



# Sustainable Building Practices Tenant Package

November 2019

*Dear Tenants,*

*The Building Owners & Managers Association Building Environmental Standards (BOMA BEST®) program is Canada's industry performance standard indicator for sustainability in commercial buildings and recognizes excellence in environmental management and performance in commercial real estate. In 2017, Mississauga Executive Centre achieved Platinum BOMA BEST® certification, which means that we scored over 90% in the program. Over the past three years we have continued to "green" our activities and are working towards recertification this winter.*

*We are pleased to provide you with this Sustainable Building Practices package, which contains information on our Environmental Policy, indoor air quality program, green cleaning program, hazardous products management, and other sustainability tips for tenants at Mississauga Executive Centre.*



## Environmental Policy

The objective of the Environmental Policy is to protect the environment and support optimal environmental performance by implementing best practices. Colliers International is committed to continuously improving the environmental performance of its buildings, and strives to protect its property, occupants, and the environment by minimizing the environmental impacts of building operations.

In order to meet and achieve our environmental responsibilities in 2020, we have set the following goals in our Environmental Policy for MEC:

<b>Energy &amp; Water</b>	<ul style="list-style-type: none"> <li>We will retain a contractor to conduct an Energy &amp; Water Audit of the complex every five (5) years. The next audits will be completed in 2021.</li> <li>We will strive to achieve a 2% reduction in electricity consumption and 5% reduction in gas consumption in 2020.</li> <li>We will continue to monitor energy &amp; water use monthly, identify any anomalies, and take corrective actions as needed.</li> </ul>
<b>Air &amp; Comfort</b>	<ul style="list-style-type: none"> <li>We will continue to conduct annual Indoor Air Quality (IAQ) Assessments at each building.</li> <li>We will continue to monitor occupant complaints/service requests and act upon the complaints within 24 hours of receiving the complaint (or sooner if critical).</li> </ul>
<b>Health and Wellness</b>	<ul style="list-style-type: none"> <li>We will retain a contractor to complete an Asbestos Reassessment Survey every twelve (12) months where needed.</li> <li>We will continue to implement our Asbestos Management Plan.</li> <li>We will ensure that the Hazardous Chemicals Products Management Program is updated annually to reflect all chemicals onsite, as well as ensure that Material Safety Data Sheets (MSDS) are available for all chemicals.</li> </ul>
<b>Purchasing</b>	<ul style="list-style-type: none"> <li>We will review and update our Environmental Procurement Program on an annual basis. The program includes the following components: cleaning devices, products and supplies; office supplies; products used for building operations and maintenance; cleaning equipment; building materials used for renovations; and energy and water efficient equipment.</li> </ul>
<b>Custodial</b>	<ul style="list-style-type: none"> <li>We will conduct an annual review of the Green Cleaning Program and will ensure that all cleaning products used onsite are third-party certified green cleaning products.</li> <li>We will ensure the contracted housekeeping company is meeting the objectives of the Green Cleaning Program by reviewing the cleaning logs supplied by the contractor bi-annually.</li> </ul>
<b>Waste</b>	<ul style="list-style-type: none"> <li>We will ensure that a Waste Audit is conducted on an annual basis as per the Ontario Regulation. The next audit is scheduled for December 2019.</li> <li>We will ensure that the Waste Reduction Work Plan is updated every year in line with the Waste Audit, and that it is communicated to all members of management, maintenance, and cleaning staff, and all tenants or occupants.</li> </ul>
<b>Site</b>	<ul style="list-style-type: none"> <li>We will review and update our Business Continuity Plan every three (3) years.</li> </ul>
<b>Stakeholders</b>	<ul style="list-style-type: none"> <li>We will ensure that this Environmental Policy is updated annually and that it is communicated to all building management and maintenance staff as well as tenants.</li> </ul>

## Indoor Air Quality Assessment

Mississauga Executive Centre is strongly committed to the comfort and health of our tenants. To this end, we conduct indoor air quality (IAQ) assessments annually, as prescribed in our IAQ Management Program. The IAQ Management Program and associated audits are designed to monitor and compile baseline air quality data for comparison with regulatory standards and recommended guidelines, in order to ensure that air quality targets, guidelines, and requirements are met and occupant health is prioritized.

Our IAQ program meets the requirements set out by the BOMA BEST®. Keeping with these standards, our IAQ Management Program includes carbon dioxide, carbon monoxide, temperature, relative humidity, respirable suspended particulate and total volatile organic compounds.

