

TF Total Facility
SI Solutions, Inc.

Total Green ©
Green Clean Program

A Green Sustainable Solution



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A Green “Solution”

Today, more than ever, owners and managers understand the importance of being green. Words like "sustainability" & "environmentally conscious" are being heard more and more in the commercial real estate market. As a full facility service company, TFSI is actively involved in many operating functions of our customer’s commercial and residential properties. For this reason, TFSI feels that is imperative that it take a leadership role in protecting its environment. As a result, TFSI’s program has enlightened corporate citizenry with our clients and has helped many adopt best practices within their organizations.

This brochure highlights those best practices and provides a comprehensive program which TFSI follows to attain our “Green” initiative. From the point we propose our service, TFSI evaluates all of the potentially green areas of a commercial and/or residential property to be able to offer ways to increase its green objectives while helping to reduce their carbon footprint.

From our products, equipment, and company practices, Total Facility Solutions maximizes its effects on "Green," helps protect our environment, and provides our customers safer & healthier working environments to their properties’ occupants.



Our green Chemical Partner: Johnson Diversey

With so many chemical companies to choose from in today's marketplace, it was important for TFSI to choose a strong company that could provide us with a full, comprehensive green chemical program. But the mere chemicals were not the only factors used in our selection process, Support, training, and local field expertise available with short notice also played a major role in TFSI's decision-making process.

Johnson & Johnson, now known as Johnson Diversey, brings to the table a fully detailed program to meet every need TFSI has in order to comply with our green initiatives.



One of the first steps that TFSI takes to help maximize a commercial property's green potential is equipping it with the line of chemicals that best meets its needs. For your property, TFSI, in conjunction with Diversey, systematically install RTU (Ready to use) chemical dispensers. These easy to use dispensers provide safe green dispensing solutions to our cleaners.

These dispensers with pre-set dilution control valves properly dilute each chemical to fall within EPA guidelines. This way our chemical experts control and manage the dilution ratio as it was intended when the product was first created.

Every closet where the Diversey chemical dispenser is found, Diversey has custom-made wall posters explaining in English and Spanish on the proper usage and application of the installed green products.

Below are copies of the posters mentioned, which are installed, monitored, and controlled by a Diversey field expert and can be found at designated areas within your property.



