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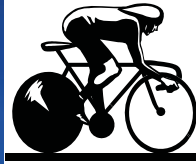
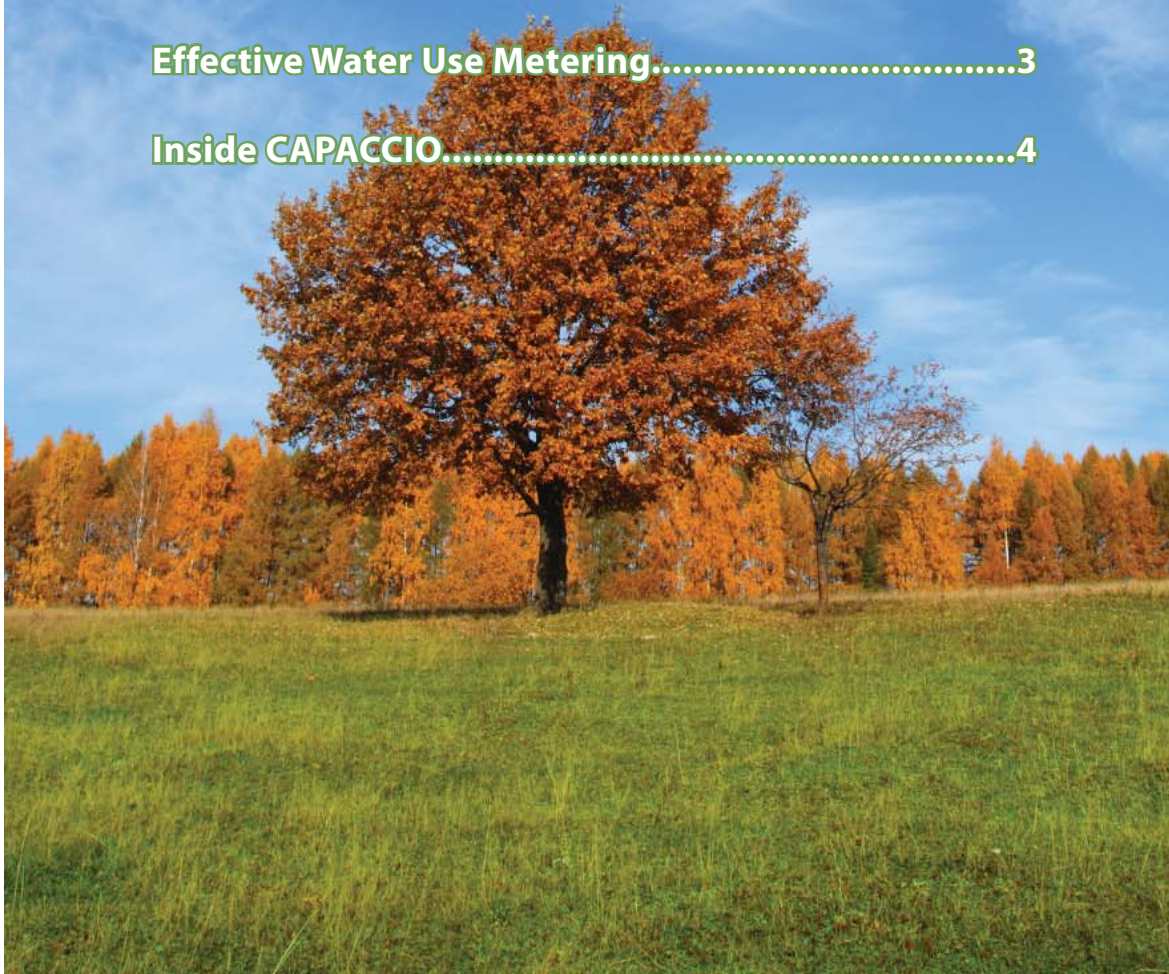
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Autumn is always a beautiful time of year in New England with the colorful foliage. I'm told that the leaves show their true colors during the fall – perhaps an inspiration for us all to let our colors shine through.

At CAPACCIO, we have some exciting things happening. I was pleased to learn that I recently received an award for "Outstanding Women in Business". As mentioned in my subsequent interview, which can be viewed at www.wbjournal.com/news50083.html, I am very fortunate to have an extremely talented team at CAPACCIO as well as outstanding clients who shine in both the business arena as well as environmental, health and safety performance. It is very rewarding to help contribute to our clients' successes.

