



Policies & Procedures Handbook

For Facilities Maintained by



Maryland Department of General Services

Effective January 2016

Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor



C. Gail Bassette
Secretary

MARYLAND DEPARTMENT OF GENERAL SERVICES
OFFICE OF THE SECRETARY

Dear General Services Customer:

I am glad to send you the revised General Services Policies and Procedures Handbook. It is intended as a tool to communicate to our customers the responsibilities shouldered by the Department of General Services in general, and by the Facilities Operations and Maintenance division in particular. It also serves to delineate model office practices that will lead to the achievement of healthy and productive work environments.

The handbook provides a detailed guide to how our customers and Facilities Operations and Maintenance can interact in a mutually beneficial manner and work together to meet the state energy consumption reduction goal (20% by 2020) as well as the state recycling goal (55% by 2020). The handbook is posted on the General Services website to make is accessible to all.

The work of Facilities Operations and Maintenance is vitally important to the health and well-being of the State's employees. Our goal is to enable each tenant agency to fulfill its mission in a safe, secure and environmentally-friendly atmosphere. We are well aware that our success depends greatly on the collaboration of our customers.

Through the dedication of our workforce we continually strive to satisfy the high expectations of our tenant customers, the public and tourists who visit our facilities. We work behind the scenes to ensure that optimum maintenance and operations standards are met within the constraints of ever tightening budgets.

It is my hope that through better communications and closer collaboration we can begin to change our service to the people of Maryland for the better.

A handwritten signature in blue ink that reads "C. Gail Bassette".

C. Gail Bassette,
Secretary



TABLE OF CONTENTS

Message from the Secretary

Preface

Page 1

Purpose
Sustainable Operations
Authority
Applicability

Chapter 1 – General Information

Page 2

About the Maryland Department of General Services
Facilities Managed by the Department
About Facilities Operations and Maintenance
Divisions
 Annapolis Public Buildings and Grounds
 Baltimore Public Buildings and Grounds
 Inner Harbor
 Multi-Service Centers
Responsibilities
Contact Information and Hours of Operation

Chapter 2 - Agency Coordinating Unit and Use of Space

Page 4

Coordinators and Agency Head Designees
 Agency Head Authorized Designee
 Parking Coordinators
 Security Card Coordinators
 Building Coordinators
 Floor/Fire Wardens
 Designated Emergency Personnel
 Recycling Coordinators
 Agency Energy coordinators
 Green Purchasing Coordinators
Responsibility of the Using Agency
Reimbursement and Remuneration
Termination

Chapter 3 – Facilities Operations and Maintenance

Page 7

Facilities and Services Provided to Agencies
How to Request Service from Work Control Service Desk
Additional Support Services



Other Services Provided by the Department of General Services

- Events
- Flags
- Food Service and Vending
- Grounds
- Routine Janitorial Services
- Parking
 - Proxy Procedures
 - Parking for Meetings, Contractors and Afterhours Employees
 - Parking Enforcement
 - Liability
- Pest Control
- Procurement and Logistics
- Recycling
- Renovations
 - Security Requirements for Contractors
 - Restrictions
- Surplus Property
 - Federal Surplus Property Donation Program

Chapter 4 – Maryland Capitol Police

Page 14

- Headquarters
- Annapolis Detachment
- Baltimore Detachment
- Special Services Division
- Services Provided by Maryland Capitol Police
 - Security
 - Other Services
 - Emergencies
 - Nixle Alert System
 - If You See Something, Say Something
 - State ID Program
 - Security Card Processing Center Locations
 - Mobile ID Program
 - ID for Contractors
 - ID for Lobbyists, Local Government & Non-Government Employees
 - Access to State Facilities
 - Contractor Employee Access to State Facilities
 - Building Access after Regular Business Hours
 - State Employees
 - Contractor Employees
 - Events: Press Conferences, Demonstrations or Rallies
 - State Office Complex Regulations
 - State Parking Facilities
 - Annapolis Complex
 - Weapons Policy

Appliances

- Coffee, iced team makers, toasters, toaster ovens, microwave ovens, and hot plates
- Extension cords & power strips
- Electrically heated scent devices and burning candles
- Individual fans
- Space heaters

Animals

- Fish aquariums

Bulletin Boards, Pictures & Posters

- Bulletin boards
- Hanging items
- Pictures

Chair Mats

Children

Clothing

Computers

Conference Rooms

Construction and Renovations

- Painting restrictions
- Procedures to request permission

Employee Conduct

Entrances & Exits

Food & Beverage

- Waste disposal
- Cleaning dishes
- Storage
- Perishable foods

Freight Elevators

Fundraising/Solicitation

Furniture

Heating and Cooling Systems

Holiday Decorations

- Live Christmas trees and wreaths
- Lights
- Holiday decorations

Housekeeping

- Cleaning restrictions
- Supplies
- Chemicals

Keys/Locks

- Restricted areas

Lost & Found

Lounges

Motorized Vehicles

- Paper Products & Office Supplies
- Personal Items
 - Employee responsibility
 - Item storage
 - Lost & found
 - Responsibility of Agencies
- Plants
 - Maintenance and disposal
 - Restrictions
 - Fertilizer or plant food
- Printing
- Repairs
- Skateboarding
- Smoking
- Storage
- Vacating Premises/Relocation
- Weapons and Explosives
- Wheel Chairs and Electric Personal Assistive Mobility Devices
- Windows

Chapter 6 – Emergency Procedures

Page 30

- General Guidelines
- Emergency Contacts
 - Annapolis Capital Complex
 - Baltimore, Inner Harbor and Multi-Service Centers
- Building Tenant Evacuation Plan
- Duties of Agency Representatives and Designated Emergency Personnel
 - Building Coordinator
 - Floor/Fire Wardens
 - Designated Emergency Personnel
- Building Closures
- Emergency Release Determination
- Closing Due to Inclement Weather
 - Closing and /or liberal leave information sources
- Fire Safety Procedures
- All Hazard Evacuation Drills
- Severe Weather

Chapter 7 – Recycling / Energy & Water Conservation / Green Purchasing

Page 35

- Recycling
 - All StAR Program
 - State Agencies Requirements and Responsibilities
 - Electronic Product Disposal
 - What to recycle in single stream recycling?
 - What NOT to recycle in single stream recycling?



Energy Conservation

- Energy Conservation Planning
- Heating & Cooling Indoor Space
 - Temperature Guidelines
 - Heating Season
 - Cooling Season
- Season Changes
 - Switchover from Heating to Cooling
 - Switchover from Cooling to Heating
- How can you help conserve energy?
 - Space Heaters
 - Building Usage and Schedules
- Dedicated Building Outages
- Electronic Equipment Power-saving Settings & Shut down Guidelines
- What else can you do to save energy?

Water Conservation Program

- Maryland Green Purchasing – Drinking Water
- Guidelines for Facilities Served by Public Water or Potable Well Water
- What can you do so conserve water?

Green Purchasing: Environmentally Preferable Products & Services

- Maryland Green Purchasing Committee
- Contract Reference Guides
- Reporting Requirements
 - Downloadable Report Template

APPENDIX 1 – Contact Information & Hours of Operation

DGS Facilities Operation & Maintenance

- Annapolis Public Buildings & Grounds (APBG)
- Baltimore Public Buildings and Grounds (BPBG)
- Inner Harbor Public Building and Grounds (IHC)
- District Courts / Multi-Service Centers
- Maryland Capitol Police
- Other Resources

APPENDIX 2 – Request for Afterhours Access to State Facilities Form

APPENDIX 3 – Coordinators & Agency Head Designees Form

APPENDIX 4 – Green Cleaning Best Practices – Pollution Reduction: Plastic Bags Last Forever

APPENDIX 5 - Green Cleaning Best Practices – Restrooms: Beyond the Chemicals

APPENDIX 6 – Green Building Operations - Windows & Air Vents

PREFACE

Purpose

The Department of General Services (the Department or General Services) manages, operates, and maintains state government facilities; assesses all state owned facilities; and manages their renewal funds. The Department provides professional and technical services for the design and construction of state public improvements. For state owned or leased facilities, the Department develops master plans and manages centralized procurement for materials, supplies, and equipment used by state agencies. It also manages the Maryland State Agency for Surplus Property. The Maryland Capitol Police likewise falls under the Department and has dual roles, ensuring security at state facilities and law enforcement to reduce crime, protect property and respond to emergency situations.

The Department provides leadership, coordination, and technical advice to state agencies and private enterprise who are tenants of state owned or leased property in order to develop and preserve our facilities and related assets. The following building policies and procedures are provided to ensure facilities and related physical assets meet their intended functions and are maintained in a high quality, cost-effective, and timely manner.

Adherence to these policies and procedures will serve to create both a professional and safe working environment, reduce cost associated with workplace accidents/injuries and increase agency staff productivity.

Sustainable Operations at Department of General Services Facilities

The Department is committed to enhancing Governor Larry Hogan's vision of "*a cleaner, greener and more sustainable future for the people of Maryland*" by efficiently managing state facilities and related assets. The Department owns and manages 60 state facilities with nearly 6.5 million square feet of space.

Authority

These facilities policies and procedures are promulgated by the Department of General Services under the authority of State Finance and Procurement Article, Title 4. Department of General Services of the Annotated Code of Maryland and Code of Maryland Regulations, Title 04 Department of General Services.

Applicability

This handbook sets forth guidelines state agencies and private companies should follow as tenants occupying state owned or leased building that are administered by the Department of General Services, Office of Facilities Operations and Maintenance. It outlines responsibilities and addresses many needs and questions, but should not be viewed as a comprehensive listing. This handbook may not reflect all applicable rules and requirements due to locations being unique and possibly bound by specific regulations. Please contact your facility superintendent or regional manager with any concerns or questions you may have regarding your location. Contact information and hours of operation for state facilities can be found in Appendix 1 or at http://dgs.maryland.gov/Documents/StateFacilities/APPENDIX_1_contacts_hours.pdf

Chapter 1

GENERAL INFORMATION

About the Maryland Department of General Services

The Department of General Services operates and manages state facilities, delivering professional and technical services to sister agencies in order to effectively *Change Maryland for the Better*. We do this by creating safe and secure work environments; designing, building, leasing, managing and maintaining facilities; procuring goods and services; leading energy conservation efforts; and providing essential functions such as fuel management, disposition of surplus property and records storage.

Facilities Managed by the Department

A complete listing and a map of facilities managed by the Department statewide can be found on the Department website at: <http://dgs.maryland.gov/Pages/Facilities/contacts.aspx>.

About Facilities Operations and Maintenance

Throughout the state, Facilities Operations and Maintenance oversees operations and maintenance of 60 facilities for which the Department of General Services is responsible. These facilities include the three state office centers at Annapolis, Baltimore, and Inner Harbor as well as district court/multi-service centers throughout the state. A list of facilities managed by the Department is available at: <http://dgs.maryland.gov/Pages/Facilities/contacts.aspx>.

To preserve facilities and equipment, the Division provides both preventive and routine maintenance; makes major repairs, alterations, and improvements; and supplies equipment and materials to maintain the state office centers. The Maryland Capitol Police and department security guards provide 24-hour security.

Facilities Operations and Maintenance comprises 4 divisions:

1. The **Annapolis Public Buildings and Grounds** division is responsible for the operation, maintenance, and security of 28 state owned buildings totaling more than 2 million square feet, 49 acres of landscaped grounds and 24.5 acres of parking lots. The buildings house approximately 4,700 state employees and elected officials. The Division also maintains Government House and other historic buildings, including the State House, the Old Treasury Building, and Shaw House.
2. The **Baltimore Public Buildings and Grounds** division is responsible for the operation, maintenance, and security of four state owned buildings in Baltimore City totaling 1.4 million square feet. They include the Herbert R. O'Connor State Office Building, 201 West Preston St.; 300 West Preston St.; 301 West Preston St.; and 2100 Guilford Ave. The Baltimore State Office Complex houses some 3,700 state employees and includes 17 landscaped acres, and 19 acres of parking lots.

3. The **Inner Harbor** division oversees eight state owned buildings in Baltimore City and Howard County: the William Donald Schaefer Tower (6 St. Paul St); the Saratoga State Center (310 & 311 West Saratoga St.); the Nancy S. Grasmick State Education Building (200 West Baltimore St.); the Public Defender's Building (201 St. Paul Place); and the Hilton Heights Community Center (500 & 530 North Hilton St.). In Howard County, the Division also oversees the Jessup State Complex at 7275 Waterloo Road. Some 3,000 state employees work in these buildings, which contain over 1.3 million square feet.
4. The **Multi-Service Centers** division is responsible for twenty district court/multi-service centers with more than 1.7 million square feet, 52 acres of landscaped area, and 23 acres of parking lots.

Responsibilities

The Department of General Services and the Facilities Operations and Maintenance Division are ultimately responsible for operating and maintaining our buildings, grounds and utilities in a clean, safe, and responsible manner with a long term perspective.

Management and staff of tenant agencies will conform to these policies and procedures. The tenant agency management team will enforce compliance with these policies and procedures.