The 2019 IAQ audits were completed on September 9 (MEC 1), September 10 (MEC 2), September 11 (MEC 3) and September 12 (MEC 4) by Sterling IAQ Consultants Ltd., our environmental consultant. The results of the most recent IAQ audit indicated that our building systems operate effectively and efficiently in order to maintain a healthy, comfortable indoor work environment for tenants. A summary of the results is provided in the table below.

Item	Regulation or Guideline	Limits or Range	Average Result			
			MEC 1	MEC 2	MEC 3	MEC 4
<b>Carbon dioxide</b>	ASHRAE 62.1	850 parts per million (ppm)	547.5 ppm	791 ppm	786.4 ppm	746.7 ppm
<b>Carbon monoxide</b>	ASHRAE 62.1	9 ppm	0 ppm	0 ppm	0 ppm	0 ppm
<b>Temperature</b>	ASHRAE 55	21°C – 27°C	22.5°C	23.9°C	24.2°C	22.6°C
<b>Relative humidity</b>	ASHRAE 55/2004	25.0% - 60.0%	45.7%	46.7%	59.9%	51.3%
<b>Respirable suspended particulate</b>	ASHRAE 62.1	50 µg/m <sup>3</sup> (micrograms per cubic meter)	6.3 µg/m <sup>3</sup>	7.9 µg/m <sup>3</sup>	2.7 µg/m <sup>3</sup>	3.0 µg/m <sup>3</sup>
<b>Total volatile organic compounds</b>	Health Canada	440 parts per billion (ppb)	1.5 ppb	133.9 ppb	337.0 ppb	130.9 ppb

The results presented above are averages obtained at each building.

## Green Cleaning Program

Mississauga Executive Centre has implemented a Green Cleaning Policy to emphasize the use of effective “green” products and practices used for the building’s maintenance and housekeeping. The requirements of the Green Cleaning Program include standard operating procedures (SOP) for cleaning activities, cleaning products certified by a third party such as EcoLogo or Green Seal, cleaning logs which include descriptions and details of the cleaning activities carried out, regular training for the building cleaning staff, and annual reviews and updating of the program.

To ensure effective results of the Green Cleaning Policy, Mississauga Executive Centre’s custodial goals and green cleaning initiatives are communicated to the building’s janitorial staff. The janitorial staff are required to supply Mississauga Executive Centre’s management with detailed SOPs and cleaning logs to ensure they are meeting these objectives.

The following initiatives are practiced as part of our Green Cleaning Policy:

1. Ensuring the janitorial staff undergoes regular training to efficiently clean the building and remain conscientious to practice sustainable maintenance.
2. Ensuring green cleaning procedures including water conservation measures, reduced waste generation, and reduced energy use are being practiced at the building.
3. Using dry-cleaning procedures before considering use of water. For example, sweeping and scraping the required area before using water to hose or spray areas.
4. Where water is required, low-flow cleaning measures are practiced. For example, the ride-on floor scrubbers used by housekeeping staff utilize soaps which require 70% less water than traditional chemical mixtures, as well as 90% less chemicals. Janitorial staff also utilizes a chemical mixing system, which reduces water waste in housekeeping procedures by delivering accurate and consistent dilutions of cleaning chemicals to water.
5. Using “approved products” to clean building areas and fixtures in the building. For example, cleaning agents currently in use by our janitorial staff include Diversey Inc. approved products, Green Seal certified products, Dustbane Products Ltd. approved products, and products with the EcoLogo label.
6. Using other environmentally-friendly products such as reusable microfiber rags for housekeeping.
7. Ensuring the frequency of housekeeping is efficient and consistent depending on the volume of usage of each different areas in the building. For example, our janitorial staff are required to vacuum the walk-off mats in the building’s entryways, spot clean carpeted areas in the building’s entryways using an approved spotter, and machine scrub hard surface floors in the building with an automatic scrubber on a daily basis as these are high volume occupant areas. Spin clean pads are also used to clean walk-off carpet mats on a weekly basis.

### GREEN CLEANING TIPS FOR TENANTS

Many of the practices that make up this policy can be applied to your own workspace. Below are just a few suggestions:

- ✓ Purchase environmentally friendly cleaning products that are certified by a reputable third-party such as EcoLogo or Green Seal to reduce both occupant and building cleaning staff exposure.
- ✓ Chemicals to avoid include ammonia, ammonium hydroxide, ammonium salts, dibutyl phthalate, zinc, metals and alkylphenol.
- ✓ Use environmentally preferable cleaning tools, such as microfiber cleaning cloths, microfiber mops, double buckets and cleaning product applications that limit product consumption.
- ✓ Instead of conventional spray bottle application, switch to dilution control systems that utilize chemical concentrates, which help to reduce the waste and other impacts associated with extra packaging associated with non-concentrate chemicals and help control product consumption.
- ✓ Train janitorial staff to be conscientious to practice other measures before using water. Conservation efforts include dry-cleaning procedures, such as sweeping and scraping before using water to hose or spray areas.
- ✓ Opt for products that are low in volatile organic compounds (VOCs) and phosphorus (with a concentration of 0.5% or less by weight) and have a pH no higher than 11.5.

