

ABM GreenCare® Level Three

Based on your sustainability goals and interest in pursuing LEED certification, we will implement Level Three of the ABM GreenCare® program at your corporate building.



With a Level Three implementation, we provide the support necessary to assist you in gaining and maintaining LEED certification related to our services. Level Three places a strong emphasis on policy and program documentation and tracking.

Chemical Selection and Dilution

We will provide you with chemicals selected from the ABM GreenCare® Chemical List, which identifies Green Seal certified products or Environmentally Preferable Products (as determined by USGBC requirements). We'll also reduce the number of chemicals onsite while simultaneously switching out the most high-volume use chemicals for sustainable ones. If you require a particular chemical that is not available in a Green Seal certified or Environmentally Preferable Products option, we recommend choosing a chemical based upon minimizing environmental and health risks.

Features of Level Three Chemical Selection and Dilution:

- Concentrated chemicals will be diluted onsite whenever possible.
- Storage and dilution activities will be consolidated to as few areas as possible.
- Chemicals will be stored in a single locked room or area with direct-to-outside exhaust ventilation.
- Ensure only properly trained employees have access to these areas.

ABM will install a chemical dilution system that allows service workers to dilute chemical concentrates onsite, thereby reducing the amount of waste that is associated with manually mixed chemicals. Our dilution control systems automate the amount of chemicals for each use, ensuring consistency, accuracy and safety.

We partner with our chemical suppliers to ensure that service workers are properly trained on how to dispense and dilute chemicals, ensuring that they are used safely and effectively. Additionally, our chemical partners establish guidelines for proper storage and ventilation, so that your corporate building and its occupants aren't negatively impacted by chemicals onsite.



Our Preferred Chemical Vendor

Our preferred chemical vendor is Diversey. We work closely with them to establish procedures and training for the products that we use. They are an integral part of the ABM GreenCare® program, and they share our belief that green cleaning is more than a trend; it is quickly becoming the new "normal." Because of this partnership, we are also privy to their latest products and innovations.

Your needs are our first priority, and if necessary we have alternative suppliers available as well to ensure the best products are used.

Benefits of Using Chemicals and Paper Products Provided by ABM:

- Purchasing Power – As the largest consumer of janitorial supplies, we've been able to negotiate prices with our vendors that are almost always lower than what you could get on your own.
- Quality – We carefully vet each product before choosing to purchase it. We make sure our chemicals and supplies meet the latest standards set by the organizations that certify green products.
- Proper Usage – Service workers will be trained with materials supplied directly from the manufacturer. Because we typically use chemicals from our preferred vendors, our supervisors will be familiar with how to use them and will train our personnel accordingly.
- Innovation – Our vendor partnerships ensure that we receive the most innovative products at the lowest costs.

Equipment

Equipment choices are also a critical component of Level Three. Choosing the right equipment not only improves our cleaning effectiveness, it also contributes to the positive environmental impact of your facility. Selecting from our ABM GreenCare® Standard Equipment List helps minimize your costs, improve indoor air quality, maximize the productivity of our workforce and benefits service workers through ergonomic design, reduced sound levels and increased safety. We will maintain detailed logs of the purchase date, maintenance, repairs and manufacturer's specifications for each piece of equipment used at your corporate building.

Our equipment selection is based on the following criteria:

- Reducing airborne particles
- Reducing moisture in carpets
- Sound levels less than 70dBA
- Variable speed solution delivery
- Gel batteries
- Minimizing user fatigue
- Rubber bumpers to prevent building damage



High-Performance Vacuums

Traditional vacuum cleaning removes contaminants from carpeting, but it reintroduces them into the air either through the action of the beater bar or through conventional bags. We use high-performance vacuums that, at a minimum, are 96% efficient in containing particulates 0.3 microns in size. Humans can inhale particulates 10 microns and smaller. This filtration cleans carpeting and floors without stirring up dust. Efficiencies are realized since contaminants are prevented from being reintroduced back into the environment. The air stays cleaner, furniture and carpets collect less dust, and building occupants are exposed to fewer contaminants, all resulting in enhanced indoor air quality for your building occupants. High-performance systems that meet the Carpet and Rug Institute's (CRI) Seal of Approval are used in backpack vacuums, dual motor uprights, and wide area vacuums.

