



Sustainability Plan



August 4, 2016

SDC Sustainability Plan



There is no greater influence on our personal consciousness than that of our surroundings. Our culture helps us to define our beliefs, customs, moral values, and personal taste. Sustainable Design Consulting, LLC was built by people who have, since the beginning of a transformative initiative, helped to reshape the face of the building industry with a greater focus on the environment and the human condition.

Introduction

Sustainable Design Consulting, LLC (SDC) is an award-winning, prolific green building consulting and training firm dedicated to bettering our built environment through sustainable design, construction, operations and maintenance. Headquartered in Richmond, Virginia with a regional office in Washington, DC, we have contributed our expertise to over 400 projects and have built a solid reputation for delivering excellence in the Mid-Atlantic region and beyond.

SDC was founded in 2002 by Sandra Leibowitz, an architect and LEED Fellow with over two decades of advanced experience in sustainable design strategies, project processes and organizational programs. She and her team of experienced and credentialed professionals are regularly called upon to serve on industry councils, deliver presentations and author articles on a wide variety of sustainable design and development topics.

SDC is comprised of an interdisciplinary staff of design, construction, environmental, and business professionals. We successfully guide projects seeking certification under a variety of local, regional, and national green building regulations and standards. Our services include feasibility assessments and charrettes, green building process management and technical consulting, sustainability planning, program development, building science analyses, material and financing research, post-occupancy evaluations, and professional education.

Our Services

The company offers a variety of services listed below:

Process Management

Green Building Rating Systems: Services supporting any of the following green building rating systems or

standards: Collaborative for High Performance Schools, Federal Guiding Principles for High Performance Sustainable Buildings, Green Communities criteria, Green Globes, EarthCraft Virginia, Energy Star, International Green Construction Code, LEED Green Building Rating System, Living Building Challenge, Net Zero Energy Buildings, Parksmart Certification, Sustainability Tracking, Assessment and Rating System and WELL Building Standard.

Project Planning / Team Selection Support: Project goal-setting and incorporation of sustainability requirements into Owner solicitation documents and project team selection processes.

Feasibility Assessment: Analysis of project potential for meeting green building criteria.

Charrette Facilitation: Project team Charrettes and related services to develop green building programs and early design priorities with participation from various stakeholders.



Process Management: Packaged services including feasibility assessment, project goal-setting, design integration, technical consulting, project management, documentation coordination and submission for certification and/or related approvals.

Advisory Services: Professional guidance for experienced design teams that wish to manage and coordinate the green building process internally; initial construction team training with ongoing review and support for contractor responsibilities.

Project Review: Pre-and post-submission peer reviews of green building project documentation packages.

Documentation Assistance: Final stage documentation support and quality control assistance for green building submission on projects managed by others.

Technical Services

Concept Design Assistance: Studies and concept design guidance for early project site and building selection and design decision-making.

Green Building Technical Consulting: Project-specific research and recommendations on planning, site design, water, energy, materials, and indoor environmental quality issues for sustainable design, construction, operations, and maintenance culminating in reports and presentations.

Sustainable Design Assessment and Drawing Review: Project review at any stage for sustainable design opportunities and areas of concern. Recommendations and design guidance based on project goals and constraints.

Specifications Review and Editing: Expert review of outline or fully-developed project specifications incorporating sustainable design criteria. Initial review with section-by-section recommendations and full green specifications editing.

Daylight Modeling: Simulations and analysis of natural daylight and exterior sun shading strategies.

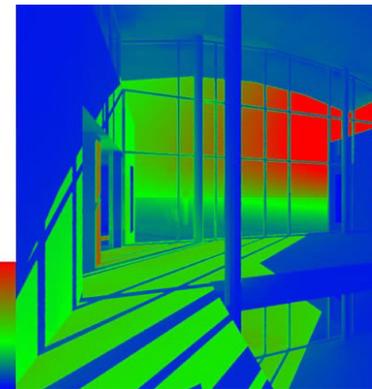
Energy Modeling and Review: Creation of original and review of existing energy modeling reports for compliance with ASHRAE standards and compliance with green building certification requirements. Creation of concept level and fully developed models.

Performance Benchmarking: Rough component data incorporation into a workable basis for comparison of whole- building design strategies.

Tenant Design and Furniture Selection Guidelines: Development of sustainable design and furniture selection guidelines for tenant fit-out of new and existing facilities.

