



# Landscape Company Self-Audit

When performing your self-audit, use the following key to record your progress:

**A=Always do this**                      **N=Not doing this yet**  
**S=Sometimes do this**           **X=Does not apply to our**  
business

Date of Self-Audit 

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## Business Operations

We have written contracts for every new job. (Visit <a href="http://www.alcc.com/business-toolkit">www.alcc.com/business-toolkit</a> for sample contracts under General Business Information.)			
Contracts include scope of work and clauses regarding conflict resolution, indemnification, and payment terms/schedule.			
We are diligent about understanding what clauses are in the contracts we sign when serving as a subcontractor.			
We have written warranties on material and installation, or a statement that clearly states otherwise.			
We have documented procedures for quality assurance.			
We have industry certified individuals on staff (Landscape Industry Certified Technician or Manager, IA certifications, Registered Landscape Architects, Certified Arborist).			
We have staff in process of becoming certified (see above list.)			
We have training programs for both staff and management to improve their skills.			
We have an employee handbook that outlines fair and equitable employment practices and adheres to legal and regionally specific requirements.			
Our employee handbook is reviewed regularly by legal counsel; always when policies are changed or added.			
We post all required workplace legal posters.			
We have a drug- and alcohol-free workplace policy.			
We have sound financial resources that are sufficient to conduct business.			
We have formed or are strengthening relationships with our financial institutions, insurance providers, and other business vendors who help improve our financial strength and resources.			
We are members of industry associations and organizations.			
We have received business-related awards.			

## Safety Practices

We provide current workers compensation certificates to customers and vendors and have them on file.			
We have written health and safety policies.			
We have policies and practices about workers compensation claims that include reporting, return to work, and health provider information.			
We are cost containment certified.			
We have training programs for health and safety practices.			
We provide or subsidize PPE to employees.			
We have received recognition of safety excellence.			



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We comply with DOT regulations for all vehicles, equipment and trailers.			

### Customer Relations Practices

Customer service is addressed in our mission, core values, or vision.			
We have dedicated staff for customer service issues.			
We respond to all inquiries from customers or potential customers.			
We measure and document customer satisfaction.			
We have a complaint monitoring system and resolution process.			
We train employees on customer relations and service issues.			
We are in good standing with the Better Business Bureau or local Chamber of Commerce.			
We promote our commitment to professionalism and membership in industry organizations.			

### Community Relations and Marketing Practices

We encourage employees to join and participate in community outreach events.			
We promote our employees as speakers for community organizations, school career fairs, etc.			
We allow employees to take time from work to volunteer for industry organizations or community events.			
We have an updated web site that markets our services, tells success stories and engages potential customers.			
We have a social media presence.			

### Environmental Stewardship Practices

We employ Integrated Pest Management (IPM) practices.			
We enforce proper handling/recycling of yard waste.			
We employ the seven principles of Xeriscape consistently.			
We use industry Best Management Practices.			
We employ site specific fertilizer program based on soil analyses and other factors.			
We encourage irrigation upgrades and retrofits (controllers, nozzles, rain and soil moisture sensors) for conservation and efficiency.			
We use propane and electric equipment where practical.			
We source materials locally whenever possible.			
We promote environmental stewardship in our marketing materials and use every client interaction as an educational opportunity and have materials available for them. (Visit <a href="http://www.alcc.com/business-toolkit">www.alcc.com/business-toolkit</a> for a link to "Green strategies for Colorado Landscapes.")			