- **Backpack Vacuums:** These highly efficient, lightweight vacuums allow service workers to vacuum more than twice the area in a given timeframe with less fatigue and body strain. Independent tests have shown that they match or exceed the commercial upright vacuum in removing soil. Backpack vacuums are typically used in cubicle space and open areas as well as on hard surfaces.
- **Dual Motor Uprights:** Versatile and equipped with easily accessible on-board tools, these vacuums are used in hard-to-reach areas and detail cleaning. These machines are traditionally used in high traffic areas, entrances and lobbies, and on elevators.
- **Wide Area Vacuums:** Wide area vacuums provide labor efficiencies as they clean large areas quickly and effectively. They are typically used in corridors, aisle ways, and concourses.

High Performance Carpet Cleaning

By using carpet extractors that meet the Carpet and Rug Institute's (CRI) Seal of Approval, we know these machines exceed the average soil removal and water removal levels of traditional machines. This ensures a cleaner environment, reduced opportunity for fungal growth and a longer lifespan of your carpet.

- **Compact Extractors:** Today's compact carpet extractors allow for full-size cleaning in smaller areas throughout the building. With portability and easy use, these machines are typically used in individual offices, cubicles and on entryway mats.
- **Walk-behind/Rider Extractors:** When larger carpeted areas demand higher productivity, walk behind extractors allow for efficient carpet cleaning. They are typically used in large corridors, lobbies and other similar common areas.



ABM is a Certified Seal of Approval Service Provider by the Carpet and Rug Institute

Hard Surface Floor Care

ABM uses various equipment types when maintaining your hard surfaced flooring. Technological improvements have made this equipment more durable and efficient while bettering their “green” attributes. The use of gel batteries, variable speed feed pumps, on-board chemical metering, reduced sound levels and active dust control are all examples of sustainable improvements to the equipment.

- **Floor Machines:** Sometimes referred to as “Slow-speeds” or “Side-by-Sides” these machines scrub, strip and polish with a brush or pad. Floor machines are used in a wide variety of spaces and on a wide variety of floor types.
- **Orbital Floor Machines:** These machines incorporate a square head and orbital motion to allow fast, chemical-free removal of floor finish including the corners and edges. As needed, additional pads allow sanding/screening of wood floors, concrete cleaning, stairwells, etc.
- **Burnishers:** We use burnishers that are equipped with active dust control, preventing the introduction of dust into the air. We match the pad, burnishing speed and floor finish to make sure the floor has a uniform shine or polish.
- **Scrubbers:** Walk-behind and rider scrubbers allow for high production hard surface floor cleaning. These machines efficiently dispense the appropriate cleaning solution, scrub the surface clean and recover the solution and dirt all in one pass. Ranging in size from 17” wide through 50”+ these machines are used in lobbies and hallways on up through large warehouses and garages.

Hand Hygiene

We can supply or recommend touchless dispensers for soap and hand towels, as well as wall-mounted hand sanitizers. These machines reduce the potential for the spread of bacteria because they reduce the amount of touch points in your restrooms and break areas. They also reduce waste because they control the amount of product each person receives. We can also provide educational posters and other materials to display that promote healthy hand hygiene practices.

Replacing Current Equipment

If the current equipment has not reached its end-of-lifecycle, ABM will implement practices, such as regular preventive maintenance, to improve the positive environmental impact and reduce occupant and employee health risks. Once the equipment has reached its end-of-lifecycle, the commitment to purchase equipment from our ABM GreenCare® Standard Equipment List will enhance your sustainability goals and green cleaning program.

Our Preferred Equipment Vendors

ABM purchases lightweight backpack vacuum cleaners from Pro-Team. ProTeam is recognized as the original innovator of lightweight ergonomic backpack vacuum cleaners. The company was founded in 1987 by experienced cleaning professionals looking for a way to work more productively and sustainably.



Worker and building occupant health have been guiding forces that go into every vacuum developed. All ProTeam vacuums have advanced Four Level® Filtration systems and comfortable ergonomic designs.

Tennant Company supplies ABM with all commercial and industrial cleaning equipment. Tennant is one of the world's leading manufacturers of industrial floor maintenance equipment. It makes both surface coatings and cleaning machines that include extractors, scrubbers, sweepers, and vacuums. Tennant offers parts and supplies, as well as service and maintenance.

