

EXQUISITE PROPERTY CARE SERVICES STANDARD OPERATING PROCEDURES

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DEFINITIONS

Animal and food processing wastes: Processing waste materials generated in canneries, slaughterhouses, packing plants or similar industries, including animal manure when intended for disposal and not reuse. Also included are dead animals. Animal manure, when intended for reuse or composting, is to be managed in accordance with the criteria and standards developed by the Department of Agriculture as set forth at N.J.S.A. 4:9-38.

Construction and Demolition (C&D) Waste - Waste building material and rubble resulting from construction, remodeling, repair, and demolition operations on houses, commercial buildings, pavements and other structures. The following materials may be found in construction and demolition waste: treated and untreated wood scrap; tree parts, tree stumps and brush; concrete, asphalt, bricks, blocks and other masonry; plaster and wallboard; roofing materials; corrugated cardboard and miscellaneous paper; ferrous and non-ferrous metal; non-asbestos building insulation; plastic scrap; dirt; carpets and padding; glass (window and door); and other miscellaneous materials; but shall not include other solid waste types.

Disposal – The discharge, discarding, deposit, injection, dumping, spilling, leaking, or placing of any solid waste or hazardous waste on or into any land or water so that such solid waste or hazardous waste may enter the environment or be emitted into the air or discharged into any waters.

EPA – The United States Environmental Protection Agency

Hazardous Waste – As defined in 40 CFR 261 Subpart C & D or Toxicity Characteristic Leaching Procedure (TCLP) as defined in Part 261. A hazardous waste is any “discarded” waste that can

Municipal (household, commercial and institutional) Waste: Waste originating in the community consisting of household waste from private residences, commercial waste which originates in wholesale, retail or service establishments, such as, restaurants, stores, markets, theaters, hotels and warehouses, and

institutional waste material originated in schools, hospitals, research institutions and public buildings.

NJDEP: New Jersey Department of Environmental Protection

Solid Waste: As defined in N.J.A.C. 7:26-1.6 is any garbage, refuse, sludge, processed or unprocessed mixed construction and demolition debris, including, but not limited to, wallboard, plastic, wood, or metal, or any other waste material.

Waste Reduction (Source Reduction): Is the first tier of the solid waste management hierarchy. The term source reduction is used to describe those activities that decrease the amount (weight or volume) or toxicity of waste entering the solid waste stream. Simply stated, source reduction means cutting disposal by going right to the source: deciding not to make or buy something. It can also mean cutting down on disposal of toxic materials by going to the source and making products out of less toxic feedstock. It also includes those activities that increase product durability, reusability and reparability.

1. PURPOSE

The Standard Operating Procedures (SOP) outlined here are prescribed for the proper property maintenance and handling of commercial, residential, and municipal waste through a process that is reliant upon a commitment to sustainability and research based best practices. The following SOP further serves to ensure that Exquisite Property Services remain in full compliance with local, state, and federal waste regulations.

2. SCOPE

This procedure applies to all property care services conducted by Exquisite Property Services personnel and contractors.

3. RESPONSIBILITY

3.1 Sustainability Officer (SO) is responsible with modeling and advocating a culture of sustainability and innovation of best practices. SO will develop, implement, and maintain eco-friendly policies that are in compliance with local, state, and federal waste regulations. SO will develop, implement, and maintain employee training regarding all policies, including the dissemination and education of all updated local, state, and federal regulations. SO will attend and document County's Solid Waste Advisory Council (SWAC) meetings and other sustainability forums for industry updates, resources, and best practices. SO will be responsible for identifying, developing, and analyzing sustainability and environmental justice

research for best practices. SO will monitor and document employee and organizational compliance with regulatory standards.

3.2 Managers and Supervisors are responsible for modeling and advocating a culture of sustainability and innovation of best practices. Managers and supervisors will ensure that worksites are reliant on processes that are efficient, effective, and sustainable with a focus on documenting and tracking performance. Managers and supervisors will encourage and incentivize staff initiatives around best practices. Managers and supervisors will collaborate with customers to encourage waste reduction plans, provide local sustainability resources, and promote educational workshops. Managers and supervisors will support staff in leadership development around safety, sustainability, efficiency, and customer satisfaction.

