

# Responsibility Guidelines







## Safety & Our Stakeholders

### Responsibility

Terracare Associates-TCA believes sustainability is a commitment to our customers, team members, vendors, communities and the ecosystems where we live and work. So important, that we built this core value into Responsibility Guidelines. We practice good citizenship while protecting the health, safety and welfare of others. This dedication is why TCA is an industry leader for developing sustainable outdoor environments, and has been since 1985.

### Safety

“Safety is for our family” is more than just words. It is practiced 24/7, 365 days a year. Our number one responsibility is to keep customers and our team members safe and healthy.

#### **Our safety practices include (but are not limited to):**

- Every new employee participates in safety training before working in the field
- Participation in safe practices is always encouraged through our safety reward program
- Weekly meetings for crews and managers to proactively mitigate unnecessary risks and jobsite hazards
- Personnel wearing safety vests, uniform with logo, gloves, safety glasses and name badges at all times
- Biweekly and/or monthly safety audits
- Implement traffic control measures at all times
- Utilizing organic rather than synthetic materials when possible
- Reporting and mitigating hazardous issues on an ongoing basis

### Our Clients

We are committed to looking out for the best interest of our clients. We promote customer partnership to achieve a mutual goal of reduction of our environmental impact and encourage water conservation. We will provide education and consulting on best practice on water management and integrated pest management. In addition, we participate with our customers in community investment activities when possible.

### Our Vendors

We will request vendors demonstrate a commitment to safety, environment and our community.

### Our People

We are committed to professional development, training and employee engagement. In a recent employee survey 96% said “I am proud to work for TCA every day.”

- Training – Training is an integral part of reaching our quality service and safety goals. We believe it is our responsibility to continually educate and train our employees. Every new field employee attends training and many positions require industry certifications to operate.
- Recognition and employee engagement – We know that our team members are our best asset. We will actively work on strategies to empower our team members. We encourage team members to give L.I.V.E. awards to colleagues who are doing an excellent job.



# Sustainability

## Environment

We define our commitment to sustainability as a passion for nurturing outdoor environments – not only now – but for future generations.

### **Our commitment begins:**

- Manage office equipment energy use– Office equipment, electronics and lights are turned off at the end of the day
- Reduce, Reuse, Recycle – We offer recycling opportunities at all locations. Recycle office paper, newspapers, beverage containers, printing materials, electronic equipment and batteries. In addition, set up systems to recycle green waste, oil and road and construction materials when possible
- Green Technology - Utilize route efficiencies through CrewTek, GPS systems and equipment to minimize CO2 emissions and mitigate any adverse effects of our activities that may cause environmental damage. This includes noise pollution when possible.
- Educate and support sustainable landscape practices with the following:
  - Retain organic matter in landscape to increase soil enrichment and lower contamination compaction and erosion
  - Reducing synthetic chemical use by integrating organic products and applying an integrated plant healthcare plan
  - Use of recycled materials on landscape when possible

## Water Management

Landscape irrigation accounts for more than 7 billion gallons of portable water daily nationwide. Significant water restrictions throughout the nation create a challenge. Having a water conversation and stormwater management plan is critical in western states. We must be responsible with the earth's most precious resource.

- Educate and encourage clients to incorporate good water management practices
- Use only what you need. Water is precious
- Encourage Water Management Plan – Evaluate and recommend upgrades to clients irrigation system to maximize water efficiency and reduce water use. Installing a “smart controller”, converting spray heads to drip and changing out some sprinkler equipment.
- We will partner with clients to lower water use, reduce costs and track progress when possible. Savings on average of 30% have been realized when implementing a water management plan.
- Recommend and utilize rebate programs for our clients. Track savings when necessary
- Always be diligent of stormwater mitigation
- Meet or exceed stormwater runoff regulatory compliance
- Public safety and protecting our runoff to streams, marshes, creeks and lakes is what we believe and the way we conduct business every day
- Spills, waste and erosion should be minimized and eliminated from runoff
- Equipment maintenance activities should be performed inside when possible
- Spills should be cleaned up immediately & without water whenever possible
- Floor drains should be sealed and separators installed
- Increasing topsoil and enhancement to slopes, rocks and inclines near roadways
- Infiltration trenches, storm trenches and storm drains cleaned and maintained
- Pipes, curbs and gutters minimize cracks and other damages
- Build detention ponds and ditches to ease flow of runoff and less erosion





## Community

### Community Investment

Our commitment to the communities where we live and work starts at the top and is filtered throughout every level of our company. We have selected three areas of focus for our giving and volunteer efforts:

- Green education
- Outdoor beautification projects
- Events and sponsorships that directly support local companies, municipalities and regions that we service

### Recent Successful Projects:

- Edible learning gardens in schools throughout the East Bay San Francisco area and Colorado
- Friends of Marsh Creek, California (creek habitat restoration projects across the East Bay region)
- Columbine Memorial in Colorado (annual landscape maintenance)
- Riverside Cemetery in Denver, Colorado
- Solheim Cup in Parker, Colorado
- Celebrate Centennial Under the Stars in Centennial, Colorado
- Hagemann Farm in Livermore, California
- Annual Earth Day flower sale benefiting Project C.U.R.E. with The City of Centennial

*“Our employees, customers and vendors are all members of our community, so we look for opportunities to give back and be an integrated part of where we live and work. This is who we are as a company. Our team members get energized about protecting our environment, getting involved and volunteering.”*

*—Dean Murphy, President*