Facilities Services

Post Occupancy Evaluations: Performance assessments for compliance with building and system design intent.



Energy and Water Efficiency Auditing: Auditing program development and implementation for small and medium- scale existing buildings.

Operations and Maintenance Support: Preparation of policies, plans, guidelines, and tracking systems for facility management teams. Procurement and quality assurance strategies for green cleaning, grounds keeping, energy, water, solid waste, operational supply, indoor air quality, and transportation management.

Green Leasing Support: Integration of green building design, construction, operations, and maintenance criteria into building leasing documents and marketing strategies.

Program Development

Corporate / Institutional Sustainability Programs: Creation, expansion, or updating of organizational programs, including facility, operational, administrative, tracking, reporting, and outreach elements.

Communications Planning: Assistance with public- and private-sector sustainability messaging and materials for public relations and outreach campaigns.

Award Application / Case Study Development: Project or program award applications to major publications and professional organizations. Documentation of project or program statistics in online or print format.

Green Curriculum Development: Preparation of classroom-ready green building and related educational materials for K-12, higher education, and professional training environments.

Value Assessment

ROI-Based Assessment of Alternative Strategies:

Analysis of alternative capital investments based on specific return- on- investment and payback requirements.

Financial Incentive Applications: Project or program applications to obtain tax credits, tax deductions, grants, or other financial incentives.



<http://blog.pennlive.com>

Capital Investment Planning: Assistance with preparation of long-term capital expenditure plans for facilities and investment portfolios.

Building Performance Advantage: Valuation of professional investment by SDC and related consultants in proven performance terms.

Training Services



Certificate Based: Exam preparation courses for the LEED Green Associate and Green Advantage professional credentials.

Credential Maintenance and Process and Technical Application: Seminars for AIA and GBCI continuing education credits which can also be applied in the field such as: Energy Modeling in High Performance Building Design, LEED in the Field, Demystifying Green Product Labels and Specs, How to Build Green: Developing a Start-to-Finish Process for Improving the Environmental Performance of Your Building, Sustainable Practices for Facility Managers, Sustainability: Core Concepts, Rating Systems, and ROI, and Specifying for a Successful LEED Project - Words Matter!

LEED-Related Services

SDC has been chosen to participate in the Green Business Certification, Inc. (GBCI) LEED Proven Provider Program.



Participation in this program is limited to those consulting firms that have demonstrated excellence in LEED project administration and allows the company to offer streamlined project certification benefit to our clients. Additionally, SDC serves as an outside consultant to GBCI for conducting LEED project certification reviews for others teams' domestic and international projects.

The Green Building Movement and Sustainability

The earliest manifestations of the commercial green building movement in the United States were regulatory in nature and led by federal, state and local governmental bodies. The building industry was, and remains, one of the most antiquated in terms of process change and the willingness to accept new concepts.

In 1994, with the formation of the U.S. Green Building Council, a new and different approach to the integration of sustainable concepts into the building industry was put forward. The market-based approach that was chosen proved to be a challenging, but to date, a successful one supplementing government regulatory initiatives for transforming the industry and moving it toward a more sustainable model. The model required bringing together all interest groups that touched the building industry to begin a dialogue that would lead to an integrated model. That model is still in the developmental phase, but no initiative has had a greater impact over the span of a 20-year period.



Additionally, the work of the American Institute of Architects (AIA) through its Committee on the Environment (COTE) must be recognized for its contribution to promoting sustainability in the architectural profession.



SDC's leadership was involved from the beginning of this new transformative approach and that involvement led to the founding of the company as a service organization that would help to advance sustainability in the building industry.

Today, SDC is a leader in the Sustainable Design community and focuses on continuous improvement and expansion of its services to clients and the world community.

Our Clients and the Community We Serve

As a society, we have come to recognize buildings primarily as shelters without recognition of the contribution that they make in support of the processes that occur within. Whether these processes are those of business enterprises, or those that support day-to-day life, we generally do not see buildings as an integral part of the overall process. Considering that most of us spend more than 90% of our time indoors either at work or in the home setting, it is critical that we develop a new view of the built environment. SDC is committed to the development of that view through education as well as through informed consulting services to those who design, build, operate and occupy buildings.



