

Eagle Valley Commercial

Sustainability Handbook

The policies in this handbook support Eagle Valley Commercial staff and volunteers in creating an organizational culture of sustainability and stewardship while fulfilling the criteria of the Actively Green business certification program.

EVC is a Commercial Cleaning Company helping local businesses in Eagle County strive as we assist them with all their cleaning needs.

Commercial Cleaning Services



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Business Plan

Regulatory Compliance

Licensing & Permitting

Eagle Valley Commercial attests that we have obtained legal approval to conduct business within Eagle County. We have acquired our general business license by registering our business with Eagle County Government and have in our possession physical evidence of this claim, as represented by our tax registration certificate, which also serves as our general business license.

For the purposes of maintaining our Sustainable Business Certification with the Actively Green Program at Walking Mountains Science Center, we acknowledge that the declaration we have provided above must be notarized and signed by the owner on a triennial basis.

Please reference our notarized Disputes Affidavit regarding this matter, which has been signed by the owner and will be re-notarized on a triennial basis.

Disputes

Eagle Valley Commercial acknowledges that some business disputes are an inevitable and unavoidable cost of operating our business specifically, while others can be avoided by taking necessary regulatory precautions. We have taken all necessary regulatory precautions for our business, as determined through our efforts to reach compliance with all state and/or federal laws relevant to our business. EV Commercial attests that we have no outstanding disputes at this time.

We understand that maintaining compliance is a necessary legal precaution to avoid future disputes that may be brought upon our business, and that our declaration of no outstanding disputes must be maintained and must be notarized and signed by the owner on a triennial basis, in order to maintain our Sustainable Business Certification with the Actively Green Program at Walking Mountains Science Center.

Please reference our notarized Disputes Affidavit regarding this matter, which has been signed by the owner and will be re-notarized on a triennial basis.

Ethics Policy

Eagle Valley Commercial will treat employees and clients with respect and fairness, will not tolerate sexual harassment. We will implement periodic surveys to identify any misconduct from/towards our employees and/or clients. As well as continuing with our open and informal communication between management, clients and employees. Please also see our signed and notarized, legally binding affidavit from Asu Alonso regarding this matter.

Vision, Mission & Values

Vision Statement

To be the cleaning company everyone can rely on by efficiently helping customers achieve their goals.

Mission Statement

To promote clean and harmonious work environments for our customers and employees and to build long-term relationships with our clients by understanding their needs and providing solutions with integrity and professionalism.

Values

- Integrity and Professionalism
- Sustainability
- Accountability
- Collaboration
- Honesty
- Respect and Equality
- Continuous learning

Business Code of Conduct

We expect our employees to commit to sustainability among all three pillars - community, environment, and economy - as our business has. To actively contribute to progress we make as a company toward meeting high-level sustainability goals; engage with and enrich our ability to continuously improve.

Collaboration: Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

Communication: All employees must be open to communication with their colleagues, supervisors or team members.

Professionalism: All employees must show integrity, competence and self-awareness in the workplace.

Respect: All employees should respect their colleagues. We won't allow any kind of discriminatory behavior, harassment or victimization. Employees should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Personal Appearance: All employees must follow our dress code and personal appearance guidelines.

Absenteeism and Tardiness: Employees should follow their schedules. We expect employees to be punctual when coming to and leaving from work. Exceptions will be made for special circumstances.

Green Team

Eagle Valley Commercial has a designated Green Team with 1 co-chair and the owner of the company as a chair. The Green Team meets monthly, at a minimum, and is responsible for overseeing and coordinating the organization’s sustainability management and initiatives and Sustainability Action Plan.

Green Team Chair. Responsibilities include:

- 4 hours a month on a sustainability theme.
- Record all monitoring data on SMS.
- Creating/updating sustainability policies.
- Training employees on new policies.

Green Team Co-Chair. Responsibilities include:

- Monitoring chemicals use by staff
- Researching new cleaning products that are more environmentally friendly.
- Staying updated on new policies and procedures around the area.