Infractions will be noted and corrective action taken, as necessary, by the superintendent or regional manager.

Contact Information and Hours of Operation

Department of General Services

<http://dgs.maryland.gov>

Information: 1-800-449-4347

Contact information and hours of operation are listed in Appendix 1 or at

http://dgs.maryland.gov/Documents/StateFacilities/APPENDIX_1_contacts_hours.pdf

See Appendix 1 for contact information and hours of operation for all state owned locations, as well as Maryland Capitol Police and emergency contacts.

Chapter 2

AGENCY COORDINATING UNIT & USE OF SPACE

Coordinators & Agency Head Designees

The Facilities Operations and Maintenance division is dedicated to supplying efficient service to tenants occupying state facilities. To accomplish this we ask each agency/department to identify coordinators for parking, access cards, building maintenance, fire, recycling, energy conservation, and green purchasing as appropriate for your location. The agency head shall also authorize a designee. Not only will this allow us to respond to your requests in a timely manner, it will prevent a duplication of tasks.

Annually, the **Coordinators & Agency Head Designee Form** should be filled out, signed by the agency head and the original returned to the facility superintendent or to the regional manager by November 30 or as necessary throughout the year to update the information. The form is available in Appendix 3 or at

http://dgs.maryland.gov/Documents/StateFacilities/APPENDIX_3_Coord_designation.pdf.

- **Agency Head Authorized Designee:** the person designated in the Continuity of Operations Plan line of succession for the Agency.
- **Agency Parking Coordinators:** The volunteers or appointed employees designated by the using agency head to handle parking needs for their agency. This is the only person with whom General Services parking coordinators will communicate with regarding parking issues. An alternate parking coordinator may be appointed.
- **Security Card Coordinators:** The volunteers or appointed employees designated by the using agency head to exercise authority for the issuance of security cards and proxy privileges to other persons within a unit, in conformity with the Maryland Capitol Police standards and procedures. This is the only person with whom the Maryland Capitol Police manager of the Security Card Processing Center will communicate regarding security access card issues.
- **Building Coordinators:** The volunteers or appointed employees from the specific department represented to act as liaison with General Services and ensure timely maintenance and cleaning of the buildings. The building coordinator reports building deficiencies and requests services through the Work Control Service Desk. An alternate building coordinator shall be appointed. The building coordinator is the only person who may authorize employee afterhours access to their building. For building coordinator responsibilities during building emergencies see Chapter 6 – *Emergency Procedures*.
- **Floor/Fire Wardens:** Volunteers from the specific department/agency represented. There is at least one floor warden per floor and in most instances there may be more than one and each is assigned a specific area. Alternate floor/fire wardens shall be appointed. See Chapter 6 – *Emergency Procedures* for floor/fire warden responsibilities during building emergencies.

- **Designated Emergency Personnel:** Agency health & safety specialist, superintendent/ director, department/agency emergency management staff, other designated personnel. See Chapter 6 – *Emergency Procedures* for designated emergency personnel responsibilities during building emergencies.
- **Recycling Coordinators:** The volunteers or appointed employees designated by each state agency who are the points of contact responsible for the implementation of recycling at state owned and state operated office buildings. An alternate recycling coordinator shall be appointed.
- **Agency Energy Coordinators (AEC):** General Services works with each Maryland state agency, through the agency energy coordinator (AEC), to produce an agency energy plan that will help identify potential energy conservation measures associated with state owned property.
- **Green Purchasing Coordinators:** The volunteer designated by each cabinet department who is responsible for reporting on the department’s procurement of environmentally preferable products and services. Reports should be submitted to the Department of General Services annually by September 1st. See Chapter 7, *Environmentally Preferable Products and Services*.

Responsibility of the Using Agency

The using agency will only use the space in a manner reasonably related to its business operation. The using agency and its employees will comply with the policies and procedures established by the Department of General Services for the facility in which the space is located, and will not permit the space to be used in any unauthorized manner. The space will be used exclusively by the using agency. The using agency may not sublet, assign, or permit the use of any portion of the space to or by any other party.

The using agency will be responsible for (i) any and all liability or claim of liability arising out of its use, occupancy, conduct, or operation of the space, (ii) any negligent, intentionally tortious or other act or omission of the using agency or any of its personnel, agents, or invitees occurring during the using agency’s occupancy of the space, and (iii) any injury to or death of any person or damage to any property occurring during the using agency occupancy of the space.

If any damage or casualty is caused solely by an act or omission by the using agency’s personnel in the space or on state property, then the using agency will be solely responsible for any payments for such damage or casualty required in connection with the State Insurance Program as set forth in Title 9 of the State Finance and Procurement Article. If any damage or casualty is caused solely by an act or omission by General Services’ personnel in the space, then the Department of General Services shall be solely responsible for any payments for such damage or casualty required in connection with the State Insurance Program as set forth in the State Finance and Procurement Article.

The term “using agency’s personnel” includes the volunteers, staff, employees, agents, contractors and any other individuals that the using agency may authorize to enter onto the space or other parts of the state building.

The term “General Services’ personnel” includes the volunteers, staff, employees, agents, contractors and any other individuals that the Department may authorize to enter onto the space or other parts of the state building.

Reimbursement and Remuneration

Using agencies will reimburse the Department of General Services for use of space and support services. Said reimbursement will be based on the amount of net usable square footage occupied by the using agency multiplied by the square foot rate published in the yearly budget instructions and the percentage of non-general funding appropriated to the using agency. The square foot rate shall be determined and adjusted on a yearly basis according to (a) the cost of operating, maintaining, servicing, and depreciation of the facility in which the space is a part and (b) adjustments for any prior year over/under billing. In the event that non-general funding is increased, reduced or terminated, the using agency's fiscal authority must notify the Department of General Services' portfolio management unit, in writing, within one calendar week of the date the using agency learns of such increase, reduction or termination. The Department shall not be responsible or liable for any interruptions or failures of utility services to the space or the building of which the space is a part.

Termination

The using agency may terminate its occupancy by providing written notice to the Department of General Services Office of Real Estate no later than twelve (12) months prior to the beginning of the fiscal year in which the tenant intends to vacate the space. In the event the using agency vacates the space without providing the required notice, its obligations and responsibilities for reimbursement and remuneration to the Department shall continue until such time as the space is reoccupied.

The Department of General Services has the right to terminate tenant's occupancy with 90 calendar days' written notice to the using agency for default, loss of funding for the reimbursement and remuneration to the Department, or any emergency need by the state for the state's use of the space.

The Department of General Services has the right to ask tenants to vacate space within its facilities without prior written notice in the event of damage or destruction to the space which renders the space unfit for occupancy.

Upon any termination, the using agency will promptly provide payment for outstanding accounts for rents and/or improvements.

Chapter 3

FACILITIES OPERATIONS & MAINTENANCE

Facilities Operations and Maintenance makes every effort to ensure tenants enjoy a clean, safe, efficient, and comfortable environment in and around the buildings it manages.

Facilities & Services Provided to Agencies

The Department of General Services will provide facilities, allocated in a manner consistent with prevailing space standards, in “as is” condition to its tenants together with support services, to include: power, light, heating, cooling, routine janitorial and limited physical security required for normal business use of its facilities.

How to Request Service from Work Control Service Desk

Your work control service desk provides daily support for tenant requests, questions, or issues. To request a service, the building coordinator must submit a work order form to the service desk. Work order forms are available online at <http://dgs.maryland.gov/Pages/Facilities/contacts.aspx>

For services requests of a non-emergency nature (i.e.: uncomfortable A/C or heat, a light burned out, trash not picked up, etc.), the building coordinator can submit a work order to the work control service desk.

All work orders are reviewed by the service desk staff. It is our goal to respond to all service requests in a timely manner. Service desk staff will consider such things as: is the request in the scope of work or area of responsibility, a general priority, which resources should be assigned, etc. When the work order has been reviewed and accepted, it is assigned to the appropriate shop supervisor or maintenance staff to address.

Service requests requiring immediate attention will be considered “emergency” requests. Service requests requiring same-day response will be considered “urgent” requests. General Services will do its utmost to respond to emergency and urgent service requests in a timely manner. Emergency and urgent service requests will carry a surcharge.

Requests for renovations must be approved by the superintendent or regional manager.

Additional Support Services

Additional services can be requested from the work control service desk (i.e.: moving furniture, hanging pictures, plumbing repairs). The service desk will provide an estimated cost for the service(s) requested which will have to be approved by the requesting agency. The cost of the service(s) will include: direct and indirect labor costs, administrative and overhead costs, plus supplies. General Services will provide the additional services at cost.

If the service requested is outside General Services' capabilities, we will contract a private firm to do the work and forward the charges to the requesting agency for approval, adding the cost of General Services' coordination, escort, supervision, and inspection as required. The agency must provide its own escort/supervisor authorized to approve the work. See Chapter 3, "Renovations" and Chapter 5, "Construction and Renovations."

Work orders will be attended to in the order they are received. Depending on the volume of service requests, it can take 2 to 7 days for service desk staff to provide an estimate. Repairs that require parts to be ordered may take longer.

The tenant agency will reimburse the Department of General Services' for the costs of any repairs or maintenance that are required due to the negligence of the tenant agency, its personnel, agents, or invitees.

Other Services Provided at Facilities Managed by the Department of General Services

Flags

The Secretary of State is customarily entrusted with the role of educating the public as to the history and the protocol and appropriate display of the Maryland state flag. Information about Maryland state flag protocol can be found at:

<http://www.sos.state.md.us/Services/flagprotocol.HTML>.

The United States of America flag and the Maryland state flag fly throughout state facilities. The Department works with Capitol Police to adhere to proper flag protocol. The President of the United States and Governor of Maryland have the authority to lower the flags to half-staff. Any deviation from standard protocol shall be at the direction of the Governor. In the event the Governor is unavailable, the Secretary of State can institute changes to flag procedure.

Federal law authorizes the Governor of a state to order that the U.S. flag be flown at half-staff in the event of the death of a member of the Armed Forces from that state who dies while serving on active duty. Maryland citizens who would like to know whenever the Governor has declared that flags – both U.S. and State, are to be flown at half-staff may be added to the distribution list from the Secretary of State website. The flag alert system will automatically notify you via email of any changes in flag status.

<http://www.sos.state.md.us/Services/flagprotocol.HTML>.

Food Service and Vending

Vending machines are provided by the State Department of Education, Division of Rehabilitation Services. General Services is not responsible for refunds due to lost money or improperly dispensed items. For all service issues including refunds, please follow the instructions on the vending machines.

Food services supporting cafés and vending equipment in state buildings are governed by the Article State Finance and Procurement §14–109. The Maryland Business Enterprise for the Blind (MDBEP) has priority to operate a vending facility on property controlled by the Department of General Services.

The Maryland Business Enterprise for the Blind (MDBEP) provides opportunities for individuals who are legally blind to operate retail concession, gift, or food service businesses in public facilities. MDBEP operates under the Randolph-Sheppard Act, established by an Act of Congress in 1936. This legislation provides qualified blind persons the opportunity to operate businesses on federal, state, and other property by granting a priority on such property.

Grounds

The staff of Facilities Operations and Maintenance Public Buildings and Grounds (PB&G) strives to provide pleasant surroundings to state buildings.

Notably, the State Capitol in Annapolis serves a significant dual role as a beautiful historic landmark open to the public and the operational seat of the Maryland state government. Thus, this important landscape must function effectively on multiple levels. We strive to maintain State Capitol grounds and Lawyer's Mall adhering to intermediate and long range goals for the renovation of plantings, site improvements, and programs for enhancing the visual aspects of the grounds.

Services provided by Public Buildings and Grounds staff include daily upkeep and maintenance of lawn and grounds, seasonal plantings, and any necessary pruning of trees and shrubbery around state facilities. We also provide holiday decorations for the State House, Government House, Lawyer's Mall and the Annapolis complex grounds.

Routine Janitorial Services

Routine janitorial services are performed Monday through Friday, by General Services Housekeeping and contractor janitorial teams. They perform their tasks based on a predetermined schedule that ensures that every part of the building is attended to. They focus on the following tasks to maintain the buildings' clean appearance:

- Collect trash and recycling
- Maintain restrooms clean, sanitary and fully stocked daily
- Clean kitchen/eating areas daily: furniture, fixtures, exterior appliance surfaces. This excludes food service concessions/cafés
- Clean building surfaces
 - Dust weekly up to 8 feet open, unobstructed surfaces
 - Clean glass surfaces: entrance glass doors and interior glass doors/panels. This excludes interior and exterior glass walls, and windows
 - Clean other surfaces on schedule: elevator cab panels, painted surfaces, and cleared horizontal surfaces such as desktops
- Routine floor care to maintain a clean appearance
 - Sweep/vacuum/damp mop hard floors
 - Vacuum carpeting and floor mats
 - Buff waxed floors
 - Spot clean carpeting as needed. "Spots" are defined as soiled areas no larger than 24" in diameter
 - Floor stripping/waxing and carpet cleaning where included in janitorial contracts

Janitorial services follow the guidelines for *Environmentally Preferable Janitorial Services* established by the Maryland Green Purchasing Committee. General Services is increasingly adopting green cleaning practices that protect health without harming the environment. For more information visit:

<http://dgs.maryland.gov/Documents/specs/EnvironmentallyPreferableJanitorialServicesSpecification.pdf>

The selection of supplies, materials, equipment, and cleaning techniques generally adhere to GS-42 standards for “green cleaning” set by the Green Seal organization. All janitorial supplies are purchased from Blind Industries and Services of Maryland (BISM) to the extent they are available.