Our clients represent all sectors of the building industry: architects, designers, engineers, contractors, building owners and operators, government entities, educational and research institutions. At SDC, we seek to enhance the life experience of building occupants through the recognition and promotion of building characteristics that support human health and well-being. Our goal is to do so in recognition of the built environment as a subset of the overall global environment and to limit the impact of the human experience so that future generations may enjoy the same, or a better quality of life on planet Earth.

SDC strives to be selective in evaluating business opportunities. Our expanding client base should represent the best of the best in promoting sustainability in the building industry. Evaluation of business opportunities occurs weekly on Potential Project conference calls and semi-monthly via General Marketing conference calls, both with participation by Marketing/Business Development departments and Senior Management.

SDC assists clients in selecting the most appropriate initiatives to meet their sustainability goals. Services range from choosing an appropriate rating system or other method of guidance for the development of design and construction criteria to larger scale initiatives involving client operations and more general sustainability planning.

In the case of smaller firms or nonprofits, SDC may consider offering our services pro bono as deemed appropriate by senior management.

Where appropriate, SDC may provide Lunch-n-Learn presentations to select clients where promotion of the company's services may lead to future potential work.



<http://lubbockonline.com>

www.usgbc.org

SDC gathers presentations and articles created by all staff members. These are available as resources to all employees and may be built upon for future opportunities.

The company issues quarterly E-blasts to our client database to communicate company innovative initiatives and general information about company activities. All opportunities for publishing articles about SDC's project work are reviewed as part of the General Marketing effort.

Ultimately, the community we serve is the world community and the methods we choose to provide that service require a holistic view based on depth of knowledge, recognition of impacts and the integration of natural and manmade processes. Achieving excellence in our endeavors will provide the most positive results that benefit world society.

The challenges that confront our company are enormous and we are committed to seeking and employing thoughtful solutions that support an enhanced life experience. To do so, we must also lead by example through the employment of internal policies and procedures that reflect our commitment to our work and our own staff members.

Our Employees

SDC has attracted the brightest and the best to lead our Consulting teams. Project Managers maintain professional LEED accreditation with a specialty. Our Managing Principal and Associate Principal are LEED Fellows. Additionally, support staff are required to achieve either LEED Green Associate or LEED Accredited Professional status within appropriate timeframes after joining the company. Several staff members also hold additional credentials aligned with the services that the company offers and their areas of expertise.



Recruitment for Consulting staff positions is selective at SDC with comprehensive standards that all job candidates must meet. A thorough recruitment and interview process is used for evaluation purposes in order to assure the highest level of service to our clients. Candidates must meet educational requirements and higher level positions require demonstration of experience in the sustainability field. In evaluating job candidates, SDC will give preference to those candidates whose professional goals best align with the company's mission.

Candidates for Administrative Functions must also pass a comprehensive evaluation that seeks alignment of their skillsets with job requirements. All are encouraged to become familiar with SDC's business processes and the work that we do. The Marketing Manager and Coordinator positions are required to attain LEED Green Associate status. It is further recommended that the professional goals of administrative staff will align with the SDC mission.

Each candidate will receive a copy of this Sustainability Plan to ensure that their professional goals are aligned with those of the company.

Each new employee participates in an orientation program specifically designed to familiarize them with SDC work processes and to build an understanding of the marketplace in which we participate.

SDC provides a generous Professional Development to all employees. Requests for Professional Development activities are reviewed by Senior Management on an annual basis and a plan is developed for each employee. Employees are encouraged to share their learning

experiences with the entire company and a folder in the company database has been established for purposes of retention and transparency of all Professional Development information. Additionally, employees are encouraged to share their experiences with co-workers through Lunch-n-Learn presentations where appropriate.

On an annual basis, additions, or deletions to the Sustainability Plan will be reviewed with all employees as a group. A likely opportunity for this to occur is at the annual Company Retreat. This annual gathering is also an opportunity for highlighting new initiatives at each office, thereby encouraging cross-pollination of ideas.



Community Outreach and Progressive Participation

All SDC employees are encouraged to extend their contribution to the promotion of a more sustainable planet through volunteerism. The leadership team has been active at the forefront of the green building movement dating back to the early 1990s through service to a variety of sustainable design initiatives, including national and local chapter boards of the U.S. Green Building Council during their formative years. Other staff members have also served on various committees and governing boards that promote the development of design criteria and standards for the building industry. Additionally, staff members frequently accept invitations for speaking engagements to a wide variety of interest groups that offer a venue for furthering the promotion of sustainable strategies.

