

Operations Staff Training Program - SAMPLE

Trainer	Training Topic	Trainee	Content Summary	Frequency
Exterior Cleaning Company	Building Exterior & Hardscape Management Plan	Property Management / Building Staff / Tenants	Goals, guidance and sustainable criteria for building exterior maintenance, including maintenance equipment, snow & ice removal, building exterior cleaning, paints and sealants on exterior, and hardscape cleaning.	Completed pre-performance. The training will also occur no less than every six months based upon the project's continuous sustainability improvement plan.
Pest Management Company	Pest Management	Property Management / Building Staff / Tenants	Goals, guidance and sustainable criteria for pest management service, including products and equipment to be used and universal notification procedures.	Completed pre-performance. The training will also occur no less than every six months based upon the project's continuous sustainability improvement plan.
Landscape Management Company	Landscape Management	Property Management / Building Engineering Staff	Goals, guidance and sustainable criteria on erosion and sediment control, diversion of landscape waste, plant selection and landscape designs, and chemical fertilizer use.	Completed pre-performance. The training will also occur no less than every six months based upon the project's continuous sustainability improvement plan.
Chemical Management Company	Cooling Tower - Chemical Treatment	Building Engineering Staff	Goals and guidance on chemical management treatment plans and control methods for cooling towers, as well as staff training requirements for on-site engineering team.	Completed pre-performance. The training will also occur no less than every six months based upon the project's continuous sustainability improvement plan.

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Transwestern Sustainability Services	Capital Improvement Measures	Property Management / Owner	Capital Improvement Measures identified during the commissioning site visit and plan for implementation.	Completed during Performance Period. The training will also occur no less than every two years, and during every major building upgrade/improvement.
Transwestern Sustainability Services	Energy Benchmarking & Tracking	Property Management / Building Engineering Staff	Instruction on how to upload data to the ENERGY STAR Portfolio Manager and review data reports provided by the program.	Completed during Performance Period. The training will also occur annually based upon the project's continuous sustainability improvement plan.
Transwestern Sustainability Services	Refrigerant Management	Building Engineering Staff / Mechanical Contractors	Refrigerant Management including charging, conversion, and proper disposal.	Completed pre-performance. The training will also occur annually, and during every mechanical upgrade, based upon the project's continuous sustainability improvement plan.
Transwestern Sustainability Services	Purchasing	Property Management / Building Engineering Staff / Tenants	Goals, strategies, and sustainable criteria for purchasing ongoing consumables, furniture, electronics, and food. Guidance on tracking.	Completed pre-performance. The training will also occur no less than every 6 months based upon the project's continuous sustainability improvement plan.
Transwestern Sustainability Services	Lamp Purchasing	Property Management / Building Engineering Staff / Tenants	New Technologies, updates to Lamp Purchasing Plan.	Completed pre-performance. The training will also occur annually, and during every lighting upgrade, based upon the project's continuous sustainability improvement plan.

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Transwestern Sustainability Services	Waste Management / Recycling	Property Management / Waste Management Company / Tenants	Conducting and documenting a waste audit. Using results as a tenant educational tool. Strategies for storage/collection and educational strategies for cleaning vendor and tenants to improve recycling rates.	Completed pre-performance. The training will also occur no less than every 6 months based upon the project's continuous sustainability improvement plan.
Transwestern Sustainability Services	IAQ Management	Property Management / Building Engineering Staff / Tenants	EPA's "Indoor Air Quality Building Education and Assessment Model (I-BEAM)".	Completed pre-performance. The training will also occur annually based upon the project's continuous sustainability improvement plan.
Transwestern Sustainability Services	Green Cleaning	Property Management / Building Engineering Staff / Tenants	Goals, strategies, and sustainable criteria for cleaning products, equipment, and procedures. Guidance on sufficient staffing and ongoing training.	Completed pre-performance. The training will also occur no less than every 6 months based upon the project's continuous sustainability improvement plan.
Transwestern Sustainability Services	Water Management	Property Management / Building Engineering Staff / Tenants	Plumbing fixture selection.	Completed pre-performance. The training will also occur annually, and during every plumbing fixture upgrade project, based upon the project's continuous sustainability improvement plan.
Transwestern Sustainability Services	LEED for Existing Buildings: Operations & Maintenance	Property Management / Building Engineering Staff / Tenants / all contractors providing building services	LEED EB:O&M Implementation Process.	Completed on a weekly basis during pre-performance and throughout the Performance Period. The training will also occur during every Recertification process.

Transwestern Sustainability Services, acting as the LEED consultant and commissioning agent, continues to be a resource for troubleshooting building issues and continues to remain in contact with the building's management staff/engineers/tenants/contractors for ongoing sustainability questions.