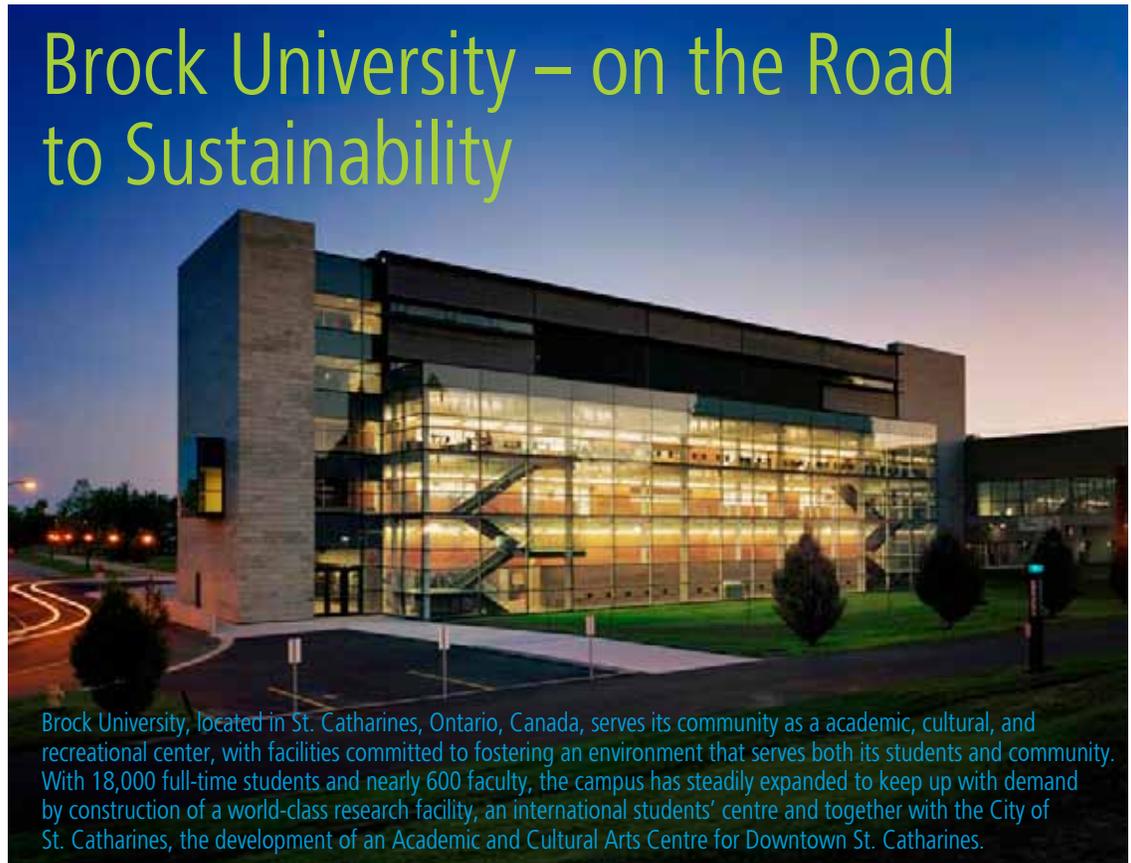




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Brock University – on the Road to Sustainability



Brock University, located in St. Catharines, Ontario, Canada, serves its community as a academic, cultural, and recreational center, with facilities committed to fostering an environment that serves both its students and community. With 18,000 full-time students and nearly 600 faculty, the campus has steadily expanded to keep up with demand by construction of a world-class research facility, an international students' centre and together with the City of St. Catharines, the development of an Academic and Cultural Arts Centre for Downtown St. Catharines.

Plaza Building

A sustainability launch was introduced at Brock about 1½ years ago, with the establishment of a sustainability coordinating committee comprised of a diverse group of faculty, staff and student group representatives. Explains Domenic Maniccia, Director, Custodial Services: "This forum was designed to discuss and share current sustainability practices, procedures, and some direction to influence the future of sustainability at Brock. Many departments are doing good things with respect to sustainability but are operating within their own silo, so it's an opportunity to assist one-another and gain synergies."

