



We are

integrity,
respect,
caring...

WELCOME TO OMNIGREEN





We care about our backyard.

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We care about our backyard.

WE CARE ABOUT GREEN

Omni Facility Services Canada Limited as a company, as a family and as an extended family of clients, suppliers and subcontractors all live grow and prosper in the streets, playgrounds and backyards around us. It is our responsibility to protect the environment and deliver future generations with an opportunity not a liability. To underpin this understanding of our responsibility and cement our position as a first in class, learning and developing organization, Omni Facility Services Canada Limited embarked on an intensive process of implementing systems and processes which comply with the internationally recognized Environmental Management Systems standard ISO 14001:2004, Omni Facility Services Canada Limited GTA Branch underwent a certification audit late in December 2007 and was certified early in January 2008.

ISO 14001:2004 Environmental Management Systems

The International Organization for Standardization (ISO) is a non-government, nonprofit organization with representatives of the national standards institutes of 157 countries. ISO develops and promulgates commercial and industrial standards on a particular topic (currently over 1300 standards) with the intention of enabling international standardization on that topic.

14001:2004 is ISO's environmental management systems standard. This standard has been adopted without modification as CSA Standard CAN/CSA – ISO 14001:04, and approved as a National Standard of Canada by the Standards Council of Canada.

In order to achieve certification an organization must be thoroughly audited by a certified third party certification company, who is intern certified and holds an internationally recognized registration for both the company and the specific auditor(s).

The audit undergone by Omni Facility Services Canada Limited GTA Branch verified 4 key things:

1. **Policies and Procedures:** Our policies and procedures were audited to ensure they comply with the requirements of ISO 14001:2004 standards.
2. **Understanding:** Onsite audits were completed to verify that policies, procedures and commitments are understood by all levels of the organization.
3. **Implementation:** Onsite audits were completed to verify that Policy and procedure is implemented in full.
4. **Continual Improvement:** We are measuring and have objective evidence of our continual improvement





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EMS vs Green Cleaning

(Certified Environmental Management Systems such as ISO 14001:2004 vs Green Cleaning)

An Environmental Management System goes well beyond green cleaning, using green chemicals or being a part of green certified buildings.

The key points where an EMS and Omni's OmniGreen goes beyond 'Green Cleaning'

- **All aspects of our business and activities:** We have implemented Environmental management systems throughout all aspects of our business and our activities
- **Documented commitment:** We have a documented management commitment to continual reduction of our environmental footprint.
- **Policies, procedures and implementation:** We have, the policy, procedures and controls to implement this stated commitment.
- **Continual improvement mechanisms:** We have robust and proven review and continual improvement mechanisms to ensure the continual reduction of our environmental footprint.
- **Proven continual improvement:** As part of maintaining our certification we must **prove** continual improvement to the auditors.
- **Stated objectives:** We have stated objectives for various environmental aspects.
- **Measuring performance:** We measure our performance relative to these objectives on a monthly basis.
- **Proven progress (continual improvement):** We must objectively quantify our performance relative to our objectives and prove we are making quantifiable progress towards them to our ISO auditors.
- **Environmental aspects In all Induction and training programs:** We have included environmental aspects and methodologies in our induction and ongoing training programs
- **Environmental audit as part of site startup:** We include environmental audits as part of our site startup process
- **Ongoing assessment:** We include environmental aspects assessment in our QA assessment processes of checking all sites at minimum monthly.
- **Chemical continual improvement:** We have and continue and ongoing process of rationalizing our chemicals towards all green.
- **Equipment continual improvement:** We have, and continue to, review and improve the environmental impact of all equipment we use, both in their production and operation.
- **Ongoing formal scrutiny:** We scrutinize our current environmental performance at each Monthly Omniway meeting to ensure that we are meeting our objectives, (This review and scrutiny is specifically checked and validated by ISO auditors).
- **Further/new opportunities:** We review and commit to further opportunities for improvement in Environmental aspects at each monthly Omniway meeting (The progress towards and achievement of our objectives is scrutinized by ISO auditors)
- **Legislative compliance:** We have completed a full review of all activities with respect to all applicable legislation and are in full compliance.

