

Sustainability Plan and Procedures:

Industrial Support Incorporated

36 Depot Street
Buffalo, NY 14206

1. **About Industrial Support, Inc.**



Company Profile

Industrial Support Incorporated (ISI) is a diverse contract manufacturing and industrial assembly, metal fabricating, machining & packaging company with a modern 55,000 square foot facility located at 36 Depot Street in Buffalo, New York. Founded in 1995, ISI has grown consistently over the years by delivering outstanding quality and customer service at competitive prices. Because of our flat management structure and using lean manufacturing techniques, we have been able to help our clients reduce their costs while improving product quality. Many of our manufacturers have been with us since the inception of the company, steadily giving us more work each year. We are a Tier I supplier to the Automotive Industry and supply products and services to a variety of other industries, including: Electronics, Defense, Retail Fixtures & Furniture, Medical / Dental, Educational, Grocery, Aeronautic/Aerospace, Power Generation, Veterinary, Entertainment and Building Products.

Among our areas of proven expertise:

- Metal Fabrication Electronic Assembly Brazing
- CNC Machining Packaging Certified
- Welding
- Metal Stamping Recycling Industrial
- Sewing
- Parts Inspection Component
- Assembly Woodworking
- Plastic Fabrication Industrial Sub-Assembly Prototyping
- Degreasing/Cleaning

- ISI is certified in: ISO 9001/2008, NSF/ANSI 02, ITAR, IPC, GSA Vendor and Hub Zone.

Our list of satisfied customers range from **large industrial manufacturers to small businesses**. We consistently deliver the benefits of very competitive pricing, high quality workmanship, responsive turnaround time and flexibility to tailor services to specific manufacturers.

We have an outstanding record of successfully satisfying the needs of companies and manufacturers.

History

ISI was born out of a home office in Eden, NY in 1995 as a one person Manufacturing Representative Company. In 1996 ISI hired four Employees and moved into a 4000 square foot manufacturing facility in Buffalo, NY. As ISI expanded its operations and capabilities over the last 20 years it went from the original 4000 square foot facility, to a 10,000 square foot facility in 1998 , to a 24,000 square foot facility in 2000 ultimately to its present 55,000 square foot facility. Employment has also grown from 4 employees to a present day workforce of between, 60-70 employees.

President Obama visited our plant in 2010. He was given a tour of the facility and was able to personally meet the majority of ISI's workforce. He then was able to give a speech and answered a number of questions from a crowd of 300-400 invited guests.

2. Why Sustainability

1. It is the right thing to do. Natural Resources are not infinite nor is damage to the Earth's Climate, the people of the Earth or the Earth itself necessarily repairable. The growth and happiness of the inhabitants of this Planet are tied to numerous factors one of which is a sustainable environment.

2. Customers require it. ISI has a growing list of Customers that have embraced Green Technology and in turn want their vendors to follow suit. It is no longer is becoming a choice. If you want to do business in today's world and grow, sustainability is a necessary component of your business plan.
3. It is financially worthwhile. The manufacturing environment of today is a tremendously competitive world. ISI competes not only locally but regionally, nationally and internationally. It is paramount to cut and control costs to maintain and grow margins. ISI approaches this in three basic areas:
 - a. Reduce/Replace Reduce usage of Power, Water, Purchased components costs and volumes, Manufacturing Waste and Non-Manufacturing Waste and Air emissions. Replace Non-recyclables with Recyclables, Machinery and Equipment with Energy efficient replacements, Non-Renewable energy with Renewable, Eco Friendly Products not requiring costly disposal, review operational efficiencies.
 - b. Reuse Reuse items in manufacturing and non-manufacturing operations.
 - c. Recycle Generate Income with everything that can be sold, reduce costs by eliminating the need to pay for waste removal.
4. Safety A clean environment is a much safer work environment.
5. Maintenance cost Reduction
6. Governmental Incentives Carbon offsets, Grants and reduced monitoring costs.
7. Marketing Sustainability is also used as a marketing tool and is documented on our website.
8. Sales ISI has a number of customers in the renewable energy field that we supply product to.

3. Elements of Sustainability Plan

1. Sustainability Coordinator An individual must be identified to lead ISI's sustainability effort. A job description is the first component. Then we must decide where this person will come from either external or internal.
2. Experts/Consultants/Educators must be found to train the Coordinator some of these sources are:
 - a. SBR
 - b. NYSERDA
 - c. Peggy Murak Consulting
 - d. Golder and Associates
 - e. IAPD
 - f. NYSP21

- g. WIB
- h. SBA
- i. IAC at Syracuse University
- j. UB
- k. US DOE, DOC, DOL
- l. Buffalo State SBDC
- m. NYSDEC

3. Recycle all Ferrous and Non-Ferrous Metals. All materials are sold at market pricing as determined by the weekly AMM. This is presently a measured.
4. Recycle all Paper, Cardboard and food waste. This is done through Modern Disposal with different scrap dumpsters. This leads to reduced landfill waste and cost avoidance. At present it is not measureable.
5. Manufacturing Waste at present is not recycled. ISI will conduct a waste stream analysis with Modern to determine what can be removed and recycled. It is not measureable at this time.
6. Chemical solvents, thinners and waste oils. ISI is currently paying for remediation. Presently researching recyclable replacements. It is presently not measureable.
7. Janitorial Supplies. ISI looking for Bio-degradable replacements, non-toxic and plant derived. It is presently not measureable.
8. Power. ISI will bring in experts for energy audits. NYSERDA grants are available for electric and natural gas efficiency, demand response and MBCx. The 2 programs available are the *Industrial & Process Efficiency and the Existing Facilities Program*. Power is presently measured.

Lighting. ISI will research lower cost more efficient lighting and governmental incentives. Lighting controls can be divide into 3 categories by capability: room based controls, centralized wired and open wireless control. The effectiveness of these will be identified. This is presently not measured individually.

Identify replacement machinery and equipment that will reduce power consumption.

Continue to utilize Tube heaters and other efficient heating systems to reduce natural gas consumption. In addition other control opportunities exist: demand response, energy management, plug load control, wireless thermostats, temperature, humidity and CO2 monitoring. Gas consumption is presently measured.

Engage employees to: Turn off lights when not in use, Utilize hand sanitizers, Car Pool, Set and lock thermostats, Utilize sleep mode on computers, copiers and other office equipment, Print Management, Electric eyes and timers on external lighting and utilize timers on HVAC units. This is presently not measureable.

9. Investigate the use of renewal able energy and governmental incentives, presently not measureable.
10. ISI presently has a DEC permit for air release into the atmosphere. This is presently measured. Future investigation for reduction or replacements is needed.
11. ISI can establish a measureable baseline for water utilization. Future investigation for reduction is necessary.
12. ISI must investigate its purchasing practices for the procurement of recyclable materials.
13. ISI Maintenance must be tasked to eliminate all water leaks and air leaks.

4. Summary

ISI has been following Sustainable principles since its inception 20 years ago. However there has never been a centralized living, changing document to guide that process. This Sustainability Plan while far from perfect is the first such at ISI. I David P. Sullivan support this document and look forward to our continued growth in the sustainable world.