

# CORPORATE SOCIAL RESPONSIBILITY REPORT 2019-2020



**GROWING  
TOWARDS A  
SUSTAINABLE  
FUTURE**



Commercial Outdoor Services

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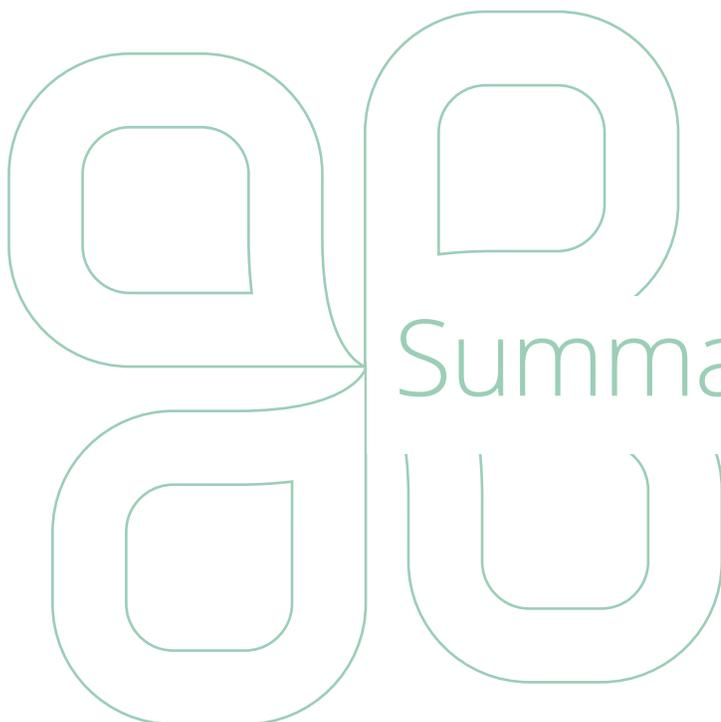
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## 1.1 INTRODUCTION

### *Message from the President*

“

**To our valued Stakeholders, Clintar Commercial Outdoor services is on a mission: a mission to create a better world. A world in which we prioritize not only the health and safety of ourselves and our communities, but the health and sustainability of our precious planet Earth.**

Our goal has always been to pave new paths to a greener tomorrow for future generations to enjoy by diligently focusing on reducing our impacts today. As a business, we have tackled the issue of sustainability in a number of different ways; from reducing greenhouse gas emissions to conserving water; and will continue to do our part in protecting, educating, and influencing others to take charge of changing the ways they live.

Our national reach, strong leadership, and integrated franchise teams have given us the strong base necessary to expand our capabilities in order to be able to operate in an increasingly sustainable way, always prioritizing collective health and the greater good.

A key factor to our success as a leading outdoor services provider has been finding the perfect balance between meeting our clients' needs, and the need to protect the Earth and we've done so by pioneering technologies and methodologies that best serve both initiatives. As the needs of our clients and planet evolve, we continue to evolve our services and uphold the highest standards for operational efficiency within the outdoor services industry. Our focus is on remaining resilient by working through challenges facing us today in order to continue building a greener tomorrow.

This report, our first annual Corporate Social Responsibility Report will serve to demonstrate and highlight our commitment to deliver solutions that meet our clients' needs, through a framework that remains dedicated to our core value of responsibly and sustainably conducting business. This report highlights the progress we have made thus far in the key areas of:

- Governance
- The Environment
- Community
- The Workplace
- The Future

Our award-winning sustainability programs and initiatives highlighted are a reflection of our entire staff and company commitment to making a lasting impact. I encourage you to read through our report and discover just how Clintar is making a change and delivering a greener tomorrow.

”

**Steve Sinodinos**  
President and CEO

## Message from the COO



“

Just as each and every single one of us as individuals has the capabilities to become better off and continually improve, so does our planet Earth; with help from us as a collective human race. Clintar has always been committed to ensuring both our own business and the businesses of our clients remain successful and kind to our community by taking steps to continually improve sustainability and reduce our carbon footprint. Over the years, as we've evolved as a company and grown nationwide, we have always prioritized evolving our green projects, initiative, and practices in order to create and uphold an environment that is a better place for everyone.

Our company was founded on a legacy of protecting health and safety – for our families, our staff, our clients, our communities, and our planet. As we continue to evolve our practices, we often stop to ask ourselves not only what we can do to better serve our clients, but also what the world may need from Clintar.

As an emerging leader in the outdoor services industry, we are constantly reflecting on how we can continue making a positive impact, and leave a healthy and progressive world for our future leaders to thrive in. We have made much progress in our conservation of natural resources, and in addressing fundamental issues affecting the future of our world.

At Clintar, we recognize that climate change possesses a significant and increasing need to make changes in the way we conduct business and participate in society, which is why we are continuously investing in research and technology to create resilient and lasting differences in our industry that are aimed at actively preparing for the challenges of “tomorrow”.

Every goal that Clintar is working towards is made possible due to the dedication of our entire team, and I am eternally thankful for their cooperation and efforts in diversifying our approach to protecting our natural resources and helping clients to do the same. Our combined desires to strengthen our operations and do good for our planet have guided us to commit to the principles and issues outlines in this report.

As we publish our first company Corporate Social Responsibility Report we invite you, with pride, to take a look at all the ways we have already taken steps in the right direction, and the ways in which we plan to continue making lasting changes for the future in all areas of business and community operations. I cannot wait to see what Clintar, along with our client and stakeholder networks can accomplish in the coming years.

”

Kimberly Khoury, MEd., CSR-P  
Chief Commercial Officer  
Vice President of Sustainability  
Clintar Commercial Outdoor Services

## 1.2 ABOUT THIS CSR REPORT



[Clintar Commercial Outdoor Services](#) (herein known as “Clintar”) is one of the largest and most widely recognized landscape and snow removal management companies in North America. We recognize our role and responsibility in preserving the integrity of our natural landscapes without compromising the quality of our services. We understand the magnitude and scale of our operational footprint across Canada and recognize the opportunity to improve the communities and natural systems we work in every day. We recognize climate change as one of the most critical issues impacting human health and the biodiversity of our planet. We all have a role to play in ensuring we can meet the needs of the present without compromising the needs of the future. We want our customers, stakeholders and the public-at-large to understand how our head office and franchises are continuously working to improve the organization’s sustainability performance for a cleaner and healthier planet for all.

In this, our first annual Corporate Social Responsibility (CSR) report, we provide both a

comprehensive look at our past CSR efforts, with a prominent focus on our 2019-2020 progress. This report has been developed on a voluntary basis to recognize Clintar’s CSR efforts, both past and current initiatives, while outlining ambitions for future priorities. Data collected from Clintar’s 17 franchises and head office was used to inform sections of this report. It is our intent that this CSR report will help identify data gaps and improvement areas related to sustainability reporting and other franchise data collection process in the future. This report is intended to assist Clintar’s executive staff and sustainability team in defining what priorities and measures of progress are most valuable to our organization’s sustainability performance in coming years.

In this report, we outline aspects of our CSR governance framework that keep us accountable and focused on the most important concerns of our customers and employees, and determine success relative to three pillars: Environment, Community and Employment.

## ENVIRONMENT



We are committed to reducing the environmental footprint of our operations. Our greatest opportunities for impact include reducing greenhouse gas emissions from corporate and franchise office buildings, vehicle fleets, landscaping tools and non-road equipment. We always aim to effectively use road salt, to reduce our water consumption on our customer's properties and to limit the amount of waste generated without compromising the quality of our services.

## COMMUNITY



We are growing our local, provincial, and national partnerships to support the communities we operate in through charitable donations, events, and engagement opportunities. We aim to empower all employees and aid the leaders of tomorrow in shaping a more prosperous, equitable and sustainable society that will serve future generations.

## EMPLOYMENT



We provide a work environment which upholds best practices in health and safety, safeguarding our standards and ensuring consistency for each of our franchises. Providing employees with safe work environments, competitive salaries and benefits, equal opportunities for advancement and ongoing training remain top priorities to us.

### 1.2.1 DATA INTEGRITY AND CONTACT INFORMATION

The data presented in this report has been collected, reviewed, and internally validated to ensure completeness and accuracy, representing the most current information at the time of publication. Clintar commits to upholding a high degree of transparency in its reporting standards and will continue to do so for reported data in future fiscal periods.



For any questions regarding the content of this report, please contact John Cardella at [john.cardella@clintar.com](mailto:john.cardella@clintar.com).



## 1.3 CLINTAR AT A GLANCE



Since 1973, Clintar has successfully provided landscape management services to North America's most reputable Fortune 500 companies, property management firms, and government and public service institutions. We are fully committed to professional customer care and well-maintained grounds that are safe for everyone and the environment.

Our commercial services range from landscape management and enhancements, parking lot maintenance and snow removal required to keep properties maintained 365 days a year.

We have a national reach with 17 franchises and a network of partners across Canada committed to environmental responsibility and a zero-incident culture of safety.

### 1.3.1 SUPPLY CHAIN



Clintar sources materials domestically when possible and requests all applicable supplier environmental health and safety records prior to procurement. We follow-up with our suppliers via an annual audit to ensure they meet our environmental requirements. To learn more about our responsible procurement and application of rock salt and brine, [please see section 3.4.](#)



## AREAS WE SERVICE

### ONTARIO

Barrie	Oakville / Burlington
Brampton	Oshawa / Whitby
Hamilton	Ottawa
Kitchener	Pickering / Ajax
London	Richmond Hill
Markham	Scarborough
Mississauga East	Toronto Downtown
Mississauga West	Toronto West
Newmarket / Aurora	Vaughan

### WESTERN CANADA

Calgary  
Winnipeg  
Edmonton

### EASTERN CANADA

Fredericton  
Halifax  
Moncton  
Saint John

### 1.3.3 2019 - 2020 FLEET<sup>1</sup>

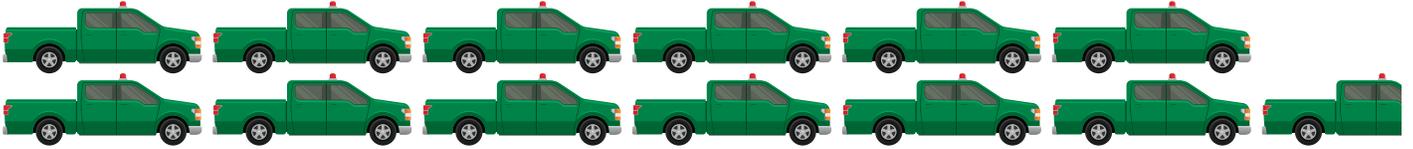
#### LIGHT DUTY CARS

21



#### LIGHT DUTY PICK-UP TRUCKS

127



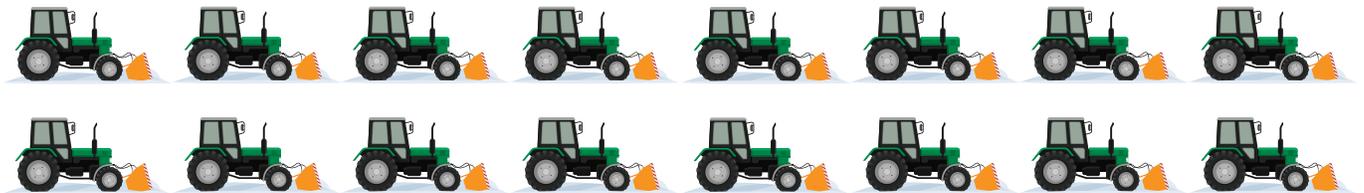
#### HEAVY DUTY TRUCKS

71



#### TRACTORS

160



#### LOADERS

80



#### SIDEWALK PLOWS

32



#### BATTERY POWERED EQUIPMENT

50



#### ZERO-TURN/RIDE-ON MOWERS

96



Each car represents 10 cars

<sup>1</sup>11/17 franchises reported. Head office excluded.

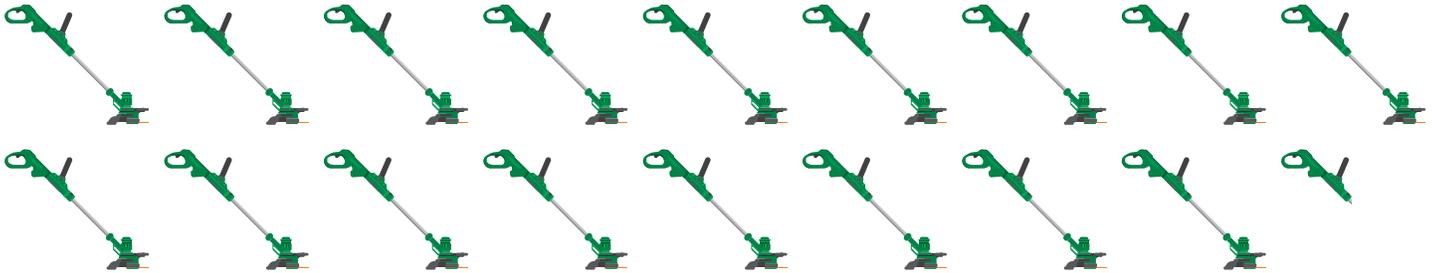
SKID STEERS

18



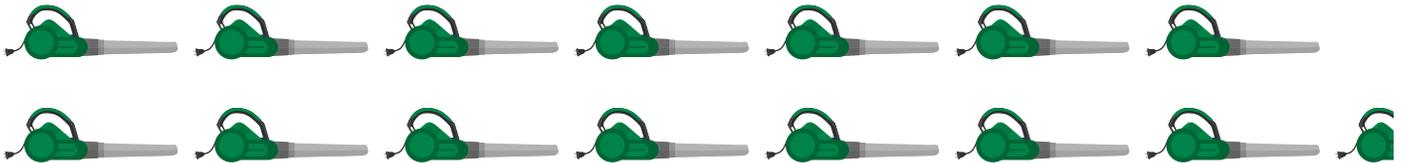
TRIMMERS

173



BLOWERS

143



PUSH MOWER

61



Each car represents 10 cars

<sup>1</sup>11/17 franchises reported. Head office excluded.

LANDSCAPE MANAGEMENT



- Turf Care*
- Flower Bed Creation*
- Tree & Shrub Care*
- Spring & Fall-Clean Up*
- Irrigation System Maintenance*

LANDSCAPE ENHANCEMENTS



- Landscape Construction*
- Creative Softscapes*
- Water Features*
- Landscape Lighting*
- Noxious Weed & Invasive Species Control*
- Window Cleaning*

PARKING LOT MAINTENANCE



- Daily Litter Control*
- Line Painting*
- Power Sweeping/Washing*

SNOW & ICE CONTROL



- Snow Plowing*
- Salting & Ice Prevention*
- Site Patrol for Snow & Ice*
- Brine Solutions*
- Weather Monitoring*

## 1.4 YEAR IN REVIEW



### 1.4.1 OUR RESPONSE TO THE COVID-19 PANDEMIC

At Clintar, we understand that commercial property maintenance is much more than an aesthetic luxury; it is a commitment to protecting employees, customers and communities from the risk of infectious viruses, invasive species and other potential safety hazards. The onset of the *COVID-19 pandemic* activated Clintar's business continuity plan to rapidly respond to the evolving challenges faced across the world today. Clintar has been declared an essential service within the provincial jurisdictions we work and as such, our crews practice strict health and safety protocols when on a commercial properties, including:

- Maintaining a 6'-8' distance between other people.
- Mandatory masks in company vehicles
- Frequent sanitization of vehicles, machinery, and equipment.