Tenant agencies should report any areas that may need attention through the agency designated building coordinator. After investigating the reported deficiency, the coordinator will submit a work order to the work control service desk. Special requests and additional cleaning services may be provided at a cost to the requesting agency.

Janitorial services personnel are instructed to generally leave rooms in the same condition they were found when cleaning is completed. They are prohibited from disturbing any property on desks or any areas on state premises, opening desk drawers, file cabinets, or storage cabinets, etc.; removing any documents, records, forms or paper of any kind which is not either in trash cans or clearly marked as trash or recycling.

Security personnel turn off all non-emergency lights.

Tenant agencies must identify those secured areas that should not be entered by janitorial personnel or areas that require service at a specific time because of the type of activity taking place, such as call centers. These areas will be cleaned in accordance with directions from the tenant agency.

Parking

The Department Parking Policy is available online at:

<http://dgs.maryland.gov/Pages/FOM/parkingpolicies.aspx>.

- The policy applies to all parking facilities owned and managed by the Department of General Services.
- The General Services parking administrator is responsible for setting parking policy and allocating proxy parking privileges to agencies.
- The General Services parking coordinator administers the parking policy and the proxy parking privileges to the agencies.
- The agency parking coordinator designated by the using agency head handles parking needs for their agency. This is the only person with whom the General Services parking coordinators will communicate with regarding parking issues

PROXY Procedures

Proxy Procedures are available online at:

<http://dgs.maryland.gov/Pages/FOM/parkingpolicies.aspx#prox>

General Services allocates proxy parking access to agencies occupying space in facilities it manages. Parking is on a first come, first served basis for all.

After an initial allocation of proxy parking access has been granted to the agency parking coordinator, no additional proxy parking access will be granted.

Distribution and management of the proxy parking access granted to using agencies is the responsibility of the agency parking coordinator.

It is the responsibility of the agency parking coordinator to inform the General Services parking coordinator when an employee is terminated, transferred, retires, or has a change in previous information. It is also the responsibility of the agency parking coordinator to re-issue proxy parking access to another individual within their agency, and to provide information about this individual to the General Services parking coordinator.

Motorcycles may only park in the spaces specifically identified for motorcycles.

Parking for Meetings, Special Events, Contractors & Afterhours Employees

Limited parking is available at the Annapolis and Baltimore state office complexes for meetings and special events. Special parking should be requested through the agency parking coordinator and authorized by the General Services parking coordinator at least 24 hours in advance of a meeting or special event. Agency parking coordinators should fill out and submit a *Request for Parking & Afterhours Access to State Facilities* form located at:

http://dgs.maryland.gov/Documents/StateFacilities/APPENDIX_2_afterhours_access.pdf

Parking Enforcement

Vehicles parked without authorization in Department of General Services owned and managed parking facilities, are subject to be towed at the owner's or operator's expense. Improperly parked vehicles may receive a parking ticket, lose current parking privileges, and/or be denied any future parking privileges.

Annapolis: See the new parking policy for Calvert Street Garage at

<http://mcp.maryland.gov/Documents/Towing>

Liability

The Department is not responsible for loss of property or damage to a vehicle, while that vehicle is parked in a state parking lot, garage, or facility managed by the Department.

Pest Control

Facilities Operations and Maintenance maintains a pest control program for state owned facilities managed by the Department of General Services. Pesticides/insecticides are dispensed as needed throughout the facilities with special emphasis on the least toxic methods. Work involves providing effective services with the least amount of customer disturbance as possible. Application is not performed during normal business hours.

Pesticides consist of liquid mixtures, dust, and solid baits. Services include:

- Monthly routine treatment
- Response to tenant agency requests

Requests for pest control services should be submitted to the building coordinator. Employees working in buildings managed by the Department of General Services are prohibited from bringing their own pesticides to use in state buildings.

Perishable foods such as fruits and vegetables cannot be stored in individual work areas. Do not keep food overnight in staff desks and/or offices to avoid pest infestation.

In the interest of tenant safety, it is prohibited to feed or leave food and/or water for any animal within the buildings or on the grounds.

Procurement and Logistics

The Department of General Services' procurement office provides professional and technical support services to state and local government agencies; conducts central procurement of architectural and engineering services, commodities, construction, energy, facilities maintenance, and printing services. The professional procurement staff performs specialized contracting, bid/proposal administration, and bid security for all state government users except the University System of Maryland. The technology unit administers internet-based eMarylandMarketplace, a full-service interactive procurement system, and the Homeland Security eProcurement System for First Responders.

Recycling

Waste reduction and recycling are a critical component to green facilities. See **Chapter 7** for recycling policies and procedures.

Renovations

At times office space renovations become necessary. When this occurs, General Services Construction & Inspection Division will inspect and supervise private contractors as they alter, renovate, or construct state buildings. By monitoring their work, the division ensures that construction conforms to approved designs and specifications.

Any and all improvements required by tenant agencies in facilities managed by the Department of General Services are subject to the facility's superintendent's or regional manager's written preapproval and will be at the sole expense of the tenant. Any and all modifications or alterations made to the space from its "as is" condition in preparation of the tenant's occupancy or at any time during the tenant's occupancy will constitute "improvements."

Improvements include, but are not limited to: all fit-up items, changes, redesign, upgrades, renovations, partitioning, carpet cleaning or replacement, painting, cost of and installation of electrical lines, outlets, computer lines, and phone lines. Upon written request, the superintendent or regional manager will provide improvements to the space only if there is a written certification of funds by the using agency's fiscal authority in an amount sufficient to cover the cost of said improvements.

Security Requirements for Contractors

All workers and staff of contractors and subcontractors who will be working within a state facility will be subject to a security background check. Please see Chapter 4 - *Security* for appropriate procedures to follow.

Restrictions

Agency personnel are specifically prohibited from performing construction or maintenance to buildings managed by General Services.

Surplus Property

The Department of General Services sells Maryland's surplus assets through an online auction. This is much more convenient, green and cost efficient for our customers.

Current assets available can be viewed at: www.govdeals.com/mdgs. Registration is not necessary to browse the site; however, you must register with www.GovDeals.com before participating in actual bidding.

Federal Surplus Property Donation Program

State & local government agencies can save money by making Federal Surplus Property a source of supply for their procurement needs. Personal property includes all types and categories of property, except land and real property, certain naval vessels and records of the federal government.

More information about the Department of General Services surplus property program is available at their website: <http://dgs.maryland.gov/Pages/SurplusProperty/State.aspx>

Chapter 4

MARYLAND CAPITOL POLICE

The Department of General Services Maryland Capitol Police (MCP) is one of the oldest capitol police agencies in the nation, tracing its history back to 1862. Its mission is to provide a safe environment for all visitors, employees, and government leaders at our facilities and state office centers, and to protect lives and property as a premier security and law enforcement organization.

See Appendix 1 for contact information for Maryland Capitol Police headquarters and divisions or go to their website <http://mcp.maryland.gov>.

Headquarters

The headquarters division of the Maryland Capitol Police oversees all operational aspects of the department. The Special Services, Criminal Investigation Unit, Security Card Processing Center and both Patrol detachments report to headquarters.

Annapolis Detachment

The Annapolis Detachment of the Maryland Capitol Police is a full service police department that provides police and security services to buildings, parking lots and garages. Officers assigned to the Annapolis Detachment provide police services to the complex which entail traffic enforcement, and responding to calls for service in all of the state buildings. Officers also respond to assist Annapolis City Police, Anne Arundel County Police and Maryland State Police on all types of incidents.

Baltimore Detachment

The Baltimore Detachment of the Maryland Capitol Police is a full service police department that provides police and security services to buildings, state parking lots and garages. Officers assigned to the detachment provide police services which entail traffic enforcement, responding to calls for service in all of the state buildings. Officers also respond to assist the Baltimore City Police Department on all types of incidents.

Special Services Division

The Special Services Division of the Maryland Capitol Police comprises the Training Unit, and Security Card Processing Center. Special Services Division provides yearly in-service training for our sworn and non-sworn employees, as well as offering training to other allied police agencies; obtains grant money to provide the latest equipment and training for the officers of the department; maintains the Maryland Capitol Police vehicle fleet and all electronic equipment for the department; issues state ID cards, and maintains agency property inventory.

SERVICES PROVIDED BY MARYLAND CAPITOL POLICE

Security

The Maryland Capitol Police's primary responsibilities focus on protecting life and property; preventing, detecting and investigating criminal acts; enforcing traffic regulations; and providing a safe and secure working environment for state employees and visitors at our facilities. The Department provides law enforcement and security services for over 30 state buildings, 10 parking garages, and 16 surface parking lots throughout the Annapolis and Baltimore areas and has jurisdiction within 1000 feet of all properties. Additionally, the Capitol Police is responsible for protecting members of the Maryland General Assembly and providing security to the oldest state house in America.

Other services provided by Maryland Capitol Police

- State employee training
- Police escorts
- Vehicle lockouts & vehicle jump starts
- Obtaining police reports
- Security surveys
- Lost & found

For more information about these services and how to schedule them, visit the Maryland Capitol Police website <http://mcp.maryland.gov>

Emergencies

For emergencies or to request assistance, Maryland Capitol Police can be reached 24 hours a day, 7 days a week.

Annapolis: 410-260-2911 or dial 2911 from most state office telephones.

Baltimore: 410-767-2911 or dial 2911 from most state office telephones.

For medical emergencies, call 911.

Some buildings are equipped with automated external defibrillators (AED) that can be used during a medical emergency. Contact your building warden for details.

Nixle Alert System

Nixle is a communication system that connects state employees with the agencies that serve and protect them. Nixle enables real-time, two-way communication through text, email, voice messages, social media, and the Nixle mobile app.

The Nixle platform is relied on by over 8,000 agencies, fire and police departments, schools, hospitals. Maryland Capitol Police uses Nixle for critical situations such as severe weather events, evacuations, safety hazards, security threats, facilities problems, employee notifications, and IT/telecom disruptions.

Employees can also use Nixle to receive information ranging from critical alerts to community news. Additionally, employees can choose how they receive this information – by SMS text message, email, over the Web or by mobile application. Employees can register their personal or work email and phone number at the Maryland Capital Police home page <http://mcp.maryland.gov>.

If You *SEE* Something, *SAY* Something

The safety of all members of the Maryland Capitol Police community is of the utmost importance to us, and for that reason we are asking everyone to come together and look out for each other. If you witness any suspicious behavior, we ask that you report it immediately to a supervisor or the Maryland Capitol Police Department.

State ID Program

The Maryland State ID Card Program is administered by the **Security Card Processing Center** (the Processing Center) which is a division of the Maryland Capitol Police. The Processing Center is responsible for issuing state ID cards to all state employees, contractors, lobbyists, local government officials, and volunteers (COMAR 04.04.02.03B). The Processing Center is also responsible for providing proxy access to the state buildings that are under the control of the Department of General Services.

Facilities Operations and Maintenance reserves the right to enter facilities at all times for the purpose of inspection, maintenance, or repairs.

Further information and ID request forms can be found online at:
<http://mcp.maryland.gov/Pages/StateIDProgram.aspx>.

Security Card Processing Center Locations

The Processing Centers are open from 8:00 am to 3:00 pm Monday through Friday and closed for lunch from 12:00 – 1:00 pm. They are closed on all state holidays.

BALTIMORE

201 W Preston St Rm L-6
Baltimore MD 21201
Phone: 410-767-1910
Fax: 410-333-7777

ANNAPOLIS

29 St. Johns Street
Annapolis MD 21401
Phone 410-260-2941
Fax: 410-974-2224

Email: dgs.scpc@maryland.gov

Mobile ID Program

The Processing Center offers a Mobile ID Program for agencies located in rural areas of the state. For the Mobile ID schedule go to:
<http://mcp.maryland.gov/Pages/MobileIDSchedule.aspx>.

ID for Contractors, Lobbyists, Local Government & Non-Government Employees

Two weeks before work initiation, all workers and staff of contractors and subcontractors who will be working within a state facility must provide acceptable photo identification along with the required forms.

Maryland Capitol Police ID Request Form is available at:

<http://mcp.maryland.gov/Documents/ID%20Application.pdf>

Access to State Facilities

If the facility is manned by the Maryland Capitol Police or by a security officer, the proper display of a state issued identification badge is required to gain entrance. Employees must wear and display a state issued ID/security access card at all times.