Sustainability Policy

Eagle Valley Commercial is committed to sustainability of the Eagle Valley and surrounding mountain environment. We value the ecological, economic, and cultural health of our community and our valley. Therefore, we strive to engage our participants, visitors, and employees in environmental stewardship and learning about the surrounding mountain environment. We also encourage our participants, visitors, and employees to participate in local cultural and educational opportunities that enrich our community’s sense of well-being. Eagle Valley Commercial uses a Sustainability Action Plan to set goals and guide our progress and we create an Annual Sustainability Report to communicate and celebrate our successes.

Sustainability Action Plan

At Eagle Valley Commercial we are committed to sustainability and the “triple bottom line” approach including: environmental sustainability, financial sustainability, and social equity. We integrate sustainability into our management and facility operations and into our interactions with visitors and guests. We are a socially and environmentally responsible organization and therefore we address what we can control through our operations, and we influence what we can’t control by considering the extended supply chain when we purchase from and contract with vendors. We consider natural and cultural heritage in our operations, as well as



socio-economic equality and human rights. We incorporate quality, health and safety of our employees and guests, as well as risk and crisis management into our reporting and into how we operate as a business moving forward.

EVC is committed to incorporating sustainability into our business operations and plans to monitor our overall sustainability performance by reporting on our management of waste, water, energy, CO2 emissions, transportation and chemicals. We also commit to monitoring and reporting on our annual improvements, as well as sustainability goals and achievements at least every three years.

Our Green Team has a primary objective to focus on sustainability planning and continuous improvement on our sustainability performance overall. To effectively do this, the Green Team will meet annually to discuss goals and objectives moving forward into each year and will acquire re-certification every three years.

EVC plans to monitor our sustainability performance by assigning different Green Team roles to various responsibilities. Standard operating procedures for monitoring and improving each aspect of our sustainability have been described in detail below, with each of the six Environmental Management sections having its own specific set of procedures. These will ensure our greater consistency, efficiency and accountability among our Green Team and in our sustainability reporting.

High Level Sustainability Objectives & Goals

By 2026:

- Reduce the use of plastic trash bags: *1. When cleaning offices, by reusing plastic bags on trash bins when possible. 2. By using reusable bags to carry cleaning rags instead of plastic bags.*
- Decrease the use of disposable gloves by 1/2: *by purchasing reusable and or washable gloves.*
- Buying 70% of our cleaning products locally: *by making purchases on local stores rather than online when product is available locally.*

Sustainable Destination Development

Eagle Valley Commercial will make every effort to ensure the company's activities do not jeopardize the provision of basic services such as food, water, energy, healthcare, or sanitation, to neighboring communities nor do they adversely affect local access to livelihoods, including land and aquatic resource use, right-of-way, transport, and housing. Please see our signed and notarized, legally binding affidavit from Asu Alonso.

Eagle Valley Commercial has established feedback mechanisms for the community to make comments and voice any concerns. These issues and/or instances are addressed through direct communication with individuals and/or groups via email, phone calls or comments sent through our website.

Environmental Management

I. Waste Management

Eagle Valley Commercial plans to monitor each of our two waste streams by measuring each systematically. The table below specifies this methodology.

Waste Stream ²	Trash	Recycling	Compost
Monthly Data Collection Time	At end of the month, before taking it to the trash dumpster.	At the end of the month, before taking it to the recycling dumpster	N/A
Green Team Member Responsible for Data Collection	Asu Alonso	Asu Alonso	N/A
How / Data Collection Method	Using scale to weight trash	Using scale to weight recycling	N/A

Waste Reduction Pledge

Eagle Valley Commercial is committed to limiting our environmental impact by reducing waste through reuse, recycling and composting.

Waste Reduction Policy

Staff members are familiar with recycling policies and procedures and are capable of instructing guests and visitors about how to use our recycling system. EVC ensures that waste is effectively reduced through behavioral changes, recorded as our Waste Reduction Standard Operating Procedures, which we expect our staff to engage in.

Eagle Valley Commercial will track and report the total amount of recyclables, compostables, and total waste generated, on a quarterly basis at a minimum. The total waste diverted and the total waste to landfill will be normalized against the most appropriate factor. With a baseline established, EVC will determine and enact the best procedures to reduce waste, recorded in our Waste Reduction Action Plan.