It was also great to see a number of our clients performing so well in the recently released Newsweek Green 500 rankings, which can be viewed at thedailybeast.com/topics/green-rankings.html. As you can see from the rankings, top-ranked companies continue to approach green projects with fervor, and corporate sustainability appears to be here for the long haul.

With Dr. Wayne Bates leading our team of experts in the sustainability practice area, we have been very successful in helping our clients translate the big picture ideas of sustainability into actions that address the needs of our clients and their stakeholders. As those of you working in the field know, sustainability is like the "wild west" with many opinions and approaches out there. Turning the rhetoric into specific results requires a systematic approach to developing operationalized programs. For some quick thoughts on how to make this happen, check out Wayne's recent 5-minute "Ignite" presentation on sustainability on our home page at www.capaccio.com. A small excerpt from the presentation is also included in this newsletter.

Our experienced audit teams have been out in full force helping many of our clients identify and focus on addressing opportunities for improvement. We consistently receive feedback that our clients appreciate our industry and regulatory expertise in helping them ensure compliance and in developing valuable systems for continual improvement. Our extensive experience in providing on-site resources to assist clients in meeting day-to-day needs ensures that we are able to provide practical solutions to everyday challenges.

At CAPACCIO, we are energized when we see industry and the environment prosper. We love contributing to our clients' successes, and helping their true colors shine through like the Autumn leaves.

Enjoy the season!

Lisa Wilk, P.E., President



Regulatory Reminders

- ✓ SPCC Plan Update to EPA Amendments.....November 10
- ✓ Mass. Annual Rideshare Reports.....December 31
- ✓ WWT License Renewals.....December 31





Environmental Sustainability For Hospitals

With Joint Commission Accreditation and all of the other program requirements that hospital administrators must contend with, why should sustainability be considered a high priority? Some answers to these questions can be found at www.hospitalsustainability.org – a web-based Executive Primer on sustainability developed by the American Hospital Association (AHA). As general industry has learned, integration of sustainable practices can reap substantial rewards including: improved performance, positive financial returns, improved policy compliance, and reduction of overall operational risk. There are numerous drivers influencing leaders to pursue sustainability initiatives, however the most important driver is how well the proposed efforts will align with a hospital's mission to promote health and well-being in the local community. This is where the "rubber meets the road" and where the programs must be embedded into existing culture.

To help hospital directors develop and implement programs in support of sustainability initiatives, the AHA has also prepared a detailed, web-based planning tool that can be found at www.sustainabilityroadmap.org. Within the website are tools to help hospital senior leadership identify drivers, set targets, and develop plans for achieving their goals. The website was developed in partnership with the American Society for Healthcare Engineering (ASHE), the Association for the Healthcare Environment (AHE), and the Association for Healthcare Resource and Materials Management (AHRMM), and provides links to other resources developed by these organizations.

For more information on sustainability in healthcare, please contact Chris Walton at 508.970.0033 x139 or cwalton@capaccio.com.

**Happy
Thanksgiving**
from all of us at CAPACCIO

Back In The "CHMM" Saddle

I didn't think I would make it to the 2011 Alliance of Hazardous Materials Professionals (AHMP) Conference in Austin, Texas. I had to change my flights twice because Hurricane Irene was bearing down on the east coast and airports were closing like a row of cascading dominos.

To avoid the storm, I ended up leaving for Austin two days earlier than I had originally planned. Getting to Austin early was an unexpected treat as I had never been to this city, and I also had very limited knowledge of Texas. I had even forgotten that Austin was the capital city. All I knew from having grown up in Rhode Island was that 174 Rhode Islands can fit into Texas.

I was excited because the location of the conference lent itself to walking tours of the city. I hiked uphill to the capitol and then to the History of Texas Museum, which really opened my eyes. I learned that Texas was its own country for a short time and how Texas pioneer spirit originated. I also went to the Lyndon Baines Johnson (LBJ) Museum which memorializes LBJ's legacy and the 1000 plus bills he passed that changed our nation ... the Clean Air Act of 1963, Civil Rights Act of 1964, Medicare in 1965, Highway Safety in 1966, Air Pollution Control Act in 1967, and Hazardous Radiation Protection in 1968, just to mention a few.