Processes and Preventative Measures

Microfiber Technology

Microfiber Technology is another important feature of the ABM GreenCare® program. Microfiber cloths, dust sleeves and flat mops improve our efforts both in landfill waste reduction and improved dirt/dust collection. Important considerations when implementing a successful microfiber program include:

- Establishing a convenient and cost-effective laundering solution for microfiber is the number one consideration.
- Fabric softeners should never be used as they significantly reduce the effectiveness of the microfiber.
- Soiled microfiber must be exchanged for clean microfiber to ensure absorbency rates and allow the microfiber to gather dust and dirt effectively.
- Proper training and enforcement are required to ensure employees fold and re-fold cloths to efficiently use all eight cleaning sides as well as exchanging flat mops and dust sleeves in a timely manner.



ABM has adopted the following color coding to reduce the likelihood of cross-contamination:

- **Blue Cloths** – For use on restroom counters, fixtures, mirrors, damp dusting etc.
- **Red Cloths** – For use on toilets, urinals, etc. only
- **Red/Red Trimmed Flat Mops** – For restroom floors only
- **Green Cloths** – For general cleaning
- **Green Dust Sleeves/Mitts** – For general dusting
- **Green Flat Mops** – For general sweeping and damp mopping

Additional colors are available when necessary (i.e., food preparation areas), however, care must be taken to ensure that too many color choices do not complicate the process.



Entryway Matting Program

To reduce the amount of dirt and allergens that enter your corporate building, we will maintain your entryway mat system that captures up to 70% of the particulates that clients bring in on their shoes.

- Ensure the matting/grating are of a quality design and sufficient coverage so the majority of outside contaminants are prevented from accumulating throughout high-traffic areas.
- All entrances will be equipped with mats with sufficient width to cover an entryway and sufficient length to ensure a minimum of two footfalls per foot (approximately 10’).
- Traps up to 70% of moisture, pollutants and dirt before they enter the building and become airborne or accumulate on the floors, reducing slips and falls.
- Because mats capture so many unwanted elements, they reduce cleaning costs and extend the life of your floors.
- We will clean mats regularly to ensure they continue trapping contaminants.

Early Spill Notification

We will work with you to implement an early spill notification program. When building occupants alert ABM quickly about a spill on the carpet, we have the opportunity to extract the stain using fewer and less harsh chemicals. In addition, this proactive notification reduces the chance for permanent staining and typically reduces the overall amount of moisture applied to the carpet. With less moisture in the carpet, drying time is reduced along with the chance of mold and mildew growth.

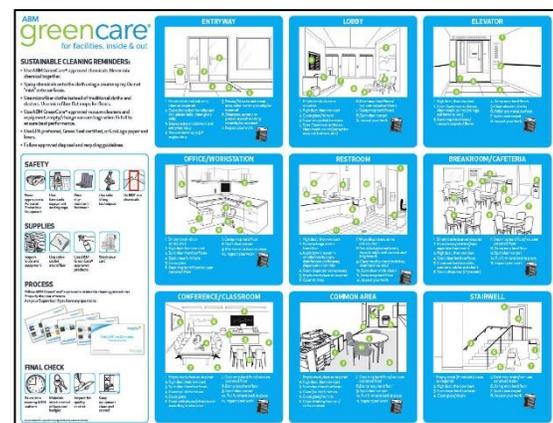
ABM GreenCare® Training

Procedures Manual

The ABM GreenCare® Procedures Manual outlines proper cleaning processes and ensures our employees effectively use the chemicals, equipment and tools provided and establish proper techniques in their daily tasks. ABM will work with you to establish proper cleaning intervals throughout the day and ensure our staff is following the proper cleaning procedures outlined in the manual.

Wall Chart

The ABM GreenCare® Wall Chart is posted in janitorial closets and serves as a reminder of the processes and procedures taught during training. It provides quick visual instructions on safety, tools, and processes and step-by-step instructions on how to clean every room.



Partnership Training from Vendors

Our chemical vendors provide training for the products they provide us with, which ensures that they are being used to safely and effectively. We have partnered with them to create training cards which outline the proper usage of chemicals and detailed, step-by-step instructions for each part of the process.