Waste Reduction Standard Operating Procedures

Key strategies for employees and customers to decrease waste and increase recycling and compost, when available, are listed below. EVC employees will follow recycling guidelines for each property that we service. Recycle and trash will be sorted and disposed in appropriate containers.

- Management will help clients follow Recycling Policies in the area and offer to guide them to operate sustainably.
- Recycling material will be removed from client's properties and taken to designated nearby center when recycling is not available on site.
- The following describes how we dispose of specific types of recyclable materials at Eagle Valley Commercial home office:
 - **Paper, Cardboard, Aluminum and Recyclable plastics:** Are collected in the garage inside the recycling bin. After monthly data collection, all recycling is taken to the single stream container in the parking garage of the property where the home office is located.

Waste Reduction Action Plan

Eagle Valley Commercial has identified the following types of waste that can be reduced and listed them below.

1. Disposable gloves.
2. Plastic bags used to carry dirty rugs.
3. Small plastic bottles of cleaning products.
4. Purchasing ready to use cleaning products vs. concentrated products that can be diluted and used on reusable bottles.

II. Water Use & Management

Eagle Valley Commercial plans to monitor water usage indoor, at home office and while using laundry machines to clean rugs used for daily operations. The table below specifies this methodology.

	Indoor	Outdoor
Monthly Data Collection Time	At the end of the month	N/A
Green Team Member Responsible for Data Collection	Asu Alonso	N/A
How / Data Collection Method	using average water waste measurements.	N/A

Water Conservation Pledge

Eagle Valley Commercial is dedicated to the efficient use of water, and we educate our staff on how to be more sustainable in this practice.

Water Conservation Policy

Eagle Valley Commercial ensures that water is effectively reduced through behavioral changes, recorded as our Water Conservation Standard Operating Procedures, which we expect our staff to engage in. Eagle Valley Commercial will track water use on a monthly basis at their home office and record. With a baseline established, EVC will determine and enact the best procedures to reduce water consumption, recorded in our Water Conservation Action Plan.

Water Conservation Standard Operating Procedures

Key strategies for employees to conserve water are listed below:

- Closing faucets when running water is unnecessary while cleaning kitchen and bathrooms.
- Bringing reusable water bottles to work instead of purchasing plastic water bottles.
- When washing cleaning rugs on washing machines, make sure we are using a full load every time.

Water Conservation Action Plan

Eagle Valley Commercial has identified the following ways to understand water usage and reduce the amount of water used. These are listed below.

1. Supervision of staff daily operation to assist employees on ways of reducing water usage during cleaning.
2. Introduction and education of water waste concepts to costumers when given the opportunity.
3. Reduce laundry cycles by using laundry machines efficiently.

III. Energy Use & Management

Energy Use & Management Pledge

Eagle Valley Commercial is dedicated to the efficient use of energy, and we educate our staff on how to be more sustainable in this practice. Eagle Valley Commercial will continually aim to reduce energy use, thereby reducing total energy consumption.

Energy Use & Management Policy

EVC ensures that energy is effectively reduced through behavioral changes, recorded as our Energy Reduction Standard Operating Procedures, which we expect our staff to engage in. Eagle Valley Commercial will track and record energy on a monthly basis.

With a baseline established, EVC will determine and enact the best procedures to reduce energy consumption, recorded in our Energy Reduction Action Plan. Eagle Valley Commercial plans to monitor each type of energy use, including renewables and electricity, by measuring each systematically. The table below specifies this methodology.