List of Chemicals Used

Green Products

Diversey Green Products

Product Name	Pack Size	SKU	Certification
Floor & General Purpose Cleaners			
General Purpose Cleaner	2 x 94.5 oz./2.5 L J-Fill	3172668	GS-37
Nature's Source™ Factory®	12 x 26 oz./760 mL	CB733571	D/E
Nature's Source™ All-Purpose Cleaner			
Nature's Source™ Scrubbing Bubble®	12 x 26 oz./760 mL	CB710011	D/E
Nature's Source™ All-Purpose Cleaner			
Handiwa™/HC Low Foam	2 x 3 L Outpost	4523247	GS-37, GG
Neutral Floor Cleaner #10	2 x 1.5 gal. Command Center 1 x 5 L RTD	3323961 3145221	GS-37, GS GS-37, GS
Mix® Citrus Neutral Cleaner	4 x 1 gal./3.78 L Containers 6 x 32 oz./946 mL AccuMix	03904 03909	GS-37
	2 x 94.5 oz./2.5 L J-Fill 4 x 64 oz. Solutions Center	04714 04315	GS-37, GS GS-37, GS
	1 x 5 L RTD	3063390	GS-37, GS
Mix® Floral Neutral Cleaner	4 x 1 gal./3.78 L Containers 6 x 32 oz./946 mL AccuMix	04609 03815	GS-37
	4 x 64 oz. Solutions Center 2 x 94.5 oz./2.5 L J-Fill	04696 04717	GS-37
Mix® Fragrance-Free Neutral Cleaner	2 x 94.5 oz./2.5 L J-Fill 1 x 5 L RTD	4240434 4483961	GS-37, EC CCD-146 GS-37, EC CCD-146
Floor Finishes			
Aquaroll® Floor Finish	1 x 5 gal./18.9 L Emulsion 8 x 2.5 L ProSpeed	5120070 4972026	GS-40 GS-40
Floor Strippers			
Freedom® SC Speed Stripper	2 x 94.5 oz./2.5 L J-Fill 1 x 5 L RTD	04630 3469501	GS-40 GS-40
	2 x 1.5 gal. Command Center	5271409	GS-40
Glass Cleaners			
Glance® Non-Ammoniated Glass Cleaner	2 x 94.5 oz./2.5 L J-Fill 2 x 1.4 L SmartDose 2 x 1.5 L RTD	3172641 5019510 3361306	GS-37, EC CCD-146, GS GS-37, EC CCD-146 GS-37, EC CCD-146, GS
	2 x 1.5 gal. Command Center 2 x 3 L Outpost	5271310 5209375	GS-37 GS-37
Nature's Source™ Window®	12 x 26 oz./760 mL	CB701502	D/E
Nature's Source™ Window®	12 x 26 oz./760 mL	CB707070	D/E
Odor Control			
Good Sense® Odor Eliminator	4 x 3 gal./3.78 L Containers	4496154	EC CCD-119
Peroxide Cleaners			
Aplicar® Multi-Surface Cleaner	2 x 94.5 oz./2.5 L J-Fill 2 x 1.5 L RTD	3401512 3250727	GS-37, GS GS-37, GS
	1 x 5 L RTD	3182743	GS-37, GS
	2 x 1.5 gal. Command Center	5271213	GS-37
Hydro™/HC General Purpose Cleaner with Hydrogen Peroxide	4 x 1 gal./3.78 L Containers 1 x 5 L RTD	4999608 4998016	EC CCD-146 EC CCD-146
	2 x 1.4 L SmartDose 2 x 94.5 oz./2.5 L J-Fill 1 x 5 gal./18.9 L Emulsion	5019448 4997915 4996024	EC CCD-146 EC CCD-146 EC CCD-146
Restroom Care			
Crow® Restroom Cleaner & Toilet Remover	2 x 1.5 L RTD 2 x 94.5 oz./2.5 L J-Fill 2 x 1.5 gal. Command Center	3145310 3172630 5271230	GS-37, EC CCD-146, GS GS-37, EC CCD-146, GS GS-37
Crow® Diversey® Plus Odors Cleaner	12 x 32 oz./946 mL	4496138	EC CCD-146
Nature's Source™ Scrubbing Bubble®	12 x 26 oz./760 mL	CB701000	D/E
Nature's Source™ Restroom Cleaner	12 x 26 oz./760 mL	CB733988	D/E
Nature's Source™ Scrubbing Bubble®	12 x 26 oz./760 mL	CB700102	D/E
Nature's Source™ Toilet Cleaner	12 x 26 oz./760 mL	CB733984	D/E
Ramsey Green Products			
Product Name	Pack Size	SKU	Certification
Sky Light™ NA Glass & Surface Cleaner	1.5L HDPE (RTD) 1 gal. HDPE (Practical Solutions) 2L HDPE (Single Solution)	4420434 4170429 4170437	GS-37 GS-37 GS-37
FreeFlow™ General Purpose Cleaner	1 gal. HDPE (Practical Solutions) 2L HDPE (Single Solution)	6103200 6103203	GS-37 GS-37
Refecto™ Neutral Floor Cleaner	1 gal. HDPE (Practical Solutions)	6321110	GS-37
Refecto™ SC Neutral Floor Cleaner	5 L HDPE (RTD) 2L HDPE (Single Solution)	4428320 6322030	GS-37 GS-37
Heavy Duty Washroom Cleaner	1 gal. HDPE (Practical Solutions) 1.5L HDPE (RTD)	6322100 4428282	GS-37 GS-37
TASKI Green Products			
Product Name	Pack Size	SKU	Certification
Orbitol Neutral All Purpose Cleaner	4 x 64 oz Ultra Easy 4 x 1 gal	3718721 3718683	GS-37 GS-37
All-In-One HSD Cleaner	2 x 1.5L RTD	3737981	GS-37
Taski Neutral Glass Cleaner	4 x 64 oz Ultra Easy	3718763	GS-37
Taski Tub & Tile Cleaner	4 x 64 oz Ultra Easy	3718747	GS-37

GS = Green Seal, D/E = Design for the Environment, SC = EcoLogo, GG = GREENGUARD

J-Fill® QuattroSelect™
Disinfecting System
Sistema desinfectador/Sistema de desinfección

Cleaning Products / Productos de limpieza / Produits de nettoyage

1. Apply disinfectant to the surface. 2. Allow the disinfectant to dwell for the required time. 3. Wipe the surface clean. 4. Rinse the surface with water.