Standard operating hours for state facilities can be found in Appendix 1 or at http://dgs.maryland.gov/Documents/StateFacilities/APPENDIX_1_contacts_hours.pdf. Should any agency find it necessary to remain open outside their normal operating hours, that agency building coordinator must notify Maryland Capitol Police in writing. At multi-service centers, please notify the regional manager.

Security access cards only allow access during business hours to those buildings the employee has been authorized to enter. Building tenants should not allow individuals without access cards into the building unless they follow the proper building access protocol.

Contractor Employee Access to State Facilities

Contractor employees must be pre-approved by the Department of General Services to be granted access to state buildings at any time. Forms for contractor employee background checks must be submitted by the contractor to the Facilities and Operations Maintenance shop that has oversight of the project. The supervisor must sign the form and send it to Maryland Capitol Police at least two weeks prior to access being granted. See **State ID Program** section above for procedures and a link to the appropriate forms.

Based on the security background check, General Services may deny building access to anyone. There is no fee for this security background check.

Building Access after Regular Business Hours

- **State employees** must be pre-approved by their building coordinator to gain access to state buildings after business hours. The building coordinator must submit a **Request for Afterhours Access** form to the Maryland Capitol Police Detachment Commander. The form is available in Appendix 2 or at http://dgs.maryland.gov/Documents/StateFacilities/APPENDIX_2_afterhours_access.pdf.
- **Contractor employees** must be pre-approved by the Department of General Services to gain access to state buildings afterhours. The appropriate Facilities Maintenance and Operations Supervisor must submit a Request for Afterhours Access form to Maryland Capitol Police. The form is available in Appendix 2 or at http://dgs.maryland.gov/Documents/StateFacilities/APPENDIX_2_afterhours_access.pdf.

Events: Press Conferences, Demonstrations or Rallies

The Superintendent of Baltimore Public Buildings and Grounds, Superintendent of Annapolis Buildings and Grounds, the respective managers of the multi-service centers, or the on-site manager of any other Department of General Services property shall predesignate certain outdoor or indoor areas of the property, traditionally considered public forums, as sites for proposed demonstrations and rallies.

Individuals or groups wishing to hold press conferences, demonstrations or rallies must apply to the Maryland Capitol Police in writing for a permit at least 72 hours in advance unless extraordinary circumstances prevent the application.

Use of the State House, State House steps and grounds is not permitted.

Generally, events can be held between 9 am and 9 pm. Events are limited to two hours, including on-site preparation time. Use of State of Maryland electrical outlets or other power sources is not permitted. Gasoline generators are not allowed on state property. Battery powered public address systems are authorized. Minimal electrical sound amplification may be used, however, it may not conflict with local ordinance(s) which prohibit noise from exceeding a distance of fifty (50) feet from the source. Live bands or musicians are not permitted. To ensure public safety DGS-MCP will be on site and provide necessary assistance.

Events that take place in state buildings after hours, on weekends or during holidays require that DGS Maryland Capitol Police be present in the building a half hour prior to the start time and remain until everyone has vacated. Agencies or groups approved to use the buildings must provide a written request to DGS-MCP for security coverage during the event. The requestor will be charged for reimbursement of the security coverage based on the number of personnel required and personnel overtime hours.

General rules, contact information and permit application form for events can be found online at <http://mcp.maryland.gov>.

State Office Complex Regulations

<http://mcp.maryland.gov/Pages/Regulations.aspx>

State Parking Facilities

<http://dgs.maryland.gov/Pages/FOM/parkingpolicies.aspx>

Annapolis Complex

- Map of Maryland Government Buildings in Annapolis
<http://msa.maryland.gov/msa/mdmanual/37mun/annapolis/html/mapgovbldg.html>
- New Maryland Capitol Police staffing guidelines at Annapolis Complex
- New regulations for Calvert Street Garage
<http://mcp.maryland.gov/Documents/Towing>

Weapons Policy

The Maryland Capitol Police does not permit weapons in any of its Maryland Government buildings. (COMAR 04.05.01.03). Except for official purposes and by authorized personnel, an individual on the property may not carry open or concealed firearms, explosives, incendiary devices, or dangerous or deadly weapons.

To report issues or concerns with security at state buildings and parking facilities, contact Maryland Capitol Police.

Chapter 5

Procedures & Practices for Tenants in State Facilities

Appliances

- **Coffee, iced tea makers, toasters, toaster ovens, microwave ovens, and hot plates** – No appliance will be used in any individual work area. These items may be used only in an established food preparation area and must be properly cleaned and maintained.
- **Extension cords & power strips** – Extension cords are fire hazards and tripping hazards and may only be used temporarily after specific approval is given by the superintendent or regional manager. Power strips with circuit breakers are the only type of adapter allowed. Under no circumstances shall one power strip be plugged into another power strip.
- **Electrically heated scent devices and burning candles** – Heated potpourri pots, incense and plug-in air fresheners, scented electric plug-in and burning candles are potential fire hazards and are prohibited in all buildings.
- **Individual fans** – Small battery powered fans may be used in individual work areas. A doctor's note and permission from the superintendent or regional manager are required for the use of any other type of fan in state facilities.
- **The use of space heaters is prohibited in all state buildings** because they are grossly inefficient and pose a significant fire hazard. State employees who feel their work environment is too cold should contact their building coordinator, rather than use heaters and purposely block vents. Facilities operations will evaluate the space conditions to determine the appropriate solution.
- **Microwave ovens** – Microwave ovens may be used if situated in an established food preparation area. Non-UL labeled equipment is prohibited in all buildings. Microwave ovens must be plugged directly into a wall outlet, not into a power strip.
- **Refrigerators** – Frost-free refrigerators are allowed in break areas only or in other areas if approved by the superintendent or regional manager. Operational automatic icemakers in refrigerators are not allowed. Refrigerators must be plugged directly into a wall outlet, not into a power strip.

Animals

Animals are not permitted in buildings or parking facilities, unless their use is specifically permitted or unless the animals are trained to assist ADA special needs persons and are there to perform such services.

- **Fish aquariums** – Fish aquariums of any variety are not permitted anywhere in any building.

Bulletin Boards, Pictures & Posters

Bulletin boards and posting strips in building common areas are to be used for state related activities only. Building common area refers to the areas of the building that provide services to building tenants, but which are not included in the office area of any specific tenant. This area shall include main and auxiliary lobbies, atrium spaces, security desks, lounges, vending areas, etc.

No item such as a flyer, poster, or sign may be affixed to the walls. The agency should use designated bulletin boards or easels. At no time can a sign be posted in a manner that would damage the building surface. The tenant is responsible for removing postings when they are out of date.

Hanging items – Nothing shall be hung on doors, walls, ceilings, or any building surface with tacks, tape, glue, putty, or other similar fasteners. Affixed items that deface the surface of the building will be removed and cost of repairs will be charged to the tenant. This does not apply to hanging items on agency owned furniture, agency owned modular furniture, or other types of furniture owned by the agency.

Pictures hung on the walls should be in frames or on poster board-type backing. Pictures should be properly installed so as not to damage the wall. Do not affix tacks, staples or tape of any kind to walls or furniture.

Chair Mats

Chair mats protect carpeting especially at work stations/desk where desk chair casters can cause damage to the carpet. General Services strongly encourages tenant agencies to use chair mats at every work station to extend the life of carpeting.

Children

Unattended Children – Parents/guardians/caregivers are responsible for the conduct of their children and shall not leave them unattended anywhere in the building. Children may find their way into areas that could be dangerous.

Clothing

General Services requires that all tenants and visitors to state facilities wear proper attire. The purpose of this requirement is to maintain decency and good order and protect the public interest, convenience, and safety. Any person not wearing proper attire, consisting of upper and lower torso clothing and shoes, will not be allowed to enter or remain in any state building or facility.

Computers

Agencies should encourage employees to turn off computers and monitors when the office is empty or the employee leaves for the day. If the computer needs to be left on to enable remote access or continued lengthy computations, the monitor should still be turned off. For guidelines on purchasing and disposing of electronic and IT products go to:

<http://dgs.maryland.gov/Pages/GreenOperations/GreenPurchasing/Guidelines/electronics.aspx>

Conference Rooms

The use of conference rooms is scheduled through the building coordinator. General Services charges a fee to provide housekeeping services such as room set up, break down and clean up before and after events in select conference rooms.

Conference rooms in state facilities are generally cleaned once a week. It is recommended that building coordinators provide General Services a weekly schedule indicating when the conference rooms will be in use. This will allow the janitorial team to make adjustments, if possible, to the cleaning schedule for these conference rooms.

It is the responsibility of the users to properly dispose of any trash generated during their use of conference rooms if their event ends after 3 pm.

In buildings that have shared conference rooms, they are available upon request to the superintendent's or regional manager's office. It is the responsibility of the users to properly dispose of any trash generated during their use of these rooms at any time of the day. Please be considerate of the next people who will use the conference room.

Construction and Renovations (See also Chapter 3, Renovations)

In keeping with §4-407, State Finance and Procurement Article, Annotated Code of Maryland, which stipulates that the Department of General Services shall establish and supervise a comprehensive and continuing maintenance and repair program, construction or alterations are not permitted by a tenant agency without the written consent of the building superintendent or regional manager.

Therefore, no contractor, subcontractor, or any employee of that contractor, shall enter state property with the intent to engage in actual work without written permission from the building superintendent or regional manager.

Painting restrictions - Surfaces in state facilities will be painted in neutral colors only (ie. beige, cream, off white).

Procedures to request permission

Should a tenant agency require construction, renovation or alteration to their space, they must follow the following procedures:

1. When the agency has clearly defined the desired change, a written request should be sent to the building superintendent or regional manager outlining requested alterations. The superintendent or regional manager or his/her designee will coordinate a meeting with the agency.
2. During this meeting a more definitive process to accomplish the change will be outlined and approval will be obtained.
3. The superintendent or regional manager will assist the agency in any areas needing architectural or engineering expertise.
4. All work done must be inspected and approved by General Services personnel.

Employee Conduct

Each tenant agency is responsible for the conduct of its employees. It is advisable that agencies and their employees familiarize themselves with the "Code of Conduct" governing public

buildings and grounds posted throughout state buildings. The using agency and its employees will comply with the policies and procedures established by the Department for the facility in which the space is located, and will not permit the space to be used in any unauthorized manner.

Entrances & Exits

Objects or items must not obstruct building entrances and exits, including sidewalks, lobbies, entrances, vestibules, corridors, hallways, elevators, stairways, and fire escapes in a building that would impede the ingress (way in) and egress (way out) of the building. If Facilities Operations and Maintenance staff have to remove items blocking entrances and/or exits, the responsible tenant will be billed for the work.

Food & Beverage

- **Waste disposal** – Coffee grounds or tea leaves must be disposed of **ONLY** in trash containers; **NEVER** in sinks, drinking fountains, toilets, or disposals.
- **Cleaning dishes** – Lavatories must not be used to wash dishware, silverware, food containers, etc. Take these items home to wash them.
- **Storage** – Coffee, tea, and other dry food shall be stored in sealed plastic or metal containers to prevent pest infestation.
- **Perishable foods** such as fruits and vegetables cannot be stored in individual work areas. Do not keep food overnight in staff desks and/or offices to avoid pest infestation.

Freight Elevators

Freight elevators should be used only when transporting freight, using carts to carry objects, or moving items between floors that will interfere with normal use of the passenger elevators. If a freight elevator does not exist in the facility, contact the service desk and ask that a passenger elevator be padded for the duration of your use.

No items are allowed to be stored in passenger or freight elevator lobbies.

Fundraising/Solicitation

Under no circumstances will non-approved individuals or organizations be allowed to solicit or conduct business on state property. If a fundraiser or solicitation is going to be held in space that an agency leases from the Department of General Services, the agency must grant approval to the individual or organization. The event must comply with all guidelines in this handbook.

These rules and regulations are promulgated pursuant to State Finance and Procurement Article, §§4-601 through 4-608 of the Annotated Code of Maryland as amended; and COMAR 04.05.01.01-09. Each occupant agency shall be responsible for the observance of these rules and regulations.

The soliciting of alms, money, or contributions, commercial soliciting, the display or distribution of commercial advertising, political soliciting, or the collection of private debts, is prohibited on state property, except for the following:

- (1) Solicitation by campaigns for savings bonds, health, welfare, and charity
- (2) Solicitations by labor organizations
- (3) Recruitment campaigns for the Armed Forces, National Guard or other government agencies



- (4) Operation of vending facilities
- (5) Authorized personal notices
- (6) Activities on portions of the property leased to other individuals or organizations

Furniture

Furniture, file cabinets, and modular partitions should be placed in such a manner that they allow full access to heating/cooling units and do not hinder foot traffic in case of emergency evacuation. Heating/cooling vents should be kept clear of paper, plants and clutter.

Upon request from the building coordinator, Facilities Operations and Maintenance staff will, if available, move furniture in state buildings as an additional service or will coordinate with Maryland Correctional Enterprise to provide the service.