Operational Guidelines

Given SDC's position as a purveyor of services in the building industry with a focus on sustainable design, construction and operational practices, it follows that an emphasis on sustainable practices within its own operations is of utmost importance. The ability to "Walk the Talk" in a demonstrable way reveals the company's commitment to transformation of how we live and work on a daily basis. The following guidelines offer a structure for our internal operations:

Goals and Scope

SDC seeks to reduce the negative environmental impact of its daily operations and to integrate positive environmental and human health measures into well-integrated policies and procedures to which it adheres.



Site and Facilities

The company occupies two leased spaces; a headquarters facility in Richmond, Virginia and a regional office in Washington, DC. Although primary operational activities at these facilities is under the control of building owners, SDC makes advisory services available to assist in the development and implementation of more sustainable practices. These services are largely educational in nature, but may also include assistance in identifying options available to the building owners to make their own operations more attractive to existing and potential tenants. Ultimately the goal of assistance is to provide an attractive and healthy work environment for SDC employees.



<http://global.fncstatic.com> -
<http://hqwall.com>

Where building alterations occur either within, or outside of SDC space, those should occur with consideration for ongoing business operations. Continued support for those operations is required during renovations and retrofits through implementation of policies and procedures focused on maintaining indoor environmental quality, low-impact construction waste management and sustainable purchasing practices for new materials selected for installation.

For all company facilities, SDC is actively involved in the design and construction process including the choice of materials, MEP systems, appliance choices, fixtures, furniture, and installation procedures. Performance metrics to be used in the selection process include, but are not limited to: recycled content, recyclability, regional sourcing, manufacturing process, energy use, water use, air quality and performance, lighting quality and performance, product certification systems, waste management, and overall environmental impact. Life-cycle assessment is integrated into all materials choices.

In choosing current and prospective rental locations consideration is given to location, availability of public transportation, access to services, proximity to clients,

safety, access to daylight and views, building integrity, cost, and overall management practices. SDC business processes are best supported by an environment that offers a positive experience to employees and affords them a high level of satisfaction in their daily lives.

Since SDC is a tenant at both office locations, only recommendations may be made to the landlord for building exterior cleaning and hardscape and landscape management.

Water Use

One of our most important resources is clean water. This resource will become more and more valuable as worldwide supplies are diminished. Abundant availability in our region of the U.S. is a luxury, but long-term dynamics should not be ignored. Water conservation techniques, as well as design parameters for potential use of non-potable water are considered for design choices as well as for day-to-day operations.



Water use should be limited to only what is needed. Currently in both offices, operations are based on 100% potable water use in all plumbing fixtures and appliances.

In consideration of current water sources, plumbing fixtures and appliances that have water saving characteristics are specified and kept in good repair. Each fixture is evaluated based on its overall operational and maintenance characteristics. Where practical, water-using appliances are ENERGY STAR labeled to target reduction of water and energy use. If it is not practical to choose an ENERGY STAR labeled appliance, water-saving techniques should be taken into consideration as with all fixtures and appliances.

Energy Use

Energy conservation has been a battle cry of environmentalists for decades. The dependence of the world economy on fossil fuels is undeniable, as are the resultant contributions to global warming and environmental degradation.

SDC is committed to protection of the environment and is a fervent supporter of the development of alternative energy sources and a reduction in dependence on non-renewable resources. We employ superior operational practices that support that commitment.

In the case of overall energy use, the company impacts its facility designs as much as practical through choice of systems, controls, light fixture types, and appliances. Programmable thermostats, occupancy sensors, zoned switching, timers and interior shading devices are used as appropriate. The purchase of available Green Power from renewable resources is also favored for an affordable proportion of SDC's electrical energy use.

Appliances, where practical, carry the ENERGY STAR label.

Turning off computer monitors and CPUs when not in use is recommended. (When remote desktop access via VPN is required, it may be required to leave equipment powered up.)



All light fixtures at the company's Washington office are equipped with motion detectors to save energy when the light supply is not needed. Lighting in the Richmond office is on zoned switching, thus standard practice requires that fixtures be turned off when the associated zone is not in use.



Programmable thermostats at the Richmond office provide preset temperature control during normal business hours and setback mode during non-work hours. The building management for the Washington office provides conditioned air during specific hours of the day and a setback mode for typical non-work hours.

Policies and Procedures will be established for the operation of all systems at each office to minimize energy use for the workweek as well as during weekends and non-work hours. These will be communicated to all employees and made available in the company database as part of the SDC Policy Manual.

