

Accredited Landscape Horticulture Company Application Form



Program Purpose

Landscape companies, retail garden centers and nurseries are recognized for their commitment to excellence through the Accredited Landscape Horticulture Company (ALHC) program, offered by the Canadian Nursery Landscape Association (CNLA). 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 Accredited Landscape Horticulture Company “Seal of Approval” is awarded to successful applicants who: meet the criteria set forth in these protocols, agree to the Pledge of Excellence and submit to reference verification by one customer, supplier and member each.

To retain the accredited company status and maintain the Seal, re-accreditation is required every three years

The Seal of Approval provides:

- The Company with a means to produce and measure ongoing improvements regarding quality business practices, industry certification, and safety standards.
- The Client with peace of mind that the company has met deliberate criteria, is committed to hiring and maintaining certified staff, and has been vetted through an industry-governed approval process.
- The Community with increased visibility of the professionalism and values provided by Landscape Horticulture Certification for public good.
- CNLA with a program to recognize landscape horticulture companies that have met deliberate criteria and are committed to hiring and maintaining certified staff.

Why hire an Accredited Landscape Horticulture 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 companies who hold this seal of excellence, and they deliver on this by employing Landscape Horticulture Certified Professionals, or equivalent, including Red Seal Endorsed individuals. They also adhere to safety and safe practices, deliver regular staff training, apply best business practices, prioritize good customer communication and support sustainability initiatives.

Accredited Landscape Horticulture Companies pledge to meet superior standards including:

- Employing trained Landscape Horticulture 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.

Accredited Landscape Horticulture Company Pledge

“As a CNLA Accredited Landscape Horticulture 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 a part of the nursery and landscape industry and are dedicated to the principles 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 provision of substantiation for many program requirements.
2. Upon receipt of the application, CNLA will provide the applicant with a pledge form (affidavit) stating that the applicant has complied with all of the Accredited Landscape Horticulture 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.
4. If the Accredited Landscape Horticulture Company qualifications are met, the company will receive a certificate, Seal of Approval usage rights, and the ALHC logo. 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 for 90 days.
5. CNLA reserves the right to withhold and/or revoke Accredited Landscape Horticulture Company approval from any company that shows a continuous pattern of violating, shows disregard for state and federal laws and regulations, and does not abide by the Accredited Landscape Horticulture Company Pledge and superior standards outlined in these protocols. CNLA further retains the right to alter, amend, change, and update the program as necessary.

Accredited Landscape Horticulture Company

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

If you are interested in applying to be an Accredited Landscape Horticulture Company, complete the application and follow its instructions. Please email certification@cnla-acpp.ca with any questions.

In addition to meeting set criteria in the application, companies applying for the ALHC Seal of Approval must complete the Pledge of Excellence and submit one customer, supplier and member reference verification each. To maintain the Seal of Approval, re-accreditation, with a short form, is required every three years.

Accredited Landscape Horticulture Company application lists criteria and asks questions regarding your business operations, the quality of work your company performs, adherence to safety, training practices and advancement of employee 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 emailed to 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 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 property.

The application fee for CNLA members is \$500 and for non-members, it is \$2000. The application fee for individual branch offices is \$500 for CNLA members and \$2000 for non-members. An application and required documentation must be submitted for each branch location. Applications that do meet requirements are eligible for resubmission after 90 days.

Re-accreditation

Every 3 years, with submission of a short form application with fee of \$250 for CNLA members and \$1000 for non-members.



Accredited Landscape Horticulture Company Accreditation Form

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

Contact Name: _____ Title: _____

Company Name: _____

Company Address: _____

City: _____ Province/State: _____

Country: _____ Postal/Zip: _____ Phone: _____

Email: _____ Website: _____

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%):

Design/Build/Installation ____%	Landscape Management (maintenance ____%)
Interior Plantscaping ____%	Lawn Care (fertilization/weed control) ____%
Irrigation/Water Management ____%	Other (please specify) _____ ____%

Signature of Company Contact: _____ Date: _____

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

Accreditation Requirements

Check applicable boxes and submit supporting documents with your application.

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.

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

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

1 in 20 staff for each location applying are Certified Landscape Horticulturist Managers, or equivalent including Red Seal Endorsed (RSE) individuals, and 1 in 10 staff for each location applying are Certified Landscape Horticulturist Technicians, or equivalent, including RSE individuals, in good-standing or in the process of becoming Landscape Horticulture Certified within a year from application approval

Offers ongoing training for staff and management.

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

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.

Runs a financially stable business.

Provide: A statement or letter from an independent third party, preferably 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.

Maintains a current certificate of worker's compensation.

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

Business has insurance liability. Provide: Proof of liability insurance.

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.

Safety and Employee Policy Checklist

(To be completed by three employees and returned for accreditation)

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: _____

ACCREDITATION PAYMENT INFORMATION

Send this completed re-accreditation form, required documentation and a fee of \$500 for CNLA members and \$2000* for non-members.

Each branch offices will apply individually for re-accreditation with a fee of \$500 for CNLA members and \$2000 for non-members.

Complete and submit a separate application form and required documentation for each main and branch office location.

Total application amount: \$ _____ *Plus HST/GST

cheque: in CAD dollars, payable to CNLA

By credit card: Visa MC

Card #: _____

Cardholder Name: _____

Expiration Date: (mm) _____ / (yy) _____ CVV: _____

Signature: _____

Card billing address (if different from company address):

Address: _____

City _____ Province _____ Postal Code _____

Email completed form to certification@cnla-acpp.ca

*Make cheques payable to CNLA and mail with completed forms and supporting documents to:
Canadian Nursery Landscape Association, 7856 Fifth Line South, Milton, ON L9T 2X8.

No refunds once payment is processed.

For questions, email certification@cnla-acpp.ca; or call 888-446-3499 ext. 8650



Accredited Landscape Horticulture Company Customer Reference Verification

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

Company Name: _____

Company Address: _____

Name of Company Rep: _____

Customer Section

The company above is applying for the Canadian Nursery Landscape Association (CNLA) Accredited Landscape Horticulture 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 directly to CNLA by email to certification@cnla-acpp.ca. 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 cnlagetcertified.ca. 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

Name of Referee: _____

Company (if applicable): _____

Signature: _____

Date: _____



Accredited Landscape Horticulture Company Supplier Reference Verification

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

Company Name: _____

Company Address: _____

Name of Company Rep: _____

Supplier Section

The company above is applying for the Canadian Nursery Landscape Association (CNLA) Accredited Landscape Horticulture 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 directly to CNLA by email to certification@cnla-acpp.ca. 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 cnlagetcertified.ca. 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

Name of Referee: _____

Company: _____

Signature: _____

Date: _____



Accredited Landscape Horticulture Company Member Reference Verification

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

Company Name: _____

Company Address: _____

Name of Company Rep: _____

Member Company Section

The company above is applying for the Canadian Nursery Landscape Association (CNLA) Accredited Landscape Horticulture 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 directly to CNLA by email to certification@cnla-acpp.ca. 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 cnlagetcertified.ca. Thank you!

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

1 – 3 years

4 – 6 years

7+ years

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

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

Reference Signature

Name of Referee: _____

Company: _____

Signature: _____ Date: _____