



Service Profile

Sustainability

UGL Services is a pioneer in the sustainability movement for commercial, government, education and public venue buildings with our UGL Services GreenClean® program, which was introduced in 2004. We were the first Building Service Contractor (BSC) to implement a programmatic approach to sustainability. It has since expanded to become the UGL Services Sustainability Services suite, a comprehensive program that includes cleaning, energy management and facility management (FM) that is part of the UGL USustain® sustainability program.

Starts with Cleaning

UGL Services GreenClean was and is a comprehensive program that includes the development of a new set of Standard Operating Procedures (SOPs) for frontline employees that specifies green cleaning techniques, as well as approved green-certified chemicals and equipment.

The operational program is supplemented by an awareness campaign designed to inform and support employees, customers and the entire facilities services industry. The marketing program was so extensive and successful that UGL Services was recognized with the 2007 PR News Corporate Social Responsibility Award for Environmental Communications. UGL Services GreenClean also received an honorable mention in the Cause-Branding Campaign category.

SUSTAINABILITY

UGL Services is the leader among BSCs in advocating for and practicing sustainability at customer sites.

We began with green cleaning and expanded to recycling, LEED certification, energy management and the use of electric vehicles. We pioneered ionized water cleaning systems and have taken as our mission the task of promoting sustainability within the facility management industry and with our customers and business partners.

UGL Services continues to expand our sustainable portfolio with new services, advanced technologies and industry alliances.

A summary of the initiatives includes:

Operations:

Green Standard Operating Procedures – As mentioned above, UGL Services was the first BSC to introduce sustainability-based SOPs for our cleaners. Since the original introduction in 2004, we have refreshed the SOPs several times to reflect new techniques and advances in cleaning agents and equipment.

Green Automated Inspections – UGL Services was an early adopter of the APPA CleanOpsStaff staffing guidelines and inspection protocol for educational facilities that has since been adopted by the U.S. Green Building Council (USGBC) for Leadership in Energy and Environmental Design – Existing Buildings Operations & Maintenance (LEED-EBOM) inspections and recertifications. The latest version of UNI-Q® incorporates all of the space definitions, rating conventions and other protocols of the combined APPA/LEED rating systems. We were the first to fully incorporate these green inspection criteria into a fully automated mobile inspection system.

LEED Firsts - We supported the National Geographic Society in its successful quest to qualify the first LEED-EB-certified building in the world - its headquarters in Washington, DC. (See video at <http://www.greenservice.com/resources/videos/leed-green-building-video.aspx>.)

We supported Bay Colony Corporate Center, the first multi-building, multi-tenant corporate campus to receive LEED-EBOM certification. (See case study at <http://www.ugl-unicco.com/downloads/case-studies/Case-Study-Bay-Colony-LEED.pdf>). We count dozens of additional LEED-certified sites among our portfolio of customers.

Broad Sustainability Program:

Green cleaning is now our default service package and is offered to all customers at no extra cost. In addition to sustainable cleaning chemicals, UGL Services was a pilot site and development advisor for ionized water-based (no chemicals) floor scrubbers and handheld surface cleaners. We were the first BSC to test the Tennant ec-H2O floor cleaner and the Activeion Ionator surface cleaner.

We have expanded the green cleaning program to encompass virtually every aspect of sustainability for our commercial, government and education customers. In addition to green cleaning, our expanded portfolio of sustainability services includes: Recycling, LEED Certification, Energy Management.

Recycling – UGL Services has designed and implemented recycling programs for commercial, government and educational institutions. In addition to managing the operational aspects of recycling programs, we consult on communications programs to encourage participation by students, tenants and visitors. Several organizations are recycling leaders in their respective industries.

LEED Certification – UGL Services has several LEED-AP (Accredited Professional) staff who consults with building owners and managers to guide them through the LEED accreditation process. These consultants help customers evaluate the point system, rank their objectives and achieve accreditation in the most

efficient manner. Their facility management expertise, combined with their understanding of the LEED requirements and certification process, has helped several properties evaluate LEED and ultimately pursue certification.

Other UGL Services corporate staff hold the LEED Green Associate designation, demonstrating a commitment to and understanding of sustainable practices in facility management.

Energy Management – UGL Services also offers energy management programs that span from consulting services, to sustainable energy procurement programs and efficiency upgrades of lighting, Heating, Ventilation and Air Conditioning (HVAC) systems and power plants. We also operate both traditional and alternative energy power plants for customers. For instance, UGL Services operates the biomass-to-steam power plant at Green Mountain College in Poultney, Vermont.

Transportation – UGL Services is also a leader in deploying Neighborhood Electric Vehicles (NEVs) to our corporate and education customers. These street-legal, pickup truck-sized vehicles are ideal for landscaping, maintenance and recycling tasks on campuses where gas-powered trucks often idle or park. They have virtually no carbon footprint since they can go an entire day on a single charge and can handle heavy loads. Here again, we believe that UGL Services is the first BSC to advocate and widely use NEVs at customer sites.

Customer Awareness:

Since the introduction of UGL Services' sustainability program, we have become the leading BSC advocate for the sustainability movement, primarily green cleaning, for the Corporate Real Estate (CRE) market. The function includes a multitude of communications vehicles targeted to employees, customers and the industry. Specific initiatives include:

Green Customer Resources – We have created a website dedicated to UGL Services Sustainability programs in order to inform the public and promote the company's offerings, located at www.greenservice.com.

A physical GreenClean "Toolkit" that includes the SOP, posters and other resources to implement the program onsite was also developed and distributed.

An online resource center for customers called *GreenClean Print On-Demand* offers UGL Services' customers customized postcards, tent cards and door hangers on-demand over the Internet. The online center also offers prewritten articles and notices for insertion into company newsletters, emails and other communications.

Market Awareness – We periodically run advertising campaigns on the green cleaning theme to raise awareness and promote our offerings.

An aggressive information campaign built on articles by UGL Services executives in industry trade publications has resulted in more than 20 published articles on green cleaning and related topics. These articles are designed to educate and inform building owners and managers, and even our competitors,

about the benefits of green cleaning. We have also written about LEED and other developments as a service to the industry.

A UGL Services executive served on the USGBC LEED Core Committee, which was charged with formulating many of the aspects of LEED-EBOM.

UGL Services Communicator, our customer magazine, keeps green cleaning and sustainability front and center. In addition to a number of feature articles, including cover stories on green topics, a column called the "Green Corner," that discusses sustainability topics, has been featured in every issue.

Over the years we have issued several press releases on UGL Services and customers' green cleaning successes in order to promote our offerings and to encourage building operators to seek out green cleaning services from UGL Services or other BSCs.

We have placed UGL Services executives as speakers at various industry tradeshows, including U.S. GreenBuild, to speak on sustainability.

We have also hosted three UGL Services Sustainability Tradeshows at which industry leaders presented their perspectives on sustainable facilities management industry practices. Suppliers were also given the opportunity to demonstrate their products and services to UGL Services employees and directly to our customers.

One of our newer communications initiatives is the *Facilitease* Webinar series. This, too, has proven to be a forum for discussions of green cleaning and sustainability topics.

Through these efforts UGL Services has become the de facto leader of sustainability among BSCs. We have changed our corporate culture to incorporate green cleaning and sustainability as the default mode of operation. UGL Services and our customers have reaped the benefits of cleaner, safer and healthier environments for everyone who visits and works in the buildings that we service.