Diversey

Contact: 1-888-654-2122

Vendors Aid In Green Initiative

Total Facility Solutions, Inc makes a conscious effort in selecting our vendors and product distributors who actively manage their business through green initiatives. Our current supply distributor, Unisource, is dedicated to being green. Here's their commitment to its customers:



Unisource Sustainability Pledge: U.S. Market Area

Our mission at Unisource is to build and sustain a North American distribution operation second to none in delivering our customers the best value every time. The world is changing. Global population is rising, and traditional energy sources have limitations both in terms of resource availability and environmental acceptability. Climatologists tell us that greenhouse gas emissions may be leading to climatic patterns that will permanently change the habitat on Earth for both animals and humans.

To achieve and sustain our future business goals, Unisource must be among the leaders in driving up energy efficiencies and aggressively implementing green technologies. And, we must develop a proactive and knowledgeable perspective as we partner with our customers to support their efforts to meet their sustainability goals with an ardent and credible approach.

THIS IS OUR PLEDGE:

We promise to actively promote the value proposition of converting our customers to green products usage in all segments and support their sustainability efforts to the best of our ability. This will be reflected in our product selections as follows:

PRODUCT SELECTIONS:

We will identify and offer our customers green product alternatives in every category where a third-party endorsement, certification or documented set of environmentally-preferred practices exist. We pledge not to promote a product as green unless it is in compliance with those standards.

For **Paper Products**, we will offer a complete line of certified papers and expand our directory of certified printers while maintaining our system-wide Chain-of-Custody certification. The third-party certifications that we have adopted are Forest Stewardship Council (FSC), Sustainable Forestry Initiative (SFI) and Programme for the Endorsement of Forest Certification (PEFC).

For **Packaging Materials**, we vow to offer recyclable products with recycle content as a greener option when available, and we will guide our customers to use them in as efficient a manner as possible, minimizing material use and any waste generated downstream.

For **Packaging Design**, we will be guided by the principles of the Sustainable Packaging Coalition and pledge to develop efficient and sustainable package design alternatives for shipping and marketing; take into account supply chain fulfillment, when appropriate; and enable closed loop supply when sources of recycled starting materials are available. We will utilize the COMPASS tool and other industry-leading software to provide our customers with a credible and accountable environmental impact profile for the designs we propose.

1

Utilizing Rapidly Renewable Resources



Most experts agree. Any material consumed on a day-to-day basis should be made from rapidly renewable resources. This means resources that are not consumed more quickly than they can be replaced. Old growth forests cannot be replaced fast enough.

The brand of Towel & Tissue we currently purchase through our supplier, Unisource, is made 100% from rapidly renewable fiber. Fibers include acacia, mixed tropical woods and eucalyptus, which are plantation crops harvested in less than 10 years.

Unisource Towel and Tissue products qualify as "rapidly renewable" defined by the U.S. Green Building Council in their green building standards called LEED (Leadership in Energy and Environmental Design). LEED standards define "rapidly renewable" as "harvested within ten years."



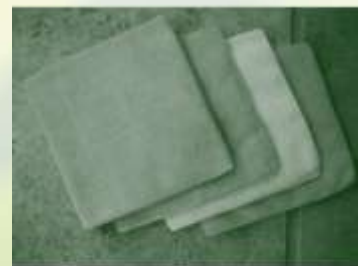
Environmentally Sound Tools & Equipment

More and more studies show that addressing green priorities like indoor air quality impact employee morale and productivity, while reducing health care costs. For this reason, TFSI uses only ProTeam vacuums equipped with HEPA (High Efficiency Particulate Absorbing) Filtering systems. These vacuums maximize indoor air quality by removing airborne particles from the air we breathe. These units are much more expensive than traditional upright commercial vacuums used commonly in the industry. TFSI however, has learned the benefits of providing a safer, cleaner service truly outweighs the investment.

Other effective tools include micro-fiber cloths, mops, and wiping gloves, which reduce chemical use and grabs the dust from surfaces rather than pushes it to other locations.

But providing our cleaners with the right tools does not make for a green clean program. In fact it only counts for a fraction of the efforts. The biggest component to accomplishing our GREEN objective relies on our companies practices; it starts with TFSI's training program.

