

Attachment D



San Francisco Bay Area Green Business Program

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To: Hazardous Waste Management Facility Allocation Committee
Technical Advisory Committee

From: Ceil Scandone, Regional Coordinator

Re: Property Manager Checklist and Program Policy Guide

Summary:

Over the course of its 16 year history, the Green Business Program has identified several industries that local coordinators and partners want to recruit and certify. Factors considered when determining which industries to recruit include industry interest; partner interest; availability of technologies, products and best management practices that enable the industry to operate more sustainably; and potential for that industry to deliver significant conservation, waste reduction and/or pollution prevention benefits.

When the coordinators determine that an industry is a good candidate, a new checklist is developed that is tailored to that industry's specific issues and opportunities. The proposed Property Manager Checklist for which we are seeking approval addresses all of the above points, plus one additional and unique opportunity.

Property managers or building owners control most building operations, service contracts and capital improvement expenditures. A manager or owner's willingness to retrofit lighting and HVAC systems; upgrade irrigation and restroom fixtures; hire janitorial and pest control services that use non-toxic products; and implement effective recycling programs can help or hinder tenants that are seeking Green Business certification.

After consulting with partners such as StopWaste.Org, industry organizations such as the Building Owners and Managers Association, and property management companies, program coordinators determined that developing a Property Manager checklist would be timely and have a dual purpose. First, resource conservation and pollution prevention benefits can be accelerated by motivating Property Managers to implement building-wide retrofits and practices. Second, once those retrofits and practices are in place, all of the tenants in that property can have an easier path to Green Business certification.

The Property Manager checklist requires that managers meet the standards in their own offices/operations and at a managed property. This is a departure from the typical Green Business requirements. The Green Business Policy Guide has been revised accordingly.

Actions Requested: **Approve the Property Manager Checklist (*Attachment D.1*)**
Approve the revised Policy Guide (*Attachment D.2*)

Background

When the Green Business Program strengthened its standards a few years ago, local coordinators found that potential Green Businesses that were tenants in multi-tenant buildings were having difficulty qualifying. That is because property managers or building owners control building operations, service contracts and capital improvement expenditures. A manager or owner's willingness to retrofit inefficient lighting and HVAC systems; upgrade water-wasting irrigation and restroom fixtures; hire janitorial and pest control services that use non-toxic products; and implement effective recycling programs can help or hinder tenants that are seeking Green Business certification.

At about the same time, a number of Green Business partners, including StopWaste.Org, the San Francisco Department of the Environment, and the Contra Costa, Santa Clara and Sonoma County Green Business Programs, were meeting with Building Owners and Managers Association chapters and property management companies seeking to demonstrate their green credentials. Green Business coordinators realized the potential to achieve two objectives: 1) accelerate achievement of energy and water conservation and other environmental objectives through whole-building actions; 2) smooth the way for building tenants to also get certified.

Checklist and Policy Guide

The primary challenge was to craft a checklist that would address both objectives by fairly evaluating a property manager's actions in their own offices and at least one property, and encouraging property managers to institutionalize environmentally-responsible practices throughout their entire portfolios. A secondary challenge was to do so in a manner that recognizes that a process that works for the Property Manager of a high-rise Class A urban office building with a manager and maintenance crew on site might be different from the process used for a Manager that has a portfolio of several small low-rise suburban buildings. The Property Manager checklist and revised Policy Guide submitted for Committee approval are intended to accomplish both objectives.

Checklist:

In developing the checklist, coordinators incorporated all of the required and optional measures already included in the most recent version of the Office/Retail checklist. Recognizing that professional Property Managers are likely to have expertise in green building operations, and opportunities to implement them throughout their portfolios, additional measures found in Green Building guidelines published by LEED and other entities were incorporated. For example, Property Managers are required to demonstrate that they have a Building Operating Plan that details how the systems in the building are to be operated and maintain. The standard requires that they adopt an Environmental Policy Statement guiding green purchasing and management practices, covering recycling for tenants, green building/remodeling, energy & water conservation, janitorial cleaning, pest management and parking lot/hardscape management.

Mindful of our partner's issues and interests, Property Managers are required to encourage commuter alternatives by informing employees, customers and others who visit your office about various transportation options (post bicycle route maps and transit schedules before driving directions). They are encouraged to set up a system to help tenants safely recycle universal wastes.

To address the Program's interest in recruiting tenants in the Manager's buildings, Property Managers are required to inform their tenants about the measures they have implemented to become a Green Business, and encourage the tenants to also get certified.

Policy Guide

The proposed revisions to the Policy Guide include updating *Appendix A, Guidelines for Certifying Entire Jurisdictions or Multi-building Business Campuses*, and adding *Appendix D, Guidelines for Certification of Property Managers*. The revisions to *Appendix A* recognize that property managers might manage a multi-building, multi-tenant operation such as Bishop Ranch in San Ramon or Hacienda Business Park in Pleasanton, and refer coordinators to *Appendix D* for more detailed guidance.

Appendix D, Guidelines for Certification of Property Managers recognizes the need for a flexible process that can fairly evaluate the operations and management practices of very large urban high-rise buildings with on-site staff; those of managers that have a portfolio of many smaller buildings without on-site staff; and those of managers with multi-building/multi-tenant campuses. Local coordinators may choose a certification process that suits the circumstances. The three options include:

1. We will certify a manager at a specific building where we are certifying “<Property Manager> at <address> or <name of site>”.
2. We will certify a/the local branch of a property management firm by requiring both their local management office *and* one of their properties in the same county (which may be co-located or not) meet all of our standards. In this case, we would be certifying “Coldwell Banker” and “Coldwell Banker at 101 California Street”. Although the company may apply all of our standards to other buildings, we will not be adding additional buildings to the database.
3. We will certify a property management company/property owner for a specific campus that includes multiple buildings if: janitorial, landscape and similar contracts and environmentally preferable purchasing policies that affect the whole campus meet BAGBP standards; lighting and toilets meet BAGBP standards in at least 30% of the buildings on the campus at initial certification with requirement that 60% meet standards by recertification.

As required by the Green Business Policy Guide, both the Checklist and the Policy Guide revisions were developed by local coordinators in consultation with partner agencies. We respectfully request Committee approval for both documents.