Paper Reduction Measures

SDC has established its computer infrastructure so that nearly all processes are supported done electronically and do not require paper. Nearly all documents are available as electronic files. Hardcopies are required only of key documents such as legal contracts, and optional in most other cases. Timesheet documentation is done electronically. Staff salary payments are done by direct deposit rather than by printing of paper checks.

SDC has organized its office environment to minimize

paper use. Printers and copiers are set with double-sided printing as the default to save paper. Employee workstations are equipped with two computer displays. Among other benefits, this allows employees to view multiple documents electronically without needing to print copies of documents related to the task at hand.

Solid Waste Management

Solid waste generated at office locations is classified in the following distinct categories: ongoing consumables, durable goods, and materials used during facility alterations or additions.



1. Ongoing Consumables – including mixed paper, toner cartridges, glass, plastics, corrugated cardboard, waxy cartons, metals and batteries are to be reused, or recycled whenever possible. Labeled recycling bins shall be located at convenient locations.
2. Portable dry-cell batteries, including single use and rechargeable batteries used in radios, phones, cameras, computers, and other devices or equipment shall be recycled to the maximum extent possible. Each office location provides a recycling bin for these products.
3. Electronic durable goods include office equipment, such as computers, monitors, copiers, fax machines, printers, and scanners; appliances such as refrigerators, dishwashers, external power adapters, television, and other audiovisual equipment. Functioning durable goods are disposed of by giving to local donation programs, electronics recycling programs, or sold to employees.
4. Non-electric durable goods, such as furniture are delivered to the regional recycling sorting facility for diversion from landfill or sold to employees.
5. Facility Alterations/Additions – Small scale construction project waste materials including base building elements permanently or semi-permanently attached to the building itself are diverted from disposal in landfills or incinerators. These materials include construction materials that enter the waste stream during renovations. Wall studs, insulation, doors, panels, drywall, trim, ceiling panels, carpet, flooring material, adhesives, sealants, paints, and coatings are all considered part of this group. Mechanical, electrical, plumbing, furniture, fixtures, and equipment are also diverted from landfills.

6. Lamps – All light bulbs and tubes are recycled in an environmentally responsible manner as recommended or required by local jurisdiction.
7. Reduced paper waste – SDC's extensive and comprehensive electronic resources results in a reduction in paper use and therefore waste paper. Additionally, company policy requiring two-sided copying and printing as the standard assists in further waste reduction.

Integrated Pest Management

The goal of interior pest management is prevention rather than periodic treatment. Prevention includes regular inspection of interior spaces for cleanliness and food waste residue. Employees are asked not to store food in offices or workstations to prevent the attraction of pests. Where a persistent problem exists, notification of the landlord or IPMC is required and treatment via non-toxic means will be requested. At all times, the health of occupants and overall indoor air quality impacts will be foremost considerations where treatment is required. The landlord of the DC office is contracted with an IPMC.

Environmental Tobacco Smoke

Smoking of tobacco and other products is prohibited in all SDC facilities and in proximity to building entries. Where offices are located in a multi-tenant building, the landlord will be encouraged to make this prohibition a requirement for all building tenants and visitors.



Green Cleaning

SDC is committed to using "sustainable" cleaning products in all facilities. This requirement is intended to support good indoor air quality and provide for the general health of all employees.

"Sustainable" cleaning products must meet one of the following criteria:

- [Green Seal](#)
- [EcoLogo Program](#) (Environmental Choice)
- [U.S. EPA Comprehensive Procurement Guidelines](#) for Janitorial Products
- [California Code of Regulations maximum allowable VOC levels](#) for the specific product category (disinfectants, metal polish, floor finishes, strippers)

At locations where SDC assumes the responsibility for janitorial and cleaning services, care is taken to ensure

that the cleaning companies' contracts include these requirements.



At locations where the landlord assumes the responsibility for these services, SDC includes requirements in the facility lease during lease negotiations and requests a meeting with the cleaning subcontractor to insure that requirements are being met.

