties, interior lights will be turned off if the space is unoccupied (unless controlled by the building)

16. Hand Hygiene

Hand Hygiene shall be promoted through the use of hand soaps and hand hygiene notices in all employee areas.

Proper training will be provided to all employees on hand washing and the use of hand sanitizers. This policy requires Hallmark to provide personal protective gloves to all employees and enforce the use of them at all times.

Cleaning staff will check dispensers throughout the property daily and refill them as necessary.

17. Quality Assurance

The responsible parties will evaluate the green cleaning policy on a quarterly basis to evaluate progress towards the implementation goals. If any cleaning product or equipment purchases are not being recorded properly, the responsible party will inform the appropriate individuals to ensure that activities are recorded moving forward. The responsible parties will evaluate the results of the cleaning audits to determine whether the building is being sufficiently cleaned and whether the standard cleaning procedures are being properly executed. As necessary, the responsible parties will revise the green cleaning policy to include additional cleaning strategies or modify existing cleaning strategies.

In addition, if any implementation goals are not being met, the responsible parties will investigate the situation and will work with the individuals purchasing the materials and equipment or using the equipment. The responsible parties will evaluate whether updates are necessary in order to achieve the implementation goals.

Any revisions that are made to the policy will be incorporated into the next training cycle for the cleaning staff.

Policy Review

This policy will be reviewed annually, or as needed, to reflect company growth, customer expectations, or legal requirements.

Approved By:

Name	Title	Signature	Date
David Clementino	Executive Vice President		December 29 th , 2025

Appendix C: Cleaning Products and Equipment in use at the Building

Insert the list of cleaning products in use at the building, by both the building management / operations team as well as those used by the Cleaning Contractor

Sustainable Purchasing - Cleaning Products

Building Location: Enbridge Centre - 10175 101 Street NW Edmonton

Product Description:	Category:	Sustainable Criteria
Perdiem General Purpose Cleaner	Cleaning	Ecologo
EP76 Cream Cleanser	Cleaning	Ecologo
EcoMax Natural Bowl Cleaner	Cleaning	Ecologo
Good Sense Odor Eliminator	Cleaning	Ecologo
Prominence HD Floor Clnr	Cleaning	Green Seal
Tork Extra Mild Foam Soap	Washroom	Green Seal

HEPA Filtration

Building Location: Enbridge Centre - 10175 101 Street NW Edmonton

Product Description:	Category:	HEPA Filtration
Nacecare PSP 380	Cannister Vacuum	YES
NaceCare NBV 220	Cannister Vacuum	YES
ProTeam Super Coach Pro 6	Back Pack Vacuum	YES
Nacecare PPR380	Cannister Vacuum	YES