3.3 Direct Staff is responsible with modeling and advocating a culture of sustainability and innovation of best practices. Staff will ensure that all activities are reliant on processes that are efficient, effective, and sustainable with a focus on documenting and tracking performance. Staff will participate in organizational learning through coordination with SO and Managers to provide feedback on the field impact of policies and develop innovative and sustainable solutions.

4. PROCEDURES

4.1 Solid Waste Reduction Plans focus attention on reducing the amount of waste generated and subsequently transferred to waste facilities. Customers will be encouraged to participate in waste reduction plans and incentivized to commit to reducing their waste production

through promotional discounts and eco-friendly gifts. Customers will have their invoice simulated to show waste reduction cost-savings.

- 4.2 Solid Waste Diversion Plans** aim to divert waste from landfills to be reused and recycled. All waste will be sorted with priority given to repurposing, reusing, and recycling, respectively. Customers will be encouraged to reduce their disposal costs and protect the environment by donating unwanted items to qualified 501(C)(3) organizations in exchange for tax deductible donation receipts. Customers will be provided resources on recycling and incentivized by service discounts for joining personal and community diversion campaigns.
- 4.3 Food Waste Disposal Plans** or Composting helps customers identify and manage their rates of food waste. Customers will be educated on the harms of methane gas generated in landfills by wet waste such as food. Customers will be encouraged to compost and provided with Compost Kits. Composting will be conducted on site and sold to customers as organic fertilizer for landscaping.
- 4.4 Cleaning/Janitorial Supplies** are not created equally. Some cleaning agents are associated with hazardous chemicals released into the environment and can cause air and water pollution, skin and eye irritation, and respiratory issues. All cleaning products used at worksites will be environmentally friendly and cost effective. Priorities will be given to procurement of products that are approved by certifying agencies including EPA, ISO, Safer Choice, and Green Seal. A Chemical Management System will be used to develop, implement, and monitor formal processes to properly store, handle, and use products (as recommended by the EPA to minimize and prevent exposure to chemicals).

- 4.5 Office Supplies/Equipment** procurement is important to keeping costs down for us and customers and helps us uphold our commitment to sustainability. Waste audits will be conducted at all office facilities. Invoices and other documentation will be electronic where possible. Procurement of paper and other in-office products and supplies will give priority to recycled, reused, and compostable items. Procurement will give priority to vendors with eco-friendly commitments.
- 4.6 Hazardous Waste** will be handled and disposed of by a licensed contractor in compliance with local, state, and federal regulations. All hazardous waste materials will be tracked and monitored for compliance and safety.
- 4.7 Unknown Waste/Substances** has the potential to be hazardous thus will only be handled and disposed of by a licensed contractor in compliance with local, state, and federal regulations.
- 4.8 Safety** is pivotal to effective, efficient, and sustainable services. All activities will be performed consistent with safety standards. Safety training will be conducted for new workers prior to any worksite activities and subsequent quarterly trainings will be conducted to update and reinforce all safety standards and industry updates.

5. PERFORMANCE MANAGEMENT

- 5.1 **Origin and Disposal (O&D) Reports** allows for the tracking of the origins and eventual disposal of waste within municipalities. O&D forms will be completed prior to any disposal at waste facilities.

- 5.2 **Waste Audits** provide an understanding of the materials that enter and exit any property. Audits will be conducted at all worksites. Waste audits for each worksite will be filed internally and forwarded to customers for waste reduction plans.

- 5.3 **Sustainability Metrics** include the collection and analysis of sustainability data to determine success of sustainability goals. Annual sustainability reports will be made available to the public. Reports will be managed through Sustainability Team Meetings.

- 5.4 **Customer Feedback** is crucial to understanding and addressing customer needs and ensuring quality services. Customer feedback will be secured through customer surveys, online customer feedback platforms and suggestion box tools.