Sustainability Initiatives on Campus

- Campus bicycle master plan
- Green cleaning products
- Non hazardous waste diversion – organics, cardboard, plastic, paper and metal
- Hazardous waste management – batteries/fluorescent light tubes/chemicals
- Effective and efficient use of natural gas to operate cogeneration plant
- Building automation – set backs, fan controls, lighting
- Progressive conversion of street lighting to LEDs
- No use of herbicides
- Surplus furniture/asset redeployment program
- Ink jet/laser printer cartridge collection program
- Electronic equipment disposal program
- Promoting waste free events and conferences
- LEED® certification for new buildings/additions

The new 46,000-square-foot International Centre is a LEED Silver candidate (Leadership in Energy & Environmental Design) and features seminar rooms, food service space, public washrooms, meeting rooms, an archeology workroom, a museum, and lounges for faculty, staff and students. LEED certification, which includes a rigorous third-party commissioning process, offers proof that you've achieved your environmental goals and your building is



From Left: Paul Woolfrey, RML; Domenic Maniccia, Director, Custodial Services, Brock University and Chris Rogers, Corporate Chemical

performing as designed. The LEED rating system offers four certification levels for new construction – Certified, Silver, Gold and Platinum, that correspond to the number of credits accrued in five green design categories: sustainable sites, water efficiency, energy and atmosphere, materials and resources and indoor environmental quality. The Plaza Building, which was built in 2006 is LEED Silver registered, and is home to a campus bookstore, several computer labs and additional seminar and classroom space. It also houses the Lifespan Development Research Centre, a unique resource in Canada dedicated to health research.

The Cairns Family Health and Bioscience Research Complex (CFHBRC) is a state-of-the-art 176,000 square-foot facility where students and professors will explore new frontiers in green science and health and wellness. The CFHBRC will play a key role in advancing Canada's science and technology infrastructure. In addition to world-class work by researchers in areas like cancer, infectious diseases, biotechnology and green chemistry, the facility will also house a business incubator for start-up businesses to capitalize on the innovative research and knowledge transfer undertaken at the facility. Construction will be completed by December 2011 with an application for LEED Silver registration.

Waste Management and Recycling

The Ministry of the Environment in Ontario has set a provincial non-hazardous waste diversion goal of 60%. Brock conducts yearly waste audits with the assistance of an environmental consultant and has achieved the following recycling waste diversion rate from landfill results:

2008: 80%

2009: 75%*

2010: 79%

* Lowered rate due to renovation in one of the main dining halls in a large capture area.

Domenic is proud of Brock's waste management program: "We have a terrific staff that cares about the environment, and it shows in our diversion rates. We also have a good relationship with other departments along with the food service provider SODEXHO, who contributes to our success. The implementation of an organic waste removal system, which, once collected, is dispersed to local farms as organic matter is a contributing factor, as well as the collection of cardboard. There is always room for improvement, almost everything can be recycled, reused or reduced, and it takes a collective effort of the entire Brock community."

Green Housekeeping Program

Brock University is supported by an in-house custodial work force of 79 full time Custodians and 13 casual employees. This staff is managed by 4 supervisors, a customer service representative, and Domenic Maniccia. They operate 3 shifts 7 days a week maintaining the university at APPA level 2 "Ordinary Tidiness".

Domenic and his supervisors will be certified as Green Housekeeping Professionals before the end of summer 2011. This will include Recognized Green Housekeeping training sessions, at least one for each shift, to help prepare for the process. The Custodial staff is targeted for site certification before the end of 2011.

Paul Woolfrey will be the Facilitator in Certified Green Housekeeping process and will be supported by Jim Bruno as CGHP and LEED AP as well as Chris Rogers, CGHP and owner of Corporate Chemical.

Explains Paul: "All chemical cleaning compounds in use within Brock have been reviewed by Rochester Midland Limited and joint decisions were made on each one to insure best environmental performance and least impact on H & S. Over 80% of green custodial products used at Brock University are 3rd party certified.

RML and Corporate Chemical were awarded the cleaning product supply through an RFP process over a year and a half ago. Since that time Brock University has embraced the use of environmentally preferable cleaning products and is reaping the benefits."

Chris is familiar with Brock both academically and professionally: "I am a former student of Brock and I am happy to see that one of Canada's fastest growing Universities is using the Rochester Midland line. This was a very smart decision, and I believe that the end result is a superior product in the University and better indoor air quality for my children when they attend Brock."

Brock University is using Enviro Chem® Tough Job, Enviro Chem Glass Cleaner, Enviro Chem Washroom Cleaner, Enviro Chem Neutral Disinfectant and Perfect 7 through an automated SNAP!® Proportioning System. Using 3rd party certified, biobased cleaning products through the SNAP! dispensing system helps improve worker safety by reducing contact with cleaning products and helps indoor air quality at Brock University by reducing VOC's compared to conventional cleaning products.

Staff Reaction

The Custodial staff at Brock University has been pleased with the changeover to Rochester Midland's Green Cleaning products:

Jane Deschamps: "I have been a Custodian at Brock for 6 years. As soon as the University converted to the new green program with Rochester Midland, I had no more sensitivity issues, none!"



Jane Deschamps, Custodian, with the SNAP Dispensing Unit.



Pam Gibson, Custodian

Pam Gibson: “I also have been a Custodian at Brock for 6 years now. Both my husband and I believe in green alternatives to help to save the planet for our grandkids. Brock has made an excellent choice.”