	Non-Renewable Electricity	Renewable Electricity	Natural Gas
Monthly Data Collection Time	At the end of the month	At the end of the month	N/A
Green Team Member Responsible for Data Collection	Asu Alonso	Asu Alonso	N/A
How / Data Collection Method	Monthly statement from Holy Cross.	Monthly statement from Holy Cross	N/A

Energy Reduction Standard Operating Procedures

Routine operational practices, key everyday tasks and particular day-to-day behaviors our employees are expected to adhere to, in order to collectively contribute to our conservation of energy, are listed below:

- **Lighting**
 - Use daylighting when available. When this is the case, any unnecessary lights near windows should be turned off.
 - When possible, keep reading lamps/floor lamps/sconces/pendants and other small lighting fixtures turned on instead of overhead or other larger lighting fixtures.
 - Turn lights out each time you are done cleaning a room. Encourage others to do this as well.
- **Computers & Appliances**
 - If using a computer, ensure each computer's power management settings are enabled, which will allow the computer to enter sleep mode (the monitor powers down) when not in use. *Note: screen savers do not save energy!
 - When working at home, at the end of each workday, turn off computers and their monitors, overhead projectors, printers, copiers and any equipment that require a warm-up period. (Turn this equipment off sooner if no additional use is expected.)
- **Heating, Ventilation & Air Conditioning (HVAC) & Building Envelope**
 - Always ensure floor, wall, and ceiling vents are not blocked, and are free from clutter for proper and efficient ventilation.
 - Staff who finds gaps under doors to the exterior of buildings (light is visibly shining under the door) and around windows should report this information to their direct supervisor to communicate with costumers for necessary replacement and/or repair if they choose to.
 - Only those with disabilities should use automatic door openers. Frequent use by those who are not disabled allows for loss of heat or conditioned air.
 - Adopt the following procedures during **summer** months to ensure buildings envelope and heating, ventilation and air conditioning (HVAC) systems, if present, are operating as efficiently as possible.
 - Only open windows or doors to the exterior of the building when needed to clean and close immediately if HVAC systems have been turned on.
 - Adopt the following procedures during **winter** months to ensure our building envelope and heating, ventilation and air conditioning (HVAC) systems, if present, are operating as efficiently as possible.
 - When heating systems have been turned on in the winter, only open windows and/or doors if needed to clean and close immediately.
 - During the day, uncover windows from blinds/shades/drapes to help heat indoor spaces.

- At the end of the day, close blinds/shades/drapes to reduce heat loss at night.

Energy Reduction Action Plan

Eagle Valley Commercial has identified the following strategies for reducing energy consumed by our business and has listed these below.

1. We will utilize our electric utility bill to determine monthly use, and to observe seasonal trends related to heating.
2. Home office is a rental unit; therefore, Green Team members will communicate with the owner to suggest opportunities for adjusting our heating; condo envelope; and lighting fixtures to more sustainably use energy.
3. EVC has already received a free energy walkthrough from Tiger Home and Building Inspections, we will utilize this service to better inform our project selection.
4. Green Team members will work with Holy Cross Energy to explore the feasibility of enrolling in their Peak Time Payback Program to receive credit on future electricity bills by reducing energy use during peak demand events.
5. EVC has already received a free lighting audit from Tiger Home and Building Inspections. We will utilize this service to ensure all lighting has been upgraded to LED bulbs.

Renewable Energy Policy

Eagle Valley Commercial uses Holy Cross services for their home office. Company will track renewable energy on a monthly basis, based on the percentage of renewable energy that Holy Cross offers to members. As of August of 2024, Holy Cross is providing 75% of clean energy. With a baseline established, EVC will determine and record.

Renewable Energy Action Plan

Eagle Valley Commercial has identified the following ways to understand renewable energy usage and acquisition and increase the amount of renewable energy consumed as a business. These are listed below.

1. The Sustainability Management System (SMS) and Holy Cross Smart Hub will be used to compile total monthly renewable energy consumption and generation and cross checked with utility bills to ensure monthly recording accuracy. This data will be used to help analyze energy usage and find opportunities for increased renewable acquisition at home office.
2. All staff will be encouraged to understand how renewable energy purchases and/or renewable energy generation works.

IV. CO₂ Emissions

CO₂ Emissions Pledge

Eagle Valley Commercial is dedicated to the accounting and reduction of carbon dioxide and other greenhouse gas emissions related to our business's operation, as well as to the education of staff on sustainable practices in this area.

CO₂ Emissions Policy

EVC will continually aim to reduce CO₂ emissions particularly and greenhouse gas emissions generally. EVC ensures that CO₂ emissions are effectively reduced through behavioral changes, recorded as part of our CO₂ Emissions Reduction Standard Operating Procedures, which we expect our staff to engage in.

