

CITY OF CHICAGO SUSTAINABLE OPERATIONS PLAN

APRIL 2015



CITY OF CHICAGO



MESSAGE FROM OUR CHIEF SUSTAINABILITY OFFICER

Dear Colleagues,

Almost three years ago, Mayor Emanuel launched the Sustainable Chicago 2015 Action Agenda, which offers concrete initiatives, metrics and strategies to help make Chicago the most sustainable city in the country. Sustainable Chicago 2015 outlines the specific challenges we face. Most importantly, however, it explores the opportunities we can realize when we work together to make Chicago a healthier, more livable and prosperous place.

The City, with more than 425 leased and owned facilities, 11,000 pieces of equipment and vehicles and over 30,000 employees, is in a distinct position to have a broad and significant impact on achieving our goals. Conducting our daily operations in a sustainable manner will reduce hazardous chemical use in City facilities through our green cleaning program, reduce water consumption by installing water efficient fixtures, and improve air quality and reduce emissions by converting to a sustainable fleet. This plan and related policies share specific goals and actions related to health and safety, energy efficiency, waste and recycling, sustainable purchasing, water conservation and a sustainable fleet.

All City of Chicago employees can integrate sustainable actions into our daily work and help make Chicago a better city for everyone. Together, Chicago's sustainable and responsible execution of these day-to-day efforts that keep our City moving now, will ensure it keeps moving for generations to come.

Sincerely,



Karen Weigert
Chief Sustainability Officer



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REVISION HISTORY

The following table describes changes made to this *Sustainable Operations Plan*. This Plan may be revised as necessary to remain current with applicable regulations, technologies and practices. Entries should be made to the table below as information is added or revised.

Date	Revision	Description
04/20/15	0	Initial Issue



SECTION 1: INTRODUCTION

1.1 Purpose and Scope

To lead by example, the City of Chicago has developed this *Sustainable Operations Plan* for conducting day-to-day operations at City facilities in a sustainable manner. It provides actions for management, employees, and departments to implement as part of their daily operations. This plan intends to remind departments to make environmentally conscious decisions and to integrate sustainability measures as a standard practice into everything we do.

This Plan addresses seven categories critical to operating sustainably:

1. **Health and Safety**
2. **Energy Efficiency**
3. **Waste and Recycling**
4. **Sustainable Purchasing**
5. **Water Conservation**
6. **Transportation**
7. **Climate Change**

1.2 Associated Plans and Policies

This Plan incorporates many of the elements of the policies and programs prepared by the Department of Fleet and Facility Management (2FM) for LEED (Leadership in Energy & Environmental Design) for Existing Building Operations and Maintenance (EBOM) certification. They include:

- Building Exterior and Hardscape Management Plan
- Erosion Control and Landscape Management
- Construction Indoor Air Quality Management Plan
- Green Cleaning Policy and Program Plan
- Integrated Pest Management Plan
- Plug Load Reduction Policy
- Sequence of Operations Plans (Building Specific)
- Solid Waste Management Policy
- Sustainable Purchasing Policy
- Water Efficiency Economic Assessment Policy
- Cooling Tower Water Management Plan

The current versions of these plans and policies can be found on the 2FM Intranet site. If a department has a more stringent policy than what is required by this Plan, then the department policy takes precedent.

In addition to the above policies and programs, *Sustainable Chicago 2015* serves as a guiding document. *Sustainable Chicago 2015* builds upon the Chicago Climate Action Plan (CCAP), which calls for reducing greenhouse gas emissions by 80% by 2050 and preparing the city for impacts to climate change. *Sustainable Chicago 2015* accelerates progress towards the CCAP goals and establishes specific initiatives for both the public and private sector. Implementation of a sustainable operations plan for City facilities is identified as a key action for **Goal 21: Incorporate Standard Green Practices in all City Operations.**



1.3 Plan Organization

The Plan consists of six sections, organized by particular audience or operation for implementation of this plan:

Section 1: Introduction

Section 2: Goals and Responsibilities

Section 3: All Employees

Section 4: Facility Operations (Zone Managers, Operating Engineers and Construction Trades)

Section 5: Fleet and Fueling

Section 6: Design, Engineering and Construction

The Plan is owned and managed by 2FM. For support, comments, or corrections, please consult with 2FM's Bureau of Environmental, Health and Safety Management (EHS).