All of these bullets have been independently audited by an accredited third party organization and verified as in place, robust and continually improving. Furthermore, they are re audited on a 6 monthly basis by that same independent, accredited third party as part of our ISO 14401:2004 certification.





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RAISING THE BAR IN EVERYONE'S BACKYARD

Omni is leveraging our market position to raise the bar in environmental care. We will achieve this by leasing the entire janitorial services supply chain to environmental management systems certification.

We have started the process of engaging vendors on the basis of their environmental footprint and their certification to ISO 14001. Quite directly **we are advising vendors of our future intention to do business only with those who backup environmental rhetoric with certified commitment and implementation of environmental management systems certified to ISO 14001:2004.**

We understand that this is a bold move, but nonetheless are determined to solidify our position as leaders in the industry and drive environmental stewardship to previously unseen levels in the North American market.

We invite clients to join Omni and create an environmental partnership guiding and leading the Canadian real estate industry.

We are vividly aware that what we establish and recognize now a 'green' cleaning which is seen as an alternative to 'traditional' will within a short time frame be recognized as the norm. We are shifting the bar!

OUR BACKYARD

The implementation of an environmental management system which complies with ISO 14001:2004 involved embracing our appetite to lead the industry in environmental management systems. We completed a review of all aspects of our activities then developed or fortified policies, procedures and practices to minimize and continually reduce our environmental footprint.

As part of our compressive environmental management system we clean green.





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OMNIGREEN CLEANING

What we have done with our services:

WE GREEN CLEAN!



Developed our contract startup processes to ensure the assessment of environmental aspects and individual care requirements.



Developed our ongoing operational processes to review, measure, control and minimize or eliminate negative impacts from the provision of our services.



Reviewed all chemicals and equipment and switched to an independently certified green alternative where one exists. This is an ongoing process with the objective of switching to an entirely green product and equipment range.

Continually work with our key vendors to develop 'Green' solutions comprising of the completely green solution of chemical, equipment and methodology for all major janitorial applications.

Developed strict policy and procedure requirements for the disposal of liquid cleaning waste.

Included Environmental aspects as a review and check point on:

- Site review committees
- Site QA inspections
- Formal operations management meetings

Developed our induction and ongoing training programs to reflect the prominence of environmental care and specific requirements of staff.

Developed a toolbox of green initiatives which we can implement in conjunction with clients.

We encourage and will do anything possible in our capacity, as part of our service provision, to reduce the environmental footprint of what we do. This includes where desired providing assistance to clients in the implementation of green initiatives in their premises ('backyard').

Omni professionally cleans and maintains properties and facilities, using the best appropriate products and technology. In doing so, we clean while recognizing the importance of antiseptic, safe, and well maintained environments. Our quality of service is enhanced by our commitment to our unique OmniGreen principles; developed by our team of senior and general managers, to deliver green cleaning and environmental awareness and leadership. Our products and technology are enhanced by this commitment, which is founded on six shared principles.





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The **OmniGreen** principles deliver green cleaning and environmental leadership by:

- **L**earning to make decisions that consider the environment
- **E**mphasizing and understanding our clients' environment and hygiene needs
- **A**n awareness of our impact on the environment, as an organization
- **D**edication to a healthier, cleaner environment, through our services
- **E**nvironmental products with impartial certification
- **R**educing waste and conserving, as an organization

Let us take a closer look at Omni's OmniGreen Cleaning programs, in support of our environmental stewardship.

Defining Green Cleaning

The concept of green cleaning does not imply that traditional cleaning methods are inferior or unsafe. Rather, Omni's green cleaning initiatives can be viewed as the next step toward increased sustainability, further reducing polluting impacts while promoting and improving health, safety and environmental aesthetics.

Green cleaning is defined by several cognizant authorities as the use of products and services that reduce the health and environmental impact compared to similar products and services used for the same purpose. Additionally, green cleaning is viewed as cleaning to safeguard human health while minimizing the impact to the environment.

