

8 Green Cleaning

It is our responsibility to protect the environment and deliver future generations 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, GDI embarked on an intensive process of implementing systems and processes which comply with the internationally recognized Environmental Management Systems standard ISO 14001:2004.

The International Organization for Standardization (ISO) is a non-government, non-profit organization with representatives of the national standards institutes of 157 countries. In order to achieve certification, an organization must be thoroughly audited in respect to four key areas by a registered third party certification company, which holds an internationally recognized registration for both the company and the specific auditor. An Environmental Management System goes well beyond the industry norm “green cleaning”, using green chemicals or being a part of green certified buildings in the followings ways:

1. Implemented throughout the entire organization
2. Documented commitment to continual reduction of our environmental footprint
3. Documented policies, procedures and implementation
4. Continual improvement mechanisms
5. Measured environmental performance on a monthly basis
6. Objective quantification of our performance relative to our objectives
7. Inclusion of environmental aspects and methodologies in our training programs
8. Environmental audit as part of site startup
9. Ongoing assessment of our chemical and equipment environmental impact
10. Ongoing formal scrutiny and identification of new opportunities
11. Legislative compliance: review of all activities with respect to all applicable legislation

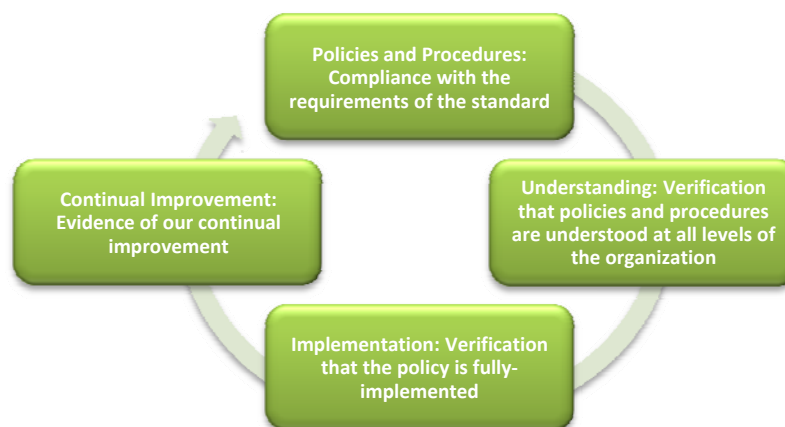


Figure 36 - The audit GDI undertakes on an annual bases from ISO certified personnel verifies four key elements of the environmental policies and procedures

The implementation of an environmental management system which complies with ISO 14001:2004 involved embracing our desire 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 impact. The process included the following steps:



The implementation of this system requires that we clean and maintain 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 GDI Green principles. The GDI Green principles deliver green cleaning and environmental leadership by:

- Learning to make decisions that consider the environment
- Emphasizing and understanding our clients' environment and hygiene needs
- An awareness of our impact on the environment as an organization
- Dedication to a healthier, cleaner environment through delivery of our services
- Environmental products with impartial certification
- Reducing waste and conserving energy as an organization

The primary benefit of Green Cleaning, with its emphasis on cleaning for health, is a cleaner, healthier building. This translates into many quantifiable benefits for building owners, managers, service personnel and building occupants.

Figure 37 - Benefits of Green Cleaning

Benefit	Result
Increased Indoor Air Quality	Results in decreased absenteeism and higher productivity on the job
Improved worker recruitment and retention	Improves morale among existing employees, reduces turnover and facilitates recruitment of new personnel
Potential greater rental income	The benefits of indoor air quality will motivate tenants to spend more for a given work area
Compliance with new governmental regulations	Provincial and federal governments have increased their regulation of VOCs and other hazardous chemicals
Fewer complaints	Public awareness has caused building occupants to become increasingly intolerant of substandard maintenance
Better public image	As a result of heightened public awareness of issues surrounding green environments
Longer lasting buildings	Green cleaning extends the life of a facility's carpets, floors, furnishings, computers, HVAC systems and other components
Source reduction	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

Detailed Description of Green Cleaning Operations

Green cleaning programs can be customized to address the needs of each individual client. GDI's green cleaning operations shall address the following specific concerns outlined by Brookfield:

Special Area Procedure Requirements (ie. High traffic areas, entryways, dining and food preparation, washrooms etc.)

