

# 7. Sustainability Program

*As holistic stewards of the environment, Aramark brings a complete approach to sustainable cleaning. Our approach will maintain cleaning efficacy, reduce the waste stream, and present an environmentally responsible position for the campus community. The ultimate outcome is to improve the living environment of students and the working environment of custodians, faculty, and staff.*

## Our Green Thread Platform

Underpinning our sustainable cleaning program is our Green Thread™ platform of environmental stewardship.

Originally developed by Aramark Higher Education, this platform has been adopted corporate-wide as a means to deliver service that elevates our client's commitment to sustainability. Green Thread embraces several key pillars: green buildings, responsible procurement, energy and water conservation, waste stream management, and transportation.



## Memberships and Achievements

Aramark has established relationships, memberships and/or alignment with the following organizations and programs. Aramark will continue to form strategic partnerships and alliances to forward our corporate sustainability platform:

- ISSA CIMS Certified - Green Buildings
- Assisted many clients achieve LEED and LEED EB designation
- American College and University 2013 Best New Program
- American College and University 2013 Grand Award
- Association for the Advancement of Sustainability in Higher Education (AASHE)
- AASHE Sustainability Tracking, Assessment & Rating System (STARS)
- American College & University Presidents' Climate Commitment (ACUPCC)
- U.S. Green Building Council (USGBC) Leadership in Energy and Environmental Design (LEED)
- College and University Recycling Coalition (CURC)
- National Recycling Coalition (NRC)
- Green Seal® products and services
- U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy's ENERGY STAR
- U.S. EPA SmartWay and SmartWay Elite vehicles
- U.S. EPA WaterSense products
- RecycleMania

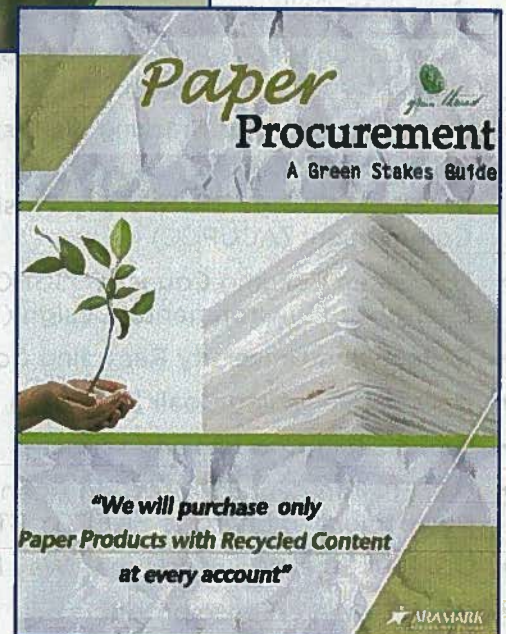
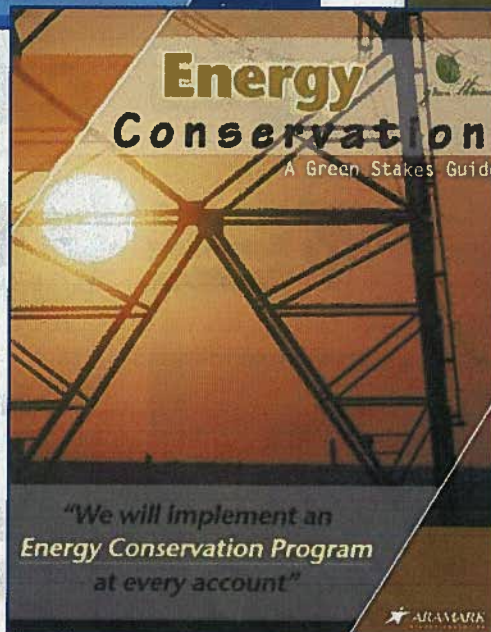
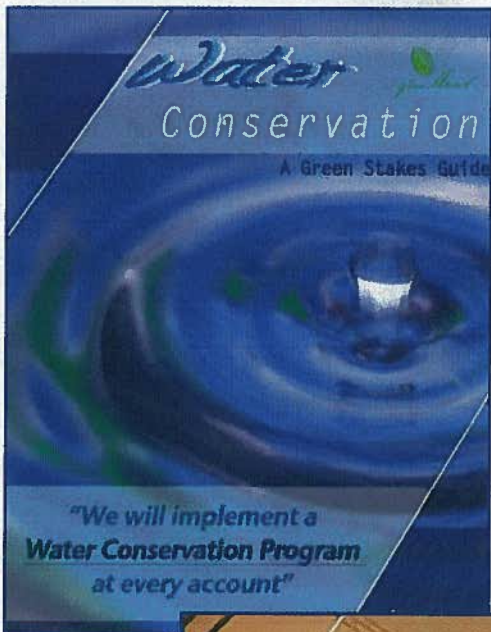


