

SBM MANAGEMENT SERVICES

 DELIVERING MORE THAN CLEANING





AGENDA

1 CREDENTIALS

2 SERVICE CONTRACTS WITH LANDLORDS

3 TRAINING REQUIREMENTS

4 OCCUPANT EDUCATION

5 SHARING RESULTS

6 LEGAL PROVISIONS



SBM OVERVIEW



CANADA



SINGAPORE



COSTA RICA



UNITED KINGDOM

PUERTO RICO

32
years in business

\$280M
annual sales

43
states

5
countries
+ 1 commonwealth

350M
SF serviced daily

7,000
employees



SERVICES & AFFILIATIONS

SERVICES

- Janitorial
- Cleanroom & Lab Sanitizing
- Green Cleaning
- Recycling/Waste Management
- Maintenance & Repairs
- Moves/Adds/Changes (MAC)
- Warehouse Management
- Vendor Management
- Office Services
- Exterior Services
- Landscaping Services
- Snow Removal

SPACE TYPES

- Corporate Headquarters
- High-tech
- Manufacturing
- Life Sciences
- Distribution
- Hospitals
- Education
- Defense
- Aerospace
- High-rise

AFFILIATIONS

- Corporate Plus Certified MBE through the NMSDC
- ISNETWORLD – Grade A Rating
- US Green Building Council Member
- U.S. Zero Waste Business Council Member





ENVIRONMENTAL SUPPORT



21

years of sustainability management



40

major recycle locations managed in 2014



66.6%

diverted in 2014



36.6M

pounds diverted from landfill in 2011



\$3.4 M

in documented client savings (2014)



100%

green products and equipment are certified by third party

AWARD-WINNING RECYCLING PROGRAM



ACCREDITED PROFESSIONALS



PRESIDENT OF THE BOARD
SUE BEETS



HIGH-RISE, MULTI-TENANT EXPERIENCE

- SBM has been servicing high-rise, **multi-tenant buildings since 1987**
- **99%** customer retention rate
- High-rise, multi-tenant locations **require close calibration with multiple tenants and POCs**
- **SBM is able to offer Zero Waste Planning, Trash Free Zones, composting, and Solid Waste Management programs** to tenants who would not have exposure to these options otherwise
- Sample clients: Coke HQ ATL, USBank Cincinnati, WF STL and Starbucks HQ





SERVICE CONTRACTS WITH LANDLORD

The goal is to Incorporate all your “wants” into the contract. This ensures you have the exact expectations of the Service Providers.

CONSIDERATIONS:

- Ensure Your **Expectations** are met
- Your **Service Providers** understand your **expectations**
- You could use **LEED** Waste guidelines to **support language**

POTENTIAL CHALLENGES:

- May have to pay for **extra services** or **balance trash with extra service**
- Clear **communication** with Custodial Team
- Being **different than rest of floor**
- **Poor** or **incorrect** labeling at End Staging space
- Having Recycle too **far away** or in the **Dark**
- Ensure material gets into correct containers “What goes where”



TRAINING REQUIREMENTS

A critical part of teamwork is ensuring the Custodial Staff knows:

- **Direct contact** with Custodial Supervisor
- What is **recyclable**?
- Ensure **correct language** is used based on staffing
- Is there a **Contractor Orientation** that includes the basic information?
- **Physically show employees** what goes where



Training for different **stakeholder groups** may be necessary to ensure that your recyclables are segregated and find their way to the right dumpsters or compactors.

- Start with **new hire training** or on-boarding
- Work with **managers, supervisors and team leads** to get information to the line staff
- Develop training **specific to the group** and address how they generate and dispose of waste
- Groups to consider:
 - Janitorial (SBM is responsible for this)
 - Cafeteria (especially if there is a compost collection component)
 - Maintenance/Construction
 - Landscaping/grounds
 - Move Crew
 - Shipping and Receiving

REMINDER: THESE ARE RECYCLABLE



All of this is Recyclable

- ✓ All plastic containers
- ✓ Metal and glass containers
- ✓ All types of paper and cardboard
- ✓ Plastic bags

What is NOT recyclable

- ✗ Styrofoam
- ✗ Food/Candy Wrappings
- ✗ Food waste, napkins and tissues

COMPOSTABLE OR NOT?