Eagle Valley Commercial will monitor the total emissions equivalent from all non-renewable energy sources, including employee commuting, and company vehicle operation annually and record on at least an annual basis. Monitoring will be done systematically. With a baseline established, EVC will determine and enact the best actions to reduce CO₂ emissions, recorded in our CO₂ Emissions Reduction Action Plan.

CO₂ Emissions Reduction Standard Operating Procedures

Key strategies and behavioral changes for employees and customers to help reduce CO₂ emissions are listed below.

- EVC staff are encouraged to walk, bike or take the bus when possible.
- Help employees reduce driving distances by assigning properties to services that are near to the same cleaning crew.
- Organized carpooling when a group of employees are assigned to one destination using one vehicle to get to job site and back.

CO₂ Emissions Reduction Action Plan

Eagle Valley Commercial has identified the following ways and opportunities to understand CO₂ emissions of our business's operations and reduce the number of emissions released by our business generally. These are listed below.

1. Total emissions equivalents related to non-renewable energy use will be totaled on an annual basis. Reduction procedures outlined in the Energy Reduction Action Plan will be used to reduce this total.

2. Employee commuting mileage and frequency will be totaled in part to establish a CO₂ emissions baseline. Staff will be encouraged to carpool, bike, and use public transportation to reduce commuting mileage via incentives and planning facilitation. Then, commuting mileage will be recorded on a monthly basis, and input into the SMS on at least a quarterly basis, to track reductions.

V. Sustainable Transportation

Sustainable Transportation Pledge

Eagle Vally Commercial is dedicated to the monitoring of vehicle mileage traveled and to the reduction of single-occupancy vehicle (SOV) travel related to our business's operation, as well as to the education of staff on sustainable practices in this area.

Sustainable Transportation Policy

This includes both employee commuting and fleet vehicle usage. EVC will continually aim to reduce SOV travel and ensures that this type of travel is effectively reduced through behavioral changes, recorded as part of our SOV Reduction Standard Operating Procedures, which we expect our staff to engage in.

Eagle Vally Commercial reduces air pollution and vehicle traffic by encouraging our employees to opt for carpooling, walking, biking, and using local public transportation whenever possible. Eagle Valley Commercial will monitor the total mileage from all travel, including employee commuting and company vehicle operation, monthly and recorded on at least a quarterly basis. Monitoring will be done systematically.

The table below specifies this methodology. With a baseline established, EVC will determine and enact the best actions to reduce travel mileage, recorded in our Sustainable Travel Action Plan.

	Employee Commuting Mileage	Business Fleet Vehicle Mileage	Total Mileage
Monthly Data Collection Time	Last day of the month	Last day of month	Last day of month
Green Team Member Responsible for Data Collection	Asu Alonso	Asu Alonso	Asu Alonso

How / Data Collection Method	Employee survey (for all monthly recurring cleanings)	Tracking distances (based on jobs projects that month)	Data input monthly
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SOV Reduction Standard Operating Procedures

Key strategies and behavioral changes for employees and customers to help reduce SOV mileage are listed below.

- Data from employees will be collected monthly.
- Recurring cleanings to be schedule efficiently to avoid extra driving to same area during the week.
- EVC staff will is encouraged to carpool, use public transportation when available.

Sustainable Travel Action Plan

Eagle Valley Commercial has identified the following ways and opportunities to understand vehicle mileage traveled of our business’s operations and reduce vehicle mileage traveled by our business generally. These are listed below.

1. Employee commuting mileage and frequency will be totaled in part to establish a CO₂ emissions baseline. Then, commuting mileage will be recorded on a monthly basis, and input into the SMS on at least a quarterly basis, to track trends.
2. Mileage on fleet vehicle (only one at the time) will be tracked on a monthly basis, and input into the SMS on at least a quarterly basis. Employees will be encouraged to use fuel in these vehicles responsibly.
3. EVC will purchase an electric vehicle by 2026 to be used as a fleet vehicle and a second electric vehicle to be available for employees by 2028.
4. Management will gift an ebike to the employee that uses public transportation the most during the year, at the end of winter season for the next 3 years. Management will track public transportation use by surveying their employees.