## Management of Hazardous Products

Proper management of toxic products contributes to minimized human health concerns and protects the natural environment from potential emissions and effluents, including chemical runoff in groundwater and air pollution associated with products used on the building envelope, landscape or hardscape.

### **PEST MANAGEMENT:**

Mississauga Executive Centre employs an Integrated Pest Management (IPM) program. IPM is an approach to pest control that combines all available methods of preventing pests in a given environment. Environmentally preferable pesticides are used only when necessary to achieve acceptable levels of control with the least possible harm to humans, non-target organisms, and the environment. Tenants are encouraged to implement IPM programs for their units, including the following measures:

- Food storage should be kept in sealed containers and should be disposed of daily.
- Proactive inspection for evidence of pests is recommended at least monthly.
- Where necessary, tenants are encouraged to use environmentally preferable pesticides.
- Tenants are encouraged to make use of our enclosed waste, recycling, and organics handling equipment.

### **REFRIGERANT MANAGEMENT:**

- Tenants are encouraged to disclose whether they are using any refrigerant-containing air conditioning equipment, industrial refrigeration, or water systems, or halocarbon fire suppression systems.
- If you maintain any refrigerant-containing equipment, please call or email management to obtain our Refrigerant Safety Program. This will allow you to participate in our program or aid you in developing a refrigerant safety program for your unit.

### **STORAGE TANK MANAGEMENT:**

- Tenants are encouraged to disclose whether they have installed any fuel storage tanks onsite.
- If you maintain fuel storage tanks in your unit, please call or email management to obtain our Storage Tank Management Program. This will allow you to participate in our program or aid you in developing a fuel storage tank management program for your unit.

### **CHEMICAL MANAGEMENT:**

- Tenants are encouraged to disclose whether they use or store any chemicals onsite.
- If you maintain or use hazardous chemicals in your unit, please call management to obtain our Hazardous Chemical Products Management Program. This will allow you to participate in our program or aid you in developing a chemical products management program for your unit.
- Additionally, to prevent chemicals from entering drains or sewers, we recommend use of secondary containment measures, including: use of spill cleanup kits, use of spill pallets or containers to store chemicals in, and use of spill berms.
- At a minimum, the uniform fire code mandates that secondary containment exist where individual containers hold 55 gallons or more, or where the aggregate capacity of multiple containers is 100 gallons or more.
- The Occupational Health and Safety Act specifies that secondary containment should be sufficient to carry 10% of the aggregate capacity of multiple containers, or 100% of the largest container, whichever is greater.
- Know the potential hazards of each product you work with. Read the label and consult the Material Safety Data Sheet (MSDS) before you use the product.
- Ensure that all MSDSs are three years old or less, and that there is one for each product being used.
- Do not dispose of hazardous products by pouring them down the drain or in the garbage. Take them to a drop off depot.

For any additional information, please contact our property management team.

## Practices to Conserve Energy

We encourage you to join us in reducing your ecological footprint by checking off the following top sustainability tips that your office is practicing, and establishing new procedures based on our suggestions. Of course, this is not exclusive to initiatives that benefit our natural environment, and includes suggestions that encourage personal wellness and healthy, vibrant communities. We all have an important role to play in protecting our environment and greening our building. Let's all do our part, one sustainable step at a time!

### PRACTICES TO CONSERVE ENERGY:

- ✓ **Keep blinds down at night to keep the light glow indoors.**
- ✓ Turn off your computer monitor when not in use, or set it to turn off after 5 minutes.
- ✓ Set your screensaver to "blank" to reduce your computer's power draw.
- ✓ Turn off lighting (desk/task lighting) when not in use.
- ✓ Switch the printer to an "Energy Save" mode when not in use.
- ✓ Use a power bar to shut off your electronic equipment in order to eliminate phantom load or standby power that is consumed even when the equipment is turned off.
- ✓ Unplug coffeemakers, microwaves, and ovens when closing for holidays.
- ✓ Open window coverings to make use of natural light to cut down on the need for electric lighting.
- ✓ Choose energy efficient light bulbs like light-emitting diode (LED) to save both energy and costs.
- ✓ Switch to ENERGY STAR® appliances, fans, and electronics.
- ✓ Dress comfortably for the weather and adjust your layers before adjusting the thermostat.
- ✓ Replace CRT monitors with LCD screens.
- ✓ Check the temperature of the staff fridge - it should be set around 4-5 °C (37-40 °F).

