

# Landscape Industry Accredited Company Criteria and Application



## Program Purpose

Landscape companies, retail garden centres and nurseries are recognized for their commitment to excellence through the Landscape Industry Accredited Company program, an international program offered by the Canadian Nursery Landscape Association (CNLA) and the National Association of Landscape Professionals (NALP – *program pending approval*). Accredited companies focus on certification as a cornerstone of their business practices, conduct their business affairs responsibly, value community and customer relations, and maintain high standards of workmanship and environmental stewardship in residential and commercial settings.

## Seal of Approval

In recognition of their commitment to excellence through certification, the Landscape Industry Accredited Company “Seal of Approval” is awarded to successful applicants who: meet the criteria set forth below, agree to the Pledge of Excellence, and submit to a Customer Reference Verification. Maintenance of the Seal requires reaccreditation every three years to retain the accredited company status.

The Seal of Approval will provide:

- ☐ the Company with a means to produce and measure ongoing improvements regarding quality business practices, industry certification, and safety standards;
- ☐ the Client with a peace of mind that the company has met a deliberate criterion, is committed to hiring and maintaining certified staff, and has been vetted through a meaningful process of approval via the Company Accreditation Council;
- ☐ the Community with an increase in the visibility of professionalism and the values of Landscape Industry Certification to the public; and,
- ☐ CNLA/NALP with a program to recognize landscape horticultural companies that have met deliberate criteria, and are committed to hiring and maintaining certified staff.

## Why hire a Landscape Industry Accredited Company?

It is an easy way to identify that a company meets the kind of standards a consumer should come to expect and demand from their service provider. Customer satisfaction is the main goal of these companies who hold this seal of excellence, and they deliver on this by employing Landscape Industry Certified professionals, or equivalent, including Red Seal endorsed individuals, adhering to safe company



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and training programs, applying best business practices, concentrating on customer communication, and supporting sustainability initiatives.

Accredited companies pledge to meet superior standards including:

- ☑ employing trained, Landscape Industry Certified, or equivalent employees;
- ☑ providing clear, customer communications about service programs and contracts;
- ☑ following applicable provincial/territorial/state, local and federal licensing requirements;
- ☑ maintaining current insurance policies;
- ☑ advertising truthfully and ethically in accordance with the Canadian Competition Bureau
- ☑ checking employee references, driving history and criminal background;
- ☑ maintaining a drug-free workplace;
- ☑ participating in the provincial/territorial workplace safety programs to enforce safety initiatives.

### **Landscape Industry Accredited Company Pledge**

*“As a CNLA/NALP Landscape Industry Accredited Company, our company is committed to providing our customers with the highest quality, and we care deeply about our employees, safety, and the communities in which we build, grow and maintain healthy, responsible and aesthetically pleasing exterior and interior landscapes.*

*We are proud to be part of the landscape industry and are dedicated to the principle of free enterprise. We commit ourselves to serve our communities, and to provide our employees with the skills they need to work safely and productively in order to meet the needs of our customers. First and foremost, we enhance our operations and training through certification.”*

### **Steps to Accreditation**

1. Applicants to the program will complete an application which will include the providing of substantiation for many program requirements.
2. Upon receipt of the application, CNLA and NALP will provide the applicant with a pledge form (affidavit) stating that the applicant has complied with all of the Landscape Industry Accredited Company qualifications.
3. Upon return of the pledge form, and after a review of submitted materials, the decision of the program’s governing body, the Company Accreditation Committee, will notify the applicant of the results by mail.
4. If the Landscape Industry Accredited Company qualifications are met, the company will receive a certificate, Seal of Approval usage rights, and marketing materials. In the event that the qualifying standards are not met, the application fee will be refunded minus a processing fee. Resubmission will not be allowed again for 90 days.
5. CNLA/NALP reserves the right to withhold and/or revoke Landscape Industry Accredited Company approval from any company that shows a continuous pattern of violating or showing disregard for state and federal laws and regulations, not following the Landscape Industry Accredited Company Pledge, and superior standards as outlined above. CNLA/NALP further retains the right to alter, amend, change, and update the program as necessary.