A key goal of green cleaning and its measures is to protect the health of building occupants, visitors and cleaning staff, as well as reducing the polluting effects on our air and water.

Omni Facility Services Canada Limited, as a leading facility services provider, has developed, implemented and promulgated a series of environmental principles that promote our environmental stewardship and the notion of sound environmental awareness. Through this we derive effectively understood and implemented green cleaning programs and initiatives.

Benefits of Green Cleaning

The primary benefit of Green Cleaning, with its emphasis on cleaning for health, not just appearance, is a cleaner, healthier building. A healthier indoor environment translates into many concrete, bottom-line benefits for building owners, managers, service personnel and building occupants.

Increased Indoor Air Quality (IAQ) and Productivity – Excessive VOCs (Volatile Organic Compounds), airborne dust and other indoor pollutants can cause numerous health problems among building occupants and workers, resulting in increased absenteeism and lower productivity on the job. The average North American spends 80% of their time each day indoors and indoor air quality is ranked as one of the top 5 risks in the US. A recent study estimated that the value of increased productivity and reduced absenteeism among office workers from better cleaning methods could be as high as \$160 billion nationwide. Another analysis estimated that businesses could realize an increase in worker productivity of up to 5% through improvement in indoor ventilation and cleaning methods. Reduced absenteeism is a key issue with public schools. A study in Syracuse, NY school system showed that improved cleaning practices





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increased attendance by more than 11%, resulting in an increase of \$2.5 million in state reimbursements. Other studies in elementary schools show a marked increase in standardized test scores.

Improved worker recruitment and retention – A healthy indoor environment improves morale among existing employees, reduces turnover and facilitates recruitment of new personnel. People want to work in a healthy environment.

Potential greater rental income – More and more tenants are aware of indoor air quality and will actually spend more per square foot in a “green” building.





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Lower costs – Better cleaning procedures and safer products can significantly improve the health of building occupants therefore directly reduce healthcare related insurance costs. Experts expect insurance companies to offer lower rates for Green Cleaned buildings in the future. Green Cleaning can also reduce the cost of environmental protection to the community as a whole. Correcting a problem at the source, such as using safer products, costs significantly less and is more effective than taking corrective action downstream at a later date. Recent California studies have shown a 30% yearly savings due to more efficient water use and a 20% savings due to more efficient heating and cooling systems.

Fewer complaints – As the public has become more aware of the hazards of poor indoor air quality, building occupants have become increasingly intolerant of substandard maintenance.

If the building is maintained better, there will be fewer complaints from the occupants.

Compliance with new governmental regulations – In recent years, provincial and federal governments have increased their regulation of VOCs and other hazardous chemicals. For example, Ontario has also regulated/prohibited the disposal via sanitary sewer of chemical based on pH level due to the cost/complexity of processing those outside the 4-11 range. By using less toxic chemicals, green cleaning helps insure compliance with current and emerging regulations.

Longer lasting buildings – Green cleaning extends the life of a facility's carpets, floors, furnishings, computers, HVAC systems and other components. This reduces replacement costs and saves the owner money in the long-run. Recent surveys have shown as much as .30¢ to .70¢ annual savings per square footage total operational costs for a building.

Better public image – With the increased publicity the indoor and outside environment has received in recent years, Green Cleaning will create a more favorable public image for companies.

Source reduction – A main component of Green Cleaning is the use of concentrated chemicals through a chemical management system versus using ready to use products. This will make an impact on the materials dumped into landfills each year. Also the use recycled materials, paper and plastic, will impact the source reduction.





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Green Cleaning Procedures

The following section covers Green Cleaning procedures for a cross section of facilities. This is not a “how to” manual. It does not, for example, specify how to strip and refinish a floor; but it does address how hard floor care differs in a green cleaning approach. What determines the differences are the underlying health and environmental issues, not just the appearance of the building.

(During the Needs Assessment phase of any site startup plan the following aspects will be reviewed by Omni operations management).