## Sustainable Procurement

Sustainable procurement takes the environmental, social and ethical impacts of products, services and supplier operations into account in the procurement process. Mississauga Executive Centre is committed to sustainable procurement by sourcing from suppliers and service providers that follow strong sustainability practices. Colliers International encourages your office to think about incorporating sustainable procurement into your purchasing decisions to improve environmental performance and drive positive change across the entire supply chain.

### BENEFITS OF SUSTAINABLE PROCUREMENT

- ✓ Impress employees, customers, peers and other stakeholders by demonstrating your commitment to the environment.
- ✓ Identify opportunities for cost savings by finding efficiencies within the supply chain.
- ✓ Reduce waste generation, hazardous products emissions, energy and water inefficiencies, and greenhouse gas emissions.
- ✓ Protect indoor air quality, safeguard worker health and safety, and increase employee awareness through use of preferred products, materials and supplies.

### STEPS TO INCORPORATE SUSTAINABLE PROCUREMENT

- ✓ Find the right support: Identify individuals at your company and ask for their involvement. This could include the procurement team or a manager.
- ✓ Map out procurement process: Look at the items your office commonly purchases and evaluate how sustainable those items are. Start the conversation internally to demonstrate to your procurement and sustainability teams that this is important.
- ✓ Set a goal: Set a metric to measure success. Some sample goals include:
  - Purchase 50% paper supplies that are Forest Stewardship Council (FSC)-certified by the end of year.
  - Only buy plastic products that contain post-consumer recycled content and come in recyclable packaging.

Using credible sustainability standards can be an easy way to improve sustainable procurement practices. The International Social and Environmental Accreditation and Labeling (ISEAL) Alliance is a global membership association dedicated to sharing best practices around credible sustainability standards and can be a good resource to help you. Here are some other common Sustainability Standards to look for:

1. BIFMA e3 LEVEL® Certification Furniture Sustainability Standard
2. Carpet and Rug Institute Green Label Plus carpeting and adhesives
3. Cradle to Cradle Certified™ cleaning products, office and restroom supplies, office furniture, and carpeting
4. ECOLOGO®-certified cleaning supplies, office products, and electronics
5. ENERGY STAR®-rated appliances, light bulbs, office equipment, and heating, ventilation, and air conditioning (HVAC) equipment
6. Environmental Protection Agency (EPA) Safer Choice-labelled cleaning products, HVAC products, and lubricants
7. EPA WaterSense products;
8. EPEAT®-certified electronics;
9. FloorScore®-rated floor coverings
10. FSC-accredited paper products
11. General Services Administration (GSA) Sustainable Facilities Tool Green Procurement Compilation for products that meet American federal standards for sustainability
12. GreenGuard-approved adhesives, sealants, filters, appliances, batteries, and cleaning products.
13. Green Seal-certified cleaning products and supplies, industrial cleaners, paints, and office and kitchen supplies
14. Rainforest Alliance office supplies, kitchen products, printing services, and furniture
15. Underwriters Laboratories' Sustainable Carpet Assessment Standard-approved carpeting
16. United States Department of Agriculture BioPreferred cleaning products, inks, and lubricants

## Practices to Improve Waste Management

At Mississauga Executive Centre, we complete an annual Waste Audit and Waste Reduction Work Plan, in accordance with Ontario Ministry of the Environment and Climate Change Regulation (MOECC) 102/94 requirements. As per the latest report, completed in December 2018, we hold a complex-wide diversion rate of 80.5%, which greatly exceeds the Ontario Ministry of Environment's 60% target diversion rate.

A summary of the most recent Waste Reduction Work Plan has been provided below for your reference.