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# Landscape Industry Accredited Company Application

The landscape horticultural companies that meet the exacting criteria set forth in the application will be formally acknowledged by CNLA/NALP as a "Landscape Industry Accredited Company."

If you are interested in applying to be a Landscape Industry Accredited Company, complete the application and follow its instructions. Please email [certification@cnla-acpp.ca](mailto:certification@cnla-acpp.ca) with any questions.

In addition to meeting the required criteria set forth in the application, companies applying for the company accreditation seal of recognition must also complete the Pledge of Excellence and a Customer Reference Verification. For maintenance of your seal of recognition, you will reaccredit with a short form every three years.

The Landscape Industry Accredited Company application lists criteria and asks questions regarding your business operations, the quality of work your company performs, safety, training and practices, as well as testing of knowledge and skills through certification or equivalent.

The application and requested supplemental information must be provided in both printed and electronic form. For any supplemental printed materials, please submit in a binder with tabs and do not use page protectors unless the document being supplied is smaller than 8 ½" x 11". The electronic version may be submitted on disc or flash drive, or zipped and emailed to [certification@cnla-acpp.ca](mailto:certification@cnla-acpp.ca). Please be sure the files are organized and labeled clearly. Electronic folders are recommended.

All responses will be reviewed by CNLA staff and will be held in strict confidence. The CNLA staff will be contacting references in order to ensure accuracy of application submission. The Company Accreditation Committee will review any appeals to your application.

## Application Review Procedures

Allow a minimum of 60 days for tabulation and review of your application. You may be contacted for clarification or additional information which, in turn, may extend the time to process your application. Applications that are not approved will be retained as CNLA/NALP property. The application fee is CNLA Member: \$500; Non-Member: \$2000. Individual branch offices will apply individually with a fee of CNLA Member \$500/Non-Member \$2000 (an application and required documentation must be submitted for each branch location). You will be eligible to resubmit in 90 days.

## Re-accreditation

Every 3 years, per a submission short form and fee of CNLA Member: \$250/Non-Member \$1000



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# CNLA Landscape Industry Accredited

## Company Application

Kudos! You are taking the first step toward becoming a Landscape Industry Accredited company.

**Contact Information:** *(Must be filled out in its entirety)*

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

City: \_\_\_\_\_ Province/State: \_\_\_\_\_

Country: \_\_\_\_\_ Postal/Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Website: \_\_\_\_\_

Business Start Date: (mm) \_\_\_\_\_ (yy) \_\_\_\_\_

Number of branch locations: (not including main location) \_\_\_\_\_

Number of employees (company-wide): Peak \_\_\_\_\_ Off-Peak \_\_\_\_\_

Number of service vehicles: \_\_\_\_\_

Check all services offered (must total 100%):

<input type="checkbox"/> %Design/Build/Installation	<input type="checkbox"/> %Landscape Management (maintenance)
<input type="checkbox"/> %Interior Plantscaping	<input type="checkbox"/> %Lawn Care (fertilization/weed control)
<input type="checkbox"/> %Irrigation/Water Management	<input type="checkbox"/> %Other (please specify) _____

*The information I provided in this application is complete and detailed to the best of my ability. If necessary, I understand that CNLA/NALP is authorized to request further information to authenticate this application. CNLA/NALP has ownership of the materials provided and has the permission of this company to refer its name in communications and promotions of the Landscape Industry Accredited Company program.*

Name of Company Contact: \_\_\_\_\_

Title of Company Contact: \_\_\_\_\_

Signature of Company Contact: \_\_\_\_\_ Date: \_\_\_\_\_



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# Application Submission Requirements

## *Documentation requested below must accompany application.*

1. Utilizes standard written contracts that include scope of work as applicable to provincial/territorial/state laws.

Provide: Sample of a recent contract – do not include client information.

2. Maintains written warranty on materials and installation, or statement saying otherwise.

Provide: Sample warranty document – do not include client information.