The following pages provide an overview of TFSI's training program and all of the tiers of personnel that it impacts. Just as with a chef's recipe, TFSI's training program are the ingredients that make a successful "green clean" program and an overall successful company.



Continuous Green Training

TFSI places a high level of attention to training our personnel. We understand that the lack of proper training increases the chances of accidents, lowers productivity, and significantly affects the quality of work. For your property this can mean increased liability, higher costs and low customer satisfaction.

Because we understand the importance of proper training, particularly green cleaning, TFSI has developed a comprehensive training program based on each employee's need and assigned functions. Once the employee has been trained and successfully passes a written exam per training, the employee receives a certificate of completion along with a certification sticker, which they can proudly display on their company ID badge.



TFSI's training program is a calibration of:

- ◆ **Written Materials, Visual Aids, and Videos**
- ◆ **Proven Practices**
- ◆ **Industry Set Standards**
- ◆ **Quality Control Methods**
- ◆ **Hands-On Training**
- ◆ **Regularly Scheduled Onsite Training By The Product's Manufacturer**



As a result, TFSI's Training Program provides a full understanding of their set tasks, and provides consistence on how our services are performed.

TFSI's Certification Training Program is categorized into 4 groups. These groups are:

1. Green Cleaning Certification
2. Floor Technician Certification
3. Supervision Certification
4. Management Certification

1. Cleaning Certification

As a TFSI Green Cleaning Certified employee, the cleaner processes the knowledge necessary to perform all of the basic functions needed to effectively perform each cleaning task. These tasks include the five basic cleaning skills of vacuuming, dusting, spot cleaning, trash removal and restroom cleaning.

In addition to the training on cleaning, every employee must also pass 2 additional training sessions in order to be certified and able to begin working at a service location. These additional 2 sessions are “Customer First” and “Safety First”. In these additional trainings, the employee is taught how to perform their job safely and professionally.



2. Floor Technician Certification



Regardless of any prior experience an employee may have when considered for a floor technician position within the company, the prospective employee must first take and pass TFSI' Floor Technician Certification Program. This program is designed to cover the proper care and maintenance of all hard floors and carpeting. In addition, though he or she may only perform floor work, they must first take and pass the Cleaning Certification Program before being considered for a floor technician position.

3. Supervision Certification

TFSI believes in promoting from within. We want those that are responsible for the quality and consistency of our work to be seasoned within the cleaning field. Any candidate that possesses the skills and experience to take on a supervisory role, whether working or non-working, must possess a minimum of 260 work hours as a general cleaner within our company in order to be considered for a supervisory level position. Once the prospective supervisor completes the hours of work needed, he or she must then take and complete the first 3 certification programs, which are the Cleaning, Floor Technician, and Supervision Certification Programs. Once completed, this employee is ready to begin working as a supervisor in training and will then need to successfully pass a 3 month probationary period in a supervisory role. The employee does not receive his certification certificate until the probationary period has been met.



4. Cleaning Management Certification

A TFSI manager must know what work to do, when and how to do it, and get it done by motivated custodians. In addition, a good manager must also possess the knowledge and ability to motivate, encourage, and promote proper practices including positive customer service, leadership in communication skills as well as effectively maintain positive relations with each employee and instill proper discipline and empowering practices to them.



TFSI' Cleaning Management Certification Program covers the company's entire training certification system, and includes seminars and training concentrations in areas such as:

- ◆ What Is A Manager?
- ◆ Basic Tools & Techniques
- ◆ Application of Management Principles

In addition, each manager must take and pass an online certification exam and receive an 80% score or better in order to be considered for any annual monetary increases.

BENEFITS REALIZED

The payback to customers from our investment in our training program is immediate and ongoing. From our first day of service at your properties you'll be aware of the high level of skill and knowledge our employees possess. We have the skill and knowledge to meet your current objectives, and to anticipate and address future ones. You'll notice this through our:

- ◆ Higher quality cleaning from cleaners who know what they're doing
- ◆ Efficient use of your cleaning investment, as the right procedure is performed right the first time
- ◆ Greater customer satisfaction as their specific cleaning needs are met
- ◆ Cleaning your property's finishes appropriately, resulting in their longer life and positive appearance



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Total Green®
Green Clean Program

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