### III. PLANS TO REDUCE, REUSE AND RECYCLE WASTE

Waste Category (as stated in Part V of your "Report of a Waste Audit")	Source Separation and 3Rs Program
Cardboard	<u>Cardboard Recycling Program</u> : Building occupants flatten their cardboard and custodial staff transport the material to the cardboard bins located in each building's waste and recycling depot. Some building occupants will bring their own cardboard to the appropriate waste and recycling depot.
Fine paper	<u>Paper Recycling Program</u> : Building occupants are provided with blue boxes to facilitate recycling. Custodial staff transports the material to the appropriately labelled totes for mixed paper material in each of the building's waste and recycling depots.
Newsprint	Same as "Fine Paper".
Boxboard shoe boxes, cereal boxes, etc.	Same as "Fine Paper".
Glossy magazines, catalogues, flyers	Same as "Fine Paper".
Aluminium food and beverage cans	<u>Cans/Glass/Plastic/Polycoat carton Recycling Program</u> : building occupants are provided with blue boxes to facilitate recycling. Custodial staff transports the recyclable material to the waste depot where they deposit their cans/glass/recyclable plastics in the appropriately labelled totes for recycling. Building occupants and visitors use the labelled recycling containers in the common area.
Steel food and beverage cans	Same as "Aluminium food and beverage cans".
Glass food and beverage bottles/jars	Same as "Aluminium food and beverage cans".
PET (#1) plastic food and beverage bottles	Same as "Aluminium food and beverage cans".
HDPE (#2) plastic jugs, crates, totes and drums	Same as "Aluminium food and beverage cans".
PVC (#3) plastic	Not currently accepted by waste hauler for recycling. Continue to dispose of in garbage.
LDPE (#4) plastic film	Same as "Aluminium food and beverage cans".
Polypropylene plastic (#5)	Same as "Aluminium food and beverage cans".
Polystyrene (#6)	Same as "Aluminium food and beverage cans".
Other plastics (#7)	Same as "Aluminium food and beverage cans".
Polycoat cartons	Same as "Aluminium food and beverage cans".
Organics	<u>Organics Recycling Program</u> : Custodial staff collects organics in 12 gallon totes and bring the organic material to the onsite Rocket composting machine located at 3 Robert Speck Parkway.
Paper towels	Not recyclable at this time.
Light bulbs/tubes	<u>Light Bulb/Tube Recycling Program</u> : Tenants have their spent lamps picked up by building services and properly recycled.
Batteries	<u>Battery Recycling Program</u> : Tenants can have their material picked up by building services and properly recycled.
Electronic waste (computers and other electronic equipment)	<u>E-waste Recycling Program</u> : Tenants can have their material picked up by building services and properly recycled.
Printer cartridges	<u>Printer Cartridge Refill/Recycling Program</u> : Tenants can have their material picked up by building services and recycled appropriately. Some tenants may have their own refill/return program with their suppliers.
Furniture	<u>Furniture Reuse Program</u> : Items in good condition may be collected for reuse. Tenants are responsible for properly removing and disposing of their other old furniture. Tenants can also bring small furniture pieces to the RE-Use Centre located on P1 of 4 Robert Speck Parkway.
Landscaping	<u>Landscaping Waste Recycling Program</u> : Yard waste and soil is removed during the annual landscaping clean up. The material is sent for recycling.

Wood	<u>Construction Waste Removal Policy</u> : Waste generated during renovations should be removed from the site by the contractors who generate the waste. Tenants are responsible for managing any waste from their renovations.
Scrap metal	Same as "Wood".
Drywall	Same as "Wood".
Mixed construction material	Same as "Wood".
Grease	<u>Grease Recycling Program</u> : Grease collected in grease trap.
Clothing/textiles	<u>Clothing/Textile Reuse Program</u> : Clothing/shoes are collected and donated to charity.
Skids	<u>Wood Skid Reuse Program</u> : Suppliers are encouraged to take back skids for reuse. Wood skids are stored on the loading dock and collected periodically for recycling.
Other recycling	
Non-recyclable construction material	Same as "Wood".
Disposable take-out food packaging	Not recyclable. Building occupants control the generation of these materials and request them for sanitary and convenience reasons. Only providing reusable plates is not practical.
Coffee cups (paper)	Not recyclable at this time.
Diapers/sanitary products	Minimal quantities expected from baby changing facilities in the public washrooms. No options at this time to reduce, reuse, or recycle this material.
Miscellaneous waste	Not recyclable. Consists of assorted materials in small quantities that are not accepted for recycling by any local hauler.

**IV. RESPONSIBILITY FOR IMPLEMENTING THE WASTE REDUCTION WORK PLAN**

<b>Name of Person</b>	<b>Responsibility</b>	<b>Telephone #</b>
Mr. Manny Costa, Operations Supervisor Mississauga Executive Centre	Responsible for general oversight of the waste and recycling program.	(905) 281-7231

<b>I hereby certify that the information provided in this Waste Reduction Work Plan is complete and correct.</b>		
<b>Signature of Environmental Consultant (CD SONTER Ltd.):</b> 	<b>Title:</b> Mr. Carmen F. Dodaro, Principal	<b>Date:</b> December 21, 2018