

August 1, 2013

## **Goals and Scope**

Any landscaping and exterior maintenance work performed on (or within) the grounds must adhere to the plan outlined below. The facility manager provides this plan to landscaping vendors during the request for proposal process. The scope of this policy includes maintenance equipment, building exterior, sidewalks, pavement, pest control, paints and sealants, erosion and sedimentation control, irrigation, landscape waste, planting, fertilizer usage, and tools and techniques.

## **Responsible Parties**

**Property Manager:** Nathan Greene, Facilities Manager, StopWaste

**Janitorial Company:** Liz Nicolau, Customer Service Manager, Evening Janitorial

**Landscaping:** Michael Thilgen, Co-Owner, Four Dimensions Landscaping

## **Standard Operating Procedures**

### **Maintenance Equipment**

Due to significant emissions and noise quality concerns, the use of mowers, pressure washers, and other equipment used to clean and maintain hardscape will be used only when necessary. Such equipment will be replaced, as it becomes economically feasible, with lower-impact alternatives such as electric-powered or low-decibel equipment. Equipment designed to minimize or recycle waste will be chosen.

All outdoor maintenance equipment purchased and used by maintenance companies hired by StopWaste after the date of this policy inception will meet SCAQMD's regulations (South Coast Air Quality Management District rules) and/or California's Emissions Standards for Utility Lawn and Garden Equipment. The use of parking lot sweepers, mowers, pressure washers, and other equipment used to clean and maintain hardscapes, landscaping, or the building exterior

will be forbidden for regular maintenance and shall only be permitted if no other alternatives are available.

For routine maintenance, only hand tools will be used. 100% of the of the power tools used going forward (for special circumstances where hand tools are not applicable) will meet US EPA and California emissions regulations. At least 75% of maintenance equipment used at the project site (measured by the amount of time each piece of equipment is used during the performance period) must meet the sustainability criteria outlined in the plan.

### **Building Exterior, Sidewalks, Pavement, and other Hardscape**

The owner will only clean the building exterior, sidewalks, pavement and other hardscape as often as needed to maintain building and site appearance and safety, and use water and cleaning products efficiently to ensure that chemicals do not run into sewer systems. The use of biodegradable and low-impact cleaning products will be preferred and used when and where applicable. At least 50% of all purchases of cleaning products will meet the minimum requirements of EQ Credit Green Cleaning - Products and Materials.

### **Paints and Sealants on Building Exterior**

Only low-VOC level (VOC content less than the current VOC content limits of South Coast Air Quality Management Rule 1168) sealants should be used on the building exterior. Likewise, paints and coatings should not exceed the limit of Green Seal's Standard GS-11. 100% of paints, finishes and sealants, purchased during the performance period will meet either SCAQMD or Green Seal standards, as applicable. 75% of ongoing purchases beyond the performance period will meet these standards.

### **Erosion and Sedimentation Control**

These controls apply to both on-going landscape operations and future construction activity and address both site soil and potential construction materials. Site management practices include:

- Quarterly checks and clearing of roof drains, gutters, and other drainage infrastructure.
- Quarterly checks for loose soils on slopes, particularly during wet periods.
- Checks for standing water or other evidence of poor drainage after rain events.
- Maintenance of groundcover.

- Cleanup of major sedimentation sources, such as plant detritus on paved surfaces.

100% of all future construction projects will follow erosion and sedimentation management best practices as outlined in the EPA's Stormwater Pollution Prevention Plans for Construction Activities, and the California Green Building Standards Code. The erosion and sedimentation control plan will be incorporated into the construction drawings and specifications, including responsibilities, scheduling, and inspections.

### **Irrigation**

The building site has one main landscaping sprinkler control panel that regulates landscaping water usage. This controller has the following capabilities:

- Multiple water zone control.
- Multiple on/off schedules during the week.
- Scheduling of weekends.
- Rain sensor control for all zones via internet weather data.

Landscapers will monitor the operation of irrigation valves, and replace sprinkler heads that are broken or malfunctioning to provide uniform flow and an efficient coverage pattern. Landscapers are responsible for ensuring that plants are not over-watered and hardscape areas are not hit by overspray. Irrigation systems are to be operated only when necessary (during dry periods.) The systems are to operate during early morning or late evening hours for optimum efficiency.

### **Rainwater Cistern**

The building is equipped with a 170 gallon cistern that is fed by roof runoff water. The Landscape contractor will be responsible for ensuring that: a) rainwater is utilized for primary landscape irrigation; and, b) potable water is utilized for landscape irrigation whenever the cistern does not have sufficient water for irrigation.

