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CAVALIER EARNS GS-42 CERTIFICATION

By: Linda C. Pendergrass

Cavalier Services, a leader in the janitorial services industry, has been awarded the coveted Green Seal GS-42 Certification for its CavGreen cleaning process.



and use of environmentally responsible products and services.

Cavalier joins the ranks of a select group of janitorial service providers nationally who meet the demanding standards established by Green Seal.

GS-42 certification requires a rigorous application and review process, including an on-site audit by an independent assessor. The assessment determines whether all procedures, products, equipment and processes used in the delivery of the CavGreen cleaning service meets the criteria for excellence established by Green Seal.

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Green Seal, the premier independent eco-label in the U. S. is a non-profit organization dedicated to safeguarding the environment and transforming the marketplace by promoting the manufacture, purchase

INAUGURATION 2009



It's an exciting time of year in our nation's capital! Hundreds of thousands of Americans will make their way to Washington, D.C. this January for the festivities. Look your best with Cavalier Special Services!

Request a Quote Today: CFSRequests@CavalierServices.com

COMPLIANT VS. CERTIFIED

By: Linda C. Pendergrass

As the national push for environment responsibility in building management moves forward, there is a wealth of information about "greening" of commercial buildings. Commercial property management professionals are bombarded with green claims from suppliers and building service contractors.

Much of the information is confusing, contradictory, and sometimes misleading. For example, some contractors assert that their cleaning process is "compliant", while others claim to be "certified". What do the terms mean and is it important to know difference? Although the terms are often used interchangeably, there is in fact, a significant difference between the two claims.

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CAVALIER EARNS GS-42 CERTIFICATION

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Certification under GS-42 clearly demonstrates Cavalier's commitment to serving customers and protecting the environment.



GS-42 certification provides tangible evidence that our CavGreen service uses products and equipment that reduces impact on the environment *and* employs processes and procedures that help to protect the health of workers, as well as building occupants.

While many service providers claim to offer a "green cleaning" service, only a few can assure property and facility managers that their service is "certified" green in every key aspect of its operation. Cavalier is pleased and honored to have earned GS-42 certification and to be recognized as a leader in innovative environmental stewardship.

WHAT CAVALIER IS DOING

Cavalier not only strives to provide our clients with environmentally friendly cleaning practices, we also endeavor to be a "greener" company by example. Here are some of the steps Cavalier has taken to improve the way we do business and reduce our carbon footprint:



Eliminated the use of plastic trash liners in the Corporate Office

Eliminated the use of disposal products by providing reusable coffee mugs & other food service items

Obtained environmentally-friendly & attractive recycling receptacles

Set up convenient recycling areas for paper, plastic, aluminum and glass with posted instructions on what is recyclable

Changed to recycled content paper for printing needs

Encouraged re-use of paper (use of back/front before recycling)

Eliminated the use of paper when possible (use of email / soft copy documents, etc.)

Created environmental awareness by Issuing "Green Office eTips" publications

Reduced energy consumption by turning lights off when not in use

Purchased environmentally-friendly office supplies, such as binders and paper clips

Posted *Reduce, Reuse, Recycle* visual reminders throughout the Corporate Office
Posted Cavalier's Health and Environmental Policy Statement in prominent areas of the office.



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THE CAVALIER MISSION IS TO
DELIVER UNCOMPROMISING
QUALITY SERVICE TO ALL OF
OUR CUSTOMERS AND
TEAMMATES EVERYDAY.

For comments or suggestions for
Teammates articles, please email:
newsletter@cavalierservices.com

Visit us online at:
www.cavalierservices.com

COMPLIANT VS. CERTIFIED

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Companies claiming certification have provided tangible evidence that their service uses products and equipment that reduce impact on the environment *and* utilize processes and procedures that help to protect the health of workers and building occupants. Certified companies have undergone a rigorous third-party assessment of their cleaning operation against a recognized environmental standard, such as Green Seal GS-42.



Green compliant companies, on the other hand, do little to demonstrate their green claims. Compliant companies often pick and chose those components of the janitorial process that they believe make their service green. The chart below provides a clearer picture of what the terms mean by comparing the major components inherent in a janitorial cleaning process:

| Process | Compliant | GS-42 Certified |
|------------------------------|---|--|
| Cleaning Products | Some cleaning products meet third party environmental standards. | More than 90% of cleaning products meet EPA Guidelines, Green Seal, or Environmental Choice/EcoLogo standards. |
| Cleaning Supplies | Minimal re-usable materials used in the cleaning process. Paper products primarily used in the cleaning process. | Reusable microfiber products are primarily used. Limited paper supplies are used for cleaning. |
| Cleaning equipment | Some equipment meets third party environmental standards | Most equipment meets the environmental standards of the Carpet & Rug Institute Green Label. |
| Employee Training | No standard training requirements. | Employees receive 12 hours of training upon hire and 12 hours of continuing training annually |
| Cleaning Procedures | No standard cleaning procedures. Cleaning procedures do not contribute to indoor air quality (IAQ) improvement or energy savings. | Recognized green cleaning procedures are used, such as Team Cleaning, and/or Day Cleaning. |
| Paper Products | Use of paper products that meet third party standards is not a requirement. | Paper products meet EPA Guidelines, Green Seal or Environmental Choice/Eco Logo standards. Meets third party environmental standards, such as Green Seal GS 42. |
| Policy and Procedures Review | No third party review | Undergoes an audit of written documentation and site visits. |
| LEED Points | 1 – 9 points toward LEED Certification | 9 points towards LEED Certification |

PreGel America - Day Cleaning Partnership

By Jeffery Ritz

Teammate Zoila Ortiz has become a true member of the Pre Gel team. During our negotiation with the Pre Gel group the team realized they needed janitorial service, however they were unclear how to best provide the services. In the final presentation we offered a day cleaning option with floor care support in the evening.