## 7. Sustainability Program

### Our Green Stakes

As part of our Environmental Stewardship Program, we develop unique solutions for our clients and commit to elevating environmental commitments to our 600 Higher Education accounts. We call these global commitments Green Stakes™, our stakes in the ground that are both measurable and time-bound national commitments. Commitments include:

- Implement an energy and water conservation program at every site.
- Purchase only paper products with recycled content.
- Implement **Blue Cleaning™** wherever possible and daily green cleaning products, processes, and practices.



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### Custodial Operations—Beyond Green Cleaning

Aramark will use a number of environmentally responsible custodial management systems. As most aspects of custodial management affect the environment, we have become adept at integrating environmental solutions into our approach. By using products that help prevent toxic pollution and waste, conserve resources, and minimize global warming and ozone depletion, together we will promote a healthier and cleaner environment.

Aramark has developed our innovative **Blue Cleaning™** Program. These technologies and procedures go beyond green cleaning by removing all chemicals and utilizing electrically activated water (EAW) to clean. We employ this technology as integrated components to various floor care machines.



Aramark's approach to green cleaning involves Green Seal-compliant cleaning systems, Green Seal-certified or equivalent chemicals, state-of-the-art LEED-EB-compliant equipment, and training.

Aramark recognizes that the best way to reduce waste begins with procurement. Through our Supply Chain Management Group, we encourage suppliers to provide goods with minimal packaging, use recyclable materials, and provide environmentally preferable solutions.

Additionally, the consumable cleaning products we purchase arrive on campus in concentrate form, reducing packaging by approximately 80 percent as well as alleviating product transportation needs.

We will use our purchasing power for the benefit of Carnegie Mellon. Our partnership with Ecolab and the use of Ecolab's Green Seal-certified Enverros and Oasis products support our social responsibility commitment and desire to be a leader in environmental initiatives. We also partner with Kaivac, Tennant, and ProTeam cleaning systems and use their Green Seal-certified products and equipment.

The standard custodial services Aramark provides align with LEED-EB green cleaning credits, as well as LEED-EB operation and maintenance credit requirements. We have developed a high-performance green cleaning SOPI that complies with LEED IEQ 10.3 and GS-42 requirements.

### GREEN CLEANING PRODUCTS

Aramark has reduced the number of routine cleaning chemicals with our **Blue Cleaning™** Program, and by using a Green Seal-certified all-purpose cleaner, and sanitizer. By using one product for multiple uses (for example, using an all-purpose cleaner for both general purpose, bathroom cleaners, and glass cleaning), we can continue to reduce the number of products we use. All Green Seal-certified products meet the standards set forth in GS 37, specifically Section 4.8, Aquatic Biodegradability. These products are registered with Green Seal and available on their website. Furthermore, dilution control dispensers will be used when applicable to automatically mix the correct amount of bulk chemical with water to produce ready-to-use-product on site. We provide chemical cleaning products in a liquid form or manual pump action sprays or concentrates that can be dispensed into pump bottles for use.



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### SUSTAINABLE EQUIPMENT

Using sustainable equipment is a critical aspect of providing a green and Blue Cleaning service. Our state-of-the-art equipment is designed to increase quality and productivity, while providing an environmentally safe and ergonomic environment for our employees and customers. Accordingly, we:

- Use active microfiber cloths for all cleaning towels and rags. Our products have been tested to meet the requirement of 500 washings, resulting elevated efficiency and approximately a 50 percent reduction in waste.
- Use all high-performance vacuum units that are certified by the Carpet and Rug Institute.
- Use hot water extraction equipment that includes Tennant's ReadySpace technology for deep cleaning carpets, which is capable of removing enough moisture so that carpets can dry within 30 minutes to 24 hours, depending on the process.
- Incorporate ergonomically designed power equipment to enhance employee safety, reduce fatigue, and increase productivity.
- Purchase all new powered equipment that meets LEED-EB O&M requirements.
- Use brushes on all auto scrubbers and floor machines, eliminating the use of pads and reducing waste.
- Implement a Touchless Cleaning system that is environmentally friendly through the use of green chemicals, improves employee morale by eliminating their contact with human biohazards, and reducing water use by 20 percent.
- Use a cleaning system that incorporates a washable microfiber flat-head mop and ergonomic microfiber mop handle, replacing the 50-pound mop bucket where applicable. This will reduce wastewater by 20 percent while improving cleaning efficacy.
- Use floor finish applicators and microfiber mops that incorporate chemical and water proportion controls, allowing us to reduce the use and waste of products and water by 50 percent.

Nationally, Aramark maintains a comprehensive maintenance program for all mechanical custodial equipment through Tennant. Following a preventive and corrective maintenance program ensures that we maintain a safe and efficient operation, extend the useful life of equipment, and reduce equipment breakdown and downtime.

## 8. Recycling

Aramark has included a full-time recycling employee and vehicle to support the recycling efforts as specified in the RFP.

However, recycling will be integrated into each employee's role description and work schedule. Aramark provides a full portfolio of dining and facility services to more than 600 college and university campuses throughout the United States. At each of these client locations we support a variety of recycling programs and have experience with a broad range of solid wastes: paper, plastic, light bulbs, food and composting, aluminum, metals, as well as others. The following describes our approach to recycling.

We are committed to minimizing the waste stream by fostering a culture that reduces, reuses, and recycles waste. To support this focus we will work with suppliers who share our vision, working to reduce packing, enabling recovery and reuse of discarded materials, and recycling waste to minimize the waste stream.

We will work with CMU personnel to seek new and innovative ways to minimize our environmental footprint. We will help the campus with waste reduction and recycling initiatives by assessing the waste stream, developing and maintaining sustainable practices and creating hands on experiences for students. Our goal is to work in conjunction with CMU to create, measure, elevate and continuously improve the recycling program with the following six principles:

1. **Leadership**—Working collaboratively with CMU's sustainability leadership, Aramark will assign an Aramark representative to assist in reducing the waste stream to landfill.
2. **Data**—Conduct a waste audit to analyze performance as well as assess future opportunities.
3. **Diversion Options**—Understanding impact opportunities, we will focus on the largest opportunities for impact, including working with local municipalities, local charities for re-use, and third party companies to assist in reducing landfill materials.
4. **Plan and Train**—For each modification, we will team to develop an operational plan, as well as provide adequate training to staff.
5. **Implement and Engage the Community**—Engagement with student groups, the campus community, including volunteerism, has proven to be highly effective in impacting recycling and diversion rates.
6. **Maintain and Continuous Improvement**—Ensure best practices are shared with the custodial team, and campus community to energize and sustain program improvements. Repeat Steps 2-5.

As a custodial organization, we will strive to guide the campus toward LEED standards alignment and the goal of zero waste. We will work with you to align and elevate waste reduction initiatives and programs continuously throughout the partnership.



## 8. Recycling

### Case Study—Princeton University

Continue to reduce municipal waste from the University waste stream.



#### GOAL

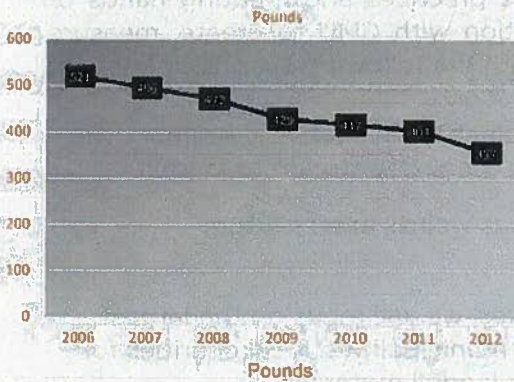
#### OUR ALIGNMENT

By actively encouraging recycling throughout the year and donations of certain items at the end of the year, departmental leadership has continued to reduce the amount of municipal waste generated on campus. Further, by participating in forums such as the PSC and partnering with student Eco-Reps, we have been able to have a voice among the student body, a group that can move the needle in terms of the health of our waste stream.

#### Activity Here

The graph below reflects the steady decrease in the amount of municipal waste generated on campus overlaid with the increase in the student/staff head count. The combination of these factors has been manifested in a sharp reduction of the amount of waste generated on a per capita basis.