### **Landscape Waste**

Landscapers are responsible for providing a complete recycling and composting program for the plants that are used in landscaping projects/services. 100% of green wastes are to be composted and turned into

potting soil and reused; mulched; or diverted from the waste stream via other low-impact means. Landscapers shall use the worm bin and composting bins provided on site for on-site composting of plant debris.

Disposing of landscape waste is not allowed in our County.

## **Plantings**

Landscapers shall replace any dead plants with native plants wherever possible and to use plants that do not require excessive water. At least 90% of the plants installed at this building will be native and low water use species.

## **Invasive Species Management**

No plants that are defined as invasive by the California Invasive Pest Council (Cal-IPC) shall be planted on the site. Specifically, no plants listed on the Cal-IPC "Don't Plant a Pest" list for the San-Francisco Bay Area shall be permitted.

If an invasive plant is found onsite during routine maintenance, the invasive plant shall be contained and removed based on guidance from a qualified Bay-Friendly professional. The removed plant(s) shall be disposed of offsite, and not sent for compost. All plantings that replace the invasive plant must meet the criteria for new plantings above.

## **Fertilizer Usage**

Only compost-based organic fertilizers shall be used in the planting areas, as necessary. Where appropriate, the following best practices should be utilized:

- Use fertilizers based on need, as determined by soil testing and other indicators, and not by calendar.
- Use fertilizers only during times of plant uptake and not when heavy rain is expected
- Keep at least 25 feet from any waterway.
- At least 100% of the fertilizers purchased will be organic and natural fertilizers, certified as such by OMRI.

No chemical fertilizers are to be used for maintenance of the landscape area. When possible, quantify and estimate the extent to which each practice employed reduces chemical fertilizer use.

## **Tools and Techniques**

Landscapers will be provided with the education, experience and equipment necessary to maintain the landscape in a sustainable manner, and will keep

their skills current and relevant through training and research. Landscapers are required to have an equipment maintenance program to ensure that all tools perform efficiently, safely and are long-lasting. Landscapers that are Bay-Friendly Qualified are preferred.

### **Integrated Pest Management (IPM)**

Any pest management applications within the project building or associated grounds of this facility must adhere to the plan outlined below. The property is first inspected to identify present or potential pest activity, as well as to identify environmental modifications (i.e., landscape, garden maintenance, watering schedule, harborage, food and water sources, etc.) and exclusionary methods, which, if addressed, will minimize activity. Following our inspections, treatment strategies utilizing mechanical traps, tamper-resistant bait stations and judicious applications of pesticides are employed as necessary.

Suppliers, vendors and parties who apply pesticides must comply with all of the Integrated Pest Management (IPM) specifications in this plan as well as any local, state or federal laws, codes or regulations. Pesticide applicators must be trained in the principles and practices of IPM and the use of pesticides and must follow all of the specifications in this policy. The supplier/vendor will furnish all supervision, labor, materials, and equipment necessary to accomplish the monitoring, trapping, pesticide application, and pest removal components of the IPM program. The supplier/vendor shall also provide detailed, site-specific recommendations for structural and procedural modifications to aid in pest prevention. Contractor should provide records on the number of pests or other indicators of pest populations both before and after any treatments.

IPM is an effective and environmentally sensitive approach to pest management that relies on a combination of common sense practices. IPM programs use current comprehensive information on the life cycles of pests and their interaction with the environment. This information, in combination with available pest control methods, is used to manage pest damage by the most economical means, and with the least possible hazard to people, property, and the environment.

An IPM system is designed around seven basic components, shown below. This is compliant with the US Environmental Protection Agency set of IPM principles and tailored to our business model.

1. **Acceptable pest levels:** The emphasis is on *control*, not *eradication*.
2. **Preventive cultural practices:** Selecting varieties best for local growing conditions, and maintaining healthy crops. 50% of all plant species purchased going forward will be either low water adaptive species or native.
3. **Monitoring:** Regular observation is the cornerstone of IPM. Observation is broken into two steps; (1) inspection and (2) identification.
4. **Mechanical controls:** Should a pest population reach an unacceptable level, mechanical methods are the first consideration. They include simple hand-picking, erecting insect barriers, traps, vacuuming, and tillage to disrupt breeding.
5. **Biological controls:** Natural biological processes and materials can provide control with minimal environmental impact and low cost. The main focus is on promoting beneficial insects that eat target pests.
6. **Organic Chemical Control:** At least 50% of the purchases going forward will be natural chemical products used to control pest and disease. Often safer and better for the environment.
7. **Chemical controls:** Synthetic pesticides are generally only used as required and only at specific times in a pest's life cycle.

## PM Inspections

The property is inspected a minimum of twice each year. Establish recordkeeping procedures for pest level monitoring locations and results, and for recording actions taken to prevent or mitigate pest pressure.