The true success of the program lies in the high level performance of Zoila. Zoila has established a solid routine she follows day after day; completing the periodic cleaning schedules during daily operations by coordinating cleaning with staff in their work spaces. One can always see Zoila productive and engaged, working closely with the members of the Pre Gel team.



The Ortiz Family is also part of the Pre Gel team. Son, George, maintains the imported Italian flooring for Cavalier Services. Daughter, Yuri, works in the training and production area and Mario Ortiz, Zola's husband, works on the maintenance side of the operation.

During a recent visit with Kevin Rohan (President Cavalier Services) the receptionist, Kristi, stated her extreme pleasure to have Zoila working in the facility. This is a true testimonial of our Company Mission and we are all very proud of Zoila and her accomplishments.

Kylie Page Warnecki Scholarship

Awarded to: Cristina Cabrera Essay Topic: Green Business Initiatives
Enrolled at: Virginia Commonwealth University
Area of Studies: Human Resources & International Business



(L to R) Karen & Bill Warnecki, Luis Cabrera and his daughter Cristina

Cavalier takes great pleasure in presenting this award to Christina Cabrera for outstanding efforts and achievements toward academics, extra curricular activities, and community service. Well Done!

The Kylie Page Warnecki Scholarship is awarded annually in memory of Bill & Karen Warnecki's infant daughter. The purpose of the scholarship is to help Cavalier employees and their family members reach their educational goals.

WELCOME

NEW TEAMMATES

Marouan Nassif - Area Manager for the Maryland team. Marouan will be joining the Cavalier Team under the direction of John Schadt, Operations Manager and Sam You, Regional Director of Operations. Marouan brings extensive customer service management experience, sales administration and excellent analytical skills. His values and goals are set to deliver commitment to the industry, professional development and a strong initiative to contribute to the overall success of the business. Marouan holds an MBA on Business Administration from Canisius College, Buffalo, NY with concentration on International Business. As personal activities, he likes soccer and music composition.



Michael Riffe - Michael is our new addition to the Cavalier Facility department. Michael integrated the Facility Services department as our Painting Manager September of this year. A brief summary of his qualifications are motivation, personable business experience for over 20 years, high level skills on supervisory, construction and painting. In addition to strong customer, sub-contractor relationships, both leading and working as a team, as well as, working individually.

Beck Simpson - Beck joins our North Carolina division as their new Area Manager. The NC region is pleased with Beck's long tenure and experience within the industry. Most recently, Beck was Director of Environmental Services with Crothall industries for over six years overseeing all daily and night operations at Wayne, PA. Prior to joining Crothall, Beck served as Director of Environmental Services with Providence Hospital for 11 years, his outstanding work history, and high quality for detail has been a great asset for the NC division.

Dino Villamor - Dino will be integrating the NVA division as our new Area Manager. Dino posses a broad background in all aspects of cleaning operations related to commercial, medical and government facilities. As part of the management team for SSI Services, Dino was responsible for high quality contract expectations for the CIA Headquarters in Langley, VA. As Regional Subcontractor Manager for ABM industries, Dino developed multiple training programs for managers and supervisors, proposals for new contracts and implemented increase efficiency and cost effectiveness.



PROMOTIONS



Deann Greene, RBSM - Vice President of Business Development

Deann joined the Cavalier's Charlotte division on May 3rd, 2006 as an Operations Manager for the Region. Her background in Customer Service, Sales, Operations Management, and Office Management gave her the opportunity to pursue a different path within the Sales division inside Cavalier Services. Recently, due to her multiple accomplishments, hard tenure and extremely high skills, Deann has been promoted to VP of Business Development.

John Dublin, RBSM - Northern Virginia East Regional Director

John was previously the Operations Manager for the Maryland portfolio.
"John has done an outstanding job in Maryland and is ready for his next challenge."
-Bill Warnecki



John Schadt, RBSM - Operations Manager Maryland

John was previously an Area Manager with Cavalier overseeing the Maryland region.
"John has demonstrated exceptional skills and great commitment to the industry always placing our customer expectations on top."
- Cece Tueros



WINTER IS HERE - TAKE ADVANTAGE OF OUR HOLIDAY SPECIALS

Enjoy Big Holiday Savings on Carpet & Upholstery Cleaning Services

Request a quote today, email: CFSRequests@CavalierServices.com or call: 703.849.1100



WELCOME
NEW CLIENT PARTNERS

Dept. of Veterans Affairs
Frederick, MD

Source Fire
Columbia, MD

Wellstat Biologics
Gaithersburg, MD

Regency Center
Mitchellville Plaza, Takoma
Park & Woodmoor
Shopping Centers, MD

Winter Green Resort
Wintergreen, VA

GE Fanuc Intelligent
Platforms
Charlottesville, VA

FEMA
Winchester, VA

Mecklenburg Utilities
Charlotte, NC

Turbomeca Safran Group
Monroe, NC

Citi Group
Gray, TN

May peace and joy be
with you this Holiday
Season & throughout the
New Year!

NEWLY ADDED
CLIENT LOCATIONS

 GVA Advantis

Town Center III – Charlottesville, VA
Jefferson Building – Richmond, VA
700 Building – Richmond, VA
Marks & Harrison Building – Richmond, VA

LIBERTY
PROPERTY TRUST

Reflections I, II, III – Virginia Beach, VA
Oceana Center One – Virginia Beach, VA
Boulders 1, 2 & 3 – Richmond, VA