A key issue that cuts across all cleaning procedures is the issue of cleaning frequencies. Cleaning for health or Green Cleaning generally requires the same or higher frequencies. To some extent, you may be able to balance the increased costs with increased efficiencies.

Keep in mind too that these procedures can only serve as a general guideline because commercial buildings vary tremendously. It is virtually impossible to assemble a single, comprehensive and standardized set of Green Cleaning procedures. As new environments and new situations are encountered, the principles of Green Cleaning are adapted to form site specific procedures, this is done by Omni operations management during the acquire resources and preparation, checking and implementation stages of a startup process.

Environmental Needs Assessment - Review Considerations

Identify people with special needs – Identify building occupants with individual needs and sensitivities.

- Develop a plan to address any specific individuals needs.
- Change products/procedures/schedules as necessary to accommodate their individual needs.
- Address ventilation requirements to help mitigate problems.
- Communicate plans to special needs personnel and all building occupants.
- Continually request feedback from occupants to make appropriate changes.

Entryways – Roughly 80% of the dirt in a building is tracked in through the entrance.

- The matting system should be 12-15 feet long. For a main entrance, an ideal system would include an outside scraper mat, foyer mat and an inside carpet mat.
- Mats should be vacuumed at least once a day; vacuum in both directions using upright vacuums with a beater bar. Be sure to clean under mats as well. Replace dirty mats with clean ones weekly under normal conditions, more often in wet weather or extremely dirty conditions. Scrub dirty mats with detergent or carpet solution, rinse them thoroughly and let them dry on a periodic basis.
- Providing trash receptacles and cigarette urns at all entrances will reduce the amount of food, cigarettes and other trash brought into the building. Ensure they are emptied and cleaned on a regular basis.
- Sweep exterior sidewalks, entry areas and steps leading into the building on a daily basis. Periodically clean sidewalks and entry areas with a high pressure power washer.





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Hard Floor Care – Utilize appropriate entryway cleaning systems and maintenance procedures.

- Hard floors should be vacuumed daily using a high quality vacuum with a HEPA filter.
- Advantages – it removes more dirt, improving air quality, it stirs up less dirt and dust up into the air, it is more effective at removing dirt from grout, corners, edges and under furniture and it improves productivity.
- Establish and monitor a plan for routine, interim and restorative maintenance. Use the Floor Care module to train personnel.
- Hard floors should also be damp mopped or cleaned with an automatic scrubber to remove dirt not picked up by the vacuum. Micro fiber mops are more effective at removing dirt than traditional yarn mops.
- Encourage the use of zinc-free floor finishes and environmentally preferable strippers. Always keep a base of 6-8 coats of finish on floors.
- Encourage the use of top scrub and recoat procedure versus a total strip-out to limit the amount of highly alkaline strippers poured down the drain.
- Notify occupants in advance of stripping and recoating operations. Always place caution signs prior to starting floor maintenance.
- Arrange to have the ventilating system operating in the occupied cycle during and after stripping and refinishing operations.
- Only use chemical products according to label instructions.
- Always supply and wear the proper personal protective equipment (PPE).
- Dispose of excess solutions properly.
- Clean up spills as soon as possible.
- Clean and store equipment after each use.

Carpet Care – Utilize appropriate entryway systems and maintenance procedures.

- Vacuum carpet in lobbies, elevators and high traffic areas thoroughly every day. Use high efficiency vacuum cleaners with micro filtration bags. Replace vacuum bags when they are half full to minimize emissions. Clean or replace filters regularly.
- Establish and monitor a plan for routine, interim and restorative maintenance.
- Clean up spills on carpet as quickly as possible. Create a spill cart with a spotting kit and portable spotting machine.
- Maximize the amount of water extracted from the carpet to minimize moisture and potential for mold, mildew and bacterial growth. Make sure the vacuum pickup is working properly.
- Increase ventilation to dry carpets fully within 24 hours or less to minimize the potential for microbial growth. Use floor fans or carpet dryers.
- Notify occupants in advance when extraction operations are scheduled.
- Arrange to have the ventilating system operating in the occupied cycle during and after the extraction procedure.
- Only use chemical products according to label instructions.
- Always supply and wear the proper personal protective equipment (PPE).
- Dispose of excess solutions properly.
- Clean and store equipment after each use.