Heating and Cooling Systems (Also see Chapter 7, Energy Conservation)

Temperature Control – Unless authorized by Facilities Operations and Maintenance, tenants shall not adjust or make modifications to thermostats, diffusers, dampers or any other part of the HVAC systems in an attempt to influence temperature, control thermostats or alter or restrict ventilation or air flow within the agency's assigned office space. Facilities Operations and Maintenance staff will adjust thermostats as required to maintain the building standard temperature. See Chapter 7, *Energy Conservation* for standard temperature guidelines.

Window sills and atop auxiliary HVAC units are to be kept free and clear of paper, plants and any other items that pose a safety/risk management issue.

Holiday Decorations

- **Live Christmas trees and wreaths** – State fire codes do not permit live Christmas trees or wreaths indoors. They are fire hazards.
- **Lights** must be UL approved. Extension cords may be used temporarily, but they must be UL approved.
- **Holiday decorations** may be put up as long as no items are attached in any way to building walls, or any building surface using nails or any other type of adhesives that will damage the surface. Decorations may be hung or displayed on modular furniture walls or systems that belong to the agency. Agency heads are responsible for determining what is appropriate regarding holiday decorations for their employees.
- Under no circumstance should anything be hung from the sprinkler heads or any other fire suppression devices.

Housekeeping

- **Cleaning restrictions** – Housekeeping staff are instructed not to touch any papers, files or records lying on desks, file cabinets, or bookcases. Employees may make special arrangements to have housekeeping clean the shelves, but all items must be removed by the employee before the housekeeping staff arrives.
- Unnecessary items stored on the floor will hinder housekeeping staff cleaning activities. Trash cans are not to be used as moving containers. Items shall not be stored on trash cans, which can be mistaken for trash and discarded.

- Agency personnel should not request special cleaning services directly from the cleaning staff. Requests for special cleaning services should be submitted to the building coordinator who will send it to the service desk. Service desk staff will determine if charges apply for special services requested.
- **Supplies** – Paper towels, toilet tissue, and other janitorial supplies shall not be removed from restrooms or supply closets. Paper towels and toilet tissue will only be supplied for the appropriate dispensers.
- **Chemicals** - Employees should not use cleaning chemicals and supplies brought from home in state buildings. The chemicals we use to clean and maintain our buildings are carefully selected to have minimal impact on our environment. Also, the use of non-toxic and non-hazardous chemicals and materials is important for the environment as well as the wellbeing and protection of the occupants and users of our facilities.

Keys/Locks

All locks and keys for building doors shall be installed and maintained exclusively by Facilities Operations and Maintenance staff. No additional locks or keys shall be installed, used, or manufactured by tenants. Employees shall be issued keys only upon written request of the agency's management to superintendent or regional manager. Employees shall sign and be responsible for all keys issued to them. Reproduction of keys is not permitted.

Facilities Operations and Maintenance does not issue or track keys for modular furniture, file cabinets, agency padlocks, or for other locking mechanisms that are not part of a building. They will assist agencies in obtaining keys for these mechanisms upon receipt of a work order from the building coordinator.

Facilities Operations and Maintenance employees will not open any doors for employees, tenants, or visitors. It is the agency's responsibility to ensure keys and/or access cards are issued to their employees to gain entry.

Restricted areas – Access to restricted areas, such as building roofs, mechanical and electrical rooms, etc. shall be restricted to specifically authorized personnel.

Lost & Found

Contact the appropriate onsite personnel or Division of Capitol Police for lost and found items.

Lounges

Employee lounges are to be used by employees only. It is essential that all food and beverage be disposed of properly to prevent insect and rodent infestation. Please keep these rooms clean at all times so that they may be enjoyed by all employees.

Motorized Vehicles

Motorcycles, scooters, mopeds, or any other motorized recreation vehicle of any kind may not be brought into or stored in any building unless specifically permitted. Tenants should use outside bike racks.

Paper Products & Office Supplies

Paper products must comply with State Finance and Procurement Article, §14-402, Annotated Code of Maryland and COMAR 21.11.07.03.

Paper and office supply specifications issued by the *Green Purchasing Committee* can be found at <http://dgs.maryland.gov/Documents/specs/PaperandOfficeSuppliesSpecification.pdf>.

Personal Items

- **Employee responsibility** – All personal items brought into the building are the employee's responsibility. Secure all personal items at all times. Extra clothing, shoes etc. will not be allowed to accumulate in the work area. Facilities Operations and Maintenance shall not be responsible for replacing personal items if they are stolen, broken, or lost.
- **Item storage** – Personal items such as toothpaste, toothbrushes, hairbrushes, etc., are not to be stored in the restrooms.
- **Lost & found** – Contact the appropriate onsite personnel or Division of Capitol Police for lost and found items.

Responsibilities of Agencies

It should be clearly understood by all tenant agencies that the Department of General Services, or agents employed by the Department of General Services in contractual, permanent, temporary or any other capacity, shall not be held responsible for negligence on the part of any agency or any agency employee.

Therefore, and in the interest of avoiding any unsafe security situations, employees should not leave exposed items such as:

1. Radios
2. Calculators
3. Food
4. Petty cash boxes or coffee funds
5. Personal belongings
and/or other commodities that might tempt pilferage

Plants

- It is acceptable to keep one or two small, neat, well-tended plants in offices and workstations with agency supervisor approval. Place plants in suitable containers to avoid water damage. Please bear in mind that some plants attract bugs and that pest use the plants as a source for water.
- **Maintenance and disposal**– Plants are allowed in the buildings and are to be maintained and properly disposed of by the individual owners. Additional extermination service required to eradicate gnats, ants, and other pests will be charged to the agency.
- **Restrictions** – No plant shall be set on heating and cooling units, or any other building equipment. No hanging plants will be placed in cubicles or work stations. Noxious plants should not be brought into state facilities.
- **Fertilizer or plant food** – Fertilizer or plant food shall be stored in sealed containers.

- Damage from plants to the building, floor covering, or building equipment will be billed to the agency for which the employee works.

Printing

Guidelines for printing best practices can be found at:

<http://dgs.maryland.gov/Pages/GreenOperations/GreenPurchasing/Guidelines/printing.aspx>

Go to [Printing Best Practices](http://dgs.maryland.gov/Documents/DGS%20Printing%20Best%20Practices.pdf) (<http://dgs.maryland.gov/Documents/DGS Printing Best Practices.pdf>) for a detailed list of settings and actions to conserve paper, toner and energy in the office. This document also contains instructions for secure printing of documents on shared printers.

Repairs

The using agency will reimburse General Services for the costs of any repairs or maintenance to the space, the building, or property in which the space is located due to the negligence of the using agency or its personnel, agents, or invitees.

Skateboarding

The use of skateboards, roller skates, and inline skates is prohibited in and around state facilities including garages. Use of these and similar recreational equipment can pose significant risk of injury to both the user and bystander.

Smoking

The Governor's Executive Order 01.01.1992.20 specifically prohibits smoking or carrying any lighted tobacco product in all state buildings and facilities. Smoking is allowed outside in the designated smoking areas only. Smokers should use the proper receptacles for disposal of cigarette butts.

Vaporizers and e-cigarettes are prohibited wherever smoking is prohibited. These devices will activate smoke alarms.

Storage

- Office space shall not be used for long term storage. Agencies should make alternate arrangements for their long term storage needs.
- No items shall be stored or stacked on building equipment including fan coil units. Do not place any objects in front of mechanical or electric room doors or electrical equipment. Maintenance staff must have immediate access to these rooms and any delay to getting inside could cause damage to property or injury to individuals.
- No paper products or any other type of office products shall be stored on pallets on any floors in the buildings. The only exception will be products stored in properly authorized storage areas. Agencies that receive items on pallets shall be responsible for the disposal of the pallets. Pallets are not to be placed in the trash compactors.
- Offices/workstations should be maintained to present a professional setting.

- Maintain 18” ceiling clearance in storage areas equipped with sprinklers, smoke and heat detectors. This is a Fire Code requirement to permit these devices to perform as designed.
- Keep aisles/corridors free of clutter and maintain a minimum of (3) three foot clearance to allow safe passage. This practice is in accordance with fire/ life safety regulations.

Vacating Premises/Relocation

A state agency wishing to vacate space within a state owned or leased office building must provide a written notice to the Department of General Services Office of Real Estate no later than twelve (12) months prior to the beginning of the fiscal year in which the tenant intends to vacate the space.

When vacating premises, the using agency must:

- Submit a schedule of moving activities to the appropriate superintendent or regional manager or his/her designated agent.
- The agency will be responsible for moving all furniture, supplies, and equipment at its sole cost and expense.
- Leave the space clean so that the space will be ready and useable for the next occupant. This includes but is not limited to: floors swept and mopped, carpets vacuumed and spot-cleaned, walls spot-cleaned. In the event the using agency fails to leave the space in a condition suitable for the next occupant, the Department will have the right to clean the space and the using agency will reimburse the Department all costs and expenses related to said cleaning.
- Restore any damage or deterioration to the space other than conditions considered normal wear and tear, and make the space ready and useable, in the absolute discretion of the superintendent or regional manager or his/her designee, for the next using agency. In the event the using agency fails to leave the space in a condition suitable for the next occupant, the Department will have the right to restore the space and the using agency will reimburse the Department all costs and expenses related to said restoration.
- Return to the superintendent’s or regional manager’s office keys to all doors and restrooms. There will be a \$5.00 reimbursement fee for each key not returned.
- Return all parking permits to the superintendent’s or regional manager’s office. There will be a \$15 reimbursement fee for each permit not returned.
- Notify the General Services parking coordinator of any change in the number of parking spaces required by the agency.
- All fixtures located on and improvements made to the space by the using agency will become the exclusive property of the Department of General Services. If the Department does not choose to retain the fixtures as its property, the using agency will remove them and will repair and restore any damage resulting from the removal of the fixtures. The Department has the right to remove any fixtures it notified the using agency to remove and the using agency will reimburse the Department for all costs related to said removal, including the costs of any repairs or restoration necessitated as a result of the removal of the fixtures.

Weapons and Explosives

Except for official purposes and by authorized personnel, an individual on the property may not carry open or concealed firearms, explosives, incendiary devices, or dangerous or deadly weapons.

Wheel Chairs and Electric Personal Assistive Mobility Devices

Individuals with a mobility impairment are allowed to use wheel chairs or electric personal assistive mobility devices in state buildings. The Department of General Services is committed to making all reasonable efforts to have its facilities accessible to persons with disabilities and will continue to comply with all building accessibility standards.

Wheel chairs or electric personal assistive mobility devices must be operated in a manner that does not compromise the safety of the user, the building occupants or the building infrastructure. Those individuals operating a wheel chair or electric personal assistive mobility device within a building must maintain control of the device at all times and must exercise caution.

Building security and Capitol Police reserve the right to inspect wheel chairs or electric personal assistive mobility devices upon entrance to a state building. The Department of General Services and Maryland Capitol Police have the final authority on directing the use of these devices inside a building or on state grounds and walkways.

The Department of General Services considers Segway Personal Transporters to be an electric personal assistive mobility device. An individual without a mobility impairment is not permitted to operate a Segway within a state building.

Windows

Modern buildings with central heating and air conditioning are designed to supply filtered outside air in to the air distribution system for the building. Opening windows adversely affects the mold and pollen counts and can add pollutants to interior spaces by introducing unfiltered air into the building. Windows must be closed so the air supply system remains balanced and conditioned to the temperature set for the building environment.

Chapter 6

EMERGENCY PROCEDURES

General Guidelines

It is critical that each employee learns how to respond, should an emergency occur within any of the state owned facilities. Agency participation in the education of staff on how to respond in emergency situations is an important part of an organized response to emergencies. The training for such emergencies is the responsibility of tenant agencies. The Maryland Capitol Police and General Services health and safety specialist assist agencies by providing training to or facilitating training for tenants upon request.

Emergency Contacts

Annapolis Capital Complex

2911 from a state phone
410-260-2911 from a non-state phone
911

Baltimore, Inner Harbor and Multi-Service Centers

2911 from a state phone
410-767-2911 from a non-state phone
911

Building Tenant Evacuation Plan

The Department of General Services completes an Emergency Preparedness Plan for State complexes, and may assist building coordinators with developing a **Building Emergency Evacuation Plan** for their General Services managed building. Every employee should have access to a copy of this evacuation plan. If you do not have access to a plan, please contact your building coordinator.

Each General Services managed building has a building coordinator who is responsible for the evacuation team and assists with planning and facilitating training and drills. The building coordinator is assisted by floor/fire wardens. Tenant agencies are responsible for recruiting or appointing a sufficient number of floor/fire wardens. See below for description of responsibilities of building coordinators, floor/fire wardens, and emergency personnel.

Please contact the building coordinator if you have special needs or questions about evacuations or drills.

NOTE: Employees with disabilities should meet directly with floor/fire wardens for guidance on emergency evacuation procedures.