- Proper on-site supplies of personal protective equipment (PPE).

Our approach to addressing COVID-19 has been consistent across all franchises. All crew staff are required to complete COVID-19 prevention training through our health and safety portal, Greenius. Random COVID-19 health and safety spot checks are being conducted at all franchise locations across Canada to ensure overall compliance and employee safety in the field. Employees at our head office and franchise offices have introduced strict building capacity limits and revised visitor policies. Many of our office employees continue to work remotely and will continue to do so until it is safe for a full return to indoor offices.

While the COVID-19 pandemic has presented a series of new challenges, we remain confident that the additional measures we have taken as an organization will ensure the health and safety of all Clintar employees.



#### 1.4.2 ANNUAL CONFERENCE

Clintar holds an annual conference each year and invites franchise owners and staff to come together and celebrate each other's accomplishments. Annual conference venues are carefully selected based on their approach to sustainability. On August 25-28, 2019, Clintar held our annual Conference, including franchise owners and members of the Head Office from across Canada. The 2019 conference was held at the Fairmont Banff Springs Hotel in Banff, Alberta. The event was filled with interactive sessions that covered strategic business topics like sustainability, sales, marketing, customer service, operations, human resources and finance. Training and development speakers included Chad J. Willett (National Speakers Association), Lisa da Rocha (Leadership Coach), Mike Lysecki (Landscape Management Network), Mike Robertson (Ravenshoe Group), Sylvie Tetrault (Strength Coach), Kate Beirness (TV Sports Broadcaster). The event was capped

off with Clintar's Awards Night, where franchises were recognized for all their hard work throughout the year. Charitable partners for the event included [Make-A-Wish Canada](#) and [Waterkeeper Alliance](#). Clintar also purchased *Tree of Life* necklaces for staff as a symbol of stability and strength in collectivism during the COVID-19 pandemic, supporting hospitals, healthcare workers and vulnerable groups. The conference provided the opportunity for Clintar staff, franchisees, and their families to come together and network, team build, support franchise growth and enjoy some leisure activities.





### 1.4.3 GREAT PLACE TO WORK® AND OTHER CSR AND MANAGEMENT AWARDS

Clintar is proud to provide award-winning corporate landscape and snow and ice control services for our valued clients. In 2019, we celebrated many achievements, reflecting our core values and mission statement, “to be sustainable leaders in the commercial property maintenance industry.” We recognize the significant contributions our staff have made to obtain these awards and are proud to celebrate our company’s achievements in eco-friendly services and excellent management practices. Major awards received in 2019 include:

#### DELOITTE 2019 CANADA’S BEST MANAGED COMPANIES

In 2019, Clintar was recognized as one of Canada’s Best Managed Companies by Deloitte. **2019 recipient.**



#### GREAT PLACE TO WORK® CERTIFIED

In 2019, Clintar received its second consecutive certification as a Great Place to Work®. **Certified Jun. 2018 - Jun. 2019. Certified Aug. 2017 - Aug. 2018.**



#### BEST WORKPLACES™, GREAT PLACE TO WORK®

Recently, in 2020, Clintar was recognized as a Best Workplaces™ recipient in Ontario and 2018 Best Workplaces™ recipient in Canada. **2020 recipient - Ontario. 2018 recipient - Canada.**



#### CORPORATE SOCIAL RESPONSIBILITY PROGRAM OF THE YEAR, STEVIE® INTERNATIONAL BUSINESS AWARDS

In 2019, Clintar was recognized for having Corporate Social Responsibility Program of the Year at the STEVIE® International Business Awards®. **2019 Bronze recipient.**



#### 2019 BGIS SUPPLIER INNOVATION AWARD IN SUSTAINABILITY

In 2019, Clintar received the BGIS Supplier Innovation Award in Sustainability for its Data Collection Project on Eco-Crews. **2019 recipient.**



## 2.0 GOVERNANCE



Sustainability means development that meets the needs of the present without compromising the ability of future generations to meet their own needs. The health of the environment, society and the economy are all valued to ensure long-term continuity and prosperity. Corporate social responsibility (CSR) describes how companies integrate environmental and social concerns into their business operations and interactions with their stakeholders.

### 2.1 CORPORATE SOCIAL RESPONSIBILITY AT CLINTAR

Clintar upholds an *Environment-First Culture* meaning we are constantly researching and acquiring more efficient and sustainable practices and products to integrate into our everyday operations. We take a proactive approach to exploring cost-effective measures to preventing environmental degradation and believe precautionary measures should be taken in otherwise uncertain situations. We are committed to working with our clients

and franchises to align our sustainability priorities and initiatives across our activities and supply chains for large-scale impact. When our customers select our services, we want them to know that we are doing more than just plowing snow, cutting grass and pruning shrubs. We are continuously integrating and discovering new technologies and daily practices to enhance our range of commercial services while taking a balanced approach to business sustainability and discovering co-benefits for communities, people, and the planet.

#### 2.1.1 HOW WE MANAGE CORPORATE SOCIAL RESPONSIBILITY

Acting on sustainability at Clintar is a team effort. Clintar works with staff across the organization to support sustainability efforts, including data collection and reporting. Clintar's executive and business development teams include sustainability professionals who lead and coordinate CSR affairs and are responsible for decision-making for various

economic, environmental, and social topics (included below). These individuals help define and manage Clintar's CSR governance processes, collaborate with franchises and a broad range of stakeholders, assess and monitor CSR priority issues and coordinate and ensure cross-functional alignment. Our small and mighty team is growing as we continue to innovate and discover opportunities to be a more sustainable organization.

**President & CEO**, *Steve Sinodinos*

**Vice President**, *Terry Nicholson*

**Finance Vice President,  
Information Technology**, *Alexis Vandame*

**Chief Commercial Officer,  
VP of Sustainability**, *Kimberly Khoury*

**Financial Controller**, *Joanne Nicholson*

**Director, National Account Business  
Development & Franchise Sales**, *Tim Verbic*

**Director of Growth and Sustainability**,  
*John Cardella*

**Senior National Account Manager**,  
*Lesley Pozzo*

**Director, Human Resources and  
Health & Safety**, *Parmis Nadali*

**Environmental & Sustainability Intern**,  
*Matthew Riepert*

## 2.1.2 CORPORATE SOCIAL RESPONSIBILITY PRACTITIONER



A vital part of Clintar's mandate is being a corporate socially responsible company; as such, we are constantly researching and acquiring more efficient and sustainable activities and products to introduce to our everyday practices. We are proud to announce our completion of the Corporate Social Responsibility Practitioner (CSR-P) program. Our organization is one of the first recognized Canadian landscape and snow removal corporations to obtain the CSR-P certification and we are very proud to act as a sustainability leader in the commercial landscape industry.

The CSR-P course is designed and taught by the Centre for Sustainability and Excellence (CSE), an organization specializing in global sustainability consulting, coaching and training. A two-year mock sustainability action plan was developed, comprising the four main areas: environmental, social, workplace and marketplace. This action plan informed many current sustainability initiatives and paved the way for future sustainability planning at Clintar.

As Clintar continues to grow and expand our service offerings, we wish to provide our clients with more advanced, sustainable and affordable options as part of our evolving environmental mandate. By working with the CSE, we hope to achieve a higher performance in our services and increase Clintar's brand recognition as a trustworthy authority and provider in environmentally sound landscape management and snow removal solutions.

We look forward to working with the CSE in the future as we explore and implement environmental initiatives for decades to come.

## 2.2 ENGAGING WITH STAKEHOLDERS



Clintar recognizes a network of partners who contribute to the success of our organization. Building partnerships with these stakeholders helps to ensure that our sustainability initiatives and priorities are integrated across our value chain, turning intent into action. During a stakeholder mapping exercise, a total of 49 stakeholders were identified by Clintar's Leadership team. These stakeholders can be broadly grouped into the following eleven groups:

- Customers
- Employees
- Ownership
- Government
- Public
- Competitors
- Partners
- Suppliers
- Natural Systems
- Franchises
- Other

To recognize the opinions of the stakeholders related to Clintar's ongoing sustainability goals and priorities, Clintar recognizes the following engagement measures:

### **Net Promoter Score (NPS) Program:**

This is an annual survey administered by Clintar franchises. Franchises send their clients a three-question survey to obtain feedback on Clintar services.

### **Franchises:**

Clintar's head office maintains ongoing communication with our franchises. To recognize

any sustainability concerns, franchises are encouraged to complete a sustainability feedback information request form on an annual basis.

### **Government compliance:**

Clintar is committed to complying with current environmental laws, regulations, and policies in the areas we work in. This includes taking a proactive approach to researching and informing ourselves of new legislation as it applies to our organization.

## 2.3 MATERIALITY ASSESSMENT



Understanding what environmental, social and governance (ESG) issues are most important to our stakeholders is a top priority. Defining practical goals and priorities gives us the opportunity to make a meaningful impact and measure our progress while guiding our franchises to support similar values.

To develop this CSR report, Dillon Consulting Limited ("Dillon") was engaged to work alongside the Clintar Leadership team under a phased approach to identify Clintar's most significant ESG impact areas. During *Phase 1*, a sustainability survey was distributed to select customers to gain an understanding of what sustainability priorities our customers have (or may have) in the future. Dillon completed a high-level review of four of Clintar's customer's sustainability reports to better understand how Clintar may better align its

activities and services to support customer values. Dillon also facilitated a workshop with Clintar’s Leadership team to identify Clintar’s core sustainability values, confirm stakeholder groups and begin mapping operational impacts. These exercises formed the output of sustainability themes, topics and indicators presented in this report.

Phase 2 included executing a process for data collection and analysis. A standardized, simplified, data collection template was developed and provided to all Clintar franchise owners after being reviewed for completeness by the Clintar Leadership team. Data was received from eleven of the seventeen information requests sent to franchise owners. The information provided by the eleven franchise locations largely contained data gaps. A large component of this phase included identifying missing data and determining appropriate estimating methodology where data was not available, including emissions intensities, data proxies and coefficient variables. At the completion of this phase, five sustainability indicators were identified, representing a broad suite of sustainability goals and actions that are important to Clintar.

The indicators and data offered in this report will serve as a benchmark for future sustainability reporting at Clintar. We hope to compare these values against those presented in comparable industries. In addition, it is our intent that sustainability indicators included in this report will be used as a baseline to support impact reduction efforts and targets set in later reporting periods.

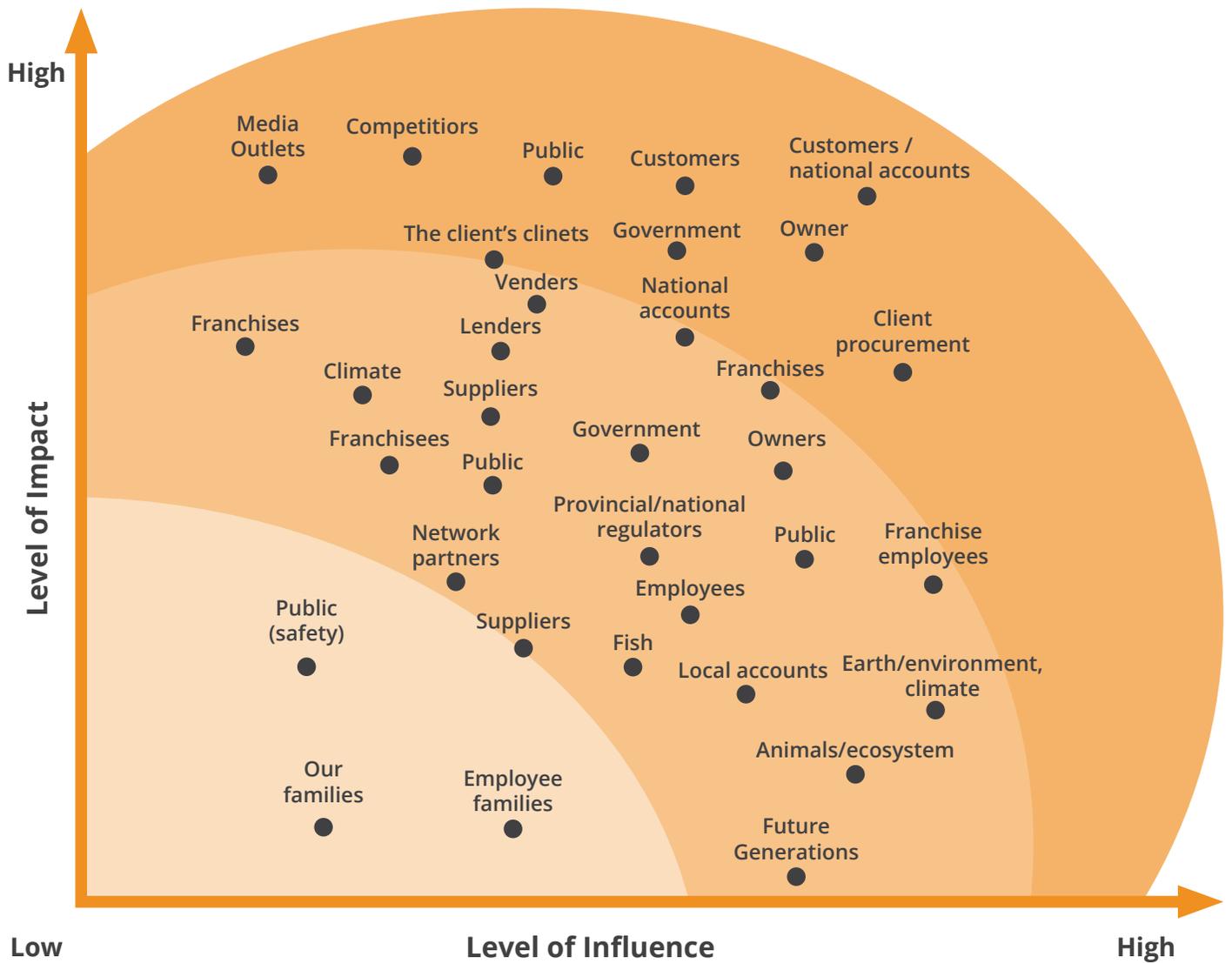


Figure 1: Word cloud of responses from leadership workshop question “What does sustainability mean to you?”



Figure 2: Word cloud of responses from leadership workshop question “What does sustainability mean to Clintar?”





**Stakeholder Mapping:** Clintar Leadership team results (all responses recorded): “Who are Clintar’s stakeholders and to what degree are they impacted by Clintar’s business practices and operations? To what degree do these stakeholders influence Clintar?”

	Clients	Employees	Community / Public	Shareholders / Owners	Franchises / Partners
Environment	Emissions, salt, chemicals, water, waste energy	Noise pollution, sustainable sourcing	Research & development, Pesticides	Financial results, liability	Regulations, costs to implement, future generations
Workplace	Quality of service	Working conditions, workplace policies	Employee engagement, Training	Succession planning, hiring practices, attracting top talent	Turnover rate, labour transition, recruiting, work for socially responsible company
Social	Community, involvement / sense of belonging	Equality / equal opportunity, mobility, growth, industry presence	Audits, education, community donations	Diversity, inclusion, equality, liability issues	Workplace improvement
Health and Safety	Health & safety practices & records, labour, accidents & incidents	Training & certificates	Slips & falls, pesticide tolerance	Financial liability, impact to brand, media attention	Insurance, injury prevention, employee well-being

**Impact Mapping:** Clintar Leadership team results (all responses recorded): “What business practices, operations and potential impacts by Clintar would these stakeholders be concerned with?”