SECTION 2: GOALS AND RESPONSIBILITIES

2.1 Sustainable Operations Goals

Implementation of this Plan will advance the City's following sustainability goals*:

- **Focus on the Safety and Health of Employees:** Prioritize and improve worker safety through employee training and accident prevention.
- **Improve Energy Efficiency:** Improve overall energy efficiency in City buildings by 10% annually, double the number of LEED-certified public buildings, target 10 million square feet of municipal buildings for an energy reduction of 20% and install 10 MW of renewable energy on City properties.
- **Improve Waste Reduction and Recycling:** Conserve natural resources and divert waste from landfills, make as many City processes as paperless as possible, and divert 75% of eligible municipal construction waste.
- **Adopt Sustainable Purchasing:** Reduce resource consumption and waste by prioritizing the purchase of post-consumer, post-industrial, locally-sourced, Energy Star labeled and organic products. Each department has unique needs and opportunities for sustainable purchases and it is management's responsibility to identify and educate staff on what is required and available for use.
- **Improve Water Conservation:** Implement and pilot water use reduction and conservation strategies and track and report water use in City facilities.
- **Create a Sustainable Fleet:** Reduce municipal fossil fuel consumption by 10%, reduce the number of vehicles in the City's fleet and replace 3% of on-road fleet vehicles with green fleet annually.
- **Reduce greenhouse gas emissions and improve air quality:** All the goals described above will contribute to a reduction in greenhouse gas emissions and many will help improve air quality.

**Numeric goals are from Sustainable Chicago 2015 Action Agenda*

2.2 Responsibilities

2.2.1 All Employees

All City of Chicago employees have the responsibility of being familiar with this plan, identifying the sections applicable to their work and integrating sustainable actions into their daily operations. **Section 3** provides specific actions applicable to all employees.

2.2.2 Management

Each City department has unique opportunities and different areas of focus associated with achieving the sustainable operations goals and leading by example. Management should be familiar with all aspects of this Plan and associated policies, and should continue to identify sustainable operations measures applicable to their Department's area of impact.



It's the responsibility of management (Commissioners, Deputy Commissioners, and Supervisors etc.) to:

- Endorse and support the Plan;
- Provide opportunities for staff to be trained on key aspects of the Plan;
- Develop a culture of sustainability awareness;
- Require implementation of this Plan by their staff; and
- Assign staff to monitor and track progress as required by the associated plans and policies.



SECTION 3: ALL EMPLOYEES/DEPARTMENTS

This section applies to all City of Chicago employees and provides actions and reminders of how to operate sustainably, regardless of where you work or what you do.

Applicable Policies:

- Plug Load Reduction Policy
- Solid Waste Management Policy
- Sustainable Purchasing Policy

Be Healthy and Safe

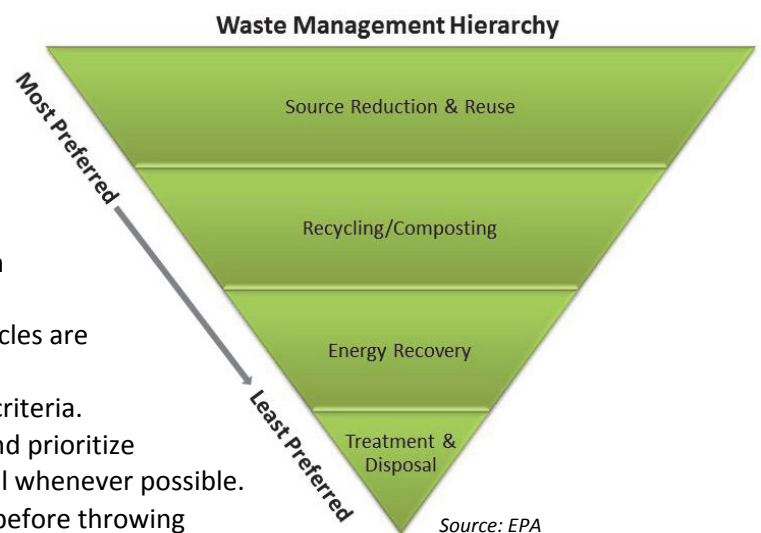
- Periodically review and update your Job Hazard Analysis to ensure it remains current and continues to help reduce workplace accidents and injuries.
- Identify and mitigate safety risks and hazards prior to starting work.
- Stop work and notify your supervisor if you observe unsafe working conditions.
- Complete all required health and safety training.

Improve Energy Efficiency

- Remove personal electronic appliances, including microwaves and refrigerators, as they are not allowed. Appliances in common areas for all to use are allowed.
- Remove personal electric space heaters, as they are not allowed except for in the case of long-term system malfunctions and as authorized and provided by 2FM. Notify your building's Operating Engineer of any issues.
- Dress appropriately for the weather and keep a light sweater or jacket at work to help with temperature fluctuations. Temperatures in buildings will be maintained from 70° to 74° in the heating season and 72° to 78° in the cooling season.
- Turn-off lights in unoccupied spaces, such as offices and conference rooms.
- Turn-off computers and printers at the end of each work day.
- Unplug equipment that does not receive frequent usage such as a typewriter, pencil sharpener, coffee maker, etc.
- Unplug equipment once devices such as phones and camera batteries are fully charged.
- Turn-off clock radios and personal stereos at the end of each work day.
- Keep doors and windows closed in conditioned buildings.

