

Meet the BEST Service Pros team responsible for sustainable custodial operations at Humber

This article is about a two minute read.

[BEST Service Pros](#), a janitorial management service provider, has kept Humber College and the University of Guelph Humber (U of GH) clean since 2019.

BEST is a leader in creating healthy learning environments at campuses across Canada and is helping Humber reach its goal of being the healthiest campus in the country. They also provide support to the Humber community in achieving its [sustainability goals](#). In fact, 98 per cent of cleaning supplies used by BEST are [EcoLogo](#) or [Green Seal](#) certified.

The BEST team supports Humber by sorting and eliminating waste from the campus, increasing waste diversion rates, and keeping garbage out of landfills. You may have seen BEST team members on-campus in their blue shirts, engaged in their 'Waste Warrior Wednesday' series on [Instagram](#), or have seen them playing Sort It Out activities with students and staff on-campus.

Keep reading to learn more about BEST's commitment to sustainability and meet the team responsible for campus-wide waste management.

George Viera, Heavy Duty Custodian



George is responsible for the day-to-day maintenance at Humber and U of GH, including responding to emergencies, sweeping and dusting high-traffic areas and ensuring the wash-rooms are clean and sanitized.

George addresses sustainability by holding com-

munity members accountable for the proper sorting of waste and ensuring a safe and organized workplace.

Ghada Saloom, Site Manager



Ghada has worked in the industry for over 20 years and has been at Humber for six years. As Site Manager, Ghada is responsible for overseeing about 85 staff members that work throughout the week and on weekends.

Ghada emphasizes that her staff are educated on sustainable practices, including proper sorting and ensuring the entire college is sanitized and clean every day. Ghada shares, "My staff are now more aware and passionate about sustainability. They look at the garbage to try and sort out [recyclables and compostables] before they dispose of it."

Kenneth Dunkley, Area Manager



Kenneth Dunkley is responsible for overseeing operations at both the Lakeshore Campus and North Campus, including ensuring that staff complete required training to maintain a safe and fair workplace.

Kenneth emphasizes that all members of the Humber and U of GH community have a role to play in ensuring a safe

and sustainable planet. Kenneth encourages community members to pay attention to proper sorting practices and “if you’re ever unsure of how to sort your waste, [reach out to] BEST Service Pros and the Office of Sustainability on [Instagram](#) for waste tips.”

Safa Al-Haji, Junior Environmental Coordinator



As Junior Environmental Coordinator, Safa works with the Office of Sustainability to integrate sustainable practices into BEST’s day-to-day responsibilities. Some of the on-campus projects Safa has implemented with the Office of Sustainability include, the

four-stream waste bins, waste audits and the Waste Warrior Wednesday series on Instagram.

To ensure all BEST staff members are aware and informed of proper waste sorting at Humber and U of GH, all staff receive annual training to keep sustainability in mind and review best practices.

During training, BEST staff members learn how to determine if recycling bins are contaminated and how to dispose of hazardous waste. “We provide a small quiz at the end to ensure they understand what items are contaminating a recycling bin, or what items should be in an organics bin”, Safa says.

You may have seen BEST staff member place garbage bags into black tilt bins on campus. The bins are used to take all sorted waste to Humber’s shipping and receiving area for further sorting. Safa says, “ You might see them and think that all the bags being put into the tilt bins are going straight to the garbage, but we assure you they are not.”

Safa advises everyone to take part in keeping track of their waste habits off-campus too. “Covid-19 increased the amount of personal protective equipment (PPE) that we must use during our daily lives, and its important to note

that all PPE must be placed into the garbage bins,” says Safa.

She also mentions that “Changing one or two habits, such as decreasing your number of online orders or ensuring your reusable bags are close to your door, can help you reduce your waste impact. You, as an individual, have an impact on the world!”

Steve Quezada, Site Manager



As Site Manager, Steve is responsible for managing the BEST staff at the Lakeshore Campus. Steve is most proud of the results of recent waste audits, stating “Humber is continuing to improve its waste management.” This year, Humber’s waste

diversion rate was approximately 61.5%. The provincial objective is 60% waste diversion.

Steve encourages the Humber and U of GH community to continue sustainable waste management off-campus, “Sometimes you [may not] put the right things in the [correct] bins because you don’t think it’s making much of a difference, but it does.” Steve believes, “The more you understand that it does make a difference, the more [you will] make an effort to sort properly.”

For more information about waste at Humber, visit the Office of Sustainability’s [website](#).



Above: BEST Service Pros team in 2020. Note: All photos were provided by BEST Service Pros.