Duties of Agency Representatives and Designated Emergency Personnel

Building Coordinator

- Maintain a current list of all occupants, including part time employees in immediate work area.
- Assist with ensuring occupants leave the building in cases where there is word of an emergency but building alarm didn't sound.
- Assist with informing occupants of their duty to report to their assembly area.
- Assist and/or direct occupants with limited mobility either to safe rooms, or other designated assistance areas.
- Leave the building as soon as possible and go to your assembly area.
- Collaborate with floor/fire wardens to assure building occupants are accounted for on the occupant list.
- Collect information on missing personnel known, or suspected to still be in the building, and report to designated emergency personnel/first responders.

Floor/Fire Wardens

- Monitor corridors on assigned floor and ensure personnel are moving toward exits.
- Check restrooms on assigned floor to ensure they have been evacuated.
- Make sure fire doors on enclosed stairways and exits are closed and not propped open.
- Assist and/or direct occupants with limited mobility, either to safe rooms, or the designated assistance area.
- Leave the building as soon as possible and go to assigned entryway. Report (to building coordinator, designated emergency personnel, or first responders) the presence of anyone still on your floor.
- Prevent re-entry into the building until emergency responders or the designated emergency personnel announce the all-clear signal.
- At the designated assembly area account for all personnel using the building occupant check list.
- Help persons requiring assistance with evacuation by: manning the designated special assistance evacuation points, informing first responders of the location of persons requiring additional assistance and assuring that evacuation chairs and other special equipment is readily available and accessible.
- Collaborate with building coordinator and designated emergency personnel to account for unaccounted for personnel.

Designated Emergency Personnel

- Collect information on building occupants known or suspected to still be in building from floor/fire wardens and/or building coordinators.
- Meet first responders at building entrance.
- Report information on occupants needing assistance to evacuate and other personnel suspected to still be in building to first responders.
- Transmit the All-Clear signal to floor monitors or other building emergency evacuation personnel.
- Collaborate with building coordinators and other relevant personnel on debriefing following the incident.

Building Closures

During emergency situations, General Services may determine that there is a need to close a building. These emergencies could include loss of power or water. Tenant agencies will be contacted with details about the situation and the plan for reopening the facility. For those who register with Nixle, they will receive alerts to notify them of potentially hazardous situations and corresponding action that should be taken, if any. This includes building closures.

Emergency Release Determination

Only the Secretary of the Department of General Services has authority to close facilities and buildings that are owned, operated or leased by the state. Emergency conditions are circumstances that would expose state employees to harm or unsafe conditions. If you believe an emergency condition exists that appears to necessitate the closure of a building or facility, you must request approval from the Secretary of the Department of General Services before releasing employees. After the Department approves the release, the Secretary of the Department of Budget & Management will be notified and make a determination about whether the affected employees will be granted administrative leave.

Closing Due to Inclement Weather

The Governor makes closing decisions about the daytime work hours of administrative agencies in the state managed buildings when emergency conditions affect more than one agency. Emergency essential personnel may be required to report to work during inclement weather as determined by the Governor and your agency secretary.

Closing and/or liberal leave information is provided through Nixle and the following radio and television stations:

Statewide

- WMAR (TV 2)
- WBAL (TV 11)
- WJZ (TV 13)
- WBAL Radio (1090 AM)
- WJLA ABC 7 (News Channel 8)

Weather Announcements on Twitter

- Twitter is part of the communication process when Maryland state offices are closed or liberal leave is announced due to inclement weather.
- Employees who would like to receive emergency announcements may follow on Twitter at MdStateClosings.
- Get updates via SMS by texting follow MdStateClosings to 40404 in the United States
- Standard message and data rates apply
(<http://www.dbm.maryland.gov/employees/pages/weatherrel.aspx>)

Fire Safety Procedures

If you suspect a fire, immediately contact Capitol Police at 2911 or call 911

If you witness a fire, activate the fire pull station (pull the fire alarm**), exit the building, and then call 410-260-2911 (Annapolis) or 410-767-2911 (Baltimore) or 911.**

- Once the fire alarm is activated, all personnel must leave the building in accordance with the approved Building Evacuation Plan and continue to their designated safe area.
- Exit the building through the primary or secondary exit, whichever is closer to you.
- **DO NOT USE ELEVATORS.**
- Meet at your designated evacuation area and be prepared to respond to roll call. Floor/Fire Wardens will account for **ALL** personnel.
- **ONCE YOU ARE OUT, STAY OUT AND DO NOT LEAVE YOUR DESIGNATED EVACUATION AREA** unless directed to do so by designated emergency personnel. Do not re-enter the building until the all clear announcement is given by the floor warden or designated emergency personnel.

To assure that all remain as safe as possible and that all fire suppression equipment functions properly when needed, please adhere to the following:

- Do not prop open stairwell and exit doors at any time
- Do not hang items from sprinkler heads that are in the ceiling tiles
- Do not obstruct access to pull stations on the wall, fire extinguishers (hanging or in cabinets), fire control and electrical panels
- Do not block exits/entrances and evacuation routes
- Do not use elevators during any incident requiring evacuation from the building
- Do not tamper with fire extinguishers and pull stations (they are not toys)

NOTE: If fire suppression/fire alarm equipment is found damaged (e.g. fire extinguishers, pull stations, sprinkler heads, smoke/heat detectors, etc.), the agency occupying that space will be charged for replacement or repair of the affected equipment.

All Hazard Evacuation Drills

The purpose of emergency evacuation drills (fire drills) is to educate the occupants in the safety features of their building, available exit routes, and the procedures to be followed. Drills are required to be conducted at least once a year in all state facilities to test building evacuation procedures and train employees to evacuate their buildings in a timely fashion. All employees are required to participate. Arrangements will be made with all tenant agencies to minimize the disruption fire drills may cause to their operations.

Severe Weather

Reference your Building Preparedness Plan in case of severe weather.

What is severe weather?

- **Severe Thunderstorm WATCH** - severe thunderstorms are possible in your area
- **Tornado WATCH** - tornadoes are possible in your area. Remain alert for approaching storms.
- **Severe Thunderstorm WARNING** - severe thunderstorms are about to happen in your area
- **Tornado WARNING** - a tornado has developed and has been sighted or indicated by radar. If a tornado warning is issued, move to your pre-designated place of safety.

NOTE: Employees with disabilities should meet directly with floor/fire wardens for guidance on emergency evacuation procedures.

Chapter 7

RECYCLING ENERGY & WATER CONSERVATION GREEN PURCHASING

RECYCLING

The **All StAR (All State Agencies Recycle)** program is the name of the state government agency recycling program that is designed to help Maryland state government reach its recycling goals. All StAR agencies designate a recycling coordinator to manage recycling activities at their various sites throughout Maryland. The Maryland Department of the Environment (MDE), the Maryland Department of General Services (DGS), and other resources provide technical support to agency recycling coordinators to encourage recycling and to facilitate reporting on collection activities. For example, Maryland Environmental Service (MES) offers assistance to state agencies on a fee for service basis.

Maryland Department of the Environment serves as the administrator for the All StAR program maintaining all statistical data relating to the program. One of their responsibilities is to provide technical assistance to state agencies for developing recycling programs.

In 2015, General Services negotiated a statewide trash and recycling contract with Waste Management that will allow recyclable materials to be collected in a single stream with no sorting required in order to achieve House Bill 929 target diversion rate of 40% and associated cost savings.

Reducing waste and increasing recycling requires everyone to pitch in so please continue to recycle, encourage your colleagues to participate and share your ideas for improving our program.

Waste reduction and recycling are critical components of green facilities. Paper products must comply with State Finance and Procurement Article, §14-402, Annotated Code of Maryland and COMAR 21.11.07.03. Paper products must meet the minimum recycled content specified in the Statewide Office Supply Contract.

(<http://dgs.maryland.gov/Pages/GreenOperations/GreenPurchasing/Guidelines/paper.aspx>)

State Agencies Requirements and Responsibilities

All state owned and state operated office buildings, where it is determined to be practical and economically feasible, are required to reduce by recycling, the amount of the solid waste stream generated for disposal by at least 20%. State agencies are responsible for paying all associated costs (e.g., purchase of bins, contractual services, etc.) of the recycling program.

The *STATE GOVERNMENT RECYCLING PLAN* is available online at <http://www.mde.state.md.us/programs/Land/RecyclingandOperationsprogram/StateAgencyRecycling/Documents/State%20Government%20Recycling%20Plan.pdf> and provides information about agency responsibilities and reporting requirements.

Electronic Product Disposal

The Maryland Green Purchasing Committee Approved Specifications require that all electronic products be recycled. Unsafe handling of used electronics (e-waste) can result in harm to human health and the environment. The Environmental Protection Agency (EPA) estimates that, in 2009, U.S. consumers and businesses discarded televisions, computers, cell phones and hard copy peripherals (including printers, scanners, faxes) totaling 2.37 million tons. Approximately 25 percent of these electronics were collected for recycling, with the remainder disposed of primarily in landfills, where materials such as precious metals cannot be recovered.

What to recycle in single stream recycling? For a complete list go to <http://thinkgreen.com>

- Metal Cans - Steel, tin and aluminum soda, vegetable, fruit and tuna cans
- Plastic bottles and containers - #1 - #5 & #7
- Paper – non-confidential office paper, brown paper bags, newspaper, magazines and junk mail
- Paper cardboard dairy and juice containers
- Flattened cardboard and paperboard
- Glass bottles and jars
- Aluminum foil and bakeware
- Steel cans and tin cans (soup cans, veggie cans, coffee cans, etc.)
- Phone books
- Corrugated cardboard

What NOT to recycle in single stream recycling?

- Food waste
- Plastic bags
- Polystyrene foam cups and containers
- Shredded paper
- Electronic products
- Batteries
- Glass contaminated with stones, dirt, and food waste
- Ceramics, such as dishware, ovenware, and decorative items
- Heat-resistant glass, such as Pyrex
- Mirror or window glass
- Metal or plastic caps and lids
- Crystal
- Light bulbs

ENERGY CONSERVATION

The Department's Office of Energy Performance & Conservation leads state initiatives to reduce energy consumption within state government. From an FY 2008 baseline, the goal is to reduce state government energy consumption by 15% by 2015. Through the State Energy Database, the office tracks agency energy consumption and helps underperforming agencies improve their energy efficiency.

Energy Conservation Planning

General Services is working with each Maryland state agency, through the **Agency Energy Coordinator** (AEC), to produce an *Agency Energy Plan* that will help identify potential energy conservation measures associated with state owned property.

The *Agency Energy Plan* identifies energy consuming entities and recommends implementation of energy conservation measures with the greatest potential for energy savings. Identifying and prioritizing energy conservation projects is crucial to reducing Maryland's state government energy usage and leading by example on EmPOWER Maryland, a statewide goal of a 15% reduction in energy consumption by FY2015.

Questions about State Energy Planning can be directed to:

Barry Powell, Director
Energy Projects and Conservation
Barry.Powell@maryland.gov
410-767-4375

The Department of General Services is committed to achieving energy efficiency and conservation for the benefit of all state employees and visitors. Energy conservation is not a one-time activity or project, but rather an on-going responsibility, requiring daily attention and providing daily opportunities. To be successful, it will require people who use state buildings to change their behavior in ways that promote energy savings, including turning off lights and computers after normal business hours.

Heating & Cooling Indoor Space

Temperature Guidelines

In order to maintain reasonable comfort and lower energy expenditures, the following standards have been established for comfort heating and cooling by the American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE). More importantly, enforcement of this policy is intended to prevent inefficient and wasteful operation of centralized equipment from occurring.

Thermostats or other temperature controlling devices shall remain undisturbed. Building occupants shall request adjustments through the service desk. However, if the HVAC equipment cannot achieve the desired temperature, and that temperature lies outside the ranges set forth in this policy, Operations & Maintenance will not attempt to take corrective action.

- Heating Season

Control devices will be set so that room temperature will be within a range of 66°-72° F when occupied. At night, on weekends, and holidays which are unoccupied periods, temperature will be set at a lower temperature. Temperatures may vary due to building characteristics and control limitations. Consideration will be given to areas that have temperature sensitive equipment.

Temperatures in the 66°-72° F range should be comfortable for most people (10% dissatisfaction rate) who are dressed appropriately for the season, as researched by ASHRAE (Standard 55 - Thermal Environmental Conditions for Human Occupancy).

- Cooling Season

Control devices will be set so that room temperature will be within a range of 74°-78° F when occupied. At night, on weekends, and holidays which are unoccupied periods, temperature will be set at a higher temperature. Temperatures may vary due to building characteristics and control limitations. Consideration will be given to areas that have temperature sensitive equipment.

Temperatures in the 74°-78° F range should be comfortable for most people (10% dissatisfaction rate) who are dressed appropriately for the season, as researched by ASHRAE (Standard 55 - Thermal Environmental Conditions for Human Occupancy).