Reduce, Reuse, Recycle

- Go paperless, and when printing or copying is necessary, make double-sided copies and print multiple pages on each side of a sheet.
- Create a scrap paper bin for notes or printing draft or internal copies.
- Use reusable cups, plates and silverware.
- Use designated recycling (paper, plastic, aluminum cans etc.) and garbage receptacles; notify your building's Operating Engineer if additional receptacles are needed.
- Familiarize yourself with your building's recycling criteria.
- Use EPA's *Waste Management Hierarchy* (right) and prioritize source reduction, reuse and recycling over disposal whenever possible.
- Use the resources provided in the following table before throwing something away.



Material	Method
Furniture	Notify your building's Operating Engineer for potential reuse elsewhere.
Computer Hardware (PCs, laptops, monitors, printers)¹	Notify your department's Information Technology Strategy Committee (ITSC) or Department of Innovation and Technology.
Other Electronic Waste¹	Notify the building's Operating Engineer for potential consolidation and recycling.
Waste Toner	Place back in original box and collect until next service visit by Canon technician, who will remove the boxes
Empty Ink and Toner Cartridges	Recycle using Office Depot's Recycling Rewards Program (See Appendix A for Instructions).
Rechargeable Batteries²	Call2Recycle; Contact 2FM's EHS Bureau for a box or list of locations.
Office Supplies	If still usable, donate to Sister Agencies (such as Chicago Public Schools). Keep a record of all donations.
Other	Check http://www.earth911.com/recycling-center-search-guides/ for local resources and/or contact 2FM's EHS Bureau.

¹ Many electronics are banned from being landfilled. The complete list is here: <http://www.epa.illinois.gov/topics/waste-management/electronics-recycling/index>.

² Nickel Cadmium, Lithium Ion, Small Sealed Lead Acid, Nickel Metal Hydride, Nickel Zinc, and cellphone batteries. For more information visit: <http://www.call2recycle.org/what-can-i-recycle/>.

Buy Green

- Be familiar with the City's and your Department's (if available) Sustainable Purchasing Policy.
- Incorporate green purchasing requirements by reviewing and including applicable criteria specified in the US General Services Administration (GSA) Sustainable Facilities Tool at <http://sftool.gov/GreenProcurement>.
- Purchase food that is organic or locally produced; utilize restaurants and catering that support local farms and producers.
- Purchase ongoing consumables (such as printing and copying paper, envelopes, toner cartridges, etc.) that contain post-consumer or post-industrial content.

Use Water Wisely

- Turn off water when not in use.
- Use tap water and reusable bottles for drinking water instead of bottled water.
- Notify your building's Operating Engineer of potential leaks and leaky faucets.
- Notify your building's Operating Engineer of any spills of hazardous materials, e.g., cleaning agents, toner.

Travel Savvy

- Use Flex Fleet, the City-wide pool vehicle sharing, or Zipcar for trips not within walking distance.
- Practice eco-driving (See http://www.chicagoclimatereaction.org/pages/eco_driving_practices/90.php for more information).
- Reduce idling and follow the Vehicle Idling Management Policy (Section 9-80-095 of the Chicago Municipal Code).
- Consolidate trips and carpool when possible.
- Continually evaluate and optimize routes.



SECTION 4: FACILITY OPERATIONS

This section applies to those positions responsible for the day-to-day operation of City facilities, including Zone Managers (ZM), Operating Engineers (OE) and Trades (T). Each item is applicable to one or more groups as noted.

Be Committed to Safety in your Building

- Identify potential safety hazards and address them with your supervisor. (ALL)
- Mitigate recognized safety hazards through elimination, substitution, engineering controls, warnings, administrative controls, or use of personal protective equipment (e.g., eliminate the need to enter confined spaces such as vaults whenever possible). (ALL)
- Complete all required health and safety training, including additional training required when working at heights, performing lockout/tagout, conducting hot work, performing a confined space entry, excavating, and when there exists a potential to be exposed to asbestos, lead, and bloodborne pathogens. (ALL)
- Use the appropriate tools and equipment for the job; inspect before use. (ALL)
- Inform tenants about jobs by using clear demarcation and/or barriers. (ALL)
- Anticipate potential indoor air quality problems before starting a job (ALL); follow the Construction Indoor Air Quality Management Plan. (T)
- Ensure contractors comply with all applicable policies, including but not limited to:
 - Building Exterior and Hardscape Management Plan (ZM, OE),
 - Green Cleaning Policy and Program Plan (ZM),
 - Erosion Control and Landscape Management Plan (ZM), and
 - Integrated Pest Management Plan (ZM).
- Provide timely and safe snow and ice removal. (ZM, OE)

Applicable Policies:

- *Building Exterior and Hardscape Management Plan*
- *Construction Indoor Air Quality Management Plan*
- *Erosion Control and Landscape Management Plan*
- *Green Cleaning Policy and Program Plan*
- *Integrated Pest Management Plan*
- *Plug Load Reduction Policy*
- *Sequence of Operations Plan (Building Specific)*
- *Solid Waste Management Policy*
- *Sustainable Purchasing Policy*
- *Water Efficiency Economic Assessment Policy*
- *Cooling Tower Water Management Plan*

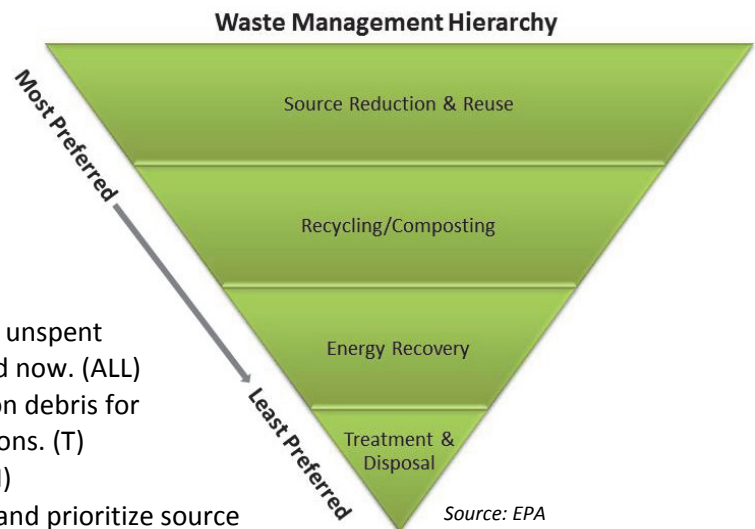
Improve Energy Efficiency

- Install occupancy sensors in low or sporadic traffic areas such as copy rooms, lunch rooms and bathrooms. (OE, T)
- Monitor compliance with personal appliance ban. (OE)
- Use supplemental electric heaters only during long-term system malfunctions. (OE)
- Verify lights and HVAC systems are scheduled to match building hours of operation. (OE)
- Phase out CFC-based equipment in HVAC systems. (OE)
- Maintain temperatures from 70° to 74° in the heating season and 72° to 78° in the cooling season. (OE)
- Ensure that existing systems are operating per original design intent. (OE)
- Ensure that alternative energy systems (e.g., solar, geothermal) are maintained for optimum performance. (OE)
- Monitor the Building Automation System for trends as it relates to equipment run time. (OE)
- Identify major energy consumption sources and work with 2FM's Bureaus of Energy and Performance Improvement (EPIC) and Architectural, Engineering and Construction (AEC) to monitor power usage. (OE)
- Conduct preventative maintenance on HVAC systems such as regularly changing filters, cleaning chiller tubes, testing for leaks, etc. (OE)
- Notify your supervisor of aging electrical equipment where new equipment is more energy efficient. (OE, T)



Reduce, Reuse, Recycle

- Equip your building with proper receptacles for the collection of recyclables (paper, plastic, aluminum cans etc.) and garbage. This includes desk side and common areas. Wherever you have a garbage receptacle there should also be a recycling receptacle, and vice-versa. (ZM)
- Post information about what materials can be recycled near the recycling receptacles. (ZM, OE)
- Properly dispose of all waste materials, including unspent or outdated products. Only order what is needed now. (ALL)
- Recycle a minimum of 75% of eligible construction debris for demos, new construction, alterations, and additions. (T)
- Reduce salt usage in snow removal practices.(ZM)
- Use EPA's *Waste Management Hierarchy* (right) and prioritize source reduction, reuse and recycling over disposal whenever possible. Use the resources in the following table before throwing something away or down the drain. (ALL)
- Phase out chlorofluorocarbon (CFC) refrigerant use and minimize refrigerant leaks in air conditioning equipment and chillers. (OE)



Material	Method
Furniture	Notify your building's Operating Engineer for potential reuse elsewhere.
Computers	Notify your department's Information Technology Strategy Committee (ITSC) or Department of Innovation and Technology.
Other Electronic Waste¹	Notify your building's Operating Engineer or EHS Bureau and potentially consolidate for pick-up from contractor.
Waste Toner	Place back in original box and collect until next service visit by Canon technician, who will remove the boxes.
Empty Ink and Toner Cartridges	Recycle using Office Depot's Recycling Rewards Program (See Appendix A for Instructions).
Rechargeable Batteries²	Call2Recycle; Contact 2FM's EHS Bureau to receive a box or for a list of existing locations.
Universal Waste³	Refer to the Universal Waste Management Standard Operating Procedure.
Chemicals/Unknown/Hazardous Waste	Contact 2FM's EHS Bureau.
Office supplies	If still usable, donate to Sister Agencies (Such as Chicago Public Schools). Keep a record of all donations.
Other	Check http://www.earth911.com/recycling-center-search-guides/ for local resources and/or contact 2FM's EHS Bureau.