3. 1 in 20 staff for each location applying are Landscape Industry Certified Managers, or equivalent including Red Seal Endorsed (RSE) individuals, and 1 in 10 staff for each location applying are Landscape Industry Certified Technicians, or equivalent, including RSE individuals, in good-standing status, or in the process of becoming Landscape Industry Certified within a year from application approval (not achieving certification will revoke seal of accredited status).

Provide: No documentation required. CNLA/NALP will verify certification status.

4. Offers ongoing training for staff and management.

Provide: Sample of training program materials and roster of attendance for current year.

5. Distributes an employee handbook that outlines fair and equitable practices and adheres to legal and regionally specific requirements.

Provide: a) Copy of the handbook that includes signature lines for employee(s) and supervisor(s) to be signed annually, as well as a statement verifying the supervisor-led overview of the handbook for the employee(s); and b) Completed Safety and Employee Checklist Policy included in this application process.

6. Runs a financially stable business.

Provide: A statement or letter from an independent third party – an accountant or bank manager – that confirms the financial stability and viability of the company for the *last three years*. Do NOT submit financial data.

7. Maintains a current certificate of worker's compensation.

Provide: A copy of the provincial certificate and worker's compensation insurance mod rate.

8. Business has insurance liability.

Provide: Proof of liability insurance.



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9. Company adheres to provincial health and safety management guidelines, under the appropriate Occupational Health and Safety Act.

Provide: The health and safety management system utilized for work on the job site, i.e. a checklist or employee guideline document.

10. Company has a copy of the Canadian Landscape Standard available for reference.

Yes\_\_\_ No\_\_\_ Contact CNLA to order or order online at <http://www.csla-aapc.ca/standard>



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# Safety and Employee Policy Checklist *(Return with Application, to be completed by three employees)*

## Policies/Procedures

- Company management fully supports our firm's safety policy statement.
- All new employees receive a copy of our safety policy during orientation.
- Our firm has a comprehensive program of safety procedures for all employees.
- Company supervisors enforce all safety procedures on a fair and consistent basis
- Management has an organized procedure for identifying and documenting hazards that could impact worker safety
- Management provides the resources for supporting safety policies/procedures.
- Management documents all work-related injuries, illnesses and "close call" incidents through a formal, written reporting system.
- Our company maintains an alcohol/drug-free workplace culture.
- Our company complies with all applicable provincial and other safety-related regulations that impact our worksites.

## Programs

- Management ensures/enforces that PPE is used and available for all employees.
- Management provides training on PPE, first aid/CPR, and programs for preventing injury and illness resulting from identified hazards.
- Our company's safety training programs are presented in a language and manner that all employees can understand.

## Handbook Checklist

- Provincial Employment Standards Act
- Equal Employment Opportunity, including policies against discrimination, harassment, and retaliation
- Pay Policies
- Employer Property
  - Non-compete/non-disclosure
  - Confidentiality agreement for customer data
- Safety policies
- Attendance policies
- Standards of Conduct and Discipline: Infractions that could lead to discipline
- Acknowledgment

Employee signature of receipt and review \_\_\_\_\_



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## APPLICATION PAYMENT INFORMATION

Send this completed application, required documentation and an application fee of CNLA Member: \$500\*; Non-Member: \$2000\*. Branch offices will apply individually with a fee of CNLA Member \$500\*/Non-Member \$2000\* for each branch office applying (an application and required documentation must be submitted for each branch location).

Total application amount: \$\_\_\_\_\_ \*plus HST/GST

By cheque: in CAD dollars, payable to CNLA

By credit card:  **Visa**    **MC**    **AMEX**

Card #: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Expiration Date: (mm)\_\_\_\_\_/ (yy) \_\_\_\_\_

CVV: \_\_\_\_\_

Signature: \_\_\_\_\_

Card billing address (if different from company address):

\_\_\_\_\_

Address

\_\_\_\_\_

City	Province	Postal Code
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**FAX COMPLETED FORM TO (905) 875-1840.**

\*If paying by cheque, make payable to CNLA and mail with form to:

Canadian Nursery Landscape Association, 7856 Fifth Line South, Milton, ON L9T 2X8.