The most exciting pre-conference experience however was the Congress Avenue Bat Bridge. Unbeknownst to me, Austin is home to the largest urban bat population in the country. Every night at dusk you can observe millions of bats as they fly out from under the bridge to feast on insects. My visit to the bat bridge was enhanced by Austin's Bat Festival featuring Adam West, the original Batman, and the original Bat Mobile. The Bat Mobile, with all its hokeyness, brought back a flood of memories!

By Monday I was primed for the 2011 AHMP Conference. Just like Texas experiencing its drought, I felt like I needed to drink from the fountain of technical sessions. Although I did not intentionally choose the EH&S Management Systems and Principle Track, many of the sessions I attended happened to be in this track.

Of the sessions I attended, I really enjoyed "Complacency: The Silent Killer". The presenter, Don Wilson, handled a very serious topic with humor, great anecdotes, and effective videos. Don explained that most injuries don't occur in the workplace, they occur while driving or at home. His company teaches about life safety not just work safety. He stressed the importance of understanding that basic injury patterns remain constant and that lack of knowledge about hazards or procedures is rarely a factor. Complacency creeps in over time. He felt that observation with feedback is an effective way to increase safety awareness. In fact, he noted that the observer benefits more from this exercise than the person being observed. Don said it all comes down to two commitments that a person must make to ensure that a change to a safer behavior takes place: first, that they will be able to do the task and second, that they believe if they do make these changes, it will be worth it to them. Overall, this was an eye opener and very effective session.

I attended my first emergency response scenario at the University of Texas (UT), Austin. The drill effectively demonstrated how UT would respond if drums of hazardous materials made their way to a waterway that runs through the campus and feeds into Lady Bird Lake. Granted, we had to use our imaginations a bit since the drought had lowered the stream to record low levels, however, the local agency involvement and breadth of UT staff involvement was impressive. The scenario demonstrated the critical role of the Incident Command System in emergency situations.

I'd be remiss if I did not mention the opening session, luncheon, and closing session keynote speakers. The opening session speaker was Terry Tamminen, former Secretary of Environment for California, who explained the dangers of "Ecoamnesia". He relayed the story of Sun Valley, California, a town of 8,000 folks with light industrial activity that was experiencing flooding problems. The engineer working on the project thought outside the box and designed cisterns under a park which not only saved the town a tremendous amount of money, but allowed the town to collect and sell water to neighboring towns.

As a luncheon speaker, Stephen Laughlin, CET/CHMM, famous for his comedy routines related to hazardous materials management, entertained us with recognizable songs he customized in anthems to OSHA, DOT, and EPA. It was the type of humor that CHMMs could truly appreciate. The closing session speaker, Dr. Jack Bacon, PhD, PEng, described himself as a futurist and has been called "A New Carl Sagan". His underlying message was that you have to look at fundamental resources to see where the world issues are heading. He shared his experiences in working with developing nations by incorporating technology to become more sustainable.

I want to congratulate John Mitchell, NEACHMM's very own member who was awarded the Peter Cook Service Award along with Dr. Rampur Viswanath. It was a well deserved tribute to all the contributions John has made to both AHMP and NEACHMM.

Lastly, I want to thank the NEACHMM for awarding me a scholarship to attend this year's conference. The conference allowed me to reconnect with fellow CHMM members and rekindle interests in becoming more active in the New England Academy of Certified Hazardous Materials Managers (NEACHMM).

For more information, contact Lucy Servidio at 508.970.0033 ext. 114 or lservidio@capaccio.com.





OSHA COMPLIANCE SPOTLIGHT

Regulatory Requirements You Need To Know To Keep You In Compliance

In its spring 2010 regulatory agenda, the Occupational Safety and Health Administration (OSHA) announced that it is developing a rule that would require employers to have a written safety and health program that would be referred to as an Injury and Illness Prevention Program. Similar to an occupational health and safety management system, the intent of the program is to proactively assess and control hazards. The ultimate goal of any occupational safety and health program is to ensure that all employees are provided with a safe and healthy workplace.

An injury and illness prevention program will require management involvement, a workplace hazard analysis, hazard control, and training for employees, supervisors and managers. An important benefit of developing an occupational safety and health management system is maintaining compliance with OSHA regulations.