¹ Many electronics are banned from being landfilled. The complete list is here: <http://www.epa.illinois.gov/topics/waste-management/electronics-recycling/index>.

² Nickel Cadmium, Lithium Ion, Small Sealed Lead Acid, Nickel Metal Hydride, Nickel Zinc, and cellphone batteries. For more information visit: <http://www.call2recycle.org/what-can-i-recycle/>.

³ Includes fluorescent light bulbs, batteries not included in the Call2Recycle program, mercury-containing equipment and pesticides.

Adopt Sustainable Purchasing

- Identify and incorporate requirements for green purchasing and practices as new contracts come up (such as janitorial, consumables, pest control and refrigerant management). (ALL)



Adopt Sustainable Purchasing

- Identify and incorporate requirements for green purchasing and practices as new contracts come up (such as janitorial, consumables, pest control and refrigerant management). (ALL)
- Require that conventional gas-powered equipment is replaced with electric (such as maintenance and cleaning equipment, lawn mowers, snow and leaf blowers, etc.) when practical. (ZM)
- Purchase and install electronics and appliances that are Energy Star labeled. (T)
- Purchase ongoing consumables that contain post-consumer or post-industrial content. (ALL)
- Be familiar with green purchasing options available and purchase products for repairs and maintenance that meet product-specific sustainable criteria (e.g., carpeting, caulk, roofing materials, insulation) available at <http://sftool.gov/GreenProcurement>. (ALL)

Improve Water Conservation

- Replace older plumbing fixtures; replacements should meet or exceed UPC/IPC Standards and EPA's WaterSense Standards when possible. (T)
- Install aerators on faucets. (T)
- Turn off water when not in use; don't let it run. (ALL)
- Report (ALL) and repair (OE, T) potential leaks and leaky faucets promptly.
- Report any spills of hazardous materials to EHS immediately; confine spill to prevent reaching the sewer or surface waters. (ALL)

Be Smart when Traveling (ALL)

- Use Flex Fleet, the City-wide pool vehicle sharing, or Zipcar for trips not within walking distance.
- Practice eco-driving (See http://www.chicagoclimatereaction.org/pages/eco_driving_practices/90.php for more information).
- Reduce idling and follow the Vehicle Idling Management Policy (Section 9-80-095 of the Chicago Municipal Code).
- Consolidate trips and carpool when possible.
- Continually evaluate and optimize routes.



SECTION 5: FLEET AND FUELING

The section applies to the operation, replacement, and maintenance of the approximately 6,600 motor vehicles included in the City's fleet.

Drive Smart

- Reduce idling and follow the Vehicle Idling Management Policy (Section 9-80-095 of the Municipal Code).
- Consolidate trips.
- Continually evaluate and optimize routes.
- Practice eco-driving (See http://www.chicagoclimatereaction.org/pages/eco_driving_practices/90.php for more information).

Be Healthy and Safe

- Periodically review and update your Job Hazard Analysis to ensure it remains current and continues to help reduce workplace accidents and injuries.
- Use the appropriate tools and equipment for the job; inspect before use.
- Identify and mitigate safety risks and hazards prior to starting work.
- Stop work and notify your supervisor if you observe unsafe working conditions.
- Complete all required health and safety training.
- Train employees on safe driving techniques and fueling practices.

Create a Sustainable Fleet*

- Replace 3% of on-road fleet vehicles with green fleet annually.
- Reduce the number of vehicles in the City's fleet through Flex Fleet, City-wide pool vehicle and Zipcar.
- Continue preventative maintenance and regular maintenance to ensure operation of existing fleet.
- Reduce fuel consumption by 10%.
- Use biodiesel during warm weather months.

Reduce Waste and Recycle

- Minimize chemical use at fueling stations and maintenance shops.
- Implement spill prevention controls outlined in Spill Prevention, Control, and Countermeasure (SPCC) plans at fueling stations and maintenance shops.
- Recycle used oil and used oil filters, batteries, spent engine coolant, refrigerants, spent solvent and tires.
- Use aqueous parts washers instead of solvent parts washers.
- Choose vehicle washing facilities that use biodegradable soaps, minimize detergent use, and employ water conservation measures (e.g., installing water-efficient equipment; detecting and repairing leaks; adjusting nozzle alignment, timing and flow rates).
- Use automotive paints and primers with low or no volatile organic compounds (VOCs) and hazardous air pollutants (HAPs) when available and when it will not impact performance.
- Incorporate green purchasing requirements for general maintenance products (such as lubricants, coolants, cleaning agents, oil, sorbents, etc.) by reviewing and including applicable criteria specified in the US General Services Administration (GSA) Sustainable Facilities Tool at <http://sftool.gov/GreenProcurement>.
- Use reclaimed engine coolants and re-refined oils when cost effective and when it will not void manufacturer's warranty.