All products in our approved program offering are Ecologo certified, CFIA approved where appropriate for use, and DIN or NPN for disinfectants and sanitizers. Full procedural training is performed with New Employees. Site Supervisors and Operations Managers perform inspections on cleaning performed. Training is additionally documented in the GDI ISO binders.

Storage and Use of Chemicals

Our chemical system is a Safety Sealed system, which insures no direct contact with super concentrates. The Avmixx dilution control system ensures proper dilution control, employee safety, and ease of use. The Ecopure line of products when dispensed at the prescribed dilutions obtained thru the Avmixx System, are no longer controlled by WHMIS as they present no hazard to human health. This can be confirmed with RTU MSDS documentation. Product sheets demonstrate the dilution control system, and the training program outlines employee use directions, accompanied by Employee training upon implementation of this program. All product storage is secured in locked rooms, with limited supervisor access.

Vulnerable Populations

No harmful products are used near and around building occupants, as well as reducing volatile organic compound (VOC) in buildings. Additional product offerings have Scent and Fragrance Free cleaning abilities.

Special Requirements for Operations Involving Hazardous Material

GDI performs a hazard assessment to identify the areas with installed flooring that contains asbestos material while taking into consideration the type of floor maintenance we are going to perform. Wet operations such as mopping the floor do not create a significant risk of exposure or disturbance to an installed asbestos flooring tile, on the other hand, any mechanical operation that can disturb the protective surface of the potential asbestos containing VCT tile is followed up with a properly documented SOP and training before commencing operation. Safety, reportable actions and PPE are all coded in the SOP to avoid confusion.

Cleaning in Areas with Special Engineering Concerns

All Ecopure products on the GDI program represent minimal hazardous materials, as detailed in the MSDS and Technical Data Booklets provided with the program, once diluted thru the Avmixx Dilution control system, they are no longer WHMIS controlled, and therefore represent no issues with these areas.

Integrated Pest Management System

GDI's green cleaning policies should not in any way affect an integrated pest management system. Should specific products/procedures be required to assist with pest management, it will be at the discretion of the client.

GDI Global

A major component of GDI Global is a system of Standard Operating Procedures and Training Programs. This includes:

- Maintaining standard operating procedures and written guidelines
- Chemical handling and tracking requirements
- Equipment maintenance and operating procedures
- Communication protocols
- Training and inspection programs
- Reporting and record keeping procedures
- Equipment operations and maintenance
- General purpose cleaners, floor cleaners, bathrooms cleaners, glass cleaners, and carpet cleaners
- Reducing chemical waste/efficient use of chemicals
- Monitor and track chemicals consumed
- Use chemical measuring dilution control systems that limits worker exposure to chemical concentrates
- Minimize the use of chemical use whenever possible
- Vacuums shall be equipped with proper filters

In addition to onsite and classroom type training seminars GDI all use (BSCAI) Training videos to further educate custodians on professional cleaning procedures. These videos cover a wide range of topics such as; rest room care, floor stripping and refinishing, capture dusting and vacuuming etc.:

- Trash Collection and Recycling
- Indoor Plants
- Vulnerable Populations
- Floor care in hard surface and carpeted areas
- Restrooms cleaning
- Dining, break room, cafeteria and other food areas

Green Cleaning Awards and Certifications



ISO 14001:2004 Environmental management systems certification



Recognized and achieved Environmental Stewardship Award by Ecologo



Certification and International Standard setting body within the cleaning, inspection, and restoration industry; to set and promote high ethical standards



LEED or Leadership in Energy and Environmental Design is an internationally recognized mark of excellence and works to advance structures that are environmentally responsible, profitable, and healthy places to live and work

Livegreen Toronto Award

GDI played an integral role in establishing Simpson Tower as the winner of the Livegreen Corporate Award winner through multiple initiatives. These details can be found on the website show below.

Corporate Winner - Zero Waste - Simpson Tower

Simpson Tower’s Zero Waste recycling program is second to none. Working together Tower tenants accomplished the extraordinary. Simpson Tower, a 32 storey office building has achieved Zero Waste building status for 5 years! In 2012 the Tower achieved its highest ever audited waste diversion rate - 97.26%. That means less than 3% of the Tower’s waste generated goes to landfill. Yes ...less than 3%!