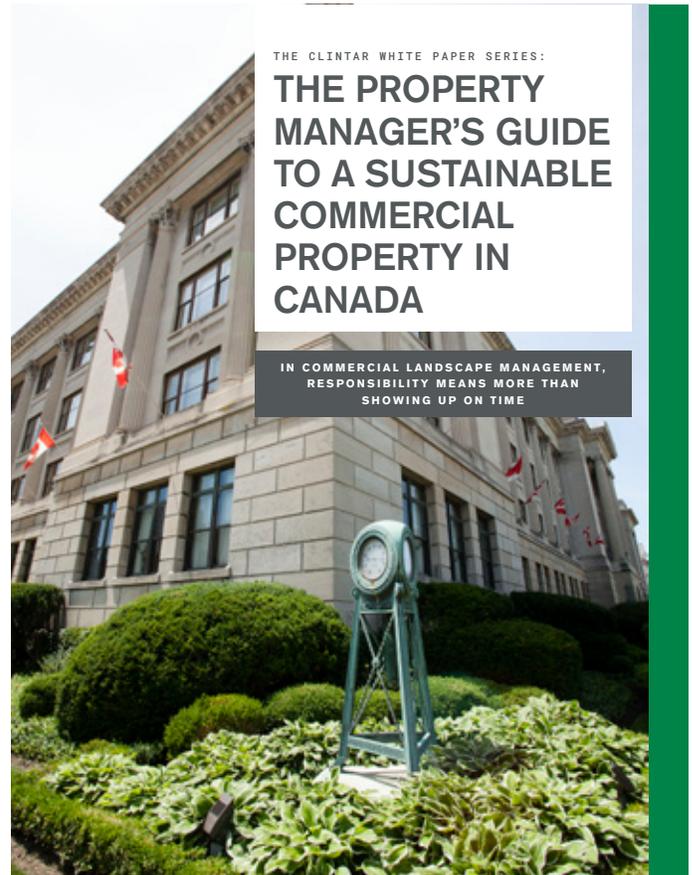
## 2.4 FRANCHISE CODE OF CONDUCT

Clintar proudly upholds and asserts environmental sustainability and health and safety standards in the Canadian commercial properties industry. As recognized under our Corporate Social Responsibility Policy, our vision is to continue to lead Canada's commercial outdoor services industry while dramatically reducing the environmental impact of our business through the adoption of new technologies and sustainable practices. With this, we expect our franchises to uphold the same values and principles of business conduct, supporting sustainability efforts when possible.

Franchises are able to partake in a variety of sustainability efforts, including Clintar CARES and client-related activities, such as battery-powered equipment switching, water conservation technologies, EV and hybrid fleets, waste diversion efforts, eco-friendly landscaping and procurement and other efforts.

Resources such as **The Property Manager's Guide to a Sustainable Commercial Property in Canada** have been developed to support franchises and property owners as they improve their business practices. In addition, franchises are expected to support annual CSR reporting, in which data and information is gathered pertaining to sustainability and related operations metrics for review.

Improving our organization's collective environmental footprint demands the cooperation of all our franchise partners. Together, we will continue to lead the commercial outdoor services in sustainability.



Cover page of *The Property Manager's Guide to a Sustainable Commercial Property in Canada*.



Page 14 of *The Property Manager's Guide to a Sustainable Commercial Property in Canada*.

## 2.5 SUSTAINABILITY ROADMAP



Clintar's Vendor Sustainability Scorecard introduced



Carbon Reduction Strategy Certificate



Creation of "Eco-Crew"



Clintar becomes the sole Canadian distributor of UgMO

2015

Brine use introduced at Calgary franchise

2016



First bee-friendly garden introduced at Mississauga West-Milton franchise

Brine use introduced at Moncton franchise

2017



Majority of franchises switch to battery handheld equipment (in at least one crew)

Clintar gains Corporate Social Responsibility Practitioner (CSR-P) Certification\*

Clintar adds noxious weed & invasive species control to its list of services



\*The CSR-P course is designed and taught by the Centre for Sustainability and Excellence (CSE), a firm specializing in global sustainability consulting, coaching and training. Clintar is one of the first recognized Canadian landscape and snow removal companies to obtain the certification. A two-year mock sustainability action plan was developed, comprising the four main areas: environment, social, workplace and market place. This action plan informed many current sustainability initiatives and paved the way for future sustainability planning at Clintar.



First full season with UgMO demo at customer property



15 site weather monitoring stations installed, helping to decrease our carbon footprint



15 site weather monitoring stations installed, helping to decrease our carbon footprint



Clintar C.A.R.E.S. launches



Clintar's BD team attends Sustainable Brands Conference

2018

2019

2020



Battery powered ZT/Stander/Walk Behind Mower introduced into Clintar fleet

Brine introduced at Oakville franchise



Bronze, Corporate Social Responsibility Program of the Year, International Business Awards



Clintar attends Sustainable Purchasing Leadership Council's 5th Annual Conference



Clintar's head office moves into Canada's first net zero commercial office space: **The Howland Green Business Centre**

## 2.6 REPORTING FRAMEWORKS



### 2.6.1 UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



The United Nations is calling on companies to play a big role in meeting the Sustainable Development Goals (SDGs) by 2030. The SDGs are a blueprint to achieve a better and more sustainable future for us all. They reflect the values and society we envision for tomorrow, one that improves the lives and prospects of everyone, everywhere.

Goals include end poverty, zero hunger, gender equality, affordable and clean energy, reduced inequalities, climate action and others. Today, progress is being made in many parts of the world, but overall action to meet the Goals is not yet advancing at the speed of scale required. 2020 needs to usher a decade of ambitious action to deliver the Goals by 2030.

Aligning the SDGs with impact reporting has become a common practice in many industries, a standard that Clintar values in its CSR reporting. Communicating local impacts in a global language offers a shared framework for companies looking to improve their performance while supporting large-scale challenges faced around the world. Aligning corporate impact areas with the SDGs shows that companies understand the context of their activities and their role in larger global efforts.

Taking on large challenges can be a daunting task for any company. Therefore, to support the SDGs, while recognizing our business priorities and stakeholder concerns, we have chosen to align our sustainability goals with selected SDGs. Sustainability themes, aspects and indicators included in this report are broken down to recognize SDGs with similar values. It is Clintar's intent that its company goals align with local, provincial, and national frameworks in pursuit of sustainable development.



*For further details on Clintar's alignment of the SDGs, see appendix x.*

## 2.6.2 GLOBAL REPORTING INITIATIVE



This report references the 2016 Global Reporting Initiative (GRI) Standards. In this report, Clintar aligns selected GRI standards, or parts of their content, to report specific information. In the future, Clintar strives to further integrate the GRI Standards into its approach to CSR Reporting for improved accuracy, balance, clarity, comparability and reliability, as per the GRI reporting principles.

GRI provides a globally recognized framework for companies to measure and communicate their environmental, economic, social and governance performance. This is the first year that these reporting principles have been referenced by Clintar and we assess our progress against many guidelines offered in the GRI framework.

*For further details on Clintar's sustainability efforts and their alignment with the GRI framework, see appendix x.*



## 3.0 ENVIRONMENT

Clintar is committed to protecting the natural environment we work in every day. Pursuing environmental sustainability strategies allow us to better understand our business operations and identify new product and service offerings that can benefit our customers and the planet. Together, we have been successful in introducing several sustainability strategies that have become engrained in our business.

In 2017, we began our formal commitment to sustainability by becoming one of Canada's first landscaping companies to be certified as a Corporate Social Responsibility Practitioner (CSR-P) through the Centre for Sustainability and Excellence. More recently, we have also invested in a new lineup of efficient landscaping equipment and vehicles aimed at reducing our total environmental impact at our buildings and on our customer sites.

Clintar aims to comply with all environmental laws and regulations as they relate to our company. This includes complete compliance and cooperation amongst our franchises regarding all applicable Canadian provincial and federal laws and regulations related to environmental protection and stewardship. Our company has not identified any non-compliance with laws and regulations in the past.

While we are proud of what we have accomplished, there is still much to be done. More than ever, our clients and vendors look to the environmental performance of an organization. We are committed to setting targets, measuring our progress and disclosing our environmental performance with our stakeholders. We are excited for the continued development and expansion of our environmental programs.

### 3.1 HOWLAND GREEN BUSINESS CENTRE

In the fall of 2020, the Clintar's head office will be relocated from our office space at 70 Esna Park to the Howland Green Business Centre in Markham, Ontario, Canada. The 59,000 square foot facility will be entirely powered by solar and geothermal energy. When construction is complete, the new building will become one of Canada's first ever net-positive office buildings (generates more energy than it uses). The office space is designed with:

- Water recycling systems that harvests all rainwater that falls onsite
- Rooftop photovoltaic arrays to capture 420,000 watts of solar energy, generating 515,000 kilowatt hours of emissions free electricity
- LED lighting with motion sensors
- Electric lithium-ion and pneumatic energy storage systems
- Geothermal heating and cooling
- R80 roof insulation, roughly four times greater than building code requirements to block energy transfer from the interior and exterior of the building

### 3.2 FRANCHISE & HEAD OFFICE BUILDINGS



#### Total Franchise Locations

*17 locations + head office*

#### Total Electricity Consumption

*821,267 kWh*

#### Total Area of Facility Space

*101,590 square feet*

#### Total Natural Gas Consumed

*269,959 cubic metres*



## 3.3 GREENHOUSE GAS EMISSIONS & ENERGY CONSUMPTION



In 2019, we made the decision to voluntarily measure, analyse and disclose our total scope 1 and scope 2 greenhouse gas (GHG) emissions across our Canada-wide network of seventeen franchises and our head office. This disclosure is intended to act as a starting point, creating a baseline upon which we can measure against in the future.

Commercial property maintenance services such as snow removal, salting, and landscaping are energy intensive activities. Continuing to improve upon the efficiency of our equipment and business processes will be key drivers in our effort to reduce our carbon footprint and GHG emissions moving forward.

### 3.3.1 TOTAL SCOPE 1 GHG EMISSIONS

The total amount of GHG emissions for Clintar's building heating, vehicles, and non-road equipment in 2019 was approximately 14,634 tonnes of CO<sub>2</sub>e. Of this, 7,049 tonnes are primarily a result of non-road equipment operations such as tractors and heavy-duty loaders

used during the winter season for snow removal services and lawn care equipment during the summer months<sup>2</sup>. 7,071 tonnes are a result of light-duty vehicles such as pick-up trucks, utility trucks, and cars, which are used during both the winter and summer seasons<sup>3</sup>. 514 tonnes are the result of building heat at franchise and head office facilities.<sup>4</sup>

Additional Indicators	2019 Estimate
GHG Emissions from Building Heat (tonnes CO <sub>2</sub> e)	514
GHG Emissions from Vehicles (tonnes CO <sub>2</sub> e)	7,071
GHG Emissions from Non-Road Equipment (tonnes CO <sub>2</sub> e)	7,049
<b>Total 2019 Scope 1 GHG Emissions (tonnes CO<sub>2</sub>e)<sup>5</sup></b>	<b>14,634</b>

<sup>2</sup> 11 of 17 franchises reported total hours of operation for non-road equipment pieces. It was estimated that reporting franchise equipment resulted in 4,561 metric tonnes of CO<sub>2</sub>e and non-reporting franchise equipment resulted in 2,488 metric tonnes of CO<sub>2</sub>e. Head office contributions are excluded as non-road equipment is not used at the site.

<sup>3</sup> 11 of 17 franchises reported mileage for light-duty and heavy-duty gas, diesel, hybrid and electric cars. It was estimated that reporting franchise vehicles resulted in 4,038 metric tonnes of CO<sub>2</sub>e and non-reporting franchise vehicles resulted in 2,600 metric tonnes of CO<sub>2</sub>e. Head office vehicles resulted in 433 metric tonnes of CO<sub>2</sub>e.

### 3.3.2 AVOIDED GHG EMISSIONS



Battery-powered equipment operated for a total of 7,596 hours during the 2019 landscaping season. As a result, Clintar franchises avoided an estimated 15.01 tonnes of GHG emissions in 2019. This represents an estimated total amount of GHG emissions that would have otherwise been emitted by traditional gas power landscaping units had Clintar not switched to battery-powered equivalents.

Our franchises are gradually retiring and replacing traditional gas equipment with electric equipment where viable alternatives exist. Since we began the transition to zero emission handheld equipment, 50 units of gas equipment have been replaced with battery-powered equivalents (mowers, trimmers and blowers).



### Battery-powered equipment at Clintar<sup>6</sup>

	# of Equipment Pieces in 2019	Total 2019 GHG Emissions Avoided (kgCO <sub>2</sub> e)
<b>Ride-on Mower</b>	1	4,586
<b>Trimmer</b>	20	2,316
<b>Blower</b>	20	3,024
<b>Push Mower</b>	9	5,141
<b>Total</b>	<b>50</b>	<b>15.01 tonnes</b>

<sup>4</sup> 7 of 17 franchises reported natural gas usage of 105,485 m<sup>3</sup>, resulting in 200 metric tonnes of CO<sub>2</sub>e. It was estimated that non-reporting franchises used 150,692 m<sup>3</sup>, resulting in 288 metric tonnes of CO<sub>2</sub>e. Head office used 13,782 m<sup>3</sup>, resulting in 26 metric tonnes of CO<sub>2</sub>e.

<sup>5</sup> It is estimated that reporting franchises represented 8,799 metric tonnes of CO<sub>2</sub>e and non-reporting franchises represented 5,376 metric tonnes of CO<sub>2</sub>e. Head office contributed 459 metric tonnes of CO<sub>2</sub>e.

<sup>6</sup> 11 of 17 franchises reported. Head office excluded.

Several Clintar fleets also include electric vehicles (EVs) and hybrid models used for equipment transportation and site visits. Hybrid vehicles use electric motors paired with a traditional gasoline engine and reduce fuel consumption and associated GHG emissions. Electric and hybrid models offer simple, cost-effective solutions to Clintar's fleet needs while reducing our carbon footprint and supporting our mandate for more environmentally friendly client services.



Below includes a sample of various road and non-road hybrid and electric vehicle and equipment models Clintar's franchises and head office have purchased in recent years:

By switching various non-road gas powered equipment to battery-powered, Clintar franchises avoided

**15.01** metric tonnes CO2e in 2019

*This is the same as:*

Driving **59,013 kms** in a personal vehicle (US EPA)



## EV & HYBRID VEHICLES AT CLINTAR

- **Mississauga West** avoided 4.58 tonnes of GHG emissions in 2019 by using an electric ride-on mower
- By driving a Chevrolet Bolt, **London** avoided 3.69 tonnes of GHG emissions in 2019, amounting to fuel savings of approximately \$1,725

### ROAD

**Hyundai Kona EV**  
Mississauga West



**Chevrolet Volt**  
Head Office & Mississauga W



**Ford Escape Hybrid**  
London



**Chevrolet Bolt**  
London



### NON-ROAD

**JD T145E Gator**  
London



**Greenworks Electric trimmer**  
Ottawa



**Greenworks Ride-On Mower**  
Mississauga West



**STIHL Battery Push Mower**  
Barrie



**Yamaha Electric PTV**  
London



**STIHL Electric Blower**  
Hamilton



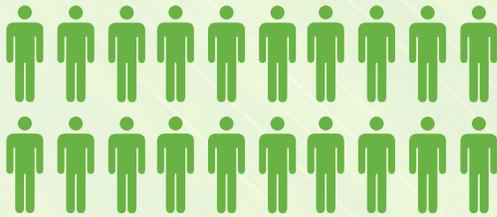
### 3.3.3 QUANTIFYING THE BENEFITS OF HANDHELD BATTERY POWER

#### CASE STUDY:

Throughout the month of July 2019, nearly 300 hours of data was collected and analyzed across Canada.