Seasonal Changes

It is difficult to present a simple description of the seasonal temperature switchover policy because of the variety of buildings and building HVAC systems. Switchover is approximately a two week process that is not readily reversible. In the spring and autumn, outside temperatures can be extremely variable. Statistics show that there are a couple of isolated days in the heating season that actually require cooling. The same is true for heat required in the cooling season. Please be aware that, though during these unpredictable days in the "intermediate" season indoor temperatures might drift beyond the comfort guidelines in many buildings, little can be done other than to endure the event. In the event of a severe cold spell, all heating services will be turned on as quickly as possible.

- Switchover from Heating to Cooling

In the spring, air conditioning will be turned on after the outside temperature has reached 75° F for three consecutive days. Temperature projections will be considered. Wide swings in temperature during the spring and the difficulty of switching between heating and cooling make this policy necessary. Special problems or hardships with this policy should be addressed in writing to the superintendent or regional manager.

- Switchover from Cooling to Heating

In the fall, heating will be turned on after the outside temperature has dropped below 55° F for three consecutive days. The wide swings on temperature in the fall make this policy necessary. Special problems or hardships with this policy should be addressed in writing to the superintendent or regional manager.

How can you help conserve energy?

- Dress for comfort and plan for the conditions in your work environment.
- Turn off lights and equipment when leaving a room.
- Ensure that lights and equipment are turned off in common areas at the end of the workday.
- Ensure windows and doors are closed overnight and when the building is heating or cooling during normal business hours (windows should always be closed).
- During the heating season, open blinds, drapes, and curtains to allow in heat from the sun. At night or on cloudy days, close them to keep the heat in.
- During the cooling season, close blinds, drapes, and curtains to block direct sunlight.

Space Heaters

The use of space heaters is prohibited in all state buildings because they are grossly inefficient and pose a significant fire hazard. State employees who feel their work environment is too cold should contact their building coordinator, rather than use heaters and purposely block vents. Facilities operations will evaluate the space conditions to determine the appropriate solution.

Building Usage and Schedules

Buildings are scheduled for night and weekend temperature setbacks during unoccupied periods in order to increase energy efficiency during low demand periods. Special requirements must be submitted in writing to the superintendent or regional manager for approval at least one (1) week in advance. He/she will try to accommodate the request.

Dedicated Building Outages

Periodically Facilities Operations and Maintenance has to shut down all power in a building to perform preventive maintenance on systems and equipment. This work is carried out over long weekends on a rotating basis. Building tenants will be notified when yearly dedicated building outages are scheduled.

Electronic Equipment Power-saving Settings & Shut down Guidelines

With power-saving settings enabled, office computers and monitors go into a low-power sleep mode after a period of inactivity, minimizing the amount of energy they consume.

Agencies should encourage employees to turn off computers and monitors when the office is empty or employees leave for the day. If the computer needs to be left on to enable remote access or continued lengthy computations, the monitor should still be turned off.

The *Green Purchasing Committees'* complete guidelines for IT equipment can be found at <http://dgs.maryland.gov/Pages/GreenOperations/GreenPurchasing/Guidelines/powersaving.aspx>

Go to Printing Best Practices at http://dgs.maryland.gov/Documents/DGS_Printing_Best_Practices.pdf for a detailed list of settings and actions to conserve paper, toner and energy in the office. This document also contains instructions for secure printing of documents on shared printers.

What else can you do to save energy?

- When possible, use human power instead of electric power.
- Turn out lights when leaving an unoccupied room.
- Use task lighting in place of overhead lights.
- If you use a desk lamp, a compact fluorescent bulb is recommended. These bulbs last up to 10 times longer than incandescents and will save over \$20.00 in energy cost over the life of the bulb.
- Keep windows and exterior doors closed at all times.
- The use of incandescent lighting should be avoided.
- In winter months, close doors during non-working hours to keep the warm areas from warming up the cooled spaces.
- Do not obstruct ventilation ducts or return air grills.
- Use energy efficiency settings on computers, monitors, printers and copy machines.
- Use centralized, shared appliances and equipment such as printers, scanners, copiers and refrigerators.
- Office should complete an energy “power down” before holidays and breaks.
- When possible, turn off computers and monitors every night.
- For individually controlled offices, turn fluorescent lighting off if the office is unoccupied for 10 minutes or more and at the end of each workday.
- Replace old power strips with “smart” power strips.
- When replacing or updating appliances and equipment, purchase those that are ENERGY STAR, EPEAT or CEE qualified.
- Avoid buying and using laser printers when possible. **Laser printers use as much as 10 times the energy used by an inkjet printer.**
- When possible, use the stairs instead of the elevator (walk up 1 flight, down 2)

WATER CONSERVATION PROGRAM

Maryland Green Purchasing - Drinking Water

Access to drinking water is important for all people who use or visit state facilities. A large majority of state facilities have tap water, from public water supplies or wells. The Maryland Department of the Environment is responsible for ensuring that all Marylanders have a safe and adequate supply of drinking water, in terms of both quality and quantity.

Use of tap water for drinking can be encouraged by providing convenient water fountains, bottle-less coolers, filters if needed, and tall spigots for refilling reusable containers.

Guidelines for Facilities Served by Public Water or Potable Well Water

State funds should not be used to purchase bottled water for use in facilities that are served by public water supplies or potable well water, except when required for safety, health, or emergency situations.

Green Purchasing guidelines for drinking water are available online at
<http://dgs.maryland.gov/Pages/GreenOperations/GreenPurchasing/Guidelines/water.aspx>.

What can you do to conserve water?

- Report dripping faucets, showers, and continuously running or leaking fixtures to your Building Coordinator who will advise the Service Desk.
- Turn off any unnecessary flows.
- Do not use toilets as a trash receptacle. This is one of the major causes of clogged toilets and plumbing failures. Water conserving toilets have less water to propel waste through the pipes.
- Remind users to conserve

GREEN PURCHASING: ENVIRONMENTALLY PREFERABLE PRODUCTS (EPP) & SERVICES

Maryland Green Purchasing Committee

The Maryland Green Purchasing Committee is an interagency committee created by the Green Maryland Act of 2010 and tasked with providing the State with education and training promoting environmentally preferable purchasing. The Committee develops and implements statewide green purchasing policies, guidelines, programs, best practices, and regulations which will provide benefits to the health and well-being of Maryland citizens and environment.

Contract Reference Guides

These guides show how environmentally preferable products can be found on current Maryland state contracts:

<http://dgs.maryland.gov/Pages/GreenOperations/GreenPurchasing/Resources/index.aspx>

For any questions or concerns, contact us at: DGS.BuyGreen@maryland.gov

Reporting Requirements

State Finance and Procurement Article [§14-405](#) of the Annotated Code of Maryland and COMAR [21.13.01.14](#), effective October 1, 2014, requires state agencies to report to the Department of General Services on their procurement of environmentally preferable products and services.

On October 8, 2014, The Maryland Green Purchasing Committee asked each cabinet department to designate a party responsible for environmentally preferable purchasing report. The Department of General Services will provide each reporting designee with an electronic draft report outlining spending for each fiscal year in five categories: **janitorial supplies, disposable food service products, paper and office supplies, paint, and electronic and IT products**. Draft reports will include usage from Department of General Services contracts. Final reports are



to be submitted annually to General Services electronically by each cabinet department before September 1.

Go to the Maryland Green Purchasing Committee website to download the report template and to update your agency's reporting designee.

Downloadable Report Template

Annual EPP Spend Report Template

<http://dgs.maryland.gov/Documents/xls/AnnualEPPSpendReportTemplate.xlsx>

Contact Information & Hours of Operation

DGS Facilities Operations & Maintenance

Annapolis Public Buildings & Grounds (APBG)

Central Services Building
29 St. Johns Street
Annapolis, MD 21401

Building Access Hours	For employees: 6 am – 6 pm For the general public: 7 am – 6 pm
Work Control Service Desk (Monday-Friday, 7:30 am- 4:00 pm)	410-260-2929
APBG Fax	410-974-2555
Work Control Service Desk Email	dgs.WorkControl-Annapolis@maryland.gov
Housekeeping Services (Monday-Friday, 7:30 am- 4:00 pm)	410-260-2929
After-hours maintenance emergency (call Maryland Capitol Police)	410-260-2911
Parking Services (Monday-Friday, 7:30 am- 4:00 pm)	410-260-2900 410-974-2361 Fax http://dgs.maryland.gov/pages/fom/parkingpolicies.aspx

Baltimore Public Buildings and Grounds (BPBG)

301 West Preston Street, Room 1311
Baltimore, MD 21201

Building and Garage Access Hours	For employees: 7 am – 7 pm For the general public: 8 am – 6 pm
Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	410-767-4411
BPBG Fax	410-333-5699
Work Control Service Desk Email	dgs.WorkControl-Baltimore@maryland.gov
Housekeeping Services (Monday-Friday, 7:30 am- 5:00 pm)	410-767-4411
After-hours maintenance emergency (call Maryland Capitol Police)	410-767-4793
Parking Services (Monday-Friday, 7:30 am- 5:00 pm)	410-767-4409 410-333-5699 Fax http://dgs.maryland.gov/pages/fom/parkingpolicies.aspx



Inner Harbor Public Building and Grounds (IHC)

William Donald Schaefer Tower
6 Saint Paul Street, Room 1506
Baltimore, MD 21202

Building and Garage Access Hours	For employees: 7 am – 7 pm For the general public: 8 am – 5 pm
Access to the Public Defender’s Building	For employees and the general public: 8:30 am – 5 pm
Work Control Service Desk (Monday-Friday, 7:00 am- 5:00 pm)	410-767-8998
IHC Fax	410-333-4548
Work Control Service Desk Email	dgs.WorkControl-InnerHarbor@maryland.gov
Housekeeping Services (Monday-Friday, 7:00 am- 5:00 pm)	410-767-8998
After-hours maintenance emergency Call IHC Building Managers	William Donald Schaefer Tower – Arthur Jones 443-610-2065 Saratoga State Center – Joel Spero 410-299-3971 Jessup State Complex – Haneef Goode 443-890-3091 Public Defender/Hilton Heights – Rick Gaydos 410-299-3764
Parking Services (Monday-Friday, 7:00 am- 5:00 pm)	410-767-8998
Maryland Capitol Police (7 days/week, 24 hours/day)	410-767-2911
Events - Clyde Strother	410-767-8315 clyde.strother@maryland.gov

District Courts / Multi-Service Centers

Building Access Hours	For employees: 7 am – 7 pm For the general public: 8 am – 5 pm
-----------------------	---

Ellicott City District Court/Multi-Service Center

3451 Courthouse Drive
Ellicott City, MD 21043

Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	410-480-7990
Work Control Service Desk - Fax	410-480-7991
Work Control Service Desk - Email	dgs.WorkControl-MSD@maryland.gov
Security Desk (7 days/week, 24 hours/day)	410-480-7986



W. Paul Martin District Court/Multi-Service Center

201 Baptist Street
Salisbury, MD 21801

Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	410-713-3601
Work Control Service Desk - Fax	410-713-3610
Work Control Service Desk - Email	dgs.workcontrol-mscregion1@maryland.gov
Security Desk (7 days/week, 24 hours/day)	410-713-3600

Elkton District Court/Multi-Service Center

170 E. Main Street
Elkton, MD 21921

Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	410-996-2840
Work Control Service Desk - Fax	410-996-2841
Work Control Service Desk - Email	dgs.workcontrol-mscregion2@maryland.gov
Security Desk (7 days/week, 24 hours/day)	410-996-2840

John R. Hargrove, Sr. District Court

700 East Patapsco Avenue
Baltimore, MD 21225

Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	410-878-8240
Work Control Service Desk - Fax	410-878-8241
Work Control Service Desk - Email	dgs.workcontrol-mscregion3@maryland.gov
Security Desk (7 days/week, 24 hours/day)	410-878-8245

George M. Taylor District Court/Multi-Service Center

7500 Ritchie Highway, Suite 310
Glen Burnie, MD 21061

Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	410-421-8383
Work Control Service Desk - Fax	410-508-2006
Work Control Service Desk - Email	dgs.workcontrol-mscregion4@maryland.gov
Security Desk (7 days/week, 24 hours/day)	410-421-8388



Arbutus-Catonsville District Court/Multi-Service Center

900 Walker Avenue
Baltimore, MD 21228

Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	410-455-7820
Work Control Service Desk - Fax	410-455-7825
Work Control Service Desk - Email	dgs.workcontrol-mscregion5@maryland.gov
Security Desk (7 days/week, 24 hours/day)	410-455-7821

Hyattsville District Court/Multi-Service Center

4990 Rhode Island Avenue
Hyattsville, MD 20781

Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	301-298-4240
Work Control Service Desk - Fax	301-298-4241
Work Control Service Desk - Email	dgs.workcontrol-mscregion6@maryland.gov
Security Desk (7 days/week, 24 hours/day)	301-298-4244

Rockville District Court/Multi-Service Center

191 East Jefferson Street
Rockville, MD 20850

Work Control Service Desk (Monday-Friday, 7:30 am- 5:00 pm)	301-563-8884
Work Control Service Desk - Fax	301-563-8885
Work Control Service Desk - Email	dgs.workcontrol-mscregion7@maryland.gov
Security Desk (7 days/week, 24 hours/day)	301-563-8888