What is Compostable

- ✓ Food Waste
- ✓ Paper Towels/Napkins
- ✓ Paper Plates/Cups
- ✓ Wooden Stirs
- ✓ Wax Paper/Cardboard

What is NOT Compostable

- ✗ Plastics
- ✗ Metals
- ✗ Styrofoam
- ✗ Food/Candy Wrappings
- ✗ Trash Bags



DESK SIDE



LANDFILL & MIXED PAPER



BRUTE BARRELS

GREY:
Supplies (if needed)
& Landfill

BLUE:
Compost (food waste)
separated from Mixed
paper, Recycling (bottles
and cans)





SBM TRAINING PROGRAM

Robust training and rewards programs create knowledgeable team members and engaged employees.

Training Compliance	Total Courses Completed	SBM Specific Courses Completed	Customer Specific Courses Completed	Site Specific Courses Completed
98%	63	13	7	5

Average Audit Score	Topic	Content	Department	Type	Last Completed	Due Date	Acknowledge
4.4	Accident Incident Reporting	7	EHS	SBM	4/13/13	12/20/13	✓
	Back Injury Prevention	7	EHS	SBM	4/13/13	12/27/13	✓
	Cafe Cleaning	7	Custodial	SBM	4/13/13	1/4/14	✓
4	Classroom Catwalk Cleaning	7	EHS	Site	5/18/13	7/18/14	✓
	Closets	7	EHS	SBM	4/23/13	7/23/14	✓
	Elevator	7	EHS	SBM	6/5/13	8/5/14	✓
	Extraction	7	Custodial	SBM	9/18/13	9/18/14	✓
	General Overview and Care	7	EHS	Customer	4/11/13	10/15/14	✓
	Hallways	7	EHS	SBM	7/15/13	10/15/14	✓
11	Parking Garages	7	EHS	SBM	3/23/13	10/23/14	✓
	Spot Cleaning	7	Custodial	Site	4/29/13	11/29/14	✓
	Vaccinating	7	EHS	SBM	5/20/13	11/20/14	✓

TRAINING TRANSCRIPT & CERTIFICATION

Every employee will have a transcript which will allow them to become certified to perform their job

ONGOING EDUCATION

Following initial training, employees will participate in 1 hour of monthly skills training

ROLES & RESPONSIBILITIES

Employees will understand what is expected of them

QUALITY AUDIT PROGRAM

Internal and joint audits; scores automatically link to responsible employee

REWARDS & RECOGNITION

Implement "SBM Bucks" program to incentivize team members





OCCUPANT EDUCATION

Does the **population** know “**what goes where**”?

- If you were a **new employee walking** in the door, is the **program complete**?





LABELING AND SIGNAGE

- Building Occupants should be able to identify what goes where in a matter of **a couple seconds**.
- Keep it **simple**.
- Identify the program with the **brand imaging**
- Determine a style that reflects your **aesthetic** and stick with it:
 - Full Color or B&W Photography
 - Pictographs
 - Color Coding



SBM has these signage templates available to all of our customers. Custom signage can be developed on a project basis