<http://awards.livegreentoronto.ca/entry/10223562?offset=0-Corporate Winner - Zero Waste - Simpson Tower>

Omni Facility Services Receives Recognition for Environmental Leadership

CALGARY – May 13 2010 – Omni Facility Services Canada (Prairie Branches) is the most recent recipient of an environmental stewardship award from the EcoLogo Program for their decision to use environmentally preferable cleaning products for numerous commercial properties under their care.

The Omni branches receiving this recognition from EcoLogo include Calgary, Edmonton, Regina, and Winnipeg. Previously in 2008, Omni's central branch in Toronto received this recognition. Today's recognition in Calgary signifies Omni's continued commitment to the environment and human health.

"We would like to congratulate Omni Facility Services for continuing to take the lead among facilities service providers by purchasing and using environmentally preferable cleaning products," says Angela Griffiths, Executive Director of the EcoLogo Program, one of North America's oldest and most widely respected environmental standard and certification marks. "Choosing EcoLogo-certified cleaners means better health for building users, workers, as well as the environment."

Omni's cleaning products supplier of choice is Avmor – a long time supporter of the EcoLogo Program. Avmor's greener cleaning for health solutions are an essential part of maintaining a healthy, safe, and attractive building. These environmentally preferable cleaning solutions may help to reduce sick leave, the prevalence of asthma and allergies in the workplace, as well as the number of potential cancer-causing agents used. Omni Facility Services has raised the bar in the facility services industry by choosing to use greener cleaning solutions that protect health, without harming the environment.

Melissa Peneycad, Consultant with the EcoLogo Program, presented the award to Sandy Stephenson, General Manager at Omni Facilities Services in Calgary and Ross Manley, Omni's Vice President Corporate Development. "On behalf of our company and our dedicated staff, I am pleased and proud to accept this award," says Manley. "Omni is intent and continues to be successful in developing its business and operational platforms. Omni, our staff, our stakeholders are up to the challenge of not just meeting but surpassing needs of our clients.

The ongoing implementation and development of Omni's Green strategy, is measured through achievement of awards such as this and ISO 14001 certification. This puts us in partnership with our clients and their goal of an increasing focus on environmental management and stewardship.

We also recognize that this is an ongoing path of learning and development. What is green cleaning today, will become the norm in the very near future, there shall be no differentiation. This reality truly reflects the 'greening' of Canadian real estate." Omni has committed to purchasing and using a range of 'green' cleaning chemicals from Avmor which are all third-party certified by the EcoLogo program.

"At Omni, we don't just say we care, we've actually changed the way we do business to reflect this core value," says Manley. "For example, we clean the facilities in our care with environmentally preferable products; we've rationalized all chemicals used and approved standard products on the basis of their third-party environmental certification."

Among the audience were members of Omni’s management team, supervisors, and clients. Avmor’s Director of Sustainability, Paul Goldin, Avmor’s National Sales Manager, Darrell Campbell, and Avmor’s Territory Manager, Malcolm Tubb were also on hand to congratulate Omni for their achievements, which not only included this recognition from EcoLogo, but also Omni’s recent certification to the ISO 14001:2004 Environmental Systems Management standard.

About Omni Facility Services Canada:

Omni as part of Group Distinction (TSX: GD), Canada’s largest facility services company, is focused on delivering a premier service experience to its clients based on the company’s core values of integrity, respect and caring. The company is a family of over 6000, personally providing facility services in their home town, nationwide to more than 1000 clients in over 2000 buildings covering well over 100 million sq. foot every day. For more information, visit www.omnifacility.ca.

About EcoLogo:

Founded in 1988, EcoLogo is one of North America’s most respected and established multi-attribute environmental standard and certification marks. In a skeptical marketplace, EcoLogo builds trust with third-party scientific proof of environmental leadership. EcoLogo provides purchasers – public, corporate, and consumer – with assurance that the products and services bearing the logo meet stringent environmental standards that have been verified by a third-party auditor. By certifying environmental leaders in over 100 product categories, EcoLogo helps customers find the world’s most sustainable products. For more information, visit www.ecologo.org.