LEED Support

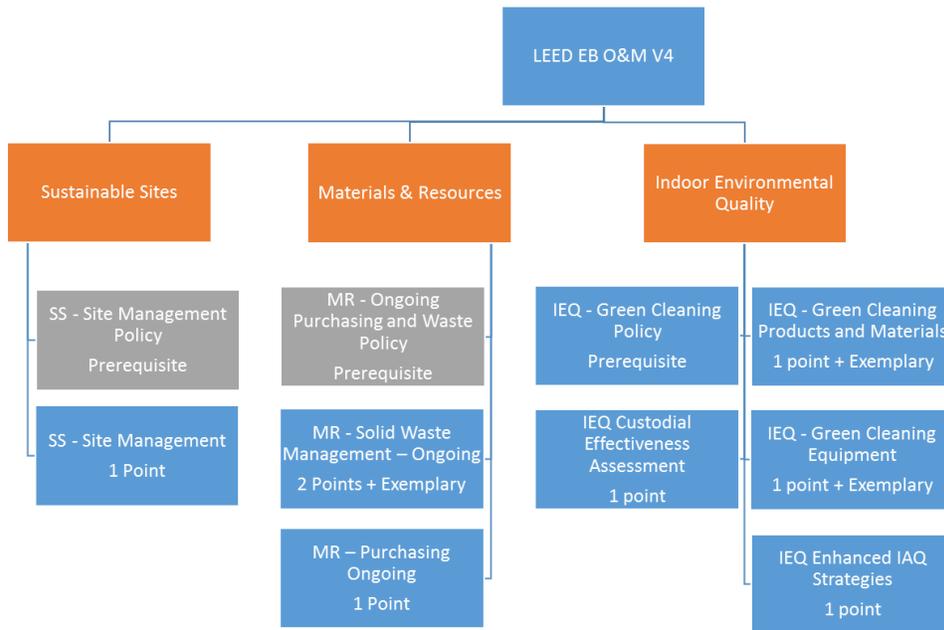
Our Sustainability Department will measure and track various components which must be completed during the performance period of your building's LEED submission and continue for as long as you remain certified. We will also assist you with formal low environmental impact policies relating to our services, waste stream management, recycling programs, and occupant responsibility and education programs.

The LEED certifications that typically apply to our clients are:

- LEED NC (New Construction)
- LEED EB O&M (Existing Building Operations & Maintenance)
- LEED CS (Core and Shell)
- LEED CI (Commercial Interiors)

Below are some statistics on our current levels of LEED support:

- LEED Certified Sites – 427 sites equaling 220 million square feet
- LEED Registered Sites – 137 sites equaling 62.8 million square feet
- Initial Phase Sites – 413 sites equaling 141.3 million square feet



Formal Low Impact Policies

We will work with you to develop the policies and procedures that will help you achieve and maintain LEED certification. Due to U.S. Green Building Council (USGBC) requirements, **you** will have to develop your own green cleaning policy, but our Vice President, Janitorial Excellence, LEED APs and Green Associates will provide full support to ensure that you are fully compliant. We will provide you with the ABM GreenCare® Policy Manual as support documentation. The manual outlines our processes and includes our equipment and chemical lists. It will help you document the following criteria:

- Green cleaning procedures, equipment and chemicals
- Hard floor and carpet maintenance management and auditing
- Cleaning for vulnerable building occupants
- Hand hygiene (if we supply hand-washing equipment, chemicals and educational materials)
- Chemical storage and handling, including hazardous waste management
- Service worker training, specifically related to handling and disposing of chemicals and their packaging
- High-Performance cleaning program details
 - Staffing
 - Training
 - Chemical dilution
 - Sustainable cleaning supplies and equipment
 - Sustainable hard floor and carpet cleaning

Tracking and Auditing

To maintain compliance, we'll measure and track the usage and results of our green cleaning efforts at your **corporate building**. We'll also track service worker training programs, scheduling of our cleaning operations, equipment maintenance and use, and our efforts to reduce solid waste within our ABM GreenCare® Master Log.

APPA Auditing

We have created an auditing form based on APPA's guidelines, and we will provide the training to support the auditing process. A member of our staff will work in conjunction with one of your staff members to perform the audit.

Thinking Outside of the Box

Because innovation is a significant component of LEED certification, we'll provide and make recommendations for cleaning processes and policies that can conserve resources and reduce waste. For instance, day cleaning typically results in lower energy costs because your corporate building won't have to operate at night.

Occupant Responsibility and Education Programs

To round out our green cleaning efforts, we can provide educational literature for the occupants of your building. The goal of these educational pieces is to inform occupants about green cleaning, steps they can take to reduce waste, early spill notification, hand hygiene, and recycling programs. These communications may include brochures, table tents, or occupant education sessions.

Waste Stream Management and Recycling

Our service personnel will make sure that waste is properly disposed of by transferring it from the "user" (i.e., your staff's personal recycling bins) to the proper dumpster. If necessary, we can also provide waste management and recycling for you.