Municipal Waste Per Capita 2006—Present

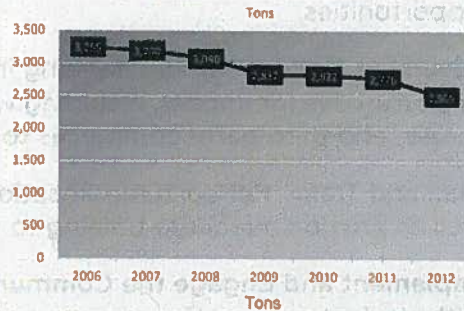


### Case Study—Princeton University (continued)

#### Activity Two

This graph reflects the raw tonnage figures of all municipal waste generated by the University.

Tons of Municipal Waste 2006—Present



#### Activity Three

Besides the factors already mentioned above, departmental year-end partnerships with the Pace Center, Community and Regional Affairs, Eco-Reps, and Residential Colleges have resulted in increased donations of student items at the end of the year. Building Services oversees and coordinates the majority of this donation effort. While there are no hard figures on the tonnage of items donated, the list of items includes: clothing (approaching 10 tons), books, school supplies, food, and crutches (destination is Walter Reed).



[A typical donation site (Frist Campus Center)]

#### Future Activities

- Our department will work to explore methods of increasing recycling during Reunions and at Athletic venues. We have already explored some possible eye-catching receptacles with the Office of Sustainability and Athletics.
- We have also just finalized a contract with a new food waste hauler that would potentially take food waste to an urban farmer, Agri-Ark, in Trenton. Dining Services is exploring the opportunity to purchase certain vegetables from Agri-Ark for use on campus. We are pleased that this could be a model for how to use food waste and believe it tells a powerful story.

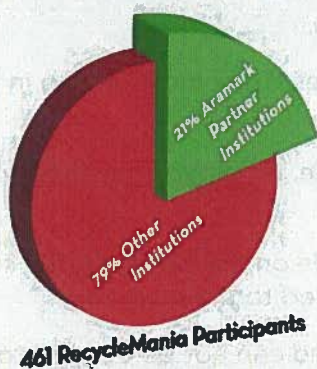
# RecycleMania 2014

## aramark CAMPUS PARTNER RESULTS

An 8 week competition and benchmarking tool for college and university recycling programs to promote and advance waste reduction in our local communities.

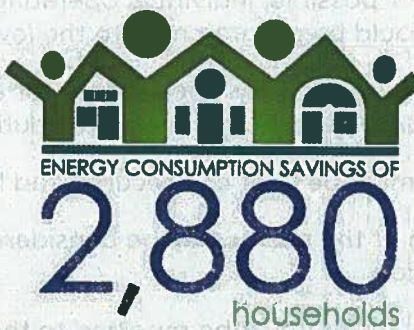


### 99 Aramark Campus Partners Participate



17.8  
million pounds  
of waste

## IMPACT:



# 9. Key Control and Building Access Program

## Key Control and Access

Aramark's proposed key control policy is as follows and will utilize electronic key storage cabinets for keys and access cards which have worked well at Northwestern University. The policy is based on the following attributes and will be finalized in conjunction with Carnegie Mellon University:

- Keys and access cards must be checked out at the beginning of the shift and checked back in at the end of the shift.
- Keys may not be taken off campus for any reason.
- Keys may not be shared or lent to other employees. They must remain in the direct control of the employee that signed them out.
- Keys may not be left on custodial carts at any time. Employee must carry keys and cards on their person.
- If a key or access card is required and not available on the work set, the supervisor must request, in writing, the need for the key to be added to the work ring.
- Whenever possible the key ring will be secured and can not be opened to add or remove keys easily.
- A key card/schedule will be created for each ring that lists the keys on the ring and overview of the access granted.
- Whenever possible, individual operating keys or sub masters will be utilized, Access cards should be programmed to the lowest reasonable level of access.
- An employee may not open a door for anyone at any time. The employee will direct the requestor to security or designated authority.
- All keys must be kept in a secured and locked location when not in use.
- Violation of the policy may be considered a serious offense and may result in termination.
- If a key is lost, it must be reported to the custodial supervisor or manager immediately so that the proper University official may be notified and appropriate security actions taken.
- At orientation, the employee will be presented with a copy of the key policy for signature.
- Key rings shall be audited on a predetermined schedule and will include an official of the University.