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Dust mopping – vacuuming is preferred to dust mopping. Use the widest micro fiber dust mops appropriate for the area to be cleaned.

- If using a dust mop treatment, follow label instructions. A water based product is preferable.
- Launder mops on a regular basis.
- Use a continuous motion, without lifting the mop from the floor to limit particulates in the air.

Dusting – Use micro fiber dust cloths to capture and remove dust.

- Replace saturated cloths with clean ones.
- Use vacuum attachments or backpacks for high dusting.
- Avoid feather dusters and other methods that stir up dust.
- Avoid dust cloth treatments in general, which can leave residues and emit VOCs.

Restrooms – Establish and monitor a plan for routine, interim and restorative maintenance. Use the Restroom Cleaning module to train personnel.

- Frequently clean surfaces that hands come in contact with to eliminate the spread of germs on door knobs, light switches and fixture handles.
- Eliminate moisture; keep floors dry to eliminate slip/fall accidents and the buildup of bacteria, mold and mildew.
- Ensure trash receptacles are cleaned and emptied daily.
- Restroom floor drains have a very high potential for biocontamination and should be disinfected regularly. Ensure drains are operating properly.
- Recommend the installation of no touch towel dispensers to the facility manager if restrooms are not equipped with these.
- Arrange to have the ventilating system operating in the occupied cycle during and after the cleaning procedure.
- Only use chemical products according to label instructions.
- Always supply and wear the proper personal protective equipment (PPE).
- Dispose of excess solutions properly.
- Clean and store equipment after each use.

Food Areas – Clean and sanitize floors, tables, counters and other surfaces.

- Separate recyclables from trash as needed.
- Remove trash daily.
- Remove recyclables as needed.
- Ensure floor drains are operating properly.
- Odor Control – Be aware of excessive odors in all areas of the building.
- Many odors can be oxidized with Peroxide Cleaners or Liquid bacteria digesters.
- Spills – Clean spills up as soon as possible. Place cautions where hazards exist.
- Use appropriate cleaning solutions and follow label directions.
- Make sure occupants know the person to contact in case of spills.
- Always supply and wear the proper personal protective equipment (PPE).
- Dispose of excess solutions properly.
- Clean and store equipment after each use.





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Handling Chemicals and dilution of concentrated chemicals – Using concentrated chemicals reduces the overall environmental impact from packaging and transportation and usually reduces costs.

- Train all workers in the safe handling and use of cleaning chemicals.
- Use appropriate protective equipment when mixing concentrated cleaning products.
- Follow manufacturer's dilution directions.
- Put appropriate labels on secondary containers such as spray bottles.
- Never mix different cleaning products together.
- Ensure that chemicals are stored properly. Apply product onto cloth versus spraying it onto the surface to reduce VOCs and possible slip and fall issues.

Blood-borne Pathogens – Only specifically trained staff should handle blood contaminated areas/items.

- Use safety cones or other means to make sure that occupants do not come in contact with spills.
- Use proper personal protective equipment (PPE).
- Dispose of all materials properly in a biohazard bag.

Indoor Plants – Educate occupants on appropriate care guidelines for indoor plants. Monitor use of fertilizers or pesticides so as not to adversely affect the indoor air quality.

- Ensure that plants are not in direct contact with carpets and ventilation units.
- Clean up any spills or soil or moisture as soon as possible.

Integrated Pest Management (IPM) – Establish, monitor and communicate the IPM program to employees and building occupants.

- Improve sanitation through thorough cleaning and by removing food sources.
- Manage waste, cover trash containers and remove waste frequently.
- Maintain the building structure, seal cracks, fix leaks, etc.
- Install physical barriers to pest entry.
- Notify employees and occupants of treatment times and their role in the IPM program.

Trash removal – Know what is in it and dispose of it properly.