#### RESULTS:

The results of the project indicated that an eco-crew of three staff can result in an average greenhouse gas (GHG) emissions savings of 3.7 metric tonnes of Co<sub>2</sub> annually.



Goal: Introduce 20 additional eco-crews across Canada

we would save 74 metric tonnes of Co<sub>2</sub> annually.



#### EMITTING

**74** METRIC TONNES CO<sub>2</sub> IS THE SAME AS:

Driving **290,937.20 km** in a personal vehicle



Charging **9,428,240** smartphones



Burning **80,840 lbs** of coal



To offset the emissions of one crew using gas equipment, we would need to plant

**61.1 seedlings** and allow them to grow for **10 years (US EPA).**



In July 2019, we conducted a data collection pilot project to quantify the benefits of battery-powered handheld equipment. Over the course of the project, over 300 operational hours of data was collected from crews at our London, Mississauga East, Ottawa and Fredericton franchises. The result of the project indicated that we save roughly

74 metric tonnes of CO<sub>2</sub>e annually for each crew that transitions from combustion handheld equipment to battery-powered handheld equivalents. Meeting our goal of having 20 Eco-Crews by the end of the 2021 would mean saving 1,450 metric tonnes of CO<sub>2</sub>e every year.

### 3.3.4 TOTAL SCOPE 2 GHG EMISSIONS



Scope 2 emissions primarily result from electricity consumption within Clintar franchises. Electricity is drawn from local grids for building use (office equipment, lighting, maintenance) and to re-charge electric non-road equipment. In 2019, the total amount of GHG emissions from Clintar’s electricity consumption in buildings was approximately 131 metric tonnes CO<sub>2</sub>e, representing 821,267 kWh across the 17 franchises and head office. Roughly 35% of our scope 2 emissions are a result of Alberta’s grid despite the Calgary franchise using only 9% of Clintar’s total electricity consumption. Similarly, Halifax contributed approximately 26% of total location emissions, despite the Halifax franchise using only 6% of Clintar’s total electricity use.

### 3.3.5 ENERGY INTENSITY

In 2019, the total area of Clintar franchises and head office was approximately 101,590<sup>2</sup> across Canada. This represents an energy intensity ratio of approximately 8 kWh/ft<sup>2</sup> given electricity consumption.

Additional Indicators	2019 Estimate
Total 2019 Scope 2 GHG Emissions (tonnes CO <sub>2</sub> e) <sup>9</sup>	131
Total Electricity Consumption (kWh) <sup>10</sup>	821,267
Total Area of Facility/ Shop Space (ft <sup>2</sup> ) <sup>11</sup>	101,590
Electricity Consumption/ Franchise Shop Area (kWh/ft <sup>2</sup> )	8

### 3.4 RESPONSIBLE SALT AND BRINE USE



Ensuring the safety of our customer sites is our highest priority. We apply rock salt and/or liquid brines as an anti-icing measure to prevent slip and falls. The excessive application of rock salt can negatively impact the health of our environment. As one of Canada’s largest commercial property maintenance providers, we recognize that we have a major role to play in protecting local freshwater resources, native vegetation and aquatic life in our communities.



In 2019, Clintar became a Smart About Salt<sup>®</sup> certified contractor. Smart About Salt<sup>®</sup> is a winter salt management program designed to protect biodiversity from salt applied on surfaces like highways, roads, parking lots and sidewalks. The program provides guidelines to ensure the responsible and effective use of rock salt during winter operations.

<sup>7</sup> It is estimated that reporting franchises represented 8,799 metric tonnes of CO<sub>2</sub>e and non-reporting franchises represented 5,376 metric tonnes of CO<sub>2</sub>e. Head office contributed 459 metric tonnes of CO<sub>2</sub>e.

<sup>8</sup> 11 of 17 franchises reported. Head office excluded

<sup>9</sup> Emissions factors calculated using Canada’s 2019 National Inventory Report

To learn more, please visit  
<http://www.smartaboutsalt.com/>.



### Winter Salt Management Program

While the effective application of salt helps us to protect our environment, we are committed to sourcing salt locally. Rock salt is predominantly sourced locally from Canadian mines.

During the 2019 winter season, Clintar serviced approximately 121.2 million square feet<sup>12</sup> of parking lots, roadways, and walkways. Roughly 41,875 tonnes of calcium magnesium de-icer<sup>13</sup> and 811<sup>14</sup> tonnes of bagged salt were used to service customers sites across Canada.

#### 3.4.1 BRINE AND LIQUID DE-ICERS



Liquid de-icers such as brine can play a major role in reducing the total amount of rock salt required to service a property while maintaining a high standard of safety. Brine is essentially salt (often sodium chloride) dissolved in water, which can be proactively applied to roads and walkways before a storm hits to prevent snow and ice from bonding

to the surface. Brine's freezing point is lower than water, so it stops the snow and ice from adhering to roads, parking lots and walkways. It works in temperatures as low as -21 °C. De-icing is a method that uses rock salt to break up snow and ice after it is frozen. Anti-icing with brine significantly reduces salt usage (compared to the amount of rock salt employed for de-icing). When our commercial team returns to service a property after a big storm, the job of clearing the snow and getting down-to-the-pavement results is much easier when brine has been used as a pre-treatment. Thanks to its ability to adhere, brine reduces salt runoff significantly (compared to de-icing) and can reduce the amount of salt from getting into waterways where it can do damage to aquatic life and plants

Clintar franchises in Brampton, Moncton, Calgary, Toronto Downtown and Halifax used over 40,000 litres of liquid brine to effectively maintain customer sites, reducing the need to apply rock salt. Rainwater harvesting systems are in place at some of our franchises to create brine using rainwater rather than using municipal water sources. The use of brine in scenarios where it will be effective will be key in reducing the consumption and application of bulk salt in the future.

<sup>10</sup> 10 of 17 reporting franchises consumed a total of 441,364 kWh, resulting in 97 metric tonnes of emissions. It was estimated that non-reporting locations consumed an estimated total of 308,954 kWh, resulting in 32 metric tonnes of emissions. Head office consumed approximately 70,949 kWh, resulting in 2 metric tonnes of emissions.

<sup>11</sup> 11 of 17 franchises reported total area of facility/shop space of 60,105 ft<sup>2</sup>. It was estimated that non-reporting franchises have total area of facility/shop space of 32,785 ft<sup>2</sup>. Head office in Markham, Ontario includes approximately 8,700 ft<sup>2</sup>.

<sup>12</sup> 11 of 17 franchises reported 71,304,122 ft<sup>2</sup> of walkways/parkways serviced. It was estimated that non-reporting franchises serviced approximately 49,912,885 ft<sup>2</sup>. Head office does not contribute to this calculation.

<sup>13</sup> 11 of 17 franchises reported 24,633 tonnes and non-reporting franchises are estimated to have used 17,242 tonnes. Head office does not contribute to this calculation.

<sup>14</sup> 10 of 17 franchises reported 477 tonnes and non-reporting franchises are estimated to have used 334 tonnes. Head office does not contribute to this calculation.

## 3.5 WATER CONSUMPTION AND REDUCTION EFFORTS



Clintar franchises and head office primarily use water for irrigation, to create liquid brine and to wash equipment and vehicles. Conserving the amount of water we use, while protecting groundwater sources and limiting overconsumption is a priority of ours. Clintar locations typically include a single metering system used to measure water consumption on-site. In the future, our hope is to further work with our franchises to track and measure building water consumption and begin to identify strategies for consumption efficiencies. Some of our franchises are already leading these efforts. For example, our Halifax franchise has been successful in harvesting rainwater to create brine without the use of municipal water sources by using a series of large rain barrels to collect and store water. During the winter season, salt is added to the harvested rainwater, loaded into vehicle liquid storage tanks, and applied to outdoor surfaces. In addition, following our reloca-

tion to the Howland Green Business Centre, Clintar's head office space will harvest 100% of rainwater that falls onsite for greywater sources such as sinks, toilets and irrigation. Additional water requirements will be fulfilled with municipal water sources, if necessary.

### 3.5.1 SUPPORTING WATERKEEPER ALLIANCE AND 4OCEAN

Clintar is proud to recognize and support like-minded organizations committed to water security and protection. Groups such as Waterkeeper Alliance and 4Ocean have reflected our values in protecting global water resources through pollution prevention.



As part of our 2019 annual conference, Waterkeeper Alliance was named a charitable partner for the event. Waterkeeper Alliance is a not-for-profit solely focused on clean water. The organization preserves and safeguards water by connecting local Waterkeeper groups worldwide, protecting more than 2.5 million square miles of rivers, lakes and coastal waterways on six continents.

Today, Waterkeeper Alliance unites over 300 Waterkeeper groups, from the Great Lakes to Australia and greater. Waterkeeper Alliance defends the fundamental human right to drinkable, fishable and swimmable waters, tracking down polluters, enforcing environmental laws and advocating in town meetings and classrooms.



**4ocean**<sup>™</sup>

Wearing the **4ocean Bracelet** instantly identifies you as a member of the clean ocean movement. It acts as a reminder to curb your consumption of single-use plastic and symbolizes your commitment to a plastic-free ocean. **Every bracelet purchased funds the removal of one pound of trash from the ocean and coastlines.**

- **Cord** manufactured in China from 100% certified post-consumer recycled plastic bottles, including less than 5% reclaimed ocean plastic
- **Clear glass beads** are manufactured in China from 95% certified post-consumer recycled glass bottles, including less than 5% reclaimed ocean glass
- **4ocean charm** manufactured in China from 95% recycled stainless steel
- **Packaged** in a reusable cotton drawstring pouch



*Thank you for being a part of this movement!*

*From: Steve, Kimberly, Terry, Joanne & Alex*



Commercial Outdoor Services

4Ocean is a global cleanup organization with the mission to clean oceans and coastlines while working to stop the inflow of plastic by changing consumption habits. The organization also acts on outreach and education to address the causes and impacts of ocean plastic pollution. For every pound of waste pulled from oceans or coastlines a 4Ocean bracelet is made and used to support the organization's efforts.

4Ocean is not a non-profit and does not accept donations. Instead, it is funded primarily by 4Ocean product purchases. In 2019, Clintar purchased 53 4Ocean bracelets, equating to removing 53 pounds of trash from the ocean. The bracelets were given to our franchisees to recognize wearers as members of the clean ocean movement, reminding them to curb their consumption of single-use plastic and to symbolize their commitment, along with Clintar's, to environmental sustainability.



### 3.6 WASTE REDUCTION



The bulk of waste that Clintar generates is organic material such as grass clippings, leaves, soil and decaying matter from customer sites we service. While we strive to keep organic material onsite to promote biodiversity, we aim to recycle all organic material at waste sites in municipalities where this is possible. To minimize the amount organic waste generated at customer sites, we plant native species to ensure the success of new vegetation and educate our customers as to which plants would be most suitable for their site.

In addition to waste reduction at customer sites, we recently partnered with the Electronic Recycling Association (ERA) of Canada, a non-profit organization dedicated to reducing electronic waste through the reuse and recycling of unwanted computers, laptops, and related electronic equipment. Through the ERA, our head office and franchise locations divert all our used electronics from entering landfills. Our head office has recently partnered with Staples to introduce a new recycling program with the goal of becoming a zero-waste office. Writing instruments, batteries, ink and toner are now be recycled and diverted from landfills.

## 3.7 ECO-FRIENDLY SERVICES



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



15 LIFE ON LAND



### 3.7.1 BATTERY-POWERED EQUIPMENT



As part of our plan to reduce our total emissions we have introduced more efficient handheld landscaping equipment like battery-powered mowers, trimmers and blowers across our franchise network. In addition to a host of environmental benefits, battery-powered equipment is much quieter and safer than gas equipment as fuel mixing is not

required. For these reasons, battery-powered equipment is a popular choice the hospitals and retirement centres we serve across the country.

### 3.7.2 UNDERGROUND MONITORING IRRIGATION (UGMO®)



When it comes to conserving water, Clintar relies on the most state of the art, smart-irrigation technology available. We are the exclusive Canadian distributor of UgMO® (short for Underground Monitoring) – a form of real-time soil and irrigation management

that's transforming the way properties are managed across the country. This patented wireless system continuously reads soil moisture levels and temperatures to ensure that plants and lawns receive the ideal amount of water, in any kind of weather, ensuring it is never too much or too little. Not only will this level of precision enhance the appearance of a property, it dramatically reduces water usage, and passes on impressive time and cost savings of up to 30%.

### 3.7.3 INTEGRATED PEST MANAGEMENT



Integrated Pest Management (IPM) is an ecosystem-based strategy that focuses on long-term prevention of pests through a combination of techniques such as biological control, habitat manipulation, modification of cultural practices, and use of resistant varieties. IPM is a key sustainable practice Clintar utilizes in our landscaping services for our clients, using our training from the Ministry of Environment and its Pesticide Training Program. We incorporate natural horticulture methods to reduce the need for fertilizers and pesticides and in turn, prevent pollutants from becoming runoff entering our waterways. Currently, using Integrated Pest Management (IPM) is not a standard practice throughout the landscaping industry in Canada, so we are pleased to add it to our scope of services, and bring our clients closer to the goal of zero pesticide usage.

### 3.7.4 NOXIOUS WEED AND INVASIVE SPECIES CONTROL



Some weeds are just a nuisance; easy-to-remove eyesores that require nothing more than a bit of elbow grease. However, others are much more threatening to plants and wildlife around them. They destroy land, suck up water, block sunlight and constrict growth. As part of our services, Clintar treats outdoor spaces with all-year control against the growing and spreading of invasive species. This aligns with our integrated pest management strategy to address our clients' concerns while seeking the most effective, least environmentally impactful solution. We work with governments, industry, retail, oil and gas, condominium corporations and others to develop unique plans of attack based on the species present.

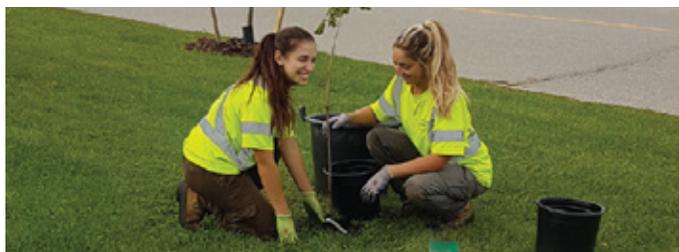
### 3.7.5 LITTER CONTROL



As part of our service offerings, Clintar's staff ensure any litter and property debris is removed on a timely basis, contributing to cleaner, healthier landscapes. In addition, we seek to utilize the most eco-friendly products and procedures for our line painting and washing services. Client works to ensure the practices we employ are safe for your employees and good for the environment.



