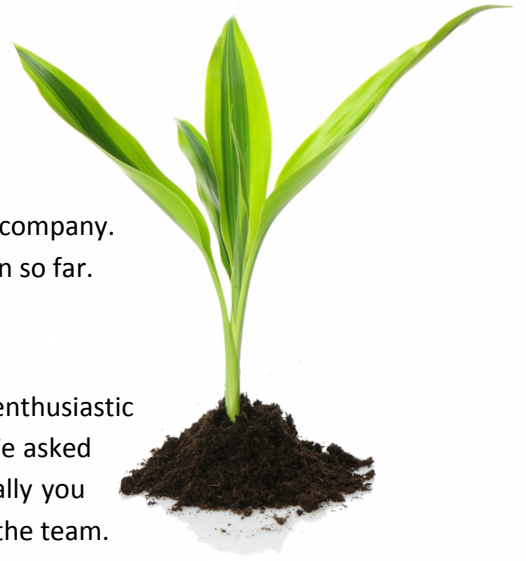


# We Walk The Talk

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You may be interested in how Complete Office is becoming a “green” company. Please let us share our story with you and explain the steps we have taken so far.

## 1. Find the right people

Our first step was forming a green team. We were looking for enthusiastic employees who were willing to take on additional responsibilities. We asked for volunteers who were interested in this project. We felt that ideally you should have at least one employee from each department as part of the team.

Our team consists of 6 people: one employee from Customer Service, Sales, Information Technology, Warehouse, Operations, and Human Resources.

You also need a Project Manager who has strong organizational skills and is able to keep the team on track through the various projects.

## 2. Gain Management support

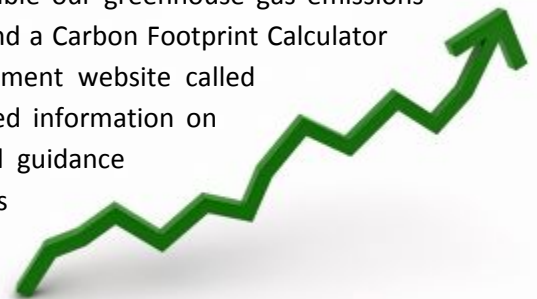
Support from upper management is crucial in order to implement a green project. Once we received the go ahead from our managers they have been very supportive throughout the stages of the project.

## 3. Identify and prioritize goals

Involve all employees along with the green team in identifying goals for the company. Our team had brainstorming sessions as well as requesting ideas from the rest of our people. We received many ideas and then set about prioritizing our goals.

## 4. Benchmark yourself

We also wanted to calculate our carbon footprint to assemble our greenhouse gas emissions inventory and keep track of our footprint over time. We found a Carbon Footprint Calculator on the City of Seattle Office of Sustainability and Environment website called Seattle Climate Partnership. The calculator not only provided information on our company’s carbon footprint but also offered tools and guidance regarding carbon reduction strategies and other opportunities to improve our company’s environmental performance.



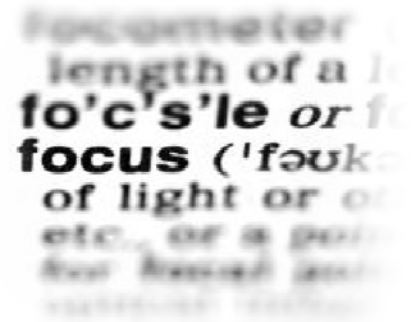
## 5. Don’t be afraid to ask for help

When we started the green project we were surprised at how much information on green initiatives we found on the internet. At times we felt somewhat overwhelmed and decided to ask for help from experts. The City of Tukwila and Resource Venture provided invaluable information and we would like to thank them for their help!

## 6. Focus on one goal at a time

Our experience has been that focusing on and completing one task at a time gives everyone a sense of accomplishment and encourages them to pursue the next one.

We would like to list some of our achievements that you may find useful for your organization as well.



### Rest Rooms:

**Environmentally friendly cleaning and janitorial supplies.** We replaced many of our existing supplies with “greener” products.

### Lunch Room:

**Kitchen supplies:** We discovered that our dishwasher ran half empty most of the time because we lacked enough silverware and dishes so we have purchased additional items.

**Biodegradable products:** We now provide biodegradable paper plates, cups, and utensils in our lunch room.

**Dishwasher:** We have asked our employees to only turn on the dishwasher when it is full so we can save energy. We have placed a “Clean/Dirty” magnet on the door to help everyone know when to load or unload.

**Recycle station:** We have set up recycling stations in our lunch room and warehouse to recycle paper, plastic, glass, aluminum, wood pallets, toner cartridges, fluorescent bulbs, Styrofoam, and batteries. As a consequence of proper recycling we have reduced our garbage dumpster from a 4 yard to a 3 yard capacity, saving money and helping the environment. We allow our employees to bring in recyclable items from home in case proper recycling is not an option in their county.

### Office:

**Monitors:** We have asked our staff to turn off their monitors at the end of each day to save energy.

**Only print when necessary:** We are reminding everyone to only print emails, etc., when it is necessary. And, when they do print we encourage them to print double sided. We have provided instruction on how to print double sided on our main office printer.

**Recycling bins:** Recycling bins have been placed at every employee’s desk and next to the printer/copier.

**Warehouse:** We have upgraded to more energy efficient lighting in our warehouse at a cost of \$2000 but expect to recoup that through the energy savings within a year.

## Our Clients:

**Green Symposium:** We held a Green Symposium to provide more information on initiatives to help our customers “green” their own businesses.

**Green Catalog:** Our green catalog is available to our clients to help them select greener products for their offices.

**Usage Report:** If you need help choosing the right products for your business, we can analyze your usage report and recommend you certain green items.

**“Turn off the light” stickers:** We have created “Turn off the light” stickers for our customers to help them remember this important action.

## 7. Constantly educate your employees

Constant education is crucial. At Complete Office we educate and remind our employees by sending out emails on green topics. We have made the “green program” part of our new hire orientation process.

## 8. Keep it growing

We are continuously working on new green initiatives. And we have made our “greening” a mode of recognition in the community and are interested in networking with other “green” businesses.



As you can see Complete Office not only talks the talk but we walk the walk. We are happy to offer an office tour to our clients and to share our “green” success. For more information please contact your Sales Representative.



Complete Office was awarded as one of King County’s 2009 **Best Workplace for Recycling and Waste Reduction.**