The first step in developing a program is to conduct a comprehensive safety and health survey of your entire facility to identify any existing or potential safety and health hazards. This initial survey should focus on evaluating workplace conditions and ensuring that safe work practices are followed.

The next step is to develop a comprehensive listing of all of the standards, regulations, and legal requirements to which the

facility is subject. The list should include all requirements associated with each standard or regulation. Developing an associated EH&S annual calendar will also help in meeting any required deadlines for training, testing, posting or other required actions.

A list of applicable regulations and associated requirements will help the company determine where it is in compliance and where programs may be lacking. For example, do designated employees within the company respond to hazardous material emergencies or releases? A facility that conducts emergency response must develop an emergency response plan that meets the requirements listed in the OSHA Hazardous Waste Operations and Emergency Response (HazWOPER) standard 29 CFR 1910.120(q). Also, employees who respond to releases and employees who witness or discover releases must receive different levels of training.

Without a comprehensive compliance evaluation, requirements for written PPE hazard assessments, annual energy control procedure inspections, and other annual program reviews may be overlooked. The facility's list of legal requirements should be reviewed on a regular basis especially if there are new regulations, changes to regulations, or new processes or work procedures.

For more information, please contact Colleen Walsh at 508.970.0033 ext. 129 or cwalsh@capaccio.com.

Flammable Storage Permitting and Licensing

In Massachusetts, the regulatory requirements related to storage of flammable and combustible materials are somewhat confusing and often incorrectly interpreted. As a result, many facilities that store flammables and combustibles operate without the required permits and/or licenses. After reading this article, you should be able to determine what permits and licenses are required for your storage facility.

Permits Are Always Required

As per Massachusetts General Laws (M.G.L.) Ch. 148 Section 10A and 527 CMR 14.03(1), "no flammable or combustible liquids, flammable solids or flammable gases may be kept, stored, manufactured, or sold without first obtaining, on an annual basis, a permit from the head of the fire department. The permit shall prescribe the conditions and specify the amounts to be kept or stored."

Licenses Are Required Above Certain Storage Threshold Quantities

As per M.G.L. Ch. 148 Section 13 and 527 CMR 14.03(2), if the quantity stored exceeds the quantities listed below, a license is required from the local licensing authority.

Class I Liquids	793 gallons (in containers less than 60 gallons or portable tanks over 60 gallons not intended for fixed use, including intermediate bulk containers (IBCs))
Class I Liquids	10,000 gallons (in fixed containers greater than 10,000 gallons)
Class II Liquids	10,000 gallons
Class IIIA Liquids	10,000 gallons
Class IIIB Liquids	10,000 gallons
Flammable Gases	3,000 cubic feet (within a building)
Flammable Gases	10,000 cubic feet (outside a building)
Flammable Solids	100 pounds

Typically, the licensing authority in a town is the Board of Selectmen; in a city, it is a Licensing Commission. As per 527 CMR 14.03(3) in any case where a license is required, a permit is also required.

For more information, please contact Linda Swift at 508.970-0033 x119 or lsswift@capaccio.com or Bob King at 508.970-0033 ext. 113 or bking@capaccio.com.

Effective Water Use Metering

Water is our lifeblood, but, unfortunately, its availability continues to be a concern. Because of its growing scarcity, regulators may ultimately look at limiting its use in industry, as they do with homeowners through water bans and water use restrictions. Gaining a better, more accurate, understanding of how water is used throughout your facility will allow you to evaluate ways to reduce your reliance on city water. There may be options available to re-use certain wastewater in processes where water quality is not a major concern, such as initial rinse and cleaning operations.

While estimates and "educated guesses" are a good start to evaluating water use, to truly balance water throughout your facility (both "ins" and "outs") and gain an understanding of your water footprint, effective metering must be done. Capturing often forgotten large quantity water users, such as facilities support services, will often provide insight and fill gaps in your water balance. Depending on the quality and quantity of water being measured, pipe size, and material of construction, there can be many options and types of meters available. Deciding where to place meters and how to install them is critical to ensuring that the data you collect is useful and accurate. Once a true understanding of where, and how much, water is used throughout your facility, ways to minimize use, and ultimately discharge, can be evaluated.

CAPACCIO recently assisted a client in balancing water flow throughout its multi-building campus. Once this balance was complete, large quantity users were further evaluated and several opportunities for re-use were identified. This not only reduced the amount of clean water needed from the municipality, but also decreased the amount sent to the publicly owned treatment works as industrial wastewater. All of these conservation efforts began with an accurate water footprint, which could not have been possible without effective metering.