Clintar is committed to being a socially responsible company, supporting efforts that positively contribute to the well-being of the people and communities we work in. We recognize the important role communities play in embracing new Clintar franchises, allowing our business to thrive. To show our appreciation, Clintar is passionate about giving back through sponsorships, volunteered time, and charitable donations. We have a duty to not only behave ethically as a company, but also contribute to society by improving the lives of our employees, customers and the communities we operate in.



## 4.1 COMMUNITY DONATIONS



Directing funding and support to community groups in need takes a collective effort, and Clintar is no exception to this. Having a franchise business model, Clintar recognizes donations to several non-profit organizations through contributions from our head office as well as our franchises. Our head office is able to raise funds through our client surveys, Clintar franchise annual general

meeting golf tournaments and other business events. As well, our franchises are able to support the community groups they value most and we are proud to share their efforts.

In recent years, Clintar's charitable partners, including those selected by our head office and our franchises, have included:

- Cam's Kid's Foundation®
- Canadian Red Cross®
- Evergreen Hospice®
- Kids Kicking Cancer Canada®
- Make-A-Wish Foundation Canada®
- St. Joseph's Health Care Foundation®

- Waterkeeper Alliance®
- 4Ocean®
- Local school tree plantings and sunflower start-up kits
- Various local community groups



**BELOW INCLUDES A SUMMARY OF CLINTAR'S RECENT CHARITABLE DONATIONS FROM OUR HEAD OFFICE AND FRANCHISES:**

		2017 Estimate <sup>15</sup>	2018 Estimate <sup>16</sup>	2019 Estimate <sup>17</sup>
<b>Clintar Head Office</b>	Estimated total dollars spent on donation	\$3,600	\$17,229	\$24,360
<b>Clintar Franchises</b>	Estimated total dollars spent on donations	-	-	\$96,620
	Estimated total dollars spent on community events	-	-	\$54,150
	Estimated employee volunteer time	-	-	644 hours

<b>Total Community Impact</b>		2017	2018	2019
Combined total dollars spent on donations and events		\$3,600	\$17,229	\$175,130
Combined total employee volunteer time		-	-	644 hours

<sup>15</sup> 2017 donations only recognize head office donations in the year.

<sup>16</sup> 2018 donations only recognize head office donations in the year.

<sup>17</sup> 10 of 17 franchises reported.

In 2019, Clintar’s head office and franchises donated approximately \$175,130 to various charitable groups and events. This included approximately 644 hours of employee volunteer time from franchise staff and members of our head office. Clintar franchises donated approximately \$96,620 to various charity groups and spent approximately \$54,150 on community events.

Thank you to each of our franchises for your hard work and dedication to improving the communities we work in!

#### 4.1.1 MAKE-A-WISH FOUNDATION



Clintar is proud to have Make-A-Wish Canada as our national charity. Each year, Clintar’s head office hosts an annual fundraiser for all of our franchisees to participate in, raising funds for the charity and enriching a special child’s life.

Make-A-Wish Canada is an affiliate of Make-A-Wish International, the world’s largest wish-granting organization, making the dreams and wishes of over 450,000 children affected by life-threatening medical conditions come true since 1980.

In recent years, Clintar has made several donations to Make-A-Wish Canada. Between 2016-2019, \$52,000 was donated to the organization. One wish was granted in 2017, two in 2018 and two in 2019. Once a child is deemed eligible for a wish, Make-A-Wish

Canada does not turn down wishes, regardless of how extravagant they may be.

Below includes a summary of donations made by Clintar’s head office to Make-A-Wish Foundation in recent years:

Total dollars spent on donations	
2016	\$2,000
2017	\$10,000
2018	\$20,000
2019	\$20,000

Average number of wishes granted <sup>18</sup>	
2016	-
2017	1
2018	2
2019	2



<sup>18</sup> Based on the average cost of approximately \$10,000 per wish, according to Ad Age. May vary for previous Clintar donations in which individual wishes were granted.



Emma's Wish  
Comes True

In 2017, Clintar's fundraising efforts went towards making a special wish come true for 12-year old Emma, of Cocagne, New Brunswick. Emma has osteosarcoma, which is an especially painful form of cancer that starts in the bones. Her treatment involved surgery, and she endured long rounds of chemotherapy. In the midst of battling for her health, the Make-A-Wish® Atlantic Provinces team was able to boost her hopes and strength by planning a special trip for her and her family. Her special wish was to experience "a magical winter wonderland" at Orlando, Florida's Walt Disney World. Together, they went for an especially memorable vacation at 'Mickey's Very Merry Christmas Party'. Now, Emma is happily back to being her usual active, athletic self – playing ringette, soccer, and going swimming with her friends. We look forward to supporting more children like Emma!



Clintar is proud to announce that our Chief Commercial Officer and VP of Sustainability, Kimberly Khoury, is now a part of the Make-A-Wish Corporate Cabinet. Make-A-Wish is a cause that is near and dear to Kimberly's heart. She is eager to work together with the other Cabinet members to promote increased involvement in Make-A-Wish's mission, lead employee engagement campaigns and play a significant role in helping grant wishes to every single child diagnosed with a critical illness. It is of utmost importance to Kimberley to communicate the significance of Make-A-Wish across the country, and to educate others about the life-threatening illnesses these children are facing. Thank you, Kimberly, for the work you are doing with Make-A-Wish, Clintar is proud to recognize a member of our family in this position.

#### 4.2 LOCAL SPONSORSHIPS AND EVENTS



Clintar is always open to collaborating with local charities and communities that reinforce environmental sustainability and education around it. In the past, we have donated and planted various flower seeds, plants and trees to local schools and organizations in order to bring awareness to environmental issues such as The Bee Cause, National Tree Day and Earth Day celebrations.

Providing sponsorships and executing community events is one way we give back to the areas it works in. Local events and activities also help strengthen Clintar's culture as an organization, engaging staff and employees toward making meaningful contributions with tangible impacts.

Below includes some highlights of Clintar's community impact over recent years:

## HIGHLIGHTS OF CLINTAR'S COMMUNITY IMPACT

*By collaborating with communities and engaging our staff, Clintar is able to give back to the areas we work in while fostering an improved culture.*

### 2016

Clintar head office and franchises donate \$2,000 to the Make-a-Wish® Foundation



Clintar celebrates National Tree Day with local schools



### 2017

1,000 sunflower start-up kits are donated to 10 schools in the York Region District School Board for Earth Day



Clintar sponsors Emma's trip to Walt Disney World through Make-A-Wish® Canada



Clintar plants a Bur Oak at Black Walnut Public School for National Tree Day



### 2018

Clintar announces Make-a-Wish® Canada as its official charitable organization.



1,000 sunflower start-up kits are donated to 10 schools in the York Region District School Board for Earth Day



## 2019

- Chief Commercial Office, VP of Sustainability Kimberly Khoury joins Make-A-Wish® Corporate Cabinet
- Clintar C.A.R.E.S. launches



### 4.3 CLINTAR CARES



In 2019, Clintar introduced a new initiative called Clintar CARES to carry out Clintar's corporate social responsibility mission. Clintar CARES is an ongoing initiative with the goal of crafting a long-term plan that will aid in decreasing GHG emissions, decreasing our collective carbon footprint, and safeguarding natural resources. As a company that carries out year-round operations across all of Canada, we are in a unique position to inspire others and make an impact on the environment that will enable future generations to enjoy planet Earth. Clintar CARES is composed of four

4 QUALITY EDUCATION



13 CLIMATE ACTION



elements: Clintar University, Clintar Ideas for the Environment, Clintar Innovation Lab and Clintar Scholarships.



#### COMMITTED

We are committed to a long-term plan to decrease our carbon footprint and lessen greenhouse gas emissions.



#### ACKNOWLEDGES

We acknowledge the reality of climate change and the risks associated with it.



#### RESPECTS

We have respect for future generations and their right to enjoy planet earth.



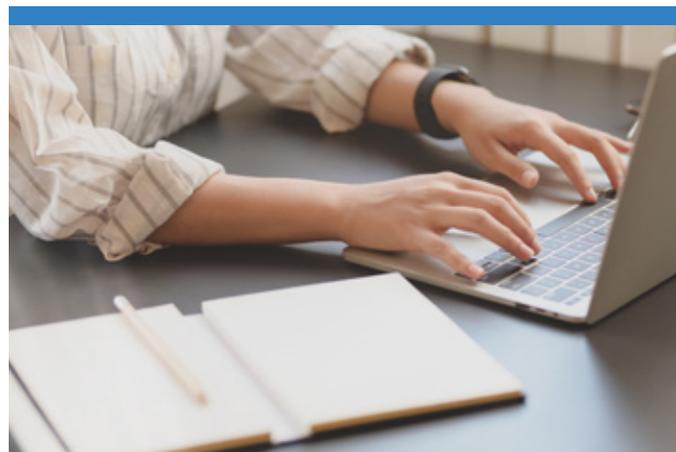
#### ENVIRONMENTAL SUSTAINABILITY

We uphold an environment-first culture and root all of our standards in preserving the earth's natural resources.



#### SOCIAL RESPONSIBILITY

We have a duty to behave ethically and contribute to society by improving the lives of our employees, customers and community.



### Clintar University

A certification program for environment, sustainability and workplace initiatives with the goal of empowering the Clintar employees and customers to drive environmental change in their communities. Together with the Centre for Sustainability and Excellence (CSE) we offer various courses in sustainability and CSR, sustainability legislation and regulation, stakeholder engagement, and sustainable business.



### Clintar Ideas for the Environment

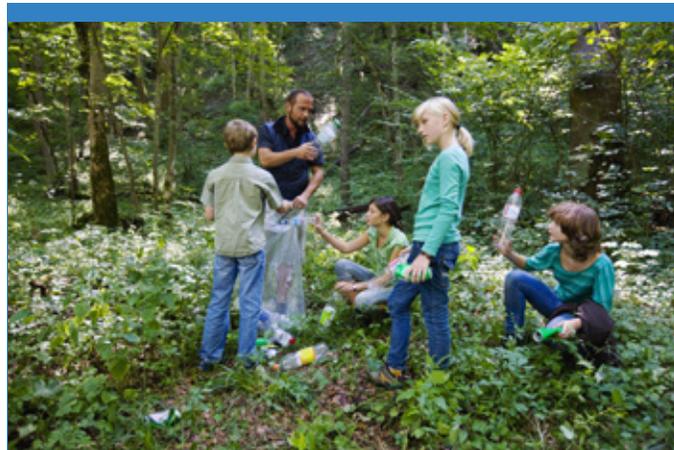
An annual student competition hosted by Clintar and the Centre for Environment and Sustainability (CSE) at Western University in London, Ontario. Eight teams of four students from universities across Canada are tasked with solving Clintar’s most pressing environmental challenges. A panel of executive judges from Clintar and Western University score presentation and present awards to winners.



### Clintar Innovation Lab

Through our partnership with a non-profit academic research organization, we will be developing new products and services that will help Clintar become a more environmentally sustainable organization. Our goal through research and development is to invest in future technology and innovations that are backed by industry leading research to sup-

port our long-term sustainability initiatives. We plan to focus on how we can advance and improve our environmentally friendly operations by incorporating the use of upcycled ocean plastics, greener products and services and alternatives to road salt.



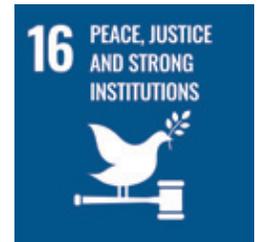
### Clintar Scholarships

How Clintar will support the next generation of environmental leaders in the sustainable outdoor services industry. Through Clintar Scholarships, we provide financial assistance to students in relevant disciplines such as sustainability, horticulture, environmental sciences, and landscaping design.

## 5.0 WORKPLACE



At Clintar, the well-being of our people remains a vital priority. We recognize that our staff make the difference between a good company and a great company and we have recently introduced several initiatives at our head office aimed at improving our employees' workplace experience. To attract and develop an increasingly engaged and healthy workforce, we regularly review our health and safety standards, workplace trainings and incidents, and strive to reflect diversity values amongst our head office and franchises.



Clintar believes all employees have the basic right to equal employment opportunities and fair treatment. We are an equal opportunity employer that recognizes the importance of having a diverse workforce at all levels of our organization. We recognize the need to build a workforce that is more representative of the customers we serve. While we have made progress, there is still much to do. We plan on continuing to develop diversity and inclusiveness in our workplace by measuring our engagement with employees, enhancing our ability to acquire talent from a wider pool of talent and offering additional training and resources to all employees.

### 5.1 DIVERSITY AND EQUAL OPPORTUNITY



## 5.2 SUPPORTING WOMEN AND GENDER EQUALITY



Proudly Sponsored By



### Women of Commercial Landscaping (WCL)

is a Clintar non-profit organization that aims to create a culture of equality by breaking down barriers for women in male-dominated industries. While WCL's primary focus is on the commercial landscaping and outdoor services industries, it is available to help guide women from various industries in owning a business and succeeding in positions where they feel uncertain. Overall, the goal of the organization is to get women together to network, discuss and learn from each other in order to excel in their chosen fields.



For more information on Women of Landscaping, or topics on empowering women in the work industry, listen to TSN's Kate Beirness and two-time Olympic gold medalist Cheryl Pounder on the Her Mark Podcast.



### Re-thinking a Male-Dominated Industry

This year, Clintar's Chief Commercial Office, VP of Sustainability Kimberly Khoury won silver for Woman of the Year at the 2019 Stevie® Awards for Women in Business.

Kimberly has not only made strides towards achievements in her own career, but has committed to helping others excel as well. She laid the foundation for Clintar's newly founded organization Women of Commercial Landscaping. She also played an important role in Clintar winning Deloitte's 2019 Canada's Best Managed Companies™ award and becoming certified as a Great Place to Work™ by Great Place to Work® Institute Canada.

*“Kimberly is a strong, driven leader with a principled and grounded approach, leading the way for women in a time when the glass ceiling needs to be broken.”*



Let's all be each for equal.

#IWD2020 #EachforEqual  
March 8, 2020



## 5.2.1 WCL PROTECTING THE BEES WITH "R" FARM



Protecting wildlife is critical as many global species populations continue to decline. Over the 2019/2020 winter and spring season, WCL was excited to sponsor two beehives to help maintain bee colonies in areas isolated from agricultural pesticide sprays. The initiative was sponsored through "R" FARM, a vibrant arts-based community farm near Newcastle Ontario where visitors and members come for whatever "R" they need... relaxation, rejuvenation, reflection, resolution, renewal. Part of "R" FARM's work includes educating program participants to learn more about bees and the value of bee keeping, especially in the face of climate change. WCL admires the work being performed at "R" FARM and want to show our support for the cause.

According to the Food and Agriculture Organization (FAO) of the United Nations, bees and other pollinators such as birds and bats, affect 35 percent of the world's crop production; the global decline in bee populations poses a serious threat to a wide variety of plants critical to human well-being and liveli-

hoods. Bees are under great threat from the combined effects of climate change, intensive agriculture, biodiversity loss and pollution. FAO urges countries to do more to safeguard our key allies in the fight against hunger and malnutrition.

## 5.3 NATIONAL HIRING WEEK



From April 1-7, 2019, Clintar held its annual National Hiring Week. This promotion gives hardworking individuals the chance to join our team and become part of the Clintar family. Competitive, above average wages are offered, depending on each candidate's level of experience and availability. Full training is provided to successful applicants for each position at the time of hiring and through frequent head office trainings throughout each season. Successful candidates gain access to growth and advancement opportunities within the commercial property services industry, while opening the potential to become an eventual Clintar franchise owner.