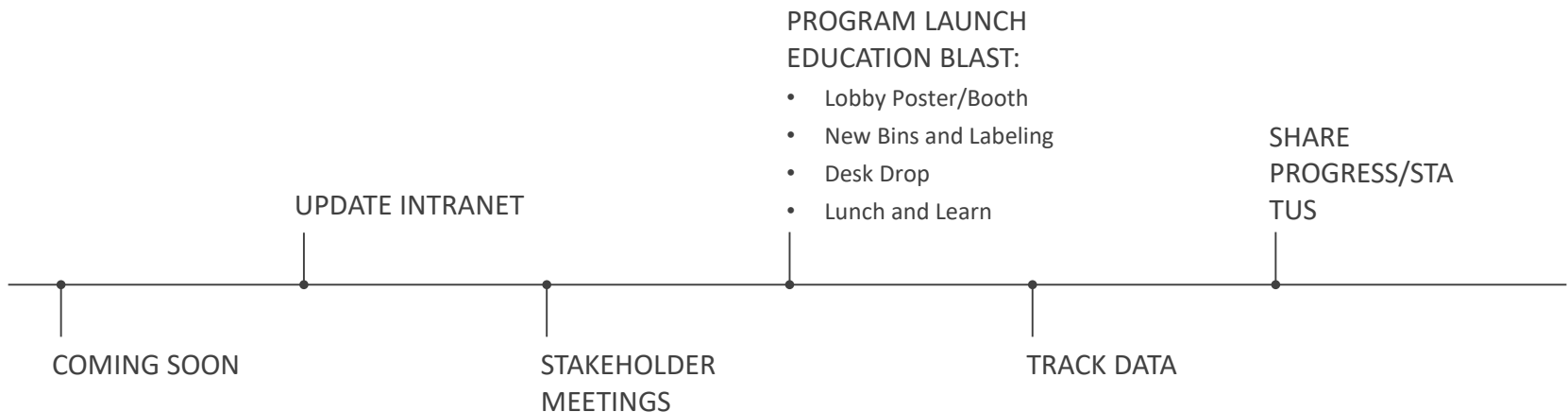


PROGRAM CHANGES

It is important to effectively **communicate changes** in the program. We have seen all too many times new programs rolled out without ANY communications to the building occupants

- Communicate what the change is and the reason for the change
- Explain **what is required** of the building occupant to participate

TIMELINE:





AWARENESS AND ENGAGEMENT

- Staff will be more likely to **participate** if they feel **connected** with the **process and the outcomes**
- Utilize **comparisons** and **statistics** that people can relate to. **Metric Tons** of **cardboard** can be hard to **visualize**, but the equivalent to **10 Elephants** is easy to imagine
- Keep **messages fresh**. A **poster left** in the same place for over a month will **blend in to the background** and will no longer be seen
- **Competition between buildings** and sites can engage staff to do their personal best
- Messages on **progress to goal**, **success** and **need for improvement** help to keep focus
- General **“Environmentally Friendly Practices”** and what to do at home and at work



SBM has 48 unique Sustainability education posters with a captivating image and a simple and timeless message



EVENTS

- **Earth Day** and **America Recycles Day** are a great time to hold an event
- **New Program Launch** is another great time
- Include **information about the program** goals, results, challenges and path forward
- **Include interactive elements** to draw people in, then hit them with the information that you want them to take away
- Quiz with a Raffle entry
- Games that show how to sort recyclables
- Environmentally friendly **giveaways are always a hit** and help to make the event fun
- Reusable grocery bags
- Recycle content pens, pencils, bookmarks etc.



The SBM Sustainability Team provides a kit to all of our site managers that contains digital files for posters and other printable items, slide shows, and instructions on how to have a successful event



SHARE RESULTS

- Adjust and know what waste you are **diverting** from landfill or incineration
- **Work** with **Janitorial** or someone on your team **to weigh each commodity and track the results**
- There are ways to count bags after you have an average weight per **commodity** or just use **actual weights**.

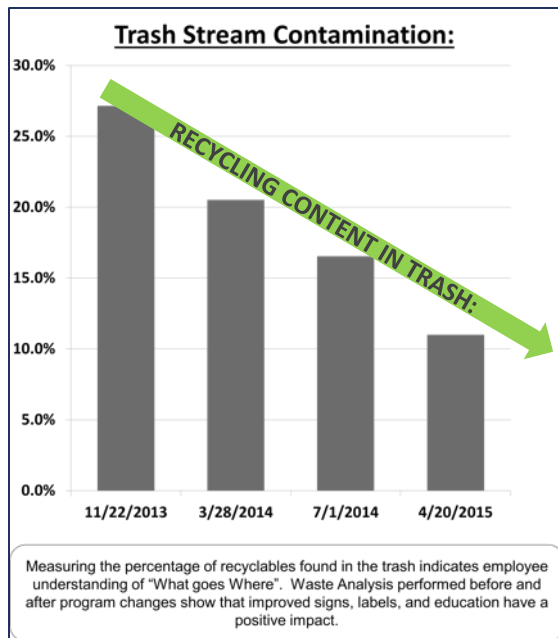


Randy Van Winkle in PPE and holding a digital Scale



SHARE RESULTS

- Track your **diversion** from landfill or incineration
- **Share the results**
- Conduct random **Waste Analysis** to share





LEGAL PROVISIONS

- Contract considerations
 - Green Cleaning included
 - Collection of desk recycle, copier/printer areas, common areas
 - Collection of compost and from what areas
 - Designated space for each commodity
 - How are these commodities weighed?
 - AB341 CA requires 75% or other state and local ordinances that require businesses to provide recycle
- What is the process for outside the Scope of work Request
- Union versus Non Union
- Proof of Janitorial not doing the job from employees, what are the steps
- I need Janitorial to do more, how do I do that?

QUESTIONS & DISCUSSION

THANK YOU FOR YOUR TIME AND INTEREST

SUE BEETS-ATKINSON

Corporate Sustainability Manager

LEED Accredited Professional

President of the Board

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