

# CASE STUDY

## The Business of Green Cleaning

The following case study comes from the 2008 IFMA Foundation: The Business of Green Cleaning (page 181).

### Harvard Maintenance – Great River Energy

In 2007 Great River Energy began construction on a new headquarters facility in Maple Grove, Minnesota, a four-story, 166,000 square-foot building located on a 12.5 acre site in Maple Grove's Arbor Lakes development. The building, at a total cost of approximately \$45 million (land and construction) was designed to house approximately 350 employees. As part of the corporation's commitment to the environment, it was determined that the building would be constructed and maintained in accordance with recommendations from the LEED (Leadership in Energy and Environmental Design) council, and would commit to obtaining the LEED Platinum rating, the highest rating available. Great River Energy opened on Earth Day, April 22, 2008 as one of the most energy-efficient and sustainable buildings in the country and one of only a small number of such buildings in the world certified LEED Platinum from the US Green Building Council.

As an electric utility, Great River Energy is aware of its role in protecting the environment, while providing the reliable and affordable electricity required to maintain our economy. "We are seeking LEED certification as a way to measurably demonstrate our commitment to the environment and sustainability. Our plan is to showcase our new headquarters' energy efficiency measures," says Gary Connett, Great River Energy's manager, member services.

The Business Operations department was reorganized to include a manager of Facilities who would oversee the construction and maintenance of the building, focusing on the commitment to "green". The Business Operations group, in partnership with the Environmental department, was facing a large learning curve.

Once the building was opened, it was important that the continuing focus be on sustainability. It was critical that the company providing janitorial service utilize techniques and products in the day to day maintenance that comply with the highest standards of sustainability and environmental protection. Based on recommendations from the architects, interviews with building service providers were scheduled. They were chosen for interviews based on their previous green experience, and their ability and willingness to train the staff members of Great River Energy.

The chosen supplier had to provide their own equipment for cleaning, green paper products and chemicals, and their own written procedures for proper cleaning techniques.

The choice of supplier was based on experience and a willingness to provide leadership in the area of sustainability to the staff of Great River Energy. Harvard Maintenance exhibited all of the characteristics that Great River Energy needed and was awarded the janitorial

contract.

Harvard provides the appropriate documentation and reports to substantiate

its activities in meeting the LEED requirements. These include inventories of products, chemicals, and equipment on site as well as documentation of purchases for the facility. Harvard also provides documentation of communications, training, equipment repairs, and inspections / audits as required. They work with property management to deliver these in a format that fits your LEED Submittal needs. This process is documented in their Site Specific Green Cleaning Manual which is created for each and every site being maintained in accordance with USGBC LEED Standards as well as the GS-42 Standard from Green Seal.

Harvard assigned a senior manager to the project who had a great deal of experience, and who then produced the documents and training manuals that were necessary for the Facilities group to comply with LEED certification requirements. In addition, he has worked closely with the leadership staff from the facilities departing to transfer knowledge. Working as a single point of contact, this manager's level of experience and expertise was critical to getting the program off to a great start within a very tight time frame.

Harvard maintains its own staff training programs, so it was not necessary for Great River Energy to hire and train staff. Harvard has provided its recommendations on the appropriate cleaning products for hand washing, floor cleaning and dusting, and utilizes the various electrical equipment that is needed to maintain compliance with LEED requirements.

Harvard's pursuit of Green Seal GS-42

Green Cleaning Service Certification company-wide is a national major undertaking that affirms HARVARD'S commitment to Green Cleaning, and, by extension, to the requirements of the USGBC and the LEED Rating System.

Interesting LEED facts about Great River Energy:

Solar cells on the building's roof will generate power, together with a 160-foot-tall wind turbine, that will generate 225 kilowatts of electricity. The headquarters will have a geothermal heating and cooling system that utilizes an adjacent lake. Rainwater will be captured in cisterns, and be used to flush toilets, and irrigate the restored native-plant gardens on 12.5-acre site. The goal is to cut overall energy use by half and reduce water use by 40 percent.

The construction process was also green: 90% of construction waste was recycled, and the structural concrete contains 60% fly ash, a byproduct of coal burning.