Maryland Capitol Police

Headquarters	410-767-4677 http://mcp.maryland.gov
EMERGENCY - Annapolis Detachment 24/7	410-260-2911
EMERGENCY - Baltimore Detachment 24/7 Serves Inner Harbor & Multi Service Centers	410-767-2911
Special Services Division Monday through Friday 7:00 am to 3:00 pm	410-767-4912
Criminal Investigation Unit Monday through Friday 7:00 am to 3:00 pm	410-767-4677 or 410-767-4583
State IDs Baltimore 201 W Preston St Rm L-6 Baltimore MD 21201 Open Monday through Friday 8 am to 3 pm Closed for lunch 12-1 pm	410-767-1910 410-333-7777 Fax dgs.scpc@maryland.gov http://mcp.maryland.gov/Pages/StateIDProgram.aspx
State IDs Annapolis 29 St. Johns Street Annapolis MD 21401 Open Monday through Friday 8 am to 3 pm Closed for lunch 12-1 pm	410-260-2941 410-974-2224 Fax dgs.scpc@maryland.gov http://mcp.maryland.gov/Pages/StateIDProgram.aspx
Nixle alerts sign up - link	http://mcp.maryland.gov/Pages/Nixle.aspx
Services provided by MCP - link	http://mcp.maryland.gov/Pages/Services.aspx
Public Events Permit	http://mcp.maryland.gov/Documents/Request%20Rallies-Press%20Conferences2012.pdf

Other Resources

Medical emergencies	911
National Poison Control Center	1-800-222-1222
Health & Human Services Resources	211
Annapolis City government services non-emergency	311
Baltimore City government services non-emergency	311
Travel and roadway information	511
Maryland Emergency Management Agency	http://mems.maryland.gov
Closing and/or liberal leave information - Statewide	WMAR (TV 2) WBAL (TV 11) WJZ (TV 13) WBAL Radio (1090 AM) WJLA ABC 7 (News Channel 8) Twitter: MdStateClosings http://www.dbm.maryland.gov/employees/pages/weatherrel.aspx



Appendix 2

REQUEST FOR AFTERHOURS ACCESS TO STATE FACILITIES

Date submitted _____ Data entry _____ PCO _____

Type of project/activity

- Afterhours State employee access Afterhours maintenance
- Parking access / specify name of parking facility _____
- Other activity (describe) _____
Heating/cooling required? ___ Yes ___ No

Contractor name (company) _____

Contracting agency _____

Name(s)	ID Badge Number	Expiration Date

Access Date	No. of Persons	Time In	Time Out	Facility Location/Floor/Suite/Room No.

Note:

- State employees must be pre-approved by the Building Coordinator to be granted access.
- Contractor employees must be pre-approved by DGS to be granted access. If contractor employee does not have a State ID badge, the MCP ID Request Form must be submitted by FOM Supervisor to Maryland Capitol Police a minimum of 24 hours prior.

Building Coordinator or FOM Supervisor must submit this completed form at least 24 hours prior. See routing below.

Building Coordinator or DGS Supervisor authorizing access Signature Date

- Routing:** MD Capitol Police Engineering (if heating/cooling requested)
- Annapolis Commander
 - Baltimore Commander



APPENDIX 3 – Pg. 1

COORDINATORS & AGENCY HEAD DESIGNEES

All agencies in DGS operated facilities must identify coordinators to interface with DGS in various areas of responsibility. See page 2 for a description of coordinator responsibilities. Please fill out and return the original form to the DGS Superintendent annually by November 30 or as necessary to update the information.

AGENCY REPRESENTATIVE DESIGNATED AS (more than one designation may be selected):

- Parking Coordinator
- Building Coordinator
- Recycling Coordinator
- Green Purchasing Coordinator
- Agency Head Authorized Designee
- Access Card Coordinator
- Emergency Personnel
- Energy Coordinator
- Floor Warden

This person is the (check one) Primary point of contact or Alternate point of contact
For (Department/Agency Name) _____

Coordinator Name _____

Title _____

Coordinator's Building Name _____

Location/Address _____ Suite # _____

Coordinator's Contact Information

Work Phone _____

Cell Phone _____

Email Address _____

Pager/Emergency Contact _____

Alternate Coordinator's Name _____

Title _____

Work Phone _____

Cell Phone _____

Email Address _____

Pager/Emergency Contact _____

Agency Head Appointing Coordinator Title

Signature Telephone Date

Routing: Superintendent/Regional Manager For Access Card Coordinator only dgs.scpc@maryland.gov

APPENDIX 3 – Pg. 2

COORDINATORS & AGENCY HEAD DESIGNEES

- Agency Parking Coordinators - The volunteers or appointed employees designated by the using agency head to handle parking needs for their agency. This is the only person with whom the DGS Parking Coordinators will communicate with regarding parking issues.
- Access Card Coordinators – The volunteers or appointed employees designated by the using agency head to handle access cards for their agency employees. This is the only person with who the DGS Manager of the Security Card Processing Center will communicate regarding access card issues.
- Building Coordinators – The volunteers or appointed employees from the specific department represented to act as liaison with DGS and ensure timely maintenance and cleaning of the buildings. The Building Coordinator reports building issues by logging deficiencies and service requests in the DGS online tracking system. Building Coordinators also have specific responsibilities during building emergencies. See **DGS Policies & Procedures Handbook** Chapter 6 – *Emergency Procedures* for Building Coordinator responsibilities during building emergencies.
- Floor/Fire Wardens - Volunteers from the specific department/agency represented. There is at least one floor warden per floor and in most instances there may be more than one. In this case they are assigned a specific area. See **DGS Policies & Procedures Handbook** Chapter 6 – *Emergency Procedures* for Floor Warden responsibilities during building emergencies.
- Designated Emergency Personnel: Agency Health & Safety Specialist, Superintendent/Director, department/agency emergency management staff, other designated personnel. See **DGS Policies & Procedures Handbook** Chapter 6 – *Emergency Procedures* for Designated Emergency Personnel responsibilities during building emergencies.
- Recycling Coordinators: The volunteers or appointed employees designated by each State agency who are the points of contact responsible for the implementation of recycling at State-owned and State operated office buildings.
- Agency Energy Coordinators (AEC): DGS works with each Maryland State Agency, through the Agency Energy Coordinator (AEC), to produce an Agency Energy Plan that will help identify potential energy conservation measures associated with state-owned property.
- Green Purchasing Coordinators: The volunteer designated by each cabinet department who is responsible for reporting on the department's procurement of environmentally preferable products and services. Reports should be submitted to DGS annually by September 1st by the Green Purchasing Coordinator. See Chapter 7, *Environmentally Preferable Products and Services*.
- Agency Head Authorized Designee – The person designated in the Continuity of Operations Plan line of succession for the Agency.

APPENDIX 4

Reducing Pollution: Plastic Bags Last Forever (almost)

DEFINITIONS

Sustainability: meeting our needs today without compromising the ability of future generations to meet their own needs.

Green cleaning: cleaning that protects health without harming the environment.

FACTS ABOUT THE PLASTIC BAG PANDEMIC

- Over 1 trillion plastic bags are used every year worldwide, or about 1 million plastic bags used every minute.
- The U.S. goes through 100 billion single-use plastic bags.
- A single plastic bag can take up to 1,000 years to degrade.
- Plastic bags remain toxic even after they break down. They contaminate soil, waterways, and animals upon digestion.
- Every square mile of ocean has about 46,000 pieces of plastic floating in it.

The solution is *not* switching to paper bags or compostable plastic bags. A study on the life cycle of three types of disposable bags (single-use plastic, paper, and compostable plastic) showed that both compostable plastic and paper bags require more material per bag in the manufacturing process. This means "higher consumption of raw materials in the manufacture of the bags...[and] greater energy in bag manufacturing and greater fuel use in the transport of the finished product. ...The added requirements of manufacturing energy and transport for the compostable and paper bag systems far exceed the raw material use in the standard plastic bag system." (from a peer reviewed Boustead Consulting & Associates report). <http://www.reuseit.com/facts-and-myths/facts-about-the-plastic-bag-pandemic.htm>

GREEN CLEANING SOLUTION AT THE ANNAPOLIS CAPITAL COMPLEX

We cannot eliminate the use of plastic bags (yet). But it is in our power to significantly reduce the number of bags that end up in our Maryland landfills. Re-using the trash can liners in the receptacles at our desks is a good place to start.

Please join DGS in its effort to reduce the use of plastic bags by disposing of your food waste in the trash containers in the eating areas. This will keep your individual trash cans liners clean and eliminate the need to change them daily.



Green Cleaning of Restrooms: Beyond the Chemicals

DEFINITION *Green cleaning: cleaning that protects health without harming the environment*

Most green cleaning programs focus on chemical choices. And that's a great place to start! However, a more successful program, especially for restrooms – goes beyond by incorporating other approaches: proper equipment, procedures and processes, and training. All minimize the impact of cleaning on the health of janitors, building occupants, and visitors, while protecting the environment as a whole.

Why use green cleaning chemicals?

Environmentally friendly cleaning products help improve indoor air quality and reduce health problems that traditional products may cause. Studies have shown that with green cleaning chemicals, building occupants, visitors and janitorial staff experience fewer incidents of skin, eye, and respiratory irritations; allergies; multiple-chemical sensitivities; headaches; nausea, and perhaps longer-term issues such as cancer.

The new smell of clean restrooms

Green Seal is an independent non-profit organization that has been around since 1989. Therefore, you can feel confident the products they certify meet scientific sustainability standards and are not simply a subject of the “green buzz” that’s become a popular (but sometimes untruthful) way to market products. Janitorial contractors and DGS housekeeping staff use products in Green Seal’s GS-37 category: “Cleaning Products for Industrial and Institutional Use.” Hydrogen-peroxide-based and other multi-surface cleaners can take the place of separate products for each task, which simplifies the cleaning process, training, and chemical storage. For disinfectants, standards set by the California Air Resources Board ensure a low level of volatile organic compounds or VOCs - gases released that can be respirator irritants and can contribute to ozone problems. VOCs include perfumes which are absent from green products. *That is why restrooms cleaned with green chemicals have no odor!* The green standard for clean is odorless!

Environmentally preferable hand soap, refill and dispenser choice

Hand soap should NOT be antimicrobial/antibacterial – except in food or medical environments – because the common cold and the flu are caused by viruses, not bacteria. Factory-sealed soap refills in snap-in cartridges help eliminate the risk of bacterial contamination often found in liquid refillable pour soap. Touchless dispensers are a good choice as they reduce germ transfer.

GREEN CLEANING FEATURES IN RESTROOMS AT THE ANNAPOLIS CAPITAL COMPLEX

- All paper products have recycled content, are processed chlorine free, and are **Green Seal** certified.
- Touchless hand soap dispensers dispense **Green Seal** certified foam soap with natural extract & skin conditioner.
- Restrooms are disinfected with a peroxide-based **Green Seal** certified disinfectant.
- Color coded micro fiber cloths are replacing paper in the cleaning process.
- The multi-purpose cleaner used for mirrors and other surfaces is also **Green Seal** certified.
- **Green Seal** certified chemicals used come in highly concentrated form and are dispensed through an automatic dilution system. The chemicals have no perfume and little to no odor.

WINDOWS & AIR VENTS

Why keep one closed and the other open?

Sustainability (definition)

Meeting our needs today without compromising the ability of future generations to meet their own needs.

DGS Mission

DGS makes every effort to ensure tenants enjoy a clean, safe, efficient, and comfortable environment in and around the buildings it manages.

DGS Sustainability Plan 2015-2017

Implement Energy Reduction Best Practices through education and outreach to building occupants, facility managers, janitorial staff and contractors.

A FEW FACTS ABOUT DGS FACILITIES AT THE ANNAPOLIS CAPITAL COMPLEX

- DGS Annapolis Capital Complex oversees 28 State-owned buildings totaling 2 million square feet.
- The buildings house approximately 4,700 State employees and elected officials.
- Four buildings are within the Colonial Annapolis Historic District and are on the National Register of Historic Places.
- The average age of the remaining facilities is over 37 years old.
- Most facilities are operating with equipment that was installed when the buildings were first built.
- An effective facility maintenance plan must take into account the challenges presented by aging infrastructure and equipment.

GREEN BUILDING SOLUTION AT THE ANNAPOLIS CAPITAL COMPLEX

Modern buildings with central heating and air conditioning are designed to supply filtered outside air into the fresh air distribution system for the building. Opening windows adversely affects the mold and pollen counts and can add pollutants to interior spaces by introducing unfiltered air into the building. **Windows must be closed and air vents unobstructed so the air supply system remains balanced and conditioned to the temperature set for the building environment.**

In addition, open windows invite unwanted pests into the facilities. DGS staff is constantly combatting infestations of ants, gnats, mice and other bugs in office areas. And we have had to remove a bat or two from offices!

Please keep all windows closed and locked and keep air vents clear for free air flow!

DO USE A DEFLECTOR



DON'T BLOCK AIR VENTS