Green cleaning is more than just chemicals. Brock is using walk off mats throughout all of the entrances to trap dirt and particles. They are using HEPA vacuum cleaners. A transition to micro-fiber floor mops is in place which captures more particulate matter and reduces airborne discharge. Most of the washrooms have touch-less hand dryers that eliminate the use of paper hand products. Hand-sanitizing stations strategically located in public areas help control the spread of viruses. Micro-fiber cloths are used to clean (no rags), a colour-coded system is in place, along with a disinfection program for washrooms and touch points.

Floor finish

The university is in the process of moving towards a more environmental friendly stripper and floor finish. In some buildings, low maintenance floors, such as stone, tile, concrete and rubber, have been installed. This has been done to reduce the long term cost of floor maintenance and minimize any VOC's associated with the maintenance process.

ISSA's Cleaning Industry Management Standard (CIMS)

This fall, the industry will celebrate the five-year anniversary of the publication and release of ISSA's Cleaning Industry Management Standard (CIMS). Setting forth a management framework designed to assist cleaning service providers develop and maintain quality, customer-focused organizations, CIMS has quickly become THE Standard as the industry seeks to reinvent itself around the principles of professionalism, quality, dependability, and public health.

The management elements outlined in the Standard are based on universally-accepted principles that have proven to be the hallmarks of successful cleaning service organizations. As such, the Standard applies to cleaning firms of all sizes and in all markets, including commercial cleaning contractors, in-house K-12 school custodial departments, and both higher education and healthcare facilities. Further, the Standard is non-prescriptive, meaning that it does not require nor even recommend the use of specific processes, products or procedures. Rather, each cleaning service organization has the ability to choose those things that best meet their particular needs.

When the Standard was originally published five years ago, it was centered on five sections of management best practices: (1) Quality Systems; (2) Service Delivery; (3) Human Resources; (Health, Safety & Environmental Stewardship; and (5) Management Commitment. An optional sixth section – CIMS-Green Building (CIMS-GB) was added in the fall of 2009, setting forth a set of environmental preferability criteria to assist in the development of a comprehensive green cleaning program. Of significant note is the fact that the criteria are specifically based on the green cleaning requirements in the LEED-Existing Buildings: Operations & Maintenance Green Building Rating System (LEED-EBOM), positioning a cleaning service company to partner with its customers in pursuit of LEED-EBOM compliance and certification. In fact, the initial draft of the new version of LEED-EBOM includes an option that allows a facility to attain a point toward LEED certification simply by using a CIMS-GB certified provider.

Cleaning service companies who wish to attain third-party validation of their management, operations and ability to deliver a comprehensive green cleaning program can undergo an independent assessment to achieve CIMS and CIMS-GB certification. The assessment includes a full review of the organization's management and operations to ensure compliance with the Standard, including documentation review; interviews with management and cleaning personnel; and visits to individual customer facilities to ensure compliance “in the field.” CIMS/CIMS-GB has proven very popular with many end user customers who are increasingly relying on certification in the contractor selection process. For example, State Farm Insurance, Archer Daniels Midland, the US Army MEDICAL COMMAND, the Commonwealth of Massachusetts and many others now require certification to be eligible to be awarded a cleaning contract.

Further, while the Standard specifically applies to a cleaning service organization, it has proven to provide a rallying point for all segments of the supply-service chain. For example, Rochester Midland has available a number of tools and services to help customers bring their management and operations into compliance with the Standard, including Certified Green Housekeeping Training programs, building audits, and a new General Sustainability Certification Program coming in 2012. In addition, Paul Ferruzza, Regional Vice President, has achieved the CIMS “ISSA Certification Expert” (I.C.E.) designation, positioning himself to act in a consultative capacity with regards to customers who are interested in implementing the Standard for their own organizations. To achieve I.C.E. certification, Ferruzza participated in an immersion training workshop on the Standard and successfully passed an examination on the elements.

Customers are encouraged to obtain a copy of the Standard and consider certification in order to improve operations and achieve third-party validation of their professionalism, quality, dependability and capability of delivering a comprehensive green cleaning program. More information is available at www.issa.com/cims.

Dan Wagner
Director of Facility Service Programs
ISSA

From the Editor...



For 12 years, the American Lung Association has analyzed data from state air quality monitors to compile a 'State of the Air' report. The more we learn about the air we breathe, the more we can protect our health and take steps to make our air cleaner and healthier! This report analyzes such health risks as ozone and particle pollution, plus it shows how pollution can compromise our children's health and how it impacts different socioeconomic groups. There are also city rankings across the U.S. which compare the cleanest cities, and those that are the most polluted.

To read the report and see how your hometown fares, check out the American Lung Association website at www.stateoftheair.org



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