About Avmor:

Avmor Ltd. was founded in 1948 by Avrum Morrow and Henry Chinks. Avmor is Canada’s leading provider of professional cleaning solutions and is focused on its range of environmentally preferable cleaning products certified by EcoLogo. Avmor specializes in green cleaning solutions for a range of institutions including property management firms, facilities services firms, university and college campuses and foodservice establishments. For more information, visit www.avmor.com and / or www.avmorgreen.com.

Contact: Melissa Peneycad, TerraChoice Environmental Marketing / EcoLogo, (613) 247-1900 ext. 240, mpeneycad@terrachoice.com

Attention all Environmental and Assignment Editors, and Jan/San Editors and Reporters

FOR IMMEDIATE RELEASE

Omni Facility Services Canada Limited Receives Recognition for Environmental Leadership

TORONTO – August 2008 – **Omni Facility Services Canada Limited** recently received the “**Environmental Stewardship Award**” for their environmental leadership from North America’s most widely recognized environmental mark – the EcoLogo^{CM} program.

“Omni understands that using EcoLogo-certified products from Avmor for the facilities in their care is good for business and the environment,” says **Scott McDougall**, President of the EcoLogo program. “Clearly, their decision to purchase certified green products fits into Omni’s strong commitment to environmental protection,” states McDougall.

At a recent event, Melissa Peneycad, Consultant and Client Service Manager with the EcoLogo Program presented Omni with their Environmental Stewardship Award. Omni received this recognition as they purchased Avmor EcoLogo-certified cleaning products for the numerous commercial properties in its care. A number of industry leaders and media representatives were in attendance for this event, which was held at First Canadian Place building in downtown Toronto.

Neil Lathangue, President & CEO Omni Facility Services Canada accepted this environmental award on behalf of Omni. Lathangue says, “On behalf of our company and our dedicated staff, I am pleased and proud to accept this award.

Omni has been intent and successful in developing its business and operational platforms. Omni, our staff, our stakeholders are up to the challenge of not just meeting but surpassing the focus and needs of our clients.

Omni’s Green strategy, implementation and achievement puts us in partnership with our clients and their goal of an increasing focus on environmental management and stewardship. Omni does this in an environmentally sound way.

What is green cleaning today, will become the norm in the very near future, there shall be no differentiation.

This reality truly reflects the ‘greening’ of Canadian real estate.”

Omni, Canada’s largest facility services company, is focused on delivering a premier service experience to its clients based on the company’s core values of integrity, respect and care. “At Omni, we don’t just say we care, we’ve actually changed the way we do business to reflect this core value,” says Ross Manley, VP Corporate Development. “For example, we clean the facilities in our care with environmental preferable products; we’ve rationalized all chemicals used and approved standard products on the basis of their third-party environmental certification,” says Manley.

Omni has committed to purchasing and using a range of ‘green’ cleaning chemicals from Avmor which are all third-party certified by the EcoLogo program.

Environmentally preferable cleaning products from Avmor provide numerous environmental and health benefits. For example, by choosing these genuinely green products, Omni is helping to reduce the prevalence of asthma and allergies for building tenants and cleaning staff caused by volatile organic compounds (VOCs). Omni is also helping to reduce phosphate pollution that contributes to, among other things, blue green algae that can choke our water systems. Additionally, using Avmor EcoLogo-certified cleaning products can contribute to increased property values. For example, according to a 2003 study

conducted for California's Sustainable Building Taskforce, property values can increase up to \$4 for every \$1 spent on 'green' initiatives, including the implementation of 'green cleaning programs'.

In short, EcoLogo-certified Avmor cleaning products help companies like Omni – and their clients – reduce their environmental footprint and provide a safe and healthy environment for their employees and building tenants.

"It is my pleasure to recognize and reward Omni's commitment to the environment," says McDougall. "Omni is sending a powerful message to the marketplace; through their actions, they're letting other facility service providers know that making a strong commitment to the environment makes good business sense."

Founded in 1988, EcoLogo is North America's most respected and established multi-attribute environmental standard and certification mark. In a skeptical marketplace, EcoLogo builds the trust needed by providing scientific credibility and proof of environmental leadership. EcoLogo provides customers — public, corporate and consumer — with assurance that the products and services bearing the logo meet stringent environmental standards that have been verified by a third party auditor. By certifying environmental leaders in over 120 product categories, EcoLogo helps customers find and trust the world's most sustainable products — like Avmor's line of certified green cleaning products. To learn more about this program, please visit www.ecologo.org.