- Constantly update MSDS sheets for chemicals used in the facility.
- Liquid waste should only be disposed of into a drain leading to a sanitary sewer, e.g. Janitors slop sink or toilet bowl.
- Trash Removal – Pull trash daily so as not to attract insects and other pests.
- Cover trash cans that contain food waste.
- Make sure that dumpsters or other outside trash receptacles are emptied regularly.
- Make sure that trash and recyclables are being separated properly.





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Recycling Programs – Recycling reduces the amount of solid waste and lessens the burden on solid waste disposal sites, such as landfills and incinerators.

- Insure that collection meets guidelines of the recycling hauler and recycling facility.
- Locate bins throughout the facility, ease of access increases participation.
- Educate occupants as to what can be recycled and how it should be separated. Educate occupants to rinse food and drink containers before placing them in bins.
- Put signs on or near trash cans to remind occupants to recycle.
- Trash recycling results/waste audits to define the levels of diversion being achieved.
- Monitor recycling collection bins to see if they are attracting cockroaches and other pests.

Garage Maintenance – Collect and remove trash daily.

- Sweep the parking surface and stairwells weekly.
- Wash the parking surface at least twice a year.
- Inspect floor drains and lighting fixtures periodically.
- Make sure floor drains, basins and traps are kept free of trash and debris to prevent clogging and standing water.
- Inspect doors to insure they are sealed properly to prevent exhaust from entering the building.

Roof Maintenance – Perform routine roof inspections monthly.

- Keep roofs clean and free of debris.
- Keep drainage systems clear.
- Keep roof access limited to authorized personnel to minimize foot traffic.
- Insure fans and vents are clean and operating properly.

Maintaining HVAC Systems –Keep mechanical rooms clean and free of rodents and other pests.

- Cleaning and disinfecting air conditioner drip pans monthly.
- Replace the biocide pack for air conditioner drip pans monthly.
- Clean or replace filters on HVAC systems based on manufacturer's recommendations.
- Clean or replace filters on humidifiers according to the manufacture's recommendations.

Fabric Cleaning – partitions, wall fabrics, furniture, drapery Vacuum regularly.

- Deep clean periodically.
- Treat spots immediately.

Basements – Examine basement areas for dirt, evidence of insects and other pests and excessive moisture.

- Insure drains are operating properly.

Stairs and Elevators – Look for dirt and excessive moisture.

- Inspect and clean on a regular basis.





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Cleaning Closets – They should be clean, dry and adequately ventilated.

- Check drains and wash basins to see if they are free of bacteria, odors and are operating properly.
- Insure chemical management systems are operating properly.

Building Exterior – Look for excessive dirt, standing water and damage in parking lots.

- Examine the building's exterior and report any damage.
- Look for drainage problems around the building.
- Insure drains are operating properly.

Selecting Green Products

Traditionally users considered performance and cost when selecting products. As part of our Green cleaning approach Omni considers performance, cost, health and environmental issues. Product selection is based on the following criteria, with products which have independent certification such as Green Seal, USEPA Design for the Environment or Environmental Choice, used as standard.

- Impact on health and the indoor environment – select products that are safe for workers and building occupants and that do not adversely affect the indoor environment.
- Impact on the larger environment – select products that have little or no negative impact on the outside environment.
- Performance – the products must do the job.
- Cost – be sure to consider performance and productivity in the cost equation. Look at the overall cost of the procedure, not just the individual chemical or equipment cost.
- Type of facility – use the same products wherever appropriate to simplify purchasing, procedures and training.
- General guidelines for selecting chemicals - Select the least toxic products needed to perform a specific cleaning task.
- Use products with low VOC content (Volatile Organic Compound) – the part of a product that evaporates during drying.
- Look for products with a moderate pH (a chemical scale which expresses the degree of acidity or alkalinity of water based solutions), 4 to 11.
- Avoid products containing known or suspected carcinogens.
- If hazardous products must be used, ensure worker safety through extensive training and use of personal protective equipment.
- Products that leave little or no residue after cleaning.
- Products that are designed to work in cold water.
- Use single cleaning products for multiple applications.
- Choose products that are readily biodegradable. (the capability of organic matter to be decomposed by biological processes)
- Select metal free floor finishes.
- Select products that are derived from renewable resources such as, feed stocks, for example detergents and solvents made from cornstarch, coconut oil and orange peel. This will reduce the demand for petroleum.