We believe that people are our most important assets. Through the growth and development of our team, we succeed together in providing outstanding customer experience.

## 5.4 HEALTH AND SAFETY



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



Clintar believes that by providing a work environment which upholds best practices in health and safety, we build conditions for exceptional customer service. Through our trainings, performance and career development reviews, we aim to invest in the talent of our staff, providing opportunities for professional advancement and personal growth while creating safe workplaces. We are committed to a zero-incident culture and employ certified technicians and managers who exceed Clintar's standard of excellence in addition to government health and safety standards.



### 5.4.1 TRAINING & GROWTH

Clintar believes we need a skilled workforce to provide superior customer service. We are committed to giving employees the tools and training to develop to enhance our employees' dignity, self-respect, and self-worth. To uphold our standards and ensure consistency across each of our franchises, our Health & Safety program is composed of the following:

- Site-by-site safety analysis
- Ongoing weekly and monthly safety training for employees and management
- Consistent on-site safety inspections of client properties
- Ongoing WHMIS, First Aid and CPR training
- Active Joint Health and Safety Committees
- OSHA (Occupational Health and Safety Act) compliance

In addition to required training on employee health and safety, WHMIS, anti-violence and employment standards, employees are encouraged to participate in additional safety modules on our health and safety portal, Greenius. Employees are encouraged to participate in “Tailgate Talk” sessions to discuss top of mind health and safety topics. On average, each employee spends roughly 15 hours participating in health and safety courses, training or discussions annually. Training may be provided on equipment and vehicle use, site planning and other safety measures.



### Additional modules include:

- Large Walk Behind
- Mini Excavator
- Blade Sharpening
- Generators
- Hand Tools
- Lock Out Tag Out
- Plant Transportation
- Pressure Washer
- Proper Hand Washing
- Pruning
- Spill Response
- Aerator Safety
- Blower Safety
- Box and Wing Plows
- Chainsaw Safety
- Circle Check
- COVID-19 Work Rules
- Defense Driving
- Edger Safety
- Engines and Fuel Basics
- Essential Snowplowing Techniques
- Fertilizer Spreader
- Hedge Trimmer
- Landscape Tracker

### 5.4.2 ZERO INCIDENT CULTURE



Health and Safety is core to Clintar’s zero-incident workplace vision. We recognize that all forms of work require a certain amount of risk and our job is to manage and mitigate this risk. We understand that maintaining a healthy and safe workplace is more than implementing new policies and procedures, but rather, building a zero-incident culture that is respected by all employees. In addition to fulfilling all applicable provincial and federal health and safety standards, we regularly perform workplace audits, have introduced new technologies like battery-powered equipment and are continuing to hire exceptional staff who embody safe working practices. While we have made significant progress towards annual zero-incidents, we all have a role to play in ensuring a safe workplace for everyone.



## 5.5 CERTIFIED PROFESSIONALS AND PARTNERSHIPS

17 PARTNERSHIPS FOR THE GOALS



A key part of maintaining Clintar's Health & Safety program is through employing educated and certified professionals who enforce industry standards and implement best practices in landscaping and property maintenance, so Clintar clients are always guaranteed the highest level of service available. Clintar has accredited staff across Canada in the following roles:

### 5.5.1 CERTIFIED LANDSCAPE TECHNICIAN (CLT)



The Certified Landscape Technician program demonstrates Clintar's commitment to best practices in landscape installation, turf and plant bed maintenance and irrigation sys-

tems. We ensure that all our landscaped properties are sustainable, beautiful and according to local municipal standards and regulations.

### 5.5.2 CERTIFIED SNOW PROFESSIONAL (CSP)



The Certified Snow Professional (CSP) certification ensures high standards of professionalism and excellence in snow and ice management services. The program encourages environmental responsibility, health and safety and recognizes those who have demonstrated a high level of competence and experience within the snow and ice control industry.

### 5.5.3 CERTIFIED IRRIGATION TECHNICIAN (CIT)



Grounds irrigation is an essential part of maintaining your landscape investment and responsible water management is a key component of sound environmental practice. The CIT program was developed to prove a standard of competency in irrigation design, installation and maintenance. Clintar is proud to subscribe to this important program, providing a higher level of knowledge and expertise to every irrigation system we install.

### 5.5.4 LANDSCAPE INDUSTRY CERTIFIED MANAGER (LICM)



The CIM program focuses on the training and development of the core business skills required to run a successful landscaping and property maintenance operation. All CIMs must successfully complete a series of written evaluations in the areas of Financial and Legal, Human Resources, Marketing, Leadership and Corporate Citizenship and Horticulture Operations.

### 5.5.5 ONTARIO POLICE COMMERCIAL VEHICLE AND COMMERCIAL VEHICLE SAFETY ALLIANCE



Developing partnerships to enhance the safety of our staff and customers is critical to Clintar. As our organization continues to grow, these partnerships allow us to gain industry insight on best management and operations practices to better ensure the well-being of our teams.

With a variety of clients across Canada in rural and urban cities, safe transportation of our employees, equipment and vehicles is a pertinent part of our daily Health & Safety practices. Clintar works closely with the **Ontario Police Commercial Vehicle Committee (OPCVC)** as well as the **Commercial Vehicle Safety Alliance (CVSA)**, a non-profit association comprised of local, state, provincial, territorial and federal commercial motor vehicle safety official and industry representatives from Canada, the U.S. and Mexico.

Clintar plays an active role with OPCVC and CVSA by participating in information seminars with law enforcement officials on commercial vehicle safety in Canada, as well as providing Clintar vehicles and trailers for police training purposes.



## 5.6 CERTIFICATIONS AND ACHIEVEMENTS



### 5.6.1 GREAT PLACE TO WORK®



Clintar is proud to announce that, for a second year in a row, we have been certified as a Great Place to Work®. This certification is based on direct feedback from our employees, provided as part of an extensive and anonymous survey about the workplace experience. This survey is a thorough and independent analysis conducted by Great Place to Work® Institute Canada.

At Clintar, we recognize that our people make the difference between a good company and a great company, and over the past several years, we have introduced several initiatives at our head office aimed at improving our employees' workplace experience. Our people are our number one resource and obtaining the Great Place to Work® Certification offers one method of measuring employee satisfaction, pride and camaraderie.

Great Place to Work® is the global authority on high-trust, high-performance workplace cultures. Through proprietary assessment tools, advisory services, and certification programs, Great Place to Work® recognizes the Best Workplaces™ across the world in a series of national lists including those published by Fortune magazine (USA) and The Globe & Mail (Canada). Great Place to Work® provides the benchmarks, framework, and expertise needed to create, sustain, and recognize outstanding workplace cultures.

In 2020, Clintar was proud to be recognized as a Best Workplace in Ontario by Great Place to Work®. This was determined based on an overall Trust Index score from Ontario-based employees.

Thank you to our entire staff for their continuous commitment to our company and to making Clintar an amazing place to work.

## 5.6.2 AWARDS AND RECOGNITIONS



Clintar is proud to provide award-winning corporate landscape management services for our valued clients. In recent years, Clintar's head office has been an honoured recipient of many awards, reflecting the merit of our management practices and franchise model. These awards are a testament to our organizational culture as we strive to create positive, sustainable workspaces for our staff and develop strong relationships with our franchise partners.

We are also very pleased to recognize the success of our franchises as they continue to provide excellence in service and workplace standards within their local area. The achievements of our franchises are truly a reflection of Clintar's values and leadership in landscape management, health and safety and environmental sustainability and we are excited to share their accomplishments:

2019 recipient



### Deloitte 2019 Canada's Best Managed Companies

Canada's Best Managed Companies is Canada's leading business awards program, recognizing the calibre of management abilities and practices of private Canadian-owned companies.

Certified June 2018 - June 2019  
Certified August 2017 - August 2018



### Great Place to Work® Certified

Great Place to Work® is the global authority on high-trust, high-performance workplace cultures. This certification is based on direct feedback from employees, provided as part of an extensive and anonymous survey about the workplace experience.

2020 recipient - Ontario  
2018 recipient

### Best Workplaces™, Great Place to Work®

Presented by Great Place to Work® Institute, the award identifies organizations that foster exceptional work environments and cultures that value the growth and development of their team members.



## 2017 and 2018 recipient



### Canadian Franchise Association Franchisees' Choice

The Franchisees' Choice Designation honours CFA members with exceptional rankings in franchisee satisfaction. Franchisees' Choice Designees are entrants whose scores exceed the benchmark standard in the CFA Awards Program survey, which is also used to determine Awards of Excellence finalists.

## 2019 Bronze recipient



### Corporate Social Responsibility Program of the Year, 2019 STEVIE® International Business Awards

THE STEVIE® AWARDS are the world's premier business awards. The international Business Awards® (IBAs), one of eight Stevie Awards programs, recognizes public achievements and positive contributions of organization and working professionals worldwide.

## 2019 recipient



### Top Canadian Snow and Ice Removal Company & Second in North America, Snow Magazine® 2019



Snow Magazine® is the leading business management publication serving the commercial and residential snow and ice removal industries (40,000+ contractors). The Top 100 companies were recognized during the Accredited Snow Contractors Association's Executive Summit.

## 2019 recipient

### 2019 BGIS Supplier Innovation Award in Sustainability

Brookfield Global Integrated Solutions (BGIS) is a major property management and project delivery services provider in the global real estate industry. BGIS recognizes top suppliers who have adopted innovative practices to improve efficiencies and increase operational sustainability. Clintar was recognized for our 2019 Data Collection Project on Eco-Crews.



## FRANCHISE & OTHER AWARDS

### HortProtect Award of Excellence

2015 Commercial Landscape Maintenance



### Landscape Ontario Award of Excellence

2015 Corporate Building Maintenance over 2 acres



### Large Business Award

2014 Professional Landscape and Snow Management



### Landscape Ontario Award of Excellence

2013 Corporate Building Maintenance over 2 acres



### City of London Urban Design Award

2006 London Life Streetscape Redevelopment



### The Brampton Guardian Readers' Choice Award

2005 & 2006 Best Groundskeeping Company



### Kitchener In Bloom Award

For the most significant contribution to the visual quality of Kitchener - maintenance of the Clarica King Street Parking Lot



## FRANCHISE & OTHER AWARDS

### **Waterloo Communities in Bloom Award**

For recognition of a significant contribution to the visual quality of Waterloo - Melloul-Blamey Construction Property



### **Snow and Ice Management Association Safety Award**

North American member who consistently displays dedication to the health and safety of their workers and their environment



### **Landscape Ontario Awards**

**Award of Excellence for Private Residence Maintenance**

**Award of Excellence for Corporate Building Maintenance** - *London Life*

**Award of Excellence for Commercial Construction** - *London Life, Queens Avenue Streetscape*



## 6.0 LOOKING FORWARD



While 2019 and 2020 have presented significant challenges that we have never faced in our history, we have never been more confident in our ability to deliver unparalleled commercial outdoor services through our network of dedicated franchises. We commit ourselves to protecting and enhancing the environments and communities we work in while building a zero-incident culture and promoting equality for all employees. This 2019-2020 Corporate Social Responsibility report is intended to be a small step in the right direction - we still have much to do. Our continued investment in corporate social responsibility and development of programs and processes will help us to measure and quantify our future impacts using the sustainability indicators set out in this report. We are excited to share our year-over-year progress with you as we introduce these new changes.

“Take care and see you in 2021!”



**Commercial Outdoor Services**

## 6.1 COMMERCIAL OUTDOOR SERVICES LOCATED IN ONTARIO, CANADA

### CLINTAR OF BARRIE

90 Hooper Road  
Barrie, ON L4N 8Z9

Phone: 705-722-7172  
Fax: 705-722-8186  
Email: barrie.info@clintar.com

### CLINTAR BRAMPTON

#15 - 190 Bovaird Drive West  
Brampton, ON L7A 1A2

Phone: 905-796-5849  
Fax: 905-796-5972  
Email: brampton.info@clintar.com

### CLINTAR HAMILTON

423 Millen Road  
Stoney Creek, ON L8G 3E8

Phone: 905-928-3823  
Email: clintar.hamilton@clintar.com

### CLINTAR KITCHENER

1197 Union Street  
Kitchener, ON N2H 6N6

Phone: 519-748-4732  
Fax: 519-748-4528  
Email: kitchener.info@clintar.com

### CLINTAR LONDON

11 Artisans Crescent  
London, ON N5V 4S1

Phone: 519-649-4555  
Fax: 519-649-4365  
Email: london.info@clintar.com

### CLINTAR OF MARKHAM

4210 Midland Ave  
Scarborough, ON M1V 4S6

Phone: 416-291-1611  
Fax: 416-291-6792  
Email: gtae.info@clintar.com

### CLINTAR OF RICHMOND HILL

4210 Midland Ave  
Scarborough, ON M1V 4S6

Phone: 905-895-9238  
Fax: 416-291-6792  
Email: gtae.info@clintar.com

### CLINTAR OF MISSISSAUGA EAST

6409 Netherhart Road  
Mississauga, ON L5T 1B8

Phone: 905-795-9637  
Fax: 905-795-8426  
Email: mississaugaeast.info@clintar.com

### CLINTAR OF MISSISSAUGA WEST

16786 Steeles Avenue, R.R. #1  
Hornby, ON L0P 1E0

Phone: 905-566-0064  
Fax: 905-566-5003  
Email: mississaugawest.info@clintar.com

### CLINTAR OF NEWMARKET / AURORA

4210 Midland Ave  
Scarborough, ON M1V 4S6

Phone: 905-895-9238  
Fax: 416-291-6792  
Email: gtae.info@clintar.com

### CLINTAR OF OAKVILLE / BURLINGTON

16786 Steeles Avenue, R.R. #1  
Hornby, ON L0P 1E0

Phone: 905-566-0064  
Fax: 905-566-5003  
Email: oakville.info@clintar.com

### CLINTAR OF OSHAWA / WHITBY

4210 Midland Ave  
Scarborough, ON M1V 4S6

Phone: 905-428-3961  
Fax: 416-291-6792  
Email: gtae.info@clintar.com

### CLINTAR OTTAWA

5609 Power Road  
Gloucester, ON K1G 3N4

Phone: 613-828-4000  
Fax: 613-828-4796  
Email: ottawa.info@clintar.com

### CLINTAR OF PICKERING / AJAX

4210 Midland Ave  
Scarborough, ON M1V 4S6

Phone: 905-428-3961  
Fax: 416-291-6792  
Email: gtae.info@clintar.com

## 6.1 COMMERCIAL OUTDOOR SERVICES LOCATED IN ONTARIO, CANADA

### CLINTAR OF TORONTO

386 Evans Avenue  
Toronto, ON M8Z 1K6

Phone: 416-255-7200  
Fax: 416-255-9846  
Email: torontodowntown.info@clintar.com

### CLINTAR OF SCARBOROUGH

4210 Midland Ave  
Scarborough, ON M1V 4S6

Phone: 905-895-9238  
Fax: 416-291-6792  
Email: gtae.info@clintar.com

### CLINTAR OF TORONTO WEST

386 Evans Avenue  
Toronto, ON M8Z 1K6

Phone: 416-255-7200  
Fax: 416-255-9846  
Email: torontodowntown.info@clintar.com