VI. Chemical Management System

Chemical Use and Purchasing Pledge

Eagle Valley Commercial strives to minimize the amount of harmful chemicals it introduces into the environment by using non-toxic and biodegradable cleaning products. EVC is dedicated to the monitoring of chemical and cleaning supplies purchased and to the education of staff on sustainable practices in this area.

Chemical Use and Purchasing Policy

All employees have been trained in the safe and proper handling of chemicals. Eagle Valley Commercial also informs our clients about the use of products that can be considered harmful to the local environment.

Eagle valley Commercial will continually aim to reduce these purchases and ensures that these types of purchases are effectively reduced through behavioral changes, recorded as part of our Chemical Use and Purchasing Standard Operating Procedures, which we expect our staff to engage in.

Our monitoring includes a log of all chemical and cleaning supplies purchased, with their biodegradability and toxicity also noted. These purchases are tracked monthly and reported at least quarterly. Monitoring will be done systematically. With a baseline established, EVC will determine and enact the best strategies to reduce harmful chemical use and purchases, as well as to properly manage harmful chemical disposal. These plans to improve our sustainability in this area are recorded in our Chemical Management System Action Plan.

Chemical Use and Purchasing Standard Operating Procedures

Key strategies and behavioral changes for employees and customers to help reduce harmful chemical use, purchases, and disposal are listed below



- Purchases made from Earth Friendly and Sustainable cleaning brands.
- Employee onboarding and training includes review of chemicals which are approved and unauthorized to be used or purchased.
 - A list of employees who have participated in chemical handling training during the last period is kept and uploaded in the SMS.
- An inventory of approved chemical uses and purchases is compiled by the owner. It is reviewed and updated bi-annually or as necessary.
 - Vinegar-based cleaning solutions
 - Safer Choose approved.
 - Natural ingredients products
- An inventory of unauthorized chemical uses and purchases is compiled by the Green Team. It is reviewed and updated bi-annually or as necessary. This inventory is uploaded to the SMS along with Material Safety Data Sheets (MSDS), which specify which chemicals are toxic and which are non-toxic. Toxic chemicals are listed below:
 - Ammonia
 - Chloride
 - Bleach
 - Lye and sulfuric acid
 - Formaldehyde
 - Butoxyethanol
- Purchase of harmful substances is minimized and substituted when available.
- Clients are informed about the use of substances which may be considered harmful to the local environment.

Chemical Management System Action Plan

Eagle Vally Commercial has identified the following ways and opportunities to reduce harmful chemical use, purchases, and disposal by our business generally. These are listed below.

1. Replacing cleaning products that contain harmful chemicals with non-toxic alternatives when possible.
2. Properly follow directions when diluting concentrated products to avoid pouring unneeded amounts of chemicals into the environment.
3. Recognizing when the use of cleaning can be done a less harmful chemical product.
4. Keep up to date with new environmentally friendly new products coming available.
5. This is the list of employees that have participated in the chemical handling training:
Andrea Hernandez
Lorena Martinez
Isai Pacheco
Marina Torres
Maria Gutierrez
Roxy Villareal

Supply Chain Management

Responsible Purchasing

Responsible Purchasing Pledge

Eagle Valley Commercial strives for sustainable economic development through the support of local businesses and the purchasing of recycled, fair trade, local and organic products when possible.

Responsible Purchasing Policy

These products will be identified as those with recognized and credible certifications and/or labels (especially wood, paper, food, and products from the wild). EVC recognizes the need to minimize purchasing items that cause harm to the local environment, humans, and animals such as toxic paints, fuels, oils, paint removers, detergents, etc. No employee of EVC will purchase or sell any items made from threatened or endangered species. Additionally, locally owned and operated businesses and those with a sustainability or corporate responsibility certification will be preferred over others when possible and available.

When not available or possible, sustainability performance and improvement over time will be considered. Guidelines for adhering to our Responsible Purchasing Policy & Pledge are recorded as part of our Responsible Purchasing Standard Operating Procedures, which we expect our staff to engage with.