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Selecting Equipment

- Vacuums – capable of capturing 96% of particulates, 0.3 microns in size and operate less than 70 db sound levels. All dry vacuums meet this requirement.
- Extractors – capable of removing moisture so the carpet will be dry within 24 hours and have a solution metering device to limit the amount of liquid applied.
- Floor machines and burnishers – equipped with vacuums for capturing fine particulate and operate at less than 70 db sound levels.
- Propane machines – have high efficiency, low emission engines.
- Automatic scrubbing machines – equipped with a solution metering device to control the amount of liquid applied, a properly operating vacuum system, and recirculation systems where possible.

Implementing the Green Cleaning Program

Implementing a successful Green Cleaning program involves several key components:

Obtain commitment – for a Green Cleaning program to succeed, commitment from the senior levels down is essential. You need the commitment of employees in all areas of the building and at all levels, from managers to cleaners. Externally you will need commitment from suppliers and business associates like insurance companies and building management companies.

Develop an implementation team – assemble a team of operations, purchasing, supply management, human resources, training and occupational safety to develop, implement and assess the green program.

Establish an effective communication system – let building occupants, workers and management know what is going to happen, why it is going to happen and when it is going to happen.

Identify building occupants with special needs and sensitivities.

Survey and evaluate current cleaning products, equipment and procedures – the Green Cleaning team should evaluate these items and identify environmentally preferable alternatives.

Evaluate current training programs – identify necessary changes to implement the Green Cleaning program, plan and schedule needed training sessions. It is essential to tell cleaners why a procedure is done a certain way or why a certain product is being used.

Create a pilot program – making changes in small increments allows you to focus on them, implement them carefully and validate the results. It enables you to get commitment from operations personnel and solicit their feedback on the effectiveness of new products and procedures. Consider conducting a “pilot project” which will start with one building or one part of a building to implement the Green Cleaning program.

Develop an awards program – reward employees and occupants who contribute to continuous improvement by offering successful ideas on green procedures or environmentally preferable products.

Develop a monitoring process – evaluate the program and identify items for improvement.





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GREEN TOOLBOX

What we offer for implementation with clients on their premises:

A number of client focused green initiatives which can assist to significantly reduce environmental impacts and in some cases, total cost, eg:

- Risk point Re-engineering of Routines
- Touch Point Targeting
- Colour Coding
- Dirt at Door
- Dirt and Dust Detention
- Recycling and Garbage Segregation
- Consumables Review
- Day Cleaning
- Full Environmental Review

Risk point Re-engineering of Routines:

Although trends indicate an increasing awareness of the distinct differences between visually and bacterially clean, despite significant issues such as SARS, there has been no great change to the industry standard process of visual inspection and measurement of performance on the basis of visual appearance. Unfortunately, this inspection methodology inherently dictates the focus of cleaning efforts, i.e. the efforts of cleaners and when or where activities are scaled back by building managers in order to cut costs.

Risk point re-engineering is a shift in mindset in the determination and implementation of cleaning specifications, schedules and frequencies. It dictates an evaluation of the buildings cleaning requirements on the basis of 'risk points' such as entry ways, occupant touch points and areas where dust and dirt accumulate. From there, if a compromise is necessary in order to meet cost constraints it is deemed more appropriate to reduce cleaning which produces a visual result with little environmental impact/improvement. For example, keyboards and phones would be considered high risk points therefore they would be cleaned as a priority, whereas the mirror of a washroom is a low risk point therefore a low priority for cleaning.

Touch Point Targeting:

Based on recognition that pathogens are transmitted through the air or touch. Therefore, there is significant opportunity to reduce transmission of pathogens through effective cleaning of touch points through out a building. Whilst, some key surfaces such as kitchenette bench tops are typically diligently attended to others such as elevator buttons and door push plates, taps, toilet flush buttons, keyboards, chair arms etc are often overlooked.





