

Encore Electric, Inc. Mountain Division

Sustainability Handbook

All policies contained in this handbook support Encore Electric, Inc. staff and volunteers in creating an organizational culture of sustainability and stewardship while fulfilling the criteria of the Actively Green business certification program.

Encore Electric is a Colorado-based legacy company that focuses on delivering to its customers a wide array of electrical construction projects and maintenance services. Encore has earned the reputation of high quality, innovation and customer satisfaction throughout the Rocky Mountain region. We credit our success to our craftspeople and industry partners. We have grown as our people have grown.

Encore Electric is involved in highly-technical projects from residential to industrial and healthcare to hospitality. We developed the technology behind complex projects that change the way people live and work.

Encore Electric Mountain Division has been serving the Eagle County community since 2003. Our team proudly supports sustainability initiatives. We have been Actively Green certified since 2015 and were awarded the ELP Gold membership in 2018.

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Business Plan

Regulatory Compliance

Encore Electric, Inc. attests that we are legally able to operate as a business within the Town of Avon and Eagle County. We have no outstanding disputes.

Encore Electric, Inc. proactively stays abreast of the applicable legal requirements and restrictions in the regions where we operate. We maintain an up-to date register of documentation for all required environmental, health and safety, licenses, operational permits and approvals and have obtained all required licenses, operational permits and approvals.

To date, Encore Electric, Inc. continues to maintain a record of complete regulatory compliance. Encore Electric, Inc. is not directly or indirectly involved in a dispute regarding environmental regulations, nor have we been.

-  Encore Electric Inc. is in compliance with relevant environmental, health, and safety laws as well as international, national, and local regulation and legislation.
-  Encore Electric Inc. is not directly or indirectly involved in dispute with environmental, socio-cultural, or economic regulations.
-  Encore Electric Inc. ensures its employees are paid minimum wage and is in compliance with all fair labor laws.

Fair Labor Policy

Encore Electric, Inc. has zero tolerance for unlawful discrimination, including harassment and sexual