Eagle Valley Commercial is dedicated to the monitoring of recycled, fair trade, local and organic products purchased for each quarter. EVC will calculate or estimate eco-friendly products purchased as a percentage of the total products purchased each quarter. These purchases are tracked quarterly and reported at least quarterly. Monitoring will be done systematically. The table below specifies this methodology. With an understanding of our purchases, EVC will determine and enact the best strategies to improve purchases to support local economic development. These plans to improve our sustainability in this area are recorded in our Supply Chain Management Action Plan.

	Eco-Friendly Purchases	Total Purchases	% Eco-Friendly Purchases of Total Purchases
When List is Collected & Updated	By annually	By annually	By annually
Green Team Member Responsible	Marina Torres	Marina Torres	Marian Torres
Storage Location & Management Method for Tracking Purchases	List is kept on a Google Doc which all applicable staff may update as necessary	List is kept on a Google Doc which all applicable staff may update as necessary	List is kept on a Google Doc which all applicable staff may update as necessary

Responsible Purchasing Standard Operating Procedures

Key strategies for employees and customers to help support local economic development are listed below. When price and quality are comparable, staff will be encouraged to purchase products locally when available (within a 100-mile radius of the organization) over importing from outside the region.

- The following procedures for purchasing specific materials will be followed by all applicable staff. Currently at the home office.
 - **Paper:** Only recycled copy paper will be purchased.
 - **Ink for printer:** Purchased from companies that recycle cartridges.
 - **Products from the wild:** Eagle Vally Commercial will not purchase or sell items made from threatened and endangered species.

Supply Chain Management Action Plan

Eagle Vally Commercial has identified the following ways and opportunities to improve our purchasing decisions and support local economic development generally. These are listed below.

- All purchases will be tracked on the same document to identify the ones made locally vs. out of the 60-mile ratio area.
- Continuios inquiry about new products on the market and locally available items that are environmentally friendly.
- A list of preferred and local vendors will be made available to applicable staff members that are responsible for purchases.

Community & Ecosystem Impacts

Giving Back Programs

Giving Back Pledge

Eagle Valley Commercial believes that we should regularly support impactful organizations and our community. We commit to providing philanthropic materials to customers related to education, training, health & sanitation, protected areas, and/or climate change and encourage them to participate. EVC will also keep a record of the level and nature of our contributions.

Giving Back Contributions

- In association with EV Community Foundation, EVC employees – full time and part time- help volunteer a full day twice a year. Either at the Community Markets or MIRA Bus with their time paid as working hours.

Buy Local

Local Community & Economic Development Pledge

Eagle Valley Commercial supports long-term economic vitality in the Eagle Valley by encouraging participants, visitors, and employees to purchase products and services from local vendors. We also encourage our customers to patrol other local businesses that are committed to sustainability.

Responsible Travel

Participant & Visitor Education

Eagle Valley Commercial values and protects our surrounding mountain landscapes and watersheds. Our business benefits from local ecosystem services such as clean air and water and natural open spaces for our employees to recreate and rejuvenate. We are surrounded by the 2.3 million acre White River National Forest including federally designated Wilderness Areas.

We educate our employees and customers about the expected and appropriate behavior when applicable. This includes responsible travel principles, respecting natural and cultural heritage, and communicating any protected sites within the area to the guests. Interpretive information that is shared with our employees and customers, related to responsible travel, natural and cultural heritage, and protected areas, as well as appropriate behavioral conduct will be provided as evidence of our commitment to responsible travel.

Customer Communications

Marketing

Participant & Visitor Education Regarding Sustainability

Eagle Valley Commercial promotes the principles of sustainability and stewardship to our employees and customers in the following ways: through interactions with costumers, training employees and website.

Use of Feedback

Eagle Valley Commercial collects and monitors customer feedback, satisfaction with their quality of experience and/or our company's sustainability performance. We have established the following system at a minimum to document and address the feedback received.

- Customers returned feedback requests from websites.
- Direct email and phone call communication.
- Regular visits to clients.