For more information, please contact Bill Potochniak at 508.970.0033 ext. 134 or wpotochniak@capaccio.com.

An Approach To Sustainability You'll Want To Hear...

Below is a written excerpt from an Ignite presentation (e.g. a five minute, twenty slide video) Dr. Wayne Bates gave on sustainability. The video gives a brief overview on sustainability and presents a simple easy-to-follow approach to integrating sustainability into your operations:

Sustainability – the term is everywhere, but it is not new, and it's not going away. Entire societies have collapsed because they haven't practiced it, so you can't ignore it. But the good news is, your company may be practicing sustainability already. So what is sustainability and how does it apply to corporations?

In 1987, a report now known as the Brundtland Report defined sustainability as "the ability to meet the needs of the present generation without compromising the needs of future generations." Translation: operate responsibly for the long haul. But how?

The Brundtland Report has been further defined as the balance of three basic responsibilities including:

- Social
- Economic and
- Environmental

These three responsibilities are likely already considered in certain CORE business activities.

To view the entire video, visit: our home page at www.capaccio.com.

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Inside



2012 is just around the corner, and you know what that means! The 2012 CAPACCIO Compliance Calendar will be here soon! The calendar will appear on the back page of CAPACCIO's winter newsletter and include all the important compliance dates you need to know for the 2012 calendar year! Make it your resolution to cut it out and post it in your office or download our outlook version to your desktop!

CAPACCIO's winter newsletter will be published in early January. Be on the lookout for it and be sure to clip and save your calendar!



Lisa Wilk Named Outstanding Woman in Business

It was recently announced that our President and CEO **Lisa Wilk**, was selected as one of the 2011 Outstanding Women in Business by the Worcester Business Journal. Lisa was chosen among many other candidates to receive this honor based on her business achievements, industry/community recognitions, mentoring, contributions to the community, and her professional and personal leadership and commitment to Central Massachusetts.

Lisa's personal and professional achievements were profiled in the October 24 issue of the Worcester Business Journal which is available in print and online. Check it out at www.wbjournal.com/news50083.html. Lisa was also honored at an awards celebration on November 9, 2011 at Tuckerman's Hall in Worcester. Congratulations, Lisa!

CAPACCIO Cookout



CAPACCIO staff got together in October for the company's annual end of summer event. This year, it was a cookout at our offices on Boston Post Road. The weather was just beautiful and what could be better than food hot off the grill!

Wayne Bates (left) tended the grill and, for some fun, staff submitted two

fun facts about themselves and we had to match the fact with the staff member, which wasn't always easy! We all had a lot of fun learning more about each other and enjoying the crisp fall weather.



Robert S. Capaccio Scholarship Winner Announced

Congratulations to the 2011 Robert S. Capaccio Engineering Scholarship winner, **Allison Olender**. The scholarship is awarded each year to a Marlborough High School senior who plans to study engineering in college. Ms. Olender plans to study engineering at Northeastern University. Congratulations, Allison!

EnviroFORUM Event

This past September, CAPACCIO, in conjunction with the Massachusetts Medical Device Industry Council (MassMEDIC), presented their annual EnviroFORUM, a live event covering emerging topics affecting the medical device industry. The event was held in Waltham and this year's topic was "What Group Purchasing Organizations (GPOs) are expecting from the Medical Device Industry."

The session included an introduction on sustainability from **Wayne Bates, PhD, PE**, Vice President at CAPACCIO. Other speakers were Janet Brown, Director of Sustainable Operations for Practice Greenhealth; Jennifer Waddell, R.N., Senior Clinical Manager at Novation; Sarah Hill, EHS Program Manager for Sustainability and Product Stewardship at Covidien; and Scott McCarley, Product Marketing Director at PTC Solutions.

The event marked the seventh EnviroFORUM CAPACCIO and MassMEDIC have organized. We'd like to thank, **Tom Sommer** from MassMEDIC for organizing and promoting this information to fellow members each year, and all of our fabulous **presenters**. If you would like to attend a future EnviroFORUM, have an idea for a topic, or would like to present in future forums, please contact Lucy Servidio at lservidio@capaccio.com.