- 5.5 **Research Based Decisions** allow for informed decision making and improved strategic planning. Activities will be conducted consistent with peer reviewed research and aligned with local, state, and federal regulations.

6. ORGANIZATIONAL LEARNING

- 6.1 New Worker Training** is essential to teaching organizational policies, practices, and culture. New worker training will be provided before engaging in any worksite activities. Training will consist of an 35-hour in-service workshop that include industry regulation data, sustainability goals, safety protocols, employee inclusion practices, and other relevant resources. Trainees will be provided a worksite mentor to support transition into organization.

- 6.2 Continuing Education Program** supports organizational learning and invests in the development of staff. Staff will participate in annual training to enforce organizational standards, obtain updated industry regulations, and provide worksite feedback to increase practicability of coursework.

- 6.3 Sustainability Team Meetings (STM)** will be held monthly to review sustainability goals, develop and monitor sustainability initiatives, and support organizational compliance with goals. Employees to receive monetary bonus and organizational

- 6.4 Solid Waste Advisory Council (SWAC)** meetings will be attended and documented for regulatory compliance and additional coordination with industry experts and other resources.

7. ETHICS AND COMPLIANCE

- 7.1.1 Ethics Policy** is integral in establishing a culture of accountability to both our customers and our environment. Anyone with information about violations of this policy or local, state, and federal laws can anonymously report concerns to (862)237-7800.
- 7.1.2 Organizational Culture** is imperative for healthy work environments. While policy adherence is important, no policy can substitute for organizational leadership that encourages moral duty and models good judgment. Employee mentorship programs, anonymous staff surveys, and team meetings will be used to inform policy and better exercise discretion.
- 7.1.3 Gifts** are generous gestures of gratitude and within reason will be periodically allowed. Gift shall not exceed \$100 in cash or material value. Gifts shall not be solicited. No gifts shall be taken from elected officials.
- 7.1.4 Inclusion** goes beyond just creating diverse work environments. Inclusion seeks participation of ideas, key decisions, and feedback from everyone.

8. CORPORATE RESPONSIBILITY

8.1 Public Awareness is pivotal in meeting sustainability goals and helping customers save on disposal costs. Services will include collaboration with families, businesses and other stakeholders to expand awareness of the direct benefits of recycling. Research shows that women in leadership roles at recycling programs increase the willingness of other women to cooperate with recycling guidelines, particularly with respect to more involved recycling processes such as composting (Ricucci et al, 20015). Public awareness campaigns and services will specifically focus on women, while also encouraging compliance with the general public, business leaders, and property owners. Public awareness campaigns will be in the form of customer brochures, recycling discounts, Compost Kits, sponsored recycling events, blogposts, email updates of local ordinances, and collaboration with local environmental centers (i.e. Essex County Environmental Center 621 Eagle Rock Avenue Roseland, NJ 07068) and county recycling coordinators.

8.2 Corporate Engagement is our responsibility. Healthy communities require the commitment of all stakeholders, including business leaders to share accountability for our neighborhoods and forge relationships that foster mutual trust. Our corporate engagement will focus support on social and environmental justice projects seeking to improve the quality of life of residents in historically disinvested communities. Items that can be repurposed will be donated to identified 501(C)(3) organizations in need of in-kind resources. Corporate engagement will include volunteer hours, funding support, expert consultation, or endorsement of approved community projects. For inquires and project applications contact (862)237-7800.

9. RECORDKEEPING

Creating and maintaining records of all business activities and personnel files is critical to ensuring organizational accountability. Adequate recordkeeping allows for detailed assessments of organizational processes, successes, opportunities, and other relevant performance measures and regulatory requirements. All records will be maintained in electronic form where available to reduce waste. Falsification of any records is strictly prohibited.

10. CONFIDENTIALITY

The protection of personal information is central to establishing trust. Information will not be shared with third parties or other unauthorized persons without customer prior consent. All customer and account information will be maintained in secure electronic database.