**Numeric goals are from Sustainable Chicago 2015 Action Agenda*



SECTION 6: ARCHITECTURE, ENGINEERING AND CONSTRUCTION

This section applies to the design, construction and engineering of all City facilities. This plan should be applied to all projects designed and implemented by 2FM and when completed by others (such as the Public Building Commission, contractors, vendors, etc.).

As applicable, these measures should be utilized for both new construction projects and rehabilitation of existing facilities and applied to both the interior and exterior as appropriate. At a minimum, it is the City's policy to obtain LEED-NC Silver certification for new construction and LEED and/or LEED-CI (Commercial Interiors) Silver certification for major renovations.

Applicable Policies:

- *Building Exterior and Hardscape Management Plan*
- *Construction Indoor Air Quality Management Plan*
- *Erosion Control and Landscape Management Plan*
- *Green Cleaning Policy and Program*
- *Integrated Pest Management Plan*
- *Plug Load Reduction Policy*
- *Sequence of Operations Plans (Building Specific)*
- *Solid Waste Management Policy*
- *Sustainable Purchasing Policy*
- *Water Efficiency Economic Assessment Policy*
- *Water Management Plan – Cooling Towers*

Understand the User's Needs

- Identify and understand the needs, requirements, goals, owner and user for each project.
- Estimate the project's operating life expectancy and incorporate measures for post-use flexibility.
- Consider how design choices impact users, such as how layout or material selections affect their productivity, comfort, operating costs, etc.
- Communicate the project's design features and provide instructions for optimal use to the user. This could include explaining the importance and providing the optimal settings for humidity, lighting, ventilation and environmental controls, identifying low- and no-VOC materials used and providing care and maintenance instructions as applicable.

Design with Safety in Mind

- Identify and mitigate recognized safety hazards through elimination, substitution, engineering controls, warnings, administrative controls or use of personal protective equipment (e.g., eliminate confined spaces such as vaults whenever possible).
- Anticipate potential indoor air quality problems for facility alterations and additions; follow the Construction Indoor Air Quality Management Plan.
- Allow for well-defined separation between work and construction areas, including material transfer corridors, e.g., plastic sheeting, barriers.

Improve Energy Efficiency

- Identify and implement energy efficiency retrofit projects and grants for City facilities; document results using available building-level energy data.
- Continue to track energy use through the USEPA/USDOE's Energy Star Portfolio Manager to identify energy use trends and opportunities for increased energy efficiency.
- When upgrading equipment in existing buildings, assess and document what is already in place.
- Incorporate renewable energy sources into facilities, when possible.
- Eliminate use of chloroflorocarbon (CFC)-based refrigerants when installing new or replacing existing HVAC systems.
- Provide ongoing training and equipment schedules for new or improved HVAC systems to operating engineers.
- Ensure that existing systems are operating per original design intent by consulting the building's Sequence of Operations Plans and Systems Manual.



- Evaluate need for periodic re-commissioning, especially if there is a sudden or unexplained change in energy usage.
- Ensure that alternative energy systems (e.g., solar, geothermal) are maintained for optimum performance.
- Monitor the Building Automation System for trends as it relates to equipment run time.
- Set back equipment during unoccupied times (such as at night) to reduce energy use.
- Light exterior areas only as required for safety and comfort to support light pollution reduction.
- Incorporate use of natural daylighting strategies.
- Install ultra-reflective roofs.

Reduce, Reuse, Recycle

- Equip facilities with proper infrastructure and space for the collection of recyclables and garbage.
- Utilize pre-fabricated building components where available and practicable.
- For renovations, reuse as much material as possible and auction materials that are still useful but no longer needed.
- Exceed 75% recycling of eligible demolition and construction debris for new construction and major alterations and additions.
- For new sites, select brownfields when possible to promote their remediation and reuse.
- Manage excavated soils on site where possible. Characterize site soils to determine appropriate uses and disposal requirements; incorporate into specs.

Adopt Sustainable Purchasing

- Reuse existing furnishings when possible.
- Purchase furnishings that contain post-consumer or post-industrial content, or are locally sourced, or have been previously used.
- Use no-VOC or low-VOC, environmentally friendly products for all paints and sealants.
- Purchase electronics and appliances that are Energy Star labeled.
- Purchase products for alterations and additions that meet product-specific sustainable criteria.
- Choose roofing made from recycled materials.
- Be familiar with green purchasing options available and choose materials that meet product-specific sustainable criteria (e.g., carpeting, caulk, roofing materials, insulation) available at <http://sftool.gov/GreenProcurement>.