## IPM Pesticides Used

No pesticide applications are rendered in tenant spaces on a routine basis. If interior pest activity occurs, non-chemical or mechanical control procedures are implemented where feasible. If interior pesticide applications are required, then the safest and least toxic materials that will accomplish the task are utilized.

## IPM Definition of "Least Toxic"

Any pesticide product that meets San Francisco's Tier 3 (<http://www.sfgov.org>) hazard criteria (least hazardous) is considered a least toxic pesticide. Non-rodent pesticides are also considered least toxic if they exceed the Tier 3 criteria. Rodent baits are not considered least toxic under any circumstance because of their high toxicity. Rodent baits shall only be used if they are solid blocks placed in locked outdoor dispensers. No second-generation (single-feed) rodent baits shall be used in the facility or associated grounds where wildlife may be unintentionally affected.

## **IPM Communication System & Universal Notification**

The pest control vendor notifies management prior to any application of a pesticide in tenant spaces so that the appropriate notifications can be given to tenants. If treatment is necessary in a tenant occupied area, service is rendered after hours with management's approval. If a pesticide other than a least toxic pesticide or self-contained non-rodent bait is used, **universal notification** will be provided to all facility occupants no less than 72 hours before application under normal conditions, and within 24 hours after application in emergency conditions. Notices will be posted in common areas and Janitorial Staff closets indicating the time and location of the expected pest control application. If necessary, an email may be sent out to all building occupants and service providers that may possibly be effected by any such application including janitorial and landscape management service providers.

## **IPM Definition of "Emergency" and Communication Protocols**

Emergency applications are determined by property management after consultation with the pest control vendor. Typically, an emergency is defined as:

- Requiring immediate action to contain a quickly spreading infestation
- To address an infestation that endangers the immediate health of building occupants.

Notification will include the pesticide product name, active ingredient, product label signal word (e.g., "caution", "danger"), the time and location of the application, and contact information for persons seeking more information.

## **IPM Pest Application Tracking**

All applications of pesticides (including least toxic pesticides) will be tracked with a log or similar means. The log should note the targeted pest, the date and location of application, the individual responsible, and the specific pesticide applied. Also note the date and form of occupant notification procedures, and retain copies of all notices.

## **Implementation**

- Familiarize all parties on the intent and requirements of the site management policy and the metrics for how performance will be tracked and evaluated.
- Highlight the changes in the new site management policy and discuss what changed compared to the previous practices.

- Go over the responsibilities and reporting process for performance tracking.
- Embed all policy activities and goals, approved product lists, performance metrics, etc. identified in the policy in staff and vendor training materials, such as binders, online resource pages, and best management practice documents.

## **Performance Metric**

The property manager will perform an annual audit of the exterior management plan. The scale the service provider will be assessed on ranges from unsatisfactory to excellent. The audit will be a measurement as well as a testament on how well the service provider / vendor is performing.

## **Quality Assurance**

An annual audit of the management plan will include, but is not limited to, the following:

1. An assessment of products purchased by purchasing records to insure that the thresholds for complying with LEED-related sustainability guidelines (see details in following sections of this plan) are met for the following by cost:
  - a. Landscape and outdoor maintenance equipment – 50% sustainable (100% for power tools)
  - b. Green cleaning products – 50% sustainable
  - c. Organic Chemical Control – 50% sustainable
  - d. Paints and finishes – 75% sustainable
  - e. Native or adaptive plants – 90% sustainable
  - f. Fertilizers – 100% sustainable
2. Staff, contractors and landscapers are compliant with the exterior hardscape management plan
3. Maintenance check and assessment of all sprinkler systems and watering devices
4. Audit of the Interior/Exterior IPM Pest Application Tracking to ensure 100% compliance with plan requirements (pesticides used, communication protocols, etc.)
5. If the service provider performing the tasks outlined in this exterior management plan is the cause for a poor audit score or numerous tenant



complaints, the existing contract will be terminated and a new service provider will be hired.

## **Occupant Feedback**

In addition to the audit being performed, occupants have a standard procedure for addressing any complaints and/or concerns they may have about the facility, with exterior management being no exception. All inquiries will be addressed within 30 days and rectified as soon as feasible

## **Training**

All future facilities maintenance staff and outside parties will be trained in compliance with this Management Plan. As technologies improves, this plan may be amended in order to stay current with the latest environmentally friendly practices. Maintenance crews, landscapers, and other applicable professions will be trained to continually meet and exceed environmentally sound practices at the facility.

## **Timeline**

This policy must remain in effect going forward from its inception date, July 1, 2013, additions and revisions will be made to this policy as new technologies and strategies become available.

## **Approval**

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Patricia Cabrera  
Administrative Services Director