### CLINTAR OF VAUGHAN

11339 Albion Vaughan Road  
Kleinburg, ON L0J 1C0

Phone: 905-893-9899  
Fax: 905-893-9809  
Email: vaughan.info@clintar.com

## 6.2 COMMERCIAL OUTDOOR SERVICES LOCATED IN WESTERN CANADA

### CLINTAR OF WINNIPEG

2-763 Kapelus Dr  
West St. Paul, MB R4A 5A4

Phone: 204-334-2502  
Email: jason.wexler@clintar.com

### CLINTAR EDMONTON

Box 36582 MacTaggart  
Edmonton, AB T6R 0T4

Phone: 1-780-914-2500  
Email: edmonton.info@clintar.com

### CLINTAR CALGARY

234165 Wrangler Road, Rocky View No. 44  
Calgary, AB T1X 0K2

Phone: 403-474-4164  
Fax: 403-474-4165  
Email: calgary.info@clintar.com

## 6.3 COMMERCIAL OUTDOOR SERVICES LOCATED IN EASTERN CANADA

### CLINTAR OF HALIFAX

198 Waverley Road  
Dartmouth, NS B2X 2C1

Phone: 902-481-5524  
Fax: 902-481-5554  
Email: halifax.info@clintar.com

### CLINTAR MONCTON

255 Caledonia Road  
Moncton, NB E1H 2E8

Phone: 506-384-1500  
Fax: 506-384-1501  
Email: moncton.info@clintar.com

### CLINTAR FREDERICTON

21 Millennium Drive  
Hanwell, NB E3C 2N9

Phone: 506-454-6667  
Fax: 506-459-2307  
Email: fredericton.info@clintar.com

### CLINTAR SAINT JOHN

110 Ashburn Lake Road,  
Unit 300, P.O. Box 23010  
Saint John, NB E2J 4M3

Phone: 506-652-5656  
Fax: 506-652-5040  
Email: saintjohn.info@clintar.com

7.1.1 SUSTAINABLE DEVELOPMENT GOALS CONTENT INDEX

Theme	Aspect	Indicators	SDG Goals	SDG Targets & Indicators	Impact Areas	Future Plans
Governance	Corporate Social Responsibility at Clintar How We Manage Corporate Social Responsibility		 Goal 12. Ensure sustainable consumption and production patterns	12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle 12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities	Clintar works diligently to ensure franchisees recognize and are able to participate in sustainability endeavours.  Clintar's Sustainability team aims to improve the transparency of its operations, disclosing information to the public, franchise partners, clients and other stakeholders. Clintar's sustainability efforts are recognized in its annual Corporate Social Responsibility Report.	Clintar's 2019-2020 CSR Report will be shared with Clintar Franchisees for feedback to improve future reporting processes and ensure the opinions and input of our staff is recognized.
	Engaging with Stakeholders		 Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels 16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements	Clintar is proud to be one of the first recognized Canadian landscape and snow removal corporations to obtain its Corporate Social Responsibility Practitioner (CSR-P) certification.	Clintar holds a high standard for the transparency and integrity of its operations, including data collection processes and submissions related to corporate sustainability activities.  Clintar aims to be a sustainability leader in the commercial landscape industry.
	Materiality Assessment		 Goal 17. Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	17.16 Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships		
	Franchise Code of Conduct					
	Sustainability Roadmap					
Environment	Green-house Gas Emissions & Energy Consumption	Total Scope 1 GHG Emissions  Total Scope 2 GHG Emissions  Avoided GHG Emissions	 Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all   Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation   Goal 12. Ensure sustainable consumption and production patterns   Goal 13. Take urgent action to combat climate change and its impacts	7.a By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology  9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities  12.2 By 2030, achieve the sustainable management and efficient use of natural resources  13.2 Integrate climate change measures into national policies, strategies and planning	Clintar is one of the first landscape management and maintenance companies to launch the use of battery-operated equipment in Alberta, Canada and encourage all of our franchisees to use battery-operated equipment when possible.  Clintar branded, hybrid vehicles for equipment transportation and site visits.  Reduction of carbon emissions through efficient route planning and use of electric vehicles when possible.	By the end of 2021, Clintar sets the goal of having 20 Eco-Crews across the franchisees. This will save approximately 1,450 metric tonnes of CO2e per year moving forward.  Clintar continues to encourage franchise partners to incorporate hybrid and/or fully-electric equipment technology into their operations. This includes purchasing hybrid and electric vehicles, fully-electric off-road equipment and other machinery where possible.
	Responsible Salt and Brine Use		 Goal 6. Ensure availability and sustainable management of water and sanitation for all   Goal 12. Ensure sustainable consumption and production patterns	6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally  12.2 By 2030, achieve the sustainable management and efficient use of natural resources 12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment	Clintar works to use and discover de-icing products that have an improved environmental impact in order to protect local freshwater resources, native vegetation and aquatic life in the communities we work in.  In 2019, Clintar became a Smart About Salt certified contractor. Clintar intends to use guidelines and training provided by the program to help ensure responsible and effective use of rock salt during winter operations.  Clintar uses liquid de-icers such as brine to reduce the total amount of rock salt required to service a property while maintaining a high standard of safety. Although brine is not applicable in all weather scenarios, it is prioritized as a pre-surface treatment option in some regions where it does not bounce or scatter like rock salt. During the 2019 winter season, Clintar franchisees in Brampton, Moncton, Calgary, Toronto Downtown and Halifax used over 40,000 litres of liquid brine to effectively maintain customer sites, reducing the need to apply rock salt. Rainwater harvesting systems are also in place at some of our franchisees to create brine using rainwater rather than using municipal water sources.	Clintar is proud to have accomplished our goal to have every Clintar franchise become Smart About Salt certified before the end of 2020. As future franchisees become established, franchise owners will be urged to also become Smart About Salt certified.  The use of brine in scenarios where it will be effective will be key in reducing the consumption and application of bulk salt in the future. Brine and liquid de-icers will continue to be prioritized at franchisees when their application is most successful.
	Water Consumption and Reduction Efforts	Head Office and Franchise Water Consumption  Water Reduction for Customers	 Goal 6. Ensure availability and sustainable management of water and sanitation for all   Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation   Goal 12. Ensure sustainable consumption and production patterns	6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity  9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities  12.2 By 2030, achieve the sustainable management and efficient use of natural resources	Clintar is the exclusive Canadian distributor for UgMO, the pioneer in underground and root zone monitoring and management. UgMO measures soil moisture and temperature at the root level in real time, up to six times a day, so landscapes will never be over or under-watered. UgMO has proven to be revolutionary in providing substantial savings in time, money and resources for numerous properties across North America.  Water consumption data from office buildings and franchisees is collected from franchisees annually to support reduction efforts.  Clintar's Howland Green Business Centre includes water efficiency measures (low-flow systems, reduced irrigation needs, water reuse/recycling). The head office will harvest 100% of rainwater that falls onsite for greywater sources such as sinks, toilets and irrigation.	Clintar will continue to be Canada's exclusive distributor of UgMO, supporting client water reduction efforts through landscaping services and technologies.  Clintar intends to continue to collect data from office and franchise buildings on water consumption to support reduction efforts.  Clintar hopes to continue to donate to water conservation and protection agencies, such as Waterkeeper Alliance and 4Ocean, to support local and global water conservation and ocean clean-up efforts.

# 7.1.1 SUSTAINABLE DEVELOPMENT GOALS CONTENT INDEX

Theme	Aspect	Indicators	SDG Goals	SDG Targets & Indicators	Impact Areas	Future Plans
Environment	Waste Reduction		 <p>Goal 12. Ensure sustainable consumption and production patterns</p>	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse	<p>Clintar strives to keep organic material onsite to promote biodiversity. We aim to recycle all organic material at waste sites in municipalities where that is possible.</p> <p>Clintar partnered with Electronic Recycling Association (ERA) of Canada, recycling e-waste equipment from its head office.</p> <p>Clintar partnered with Staples to introduce a new recycling program with the goal of becoming a zero-waste office. Writing instruments, batteries, ink and toner are now being recycled and diverted from landfills.</p>	<p>Clintar aims to collect data on franchise waste generation to support diversion and reduction efforts in the future. This will be included in our annual sustainability information request from our franchise partners.</p> <p>Clintar intends to continue to use ERA of Canada and Staple's services to divert head office waste.</p> <p>Clintar continues to strive to keep organic material onsite at client properties to promote biodiversity and protect native species.</p>
	Eco-Friendly Services	Battery-Powered Equipment UgMO IPM Noxious Weed and Invasive Species Control Litter Control	 <p>Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</p>  <p>Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable</p>  <p>Goal 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>	<p>Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</p> <p>Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable</p> <p>Goal 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>	<p>9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities</p> <p>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage</p> <p>11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities</p> <p>15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species</p> <p>15.8 By 2020, introduce measures to prevent the introduction and significantly reduce the impact of invasive alien species on land and water ecosystems and control or eradicate the priority species</p> <p>15.9 By 2020, integrate ecosystem and biodiversity values into national and local planning, development processes, poverty reduction strategies and accounts</p>	<p>Clintar introduces more efficient handheld landscaping equipment like battery-powered mowers, trimmers, and blowers across our franchise network in support of GHG emissions reductions efforts.</p> <p>Clintar is recognized as the exclusive Canadian distributor of UgMO.</p> <p>Clintar uses an ecosystem-based strategy that focuses on long-term prevention of pests through a combination of techniques such as biological control, habitat manipulation, modification of cultural practices, and use of resistant varieties.</p> <p>Clintar utilizes eco-friendly landscaping to prevent runoff, control invasive species, reduce pollutants entering the groundwater, promote water conservation and protect soil.</p> <p>Natural horticultural methods to reduce the need for fertilizers and pesticides. Litter and cleaning services help clean local environments.</p>
Community	Charitable Donations/ Local Sponsorships and Events		 <p>Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable</p>	<p>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage</p> <p>11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities</p>	<p>Clintar is passionate about giving back to these communities through sponsorships, volunteered time and charitable donations.</p> <p>Clintar is proud to have Make-a-Wish Canada as our national charity.</p> <p>As an environmentally conscious company, Clintar is always open to collaborating with local charities and communities that reinforce environmental sustainability and any education around it. In the past, we have donated and planted various flower seeds, plants and trees to local schools and organizations in order to bring awareness to environmental issues such as The Bee Cause, National Tree Day and Earth Day celebrations.</p>	<p>Clintar aims to collect charitable donation totals from franchises annually through its sustainability information request. Franchise efforts will be showcased and recognized in sustainability reports and branding materials.</p> <p>Clintar plans to continue to expand its range of partnerships and continue to support existing nonprofit (and other) groups it has worked with in the past.</p> <p>Clintar strives to continue to support the local communities it operates in, giving back where it can.</p>
	Clintar Cares		 <p>Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>  <p>Goal 13. Take urgent action to combat climate change and its impacts</p>	<p>4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university</p> <p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p> <p>4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development</p> <p>13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p>	<p>Clintar C.A.R.E.S was built on the foundation of 4 elements that serve to guide the initiative: research and development, employee education, scholarships, and environmental leadership. Primary components of the program include employee education on the future of sustainability and scholarships to students attending Canadian universities studying within fields of environmental sciences, energy management and landscape architecture in order to help support eventual leaders of a sustainable tomorrow.</p> <p>The annual environmental Clintar C.A.R.E.S Case Competition will bring students from various Canadian Universities together for a two-day summit challenging them to create solutions that will influence real-world corporate sustainability efforts.</p>	<p>Clintar aims to continue to empower employees and customers to drive environmental change in their communities by offering the Clintar University certification program. Curriculum will continue to be updated and developed where possible.</p> <p>Clintar will continue to partner with the Centre for Environment and Sustainability (CSE) at Western University to support Clintar Ideas for the Environment, helping to improve its overall business sustainability performance.</p> <p>Clintar will partner with organizations to develop products and services to make Clintar more environmentally-friendly.</p> <p>Clintar scholarships will continue to be offered to selected students to support the next generation of environmental leaders in the sustainable outdoor services industry.</p>

# 7.1.1 SUSTAINABLE DEVELOPMENT GOALS CONTENT INDEX

Theme	Aspect	Indicators	SDG Goals	SDG Targets & Indicators	Impact Areas	Future Plans	
Workplace	Diversity and Equal Opportunity		 <p>Goal 5. Achieve gender equality and empower all women and girls</p>  <p>Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>  <p>Goal 10. Reduce inequality within and among countries</p>  <p>Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p>	<p>5.a Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land and other forms of property, financial services, inheritance and natural resources, in accordance with national laws</p> <p>5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels</p> <p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard</p> <p>10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality</p> <p>16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels</p> <p>16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements</p> <p>16.b Promote and enforce non-discriminatory laws and policies for sustainable development</p>	<p>As a leader in the landscape management industry, we offer careers with plenty of room to grow, and provide our employees with a safe and healthy work environment, competitive salaries, equal opportunities for advancement, ongoing training and much more.</p> <p>Clintar is an equal-opportunity employer and does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, physical or mental disability, or age.</p> <p>In the past, Clintar has collected data from its head office and franchises to better understand the diversity of its workforce.</p> <p>Clintar's employee workbooks, health &amp; safety other workplace trainings recognize anti-discrimination and equal opportunities for staff.</p>	<p><i>The inclusion of diversity at Clintar is to be reviewed and discussed by the Executive Team. The team will review how Clintar promotes diversity and equal opportunity amongst its head office and franchises and will determine what goals and priorities are most valuable to our company in the future.</i></p> <p><i>Potential metrics such as the remuneration of men to women, diversity amongst the Executive Team and other topics will be reviewed and discussed.</i></p>	
	Supporting Women and Gender Equality	Women of Commercial Landscaping		<p>Goal 5. Achieve gender equality and empower all women and girls</p> <p>Goal 10. Reduce inequality within and among countries</p>	<p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p> <p>5.5.2 Proportion of women in managerial positions</p> <p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p>	<p>Clintar strives to be an equal opportunity employer and empower women within the company.</p> <p>Women of Commercial Landscaping (WCL) is a Clintar non-profit organization that aims to create a culture of equality by breaking down barriers for women in male-dominated industries.</p>	<p>Women of Commercial Landscaping's goal is to get women together to network, discuss and learn from each other and from our global ambassadors. Our intent is to encourage and facilitate open conversations about how women can excel in their chosen fields. The program is anticipated and hoped to grow in the future as more women join commercial landscaping.</p>
	Health and Safety	Training & Growth		<p>Goal 3. Ensure healthy lives and promote well-being for all at all ages</p> <p>Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p> 	<p>3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination</p> <p>3.c Substantially increase health financing and the recruitment, development, training and retention of the health workforce in developing countries, especially in least developed countries and small island developing States</p> <p>3.d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks</p> <p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p>	<p>Clintar is committed to a zero-incident culture. Therefore, we employ certified technicians and managers to achieve environments which meet or exceed Clintar's standard of excellence, as well as government health and safety standards to best protect your employees and ours on work sites.</p> <p>To safeguard our standards and ensure consistency for each of our franchises, Clintar initiated its own Health &amp; Safety program. As our franchises continue to develop and grow across Canada, the desire to safeguard the local communities our franchisees work and live in organically became part of Clintar's health &amp; safety mandate as well.</p> <p>Clintar's health &amp; Safety program includes:</p> <ul style="list-style-type: none"> <li>- Site-by-site safety analysis</li> <li>- Ongoing weekly and monthly safety training for employees and management</li> <li>- Frequent on-site safety inspections of client properties</li> <li>- Ongoing WHMIS, First Aid and CPR training</li> <li>- Active Joint Health and Safety Committees</li> <li>- OSHA (Occupational Health and Safety Act) compliance</li> </ul> <p>Clintar works closely with the Ontario Police Commercial Vehicle Committee (OPCVC) as well as the Commercial Vehicle Safety Alliance (CVSA), a non-profit association comprised of local, state, provincial, territorial and federal commercial motor vehicle safety official and industry representatives from Canada, the U.S. and Mexico.</p>	<p>In the future, Clintar hopes to collect further data and information on employee wellness, hiring practices, staff training and other metrics related to the workplace. Areas to track for future reports include: total employee turnover, the average number of months employees work for Clintar, benefits plans provided to Clintar staff (including franchises) and succession planning and performance reviews for staff.</p> <p><i>Clintar's Executive Team is to meet and plan a process for including these metrics in future reports to support improved workplace ethics and practices.</i></p> <p>Clintar to continue to develop its industry partnerships for continued excellence in service.</p>
		Incidents and Responses		<p>Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>  <p>Goal 17. Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development</p> 	<p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p> <p>8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training</p> <p>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p> <p>17.16 Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries</p> <p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships</p>		
		Certified Professionals and Partnerships					
	Certifications and Achievements	Great Place to Work					