**Questions?** certification@cnla-acpp.ca; 888-446-3499. Prices Subject to Change. No Refunds





## Landscape Industry Accredited Company Customer Reference Verification

**COMPANY SECTION.** This section to be filled out by company applying for Landscape Industry Accredited Company status before forwarding to customer with postage-paid envelope.

Company: \_\_\_\_\_

City/Prov. or Country/Postal Code: \_\_\_\_\_

Company Rep: \_\_\_\_\_

### Customer Section

The company above is applying for the Canadian Nursery Landscape Association (CNLA) Landscape Industry Accredited Company Seal of Approval. As part of the application process, please complete this form to the best of your ability. This form will serve as a reference to CNLA. Send your responses in the enclosed, pre-addressed postage-paid envelope. Your responses will be held in strict confidence. Please do NOT return this form to the company listed above. For more information about the CNLA accredited program, visit [landscapeprofessionals.org](http://landscapeprofessionals.org). Thank you!

1. Indicate your relationship with the company. (Note: Relatives of company owners or employees are not eligible to complete this form.)

Residential Customer     Commercial Customer

2. How long has the company been performing services for [your property(ies)]?

1 – 3 years     4 – 6 years     7+ years

3. Briefly describe the services this company provides [for your property(ies)].

\_\_\_\_\_  
\_\_\_\_\_

4. Has this company ever failed to complete a project or job?

Yes     No    If Yes, please explain:

\_\_\_\_\_

4. Would you recommend this company to others?(Customers Only)     Yes     No

### Reference Signature

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Landscape Industry Accredited Company Supplier Reference Verification

**COMPANY SECTION.** This section to be filled out by company applying for Landscape Industry Accredited Company status before forwarding to customer with postage-paid envelope.

Company: \_\_\_\_\_  
City/Prov. or Country/Postal Code: \_\_\_\_\_  
Company Rep: \_\_\_\_\_

### Supplier Section

The company above is applying for the Canadian Nursery Landscape Association (CNLA) Landscape Industry Accredited Company Seal of Approval. As part of the application process, please complete this form to the best of your ability. This form will serve as a reference to CNLA. Send your responses in the enclosed, pre-addressed postage-paid envelope. Your responses will be held in strict confidence. Please do NOT return this form to the company listed above. For more information about the CNLA accredited program, visit [landscapeprofessionals.org](http://landscapeprofessionals.org). Thank you!

1. How long have you and this company had a working relationship?  
 1 – 3 years       4 – 6 years       7+ years

2. Briefly describe the working relationship you have with this company.

\_\_\_\_\_  
\_\_\_\_\_

3. Are financial transactions always conducted in a professional and timely manner by this company?

Yes       No      If No, please explain:

\_\_\_\_\_

4. Would you continue to work with this company in the future?  Yes  No      Please elaborate:

\_\_\_\_\_  
\_\_\_\_\_

### Reference Signature

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Landscape Industry Accredited Company Member Reference Verification

**COMPANY SECTION.** This section to be filled out by company applying for Landscape Industry Accredited Company status before forwarding to customer with postage-paid envelope.

Company: \_\_\_\_\_

City/Prov. or Country/Postal Code: \_\_\_\_\_

Company Rep: \_\_\_\_\_

### Member Company Section

The company above is applying for the Canadian Nursery Landscape Association (CNLA) Landscape Industry Accredited Company Seal of Approval. As part of the application process, please complete this form to the best of your ability. This form will serve as a reference to CNLA. Send your responses in the enclosed, pre-addressed postage-paid envelope. Your responses will be held in strict confidence. Please do NOT return this form to the company listed above. For more information about the CNLA accredited program, visit [landscapeprofessionals.org](http://landscapeprofessionals.org). Thank you!

1. How long have you known this company on a professional level?

1 – 3 years       4 – 6 years       7+ years

2. Briefly describe the working relationship you have with this company.

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3. Would you say their body of work and company policies are to a standard appropriate of a company worthy of Landscape Industry Accreditation?  Yes     No                  Please elaborate:

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### Reference Signature

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_