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Colour Coding

A simple concept with easily recognizable opportunity to reduce a potentially negative environmental aspect of cleaning. The colour coding and separation of cleaning equipment and/or areas and/or staff on the basis of tasks and areas cleaned to avoid cross contamination. For example, the separation of the cleaning of washrooms from the cleaning of kitchenettes via separating the individuals responsible for each task and/or the equipment used. From the simple approach being cloths only, i.e. Blue = bathrooms, Red = Kitchens, Yellow = offices and general. To the complex approach, including all equipment; mops, buckets, spray triggers, carts and staff uniforms separated on the basis of activity and area. This more complex approach is typically used in healthcare and other high risk environments such as sterile manufacturing or food production. However, it has benefit in commercial, industrial and institutional facilities.

Dirt and Dust Detention

Dirt and Dust Detention looks at cleaning equipment and processes to ensure that when cleaning dirt or dust is detained within the equipment rather than merely distributed by virtue of the cleaning equipment or the methodology employed. Eg, dusting with a dry cloth or feather duster is largely shifting dust rather than capturing it.

Day Cleaning

Advances in cleaning equipment, e.g. particularly quiet vacuums, mean that in the right environment, day cleaning can offer some significant advantages, without some of the perceived obstacles or intrusions to building occupants.

- Enabling complete building lockdown when the last employee leaves
 - Reduced lighting costs
 - Reduced air-conditioning costs
 - Reduced security risk/cost
- Visibility of cleaning activities
- Improved communication between the cleaner and the occupant
- Greater opportunity to employ fulltime day cleaning staff rather than part time evening staff, often resulting in a higher caliber cleaner who has cleaning as their major employment activity.

Dirt at Door

Understanding that if dirt is prevented from entering a building the cleanup and removal needs will be reduced. Whilst it is recognized that a significant portion of the dust in any commercial environment comes from the staff themselves. The 'dirt at door review' looks at all dirt entry points and opportunities to maximize dirt capture at the entry.





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Recycling and Garbage segregation

Depending on the disposal contractor being used, the recycling/segregation requirements will differ considerably.

In addition to the disposal contractor dictated requirements, simple changes to the nature and location of garbage bins can result in considerable savings; e.g. consider a commercial environment where there are numerous individual offices with small desk side garbage bins and a cleaning specification which calls for the daily empty of garbage bins and twice weekly vacuum and dust.

The simple step of prohibiting food waste being put into these desk side bins and providing larger strategically placed bins for food waste achieves segregation requirements and can negate the need for cleaners to enter individual offices daily. This simple step which saves the time requirement to enter offices daily can represent significant savings to cleaning labour, providing the opportunity for cost/saving realization or redeployment of the resources into other environmental risk areas.

Consumables Review

A full review of the dispensers and the washroom consumables being used. A significant opportunity to both reduce environmental impact through the type of consumable used and potentially considerable savings through the type of delivery dispenser, e.g. Paper hand towels in continuous rolls can offer approximately 20% saving in usage over their folding equivalent.

Full Environmental Review/Audit:

Omni has a comprehensive audit tool for the review of any facility to determine and quantify environmental aspects.





We care about our backyard.

ISO 14001:2004 CERTIFICATE

Registration Certificate

This is to certify that the Management Systems of
Omni Facility Services Canada Ltd
 99 St. Regis Crescent North
 Toronto, M3J 1Y9, Ontario, Canada

have been assessed by International Certifications and found to comply with the requirements of

ISO 14001:2004
 Environmental Management Standard

D. B. Evans C 264.08

<i>Managing Director</i>	<i>Certificate Number</i>
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Accreditation by the Joint Accreditation System of Australia and New Zealand
www.jas-anz.com.au/register

Industry Code/s: 7866 (ANZSIC)
 Issue Date: 04 January 2008
 Expiry Date: 17 December 2010
 Scope of Registration: Building services contractors



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