## 7.1.2 GLOBAL REPORTING INITIATIVE CONTENT INDEX

GRI Standard	Number	GRI Disclosure	Location	Reported (P-Partially, F-Fully), N- None)	Additional Information	SDGs
<i>GENERAL DISCLOSURES</i>						
Organizational Profile	102-1	Name of the organization	Clintar Commercial Outdoor Services	F		
	102-2	Activities, brands, products and services	Clintar at a Glance, p. 10 Services, p. 13	F		
	102-3	Location of headquarters	Clintar at a Glance, p. 10	F	Clintar's head office is located in Markham, Ontario.	
	102-4	Location of operations	Clintar at a Glance, p. 10 National Reach, p. 11	F		
	102-5	Ownership and legal form	About this CSR Report, p. 8, 9 Clintar at a Glance, p. 10	F		
	102-6	Markets served	Clintar at a Glance, p. 10 National Reach, p. 11	F		
	102-7	Scale of the organization	Clintar at a Glance, p. 10	P	Total number of franchise locations included.	
	102-8	Information on employees and other workers	-	N	Employee and other workers data not included.	
	102-9	Supply Chain	Clintar at a Glance, p. 10 Supply Chain, p. 10	F		
	102-10	Significant changes to the organization and its supply chain	Clintar at a Glance, p. 10 Supply Chain, p. 10	F		
	102-11	Precautionary Principle or approach	Corporate Social Responsibility at Clintar, p. 18	F		
	102-12	External initiatives	Sustainability Roadmap, p. 24-25 Corporate Social Responsibility Practitioner, p. 19 Certified Professionals and Partnerships, p. 54	F		
	102-13	Membership of associations	Certified Professionals and Partnerships, p. 54	F	Among others: <i>The National Association of Landscape Professionals, Canadian Nursery Landscape Association, Landscape Manitoba, Landscape Ontario, Landscape Nova Scotia Horticulture Trades Association, New Brunswick Horticultural Trades Association, Landscape Alberta Nursery Trades Association, Landscape BC &amp; Nursery Association, SIMA, Building Owners and Managers Association, Canadian Franchise Association.</i>	
Strategy	102-14	Statement from senior decision-maker	Message from our President, p. 6 Message from our COO, p. 7	F		
	102-15	Key impacts, risks, and opportunities	About this CSR Report, p. 8, 9 How we Manage Corporate Social Responsibility, p. 18-19 Engaging with Stakeholders, p. 20 Materiality Assessment, p. 20-22 Sustainability Roadmap, p. 24-25 Environment, p. 28 Local Sponsorships and Events, p. 44-46 Workplace, p. 48	F		
Ethics and Integrity	102-16	Ethics and integrity	Franchise Code of Conduct, p. 23 Corporate Social Responsibility at Clintar, p. 18 Health and Safety, p. 52	F		
	102-17	Mechanisms for advice and concerns about ethics	How we Manage Corporate Social Responsibility, p. 18-19 Engaging with Stakeholders, p. 20 Materiality Assessment, p. 20-22	F		
Governance	102-18	Governance Structure	How we Manage Corporate Social Responsibility, p. 18-19 Clintar at a Glance, p. 10	F		
	102-19	Delegating authority	How we Manage Corporate Social Responsibility, p. 18-19	P	Process for delegating authority for economic, environmental and social topics mentioned in Governance.	
	102-20	Executive-level responsibility for economic, environmental, and social topics	How we Manage Corporate Social Responsibility, p. 18-19	P	Appointed positions with responsibility for economic, environmental and social topics mentioned in Governance.	
	102-21	Consulting stakeholders on economic, environmental, and social topics	How we Manage Corporate Social Responsibility, p. 18-19 Engaging with Stakeholders, p. 20 Materiality Assessment, p. 20-22	P	Consulting processes with Clintar franchises and other stakeholders mentioned in Governance.	
	102-22	Composition of the highest governance body and its committees	How we Manage Corporate Social Responsibility, p. 18-19	P	Clintar organizational roles and structure mentioned in Governance.	
	102-23	Chair of the highest governance body	How we Manage Corporate Social Responsibility, p. 18-19	P	Clintar organizational roles and structure mentioned in Governance.	
	102-24	Nominating and selecting the highest governance body	How we Manage Corporate Social Responsibility, p. 18-19	P	Clintar organizational roles and structure mentioned in Governance.	
	102-24	Nominating and selecting the highest governance body	How we Manage Corporate Social Responsibility, p. 18-19	P	Clintar organizational roles and structure mentioned in Governance.	
	102-25	Conflicts of interest	How we Manage Corporate Social Responsibility, p. 18-19	P	Clintar organizational roles and structure mentioned in Governance.	

## 7.1.2 GLOBAL REPORTING INITIATIVE CONTENT INDEX

GRI Standard	Number	GRI Disclosure	Location	Reported (P-Partially, F-Fully), N- None)	Additional Information	SDGs
<i>GENERAL DISCLOSURES</i>						
Governance	102-26	Role of highest governance body in setting purpose, values, and strategy	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	P	Clintar organizational roles and structure mentioned in Governance.	
	102-27	Collective knowledge of highest governance body	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	P	Clintar organizational roles and structure mentioned in Governance.	
	102-28	Evaluating the highest governance body's performance	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	P	Clintar organizational roles and structure mentioned in Governance.	
	102-29	Identifying and managing economic, environmental, and social impacts	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	F		
	102-30	Effectiveness of risk management processes	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	P	Clintar organizational roles and structure mentioned in Governance.	
	102-31	Review of economic, environmental, and social topics	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	P	Clintar organizational roles and structure mentioned in Governance.	
	102-32	Highest governance body's role in sustainability reporting	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	F		
	102-33	Communicating critical concerns	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	P	Processes for communicating critical concerns to Clintar's Executive team mentioned in Governance.	
	102-34	Nature and total number of critical concerns	How we Manage Corporate Social Responsibility, p. <a href="#">18-19</a>	P	Processes for communicating critical concerns to Clintar's Executive team mentioned in Governance.	
	102-35	Remuneration policies	<i>Omitted from report</i>	N	Remuneration policies not included.	
	102-36	Process for determining remuneration	<i>Omitted from report</i>	N	Remuneration policies not included.	
	102-37	Stakeholders' involvement in remuneration	<i>Omitted from report</i>	N	Remuneration policies not included.	
	102-38	Annual total compensation ratio	<i>Omitted from report</i>	N	Annual total compensation information not included.	
	102-39	Percentage increase in annual total compensation ratio	<i>Omitted from report</i>	N	Annual total compensation information not included.	
Stakeholder Engagement	102-40	List of stakeholder groups	Engaging with Stakeholders, p. <a href="#">20</a>	F		
	102-41	Collective bargaining agreements	<i>Omitted from report</i>	N	Clintar does not engage in collective bargaining agreements.	
	102-42	Identifying and selecting stakeholders	Engaging with Stakeholders, p. <a href="#">20</a>	F		
	102-43	Approach to stakeholder engagement	Engaging with Stakeholders, p. <a href="#">20</a>	F		
	102-44	Key topics and concerns raised	Engaging with Stakeholders, p. <a href="#">20</a> Materiality Assessment, p. <a href="#">20-22</a>	F		
Reporting Practice	102-45	Entities included in the consolidated financial statements	<i>Omitted from report</i>	N	Consolidated financial statements not included.	
	102-46	Defining report content and topic Boundaries	About this CSR Report, p. <a href="#">8-9</a> Materiality Assessment, p. <a href="#">20-22</a>	F		
	102-47	List of material topics	Materiality Assessment, p. <a href="#">20-22</a>	F		
	102-48	Restatements of information	About this CSR Report, p. <a href="#">8-9</a> ; <i>not applicable</i>			
	102-49	Changes in reporting	About this CSR Report, p. <a href="#">8-9</a> ; <i>not applicable</i>	F		
	102-50	Reporting period	About this CSR Report, p. <a href="#">8-9</a>	F		

## 7.1.2 GLOBAL REPORTING INITIATIVE CONTENT INDEX

GRI Standard	Number	GRI Disclosure	Location	Reported (P-Partially, F-Fully), N- None)	Additional Information	SDGs
<b>GENERAL DISCLOSURES</b>						
<b>Reporting Practice</b>	102-51	Date of most recent report	About this CSR Report, p. 8-9; <i>not applicable</i>	N/A		
	102-52	Reporting cycle	About this CSR Report, p. 8-9	F		
	102-53	Contact point for questions regarding the report	Data Integrity & Contact Information, p. 9	F		
	102-54	Claims of reporting in accordance with the GRI Standards	Global Reporting Initiative, p. 27	F	This material references the 2016 GRI Standards Reporting Guidelines.	
	102-55	GRI content index	Global Reporting Initiative, p. 27	F	This content-index has been composed referring to 2016 GRI Standards Reporting Guidelines.	
	102-56	External assurance	About this CSR Report, p. 8-9	F	Report has not been subject to third-party assurance.	
<b>TOPIC-SPECIFIC DISCLOSURES</b>						
<b>ECONOMIC</b>						
<b>ECONOMIC PERFORMANCE</b>						
<i>Material Aspects: Financial Performance</i>						
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	<i>Omitted from report</i>	N		
	103-2	The management approach and its components		N		
	103-3	Evaluation of the management approach		N		
GRI 201: Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	About this CSR Report, p. 8-9	P	Risks related to climate change on Clintar operations is mentioned in the Introduction.	
<b>ENVIRONMENTAL</b>						
<b>ENERGY</b>						
<i>Material Aspects: Greenhouse Gas Emissions &amp; Energy Consumption</i>						
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	Environment, p. 28 Total Scope 2 Emissions, p. 34	F		    
	103-2	The management approach and its components		F		
	103-3	Evaluation of the management approach		F		
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Environment, p. 28 Total Scope 2 Emissions, p. 34	F		
	302-3	Energy intensity	Energy Intensity, p. 34	P	Energy intensity of Clintar franchises and head office mentioned.	
<b>WATER</b>						
<i>Material Aspects: Water Consumption</i>						
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	Water Consumption and Reduction Efforts, p. 36	P		 
	303-2	Management of water discharge-related impacts	Water Consumption and Reduction Efforts, p. 36	P		
GRI 302: Energy 2016	303-5	Water consumption	Water Consumption and Reduction Efforts, p. 36	P	Total water consumption by Clintar head office and franchises has been excluded from this report. A narrative on water consumption and reduction efforts is provided.	

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### EMISSIONS

#### Material Aspects: Greenhouse Gas Emissions & Energy Consumption

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its boundary	Environment, p. 28 Greenhouse Gas Emissions & Energy Consumption, p. 30	F		  
	103-2	The management approach and its components		F		
	103-3	Evaluation of the management approach		F		
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Total Scope 1 GHG Emissions, p. 30	F		
	305-2	Energy indirect (Scope 2) GHG emissions	Total Scope 2 Emissions, p. 34	F	Energy intensity of Clintar franchises and head office mentioned.	

### WASTE

#### Material Aspects: Waste Reduction

GRI 306: Management Approach 2020	306-1	Waste generation and significant waste-related impacts	Waste Reduction, p. 38	P		
	306-2	Management of significant waste-related impacts	Waste Reduction, p. 38	P	Management of waste from client sites mentioned.	
GRI Waste 2020	306-3	Waste generated	Waste Reduction, p. 38	P	The total weight of waste generated and a breakdown of this total by composition of the waste has been excluded from this report. A narrative on material compositions and waste reduction efforts is provided.	

### ENVIRONMENTAL COMPLIANCE

#### Material Aspects: Environment

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Environment, p. 28 Materiality Assessment, p. 20-22	F		 
	103-2	The management approach and its components		F		
	103-3	Evaluation of the management approach		F		
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	Environment, p. 28	F	Clintar has not identified any historic non-compliance with applicable environmental laws and/or regulations.	

### SOCIAL

### OCCUPATIONAL HEALTH AND SAFETY

#### Material Aspects: Health and Safety

GRI 103: Management Approach 2016	403-1	Occupational health and safety management system	Health and Safety, p. 52	P		 
	403-2	Hazard identification, risk assessment, and incident investigation	Health and Safety, p. 52	P		
	403-3	Occupational health services	Health and Safety, p. 52	P		
	403-4	Worker participation, consultation, and communication on occupational health and safety	Health and Safety, p. 52	P		
	403-5	Worker training on occupational health and safety	Health and Safety, p. 52	P		
	403-6	Promotion of worker health	Health and Safety, p. 52	P		
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and Safety, p. 52	P		
GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	Zero Incident Culture, p. 53	P	The total number of workplace incidents and number of incidents per employee have only been included in this section.	

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### TRAINING AND EDUCATION

#### Material Aspects: Training & Growth

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Health and Safety, p. <a href="#">52</a>	P		  
	103-2	The management approach and its components	Health and Safety, p. <a href="#">52</a>	P		
	103-3	Evaluation of the management approach	Health and Safety, p. <a href="#">52</a>	P		
GRI 404: Training and Education 2016	404-1	Direct (Scope 1) GHG emissions	Training & Growth, p. <a href="#">52-53</a>	P		
	404-2	Energy indirect (Scope 2) GHG emissions	Training & Growth, p. <a href="#">52-53</a>	P	Transition hours and assistance programs are not included in this section. The average hours of training that employees have undertaken is not separated by gender and employee category.	

### DIVERSITY AND EQUAL OPPORTUNITY

#### Material Aspects: Diversity and Equal Opportunity

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Diversity and Equal Opportunity, p. <a href="#">48</a>	P		  
	103-2	The management approach and its components	Diversity and Equal Opportunity, p. <a href="#">48</a>	P		
	103-3	Evaluation of the management approach	Diversity and Equal Opportunity, p. <a href="#">48</a>	P		
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Diversity and Equal Opportunity, p. <a href="#">48</a>	P	Governance body age groups are not included in this section.	



**Commercial Outdoor Services**

200 Cachet Woods Ct., Unit 119

Markham, Ontario L6C 0Z8

Phone: 1-800-361-3542

Email: [info@clintar.com](mailto:info@clintar.com)

[www.clintar.com](http://www.clintar.com)