Improve Water Conservation

- Evaluate water reduction strategies and fixture upgrades according to the Water Efficiency Economic Assessment Policy.
- Fixtures should meet or exceed UPC/IPC Standards and EPA's WaterSense Standards when possible.
- Where irrigation is needed and when feasible, incorporate onsite above-grade rainwater collection and distribution systems.
- Meet or exceed installation of green roof on 25% of available roof area on new construction buildings.
- Utilize techniques to manage stormwater on-site and reduce impervious areas, such as installing permeable pavement or green roofs.
- Use low-maintenance and native plantings in exterior landscaped areas.
- Provide plans for ongoing landscape management.

Encourage a Sustainable Fleet

- Locate new facilities near public transportation, Divvy, and Flex Fleet options.



APPENDIX A: TONER AND INK CARTRIDGE RECYCLING INSTRUCTIONS



My Business Recycles Program



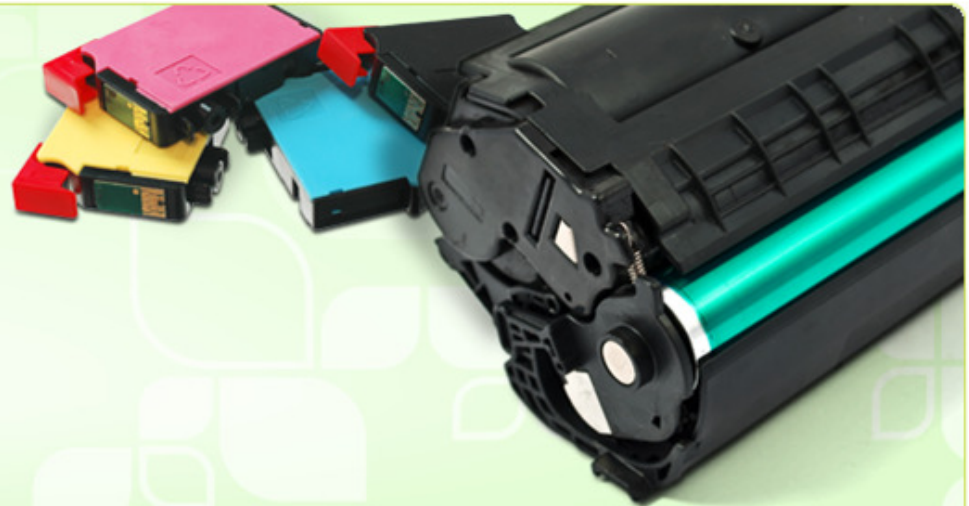
Ink and Toner Recycling Website: www.mybusinessrecycles.com



Welcome, Tina (Not me?) | Logout



Recycling can be rewarding
for your business
Get reimbursed
for your ink & toner cartridges



It's as simple as 1-2-3

1

STEP 1

Provide your details in the form

2

STEP 2

Print **FREE** pre-paid UPS shipping labels or
order **FREE** collection boxes



Login

Email Address

! Required

Password

Remember Me

[Forgot your login name / password?](#)

[Terms & Conditions](#)

[Privacy Policy](#)

Login

My Account



My Account

This year, my b
with Office Dep
rewards, [click h](#)

[Order Recycling Supplies](#)

[Pallet Pickup](#)

[Reports](#)

[Order Recycling Supplies](#)

[Pallet Pickup](#)

[Reports](#)

[Program Information](#)

[Locations](#)

[Users](#)

[Change Password](#)

[Shopping Cart](#)

Total in Cart: 0 [View Cart](#)

[Users](#)

Current User: tinas@clovertech.com
Company: Clover Technologies
Your Account Status: Active
Number of Locations: 4
Number of Users: 2

Change Password [Change Password](#)

1. Please select a product from below:

Ink Cartridge Shipping Label



Description: Use a box less than 130 inches when calculated as Length + 2x Width + 2x Height. Pack the items carefully. Use bubble wrap or old newspaper to separate the cartridges from one another.

Qty: 1

Add to Cart

Toner Cartridge/Fuser Shipping Label



Description: Use a box less than 130 inches when calculated as Length + 2x Width + 2x Height. Pack the items carefully. Use bubble wrap or old newspaper to separate the cartridges from one another.

Qty: 1

Add to Cart

Laser Toner/Fuser Container



Description: Pre-paid label included Box Size: 20"x20"x22" Capacity: Holds 8-10 cartridges

Qty: 1

Add to Cart

Desktop Inkjet Container



Description: Pre-paid label included Box Size: 9"x15"x9.5" Capacity: Holds approximately 35 inkjet cartridges

Qty: 1

Add to Cart

Desktop Cell Phone Container



Description: Pre-paid label included Box Size: 8.75"x18.75"x14.25" Capacity: Holds approximately 25

2. Choose a shipping location

Your Shopping Cart Supplies

Empty

3. Order



Pallet Pickup

This year, my business has earned **\$0.00** by recycling with Office Depot. For more information about your rewards, [click here](#).

Shopping Cart

Total in Cart: 0 [View Cart](#)

Order Recycling Supplies

Pallet Pickup

Reports

Locations

Users

Ship To Locations

Contact Name

Email

Contact Phone

Ship To Code

Customer No.

Address

City

State / Province

Country

Zip / Postal Code

Maximize your returns by accumulating at least one pallet of OEM cartridges (100 laser toner and/or 6-8 large ink boxes) before scheduling a pickup.

You'll receive an email confirming the pickup with the bill of lading and pallet label prior to the carrier arriving. In most cases, our carrier will pick up the pallets within 3 business days. If the carrier doesn't make the pick up on the scheduled date, please contact us immediately at palletpickup@MyBusinessRecycles.com or you can reach us by phone at 1-855-821-2335.

Ship To Locations

Number of Pallets

Pickup Date

From:

Hours

To:

Time zone

Instructions

Does your Location have a dock?

Label / Door

Send

[My Account](#) > Track Activity

Track Activity

This year, my business has earned **\$0.00** by recycling with Office Depot. For more information about your rewards, [click here](#).

Shopping Cart
Total in Cart: 0 [View Cart](#)

- [Order Recycling Supplies](#)
- [Pallet Pickup](#)
- [Reports](#)**
- [Locations](#)
- [Users](#)

Select the reporting timeframe for your report and click search.
(Data is current up to two days ago and is available for the past 18 months.)

Once your report has run and you see the data, you can filter it by typing or selecting a value in one or more of the filter fields located under the column names.

Click the "+" sign next to any data to see more detail.
To view your data in Excel, click the Export button.

From To

Company Name ▲		Description ▲								
#	Ship to Code	Date	Tracking #	OEM/Reman ▼	Condition ▼	Qty	Unit Price	Total Reward		
No data to display										
							Total Qty:	Total:		

[My Account](#) > [Program Information](#)

Program Information

This year, my business has earned **\$0.00** by recycling with Office Depot. For more information about your rewards, [click here](#).

Shopping Cart
Total in Cart: 0 [View Cart](#)

- [Order Recycling Supplies](#)
- [Pallet Pickup](#)
- [Reports](#)
- [Locations](#)
- [Users](#)

Click the files below for additional information about our My Business Recycles program. If you have any questions, please click the "Contact Us" link.

Name	Files
Protecting Data on Wireless Devices	file
Environment White Paper	file
Cartridge Buyback List	file
Cell Phone Buyback List	file
Fuser Buyback List	file
Pallet Pickup Instructions	file
Packaging Instructions	file
Program Overview	file
ISO 9001 - Ink Recycling	file
ISO 9001 - Toner Recycling	file

My Account > Users

 **Users**

This year, my business has earned **\$0.00** by recycling with Office Depot. For more information about your rewards, [click here](#).

Shopping Cart
Total in Cart: 0 [View Cart](#)

Order Recycling Supplies Pallet Pickup Reports Locations **Users**

You can add additional users who can order supplies or request pallet pick ups by setting their user type to "User Admin". If you set their user type to "Report Viewer", they will only be able to view recycling activity reports.

NOTE: Additional users will be able to view all of the "Ship To" locations on your account.

You can use the boxes under the words First Name, Last Name, etc. to filter your list.

[Click to Add New User](#)

Drag a column header here to group by that column

#	First Name	Last Name	Login Date	User Type	Status
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Edit Delete	Tina	Smith		User Admin	Active

[My Account](#) > [Locations](#)



Locations

This year, my business has earned **\$0.00** by recycling with Office Depot. For more information about your rewards, [click here](#).

Shopping Cart

Total in Cart: 0 [View Cart](#)

[Order Recycling Supplies](#)

[Pallet Pickup](#)

[Reports](#)

[Locations](#)

[Users](#)

A "Ship To" location is where MyBusinessRecycles will send FREE recycling supplies and/or pick up pallets of empty printer cartridges and cell phones.

You can use the fields under the words Company, Address 1, etc. to filter your list.

Click Edit to change information about a "Ship To".

[Click to Add New Location](#)

Drag a column header here to group by that column

Type to start filter	Company	Address 1	City	State	Ship To Code	Contact Name	Status
Clear	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Edit	Clover Technologies	4200 Columbus St	Ottawa	Illinois	12345678	Tina Smith	Active
Edit	Clover	12345 Test St	Ottawa	Illinois	61350	Tina S	Active
Edit	Tina S	12345 Sample St	Ottawa	Illinois	SAMPLE	Tina Smith	Active
Edit	Clover	4200 Columbus St	Ottawa	Illinois	12345	Tina Smith	Active