Sustainable Purchasing

Sustainable purchasing at SDC is to be encouraged when feasible for all materials, products, and services under the company's control, whether durable goods or ongoing consumables:

- Office Paper
- Kitchen and Bathroom Paper Products
- Dishwashing and Hand Soaps
- Copiers/Printers/Scanners
- Ink and Toner Cartridges
- Computers and Monitors
- Appliances
- Batteries
- Plumbing Fixtures
- Furniture
- Interior Building Products
- Light Fixtures and Lamps
- Mechanical and Electrical Equipment
- Coffee and Milk
- Markers and Pens



Evaluation of all purchases is made in consideration of resources and manufacturing process associated with available alternatives. Favor is given to content that includes low-toxic, post-consumer, rapidly renewable, regional (materials harvested or extracted and processed within 500 miles of office location), FSC (Forest Stewardship Council) certified, rechargeable, recyclable, or reusable characteristics.

For Durable Goods, environmentally responsive, electric-powered equipment, including office equipment, appliances, external power adapters, monitors, and other audio-visual equipment, are ENERGY STAR rated, whenever feasible.

Energy efficient lamps (bulbs and tubes) with reduced mercury content are purchased and stored at each

location for replacement as required.

Transportation



www.treehugger.com



www.metrotransit.org

All employees of SDC are encouraged to utilize public transportation, shared vehicles, bicycles or walking where available and practical for commuting to and from office locations, visits to existing and potential clients, or to and from jobsite locations. As a practical alternative to public transportation, carpooling or ridesharing is encouraged. Where use of a personal vehicle is required, it is recommended that travel times be scheduled during non-peak hours where practical to lessen the environmental impact. For employees in the Washington office, access is provided to the Capital Bikeshare program, while participation in the local Metro Checks plan allows for use of pre-tax dollars to offset commuting costs when using mass transit. A similar RVA Bikeshare program is currently being explored for employees in the Richmond office. Company-wide, discounted access to a corporate Zipcar account minimizes the need for vehicle ownership.

A Healthy Workplace

We recognize that there are many components to the workplace environment. All contribute to the experience that employees have on a daily basis. If we accept the notion that buildings are shelters for the processes within, and we also understand that a business enterprise is a process, then we must also be aware that buildings can enhance the effectiveness of the business enterprise. How is that done? By providing a healthy work environment that causes employees to embrace their work challenges and promotes positive interaction.

Good Indoor Environmental Quality (IEQ) is imperative if the work process within a building is to achieve peak performance levels. Positive IEQ is achieved only through integration of all design criteria of the building that as a whole contribute to the workplace experience. These design criteria impact the choice of materials selected for interior fit-out, the mechanical, electrical, plumbing, and data systems, the selection of furniture and fixtures,

the acoustic dynamics of the interior, daylight and views, and the functional arrangement within the space. Additionally, SDC provides an ergonomically sensitive workplace environment for all employees and considers any special physical needs.



www.bristolite.com

Both SDC offices are located in old and/or historic structures with updated systems. Due to the condition of the exterior building envelopes, thermal comfort may sometimes be an issue. In such case, employees are urged to contact their direct supervisor to seek potential improvements to personal comfort issues.

Ergonomic issues will likely vary from case to case. As a standard, SDC provides a standardized workstation with ergonomic adjustments for each employee. In addition, where special needs may exist, each staff member is encouraged to discuss those needs with their direct supervisor who will then bring it to the attention of the office lead.

In alignment with productivity studies that relate work processes to business performance, we at SDC believe that IEQ is a contributing factor to a business enterprise's success.

The display of artwork in the workplace can serve as a visual stimulant to employees. Each office seeks methods

for displaying completed project work that can be periodically updated to maintain interest. Other approved artwork may be displayed in common areas of the offices.

Investing in our Future

SDC offers all eligible employees the benefit of participating in a 401(k) retirement plan. From the onset, the company has directed the managing agent for the plan to invest in qualified socially responsible investing (SRI) funds, which considers environmental impact as a primary criterion. Through participation in the plan, employees not only contribute to their own financial futures, but also the future of the world that their children and heirs will inherit. In mid-2015, a new manager for the 401 (k) plan was chosen to ensure that investment choices more closely aligned with company philosophy and mission.



The Company's current health insurance plan includes wellness programs such as a rewards program for physical activity. Through this program, employees can earn monetary rewards that cover out-of-pocket medical expenses.

Future Challenges

Moving forward, we recognize that our work will most likely never be brought to conclusion. As a company, however, we can collectively and individually find satisfaction in the small and the incremental changes that we can effect and a positive progression in our industry. As professionals, we accept those challenges that await our expertise and we commit to continuous improvement of our internal processes in support of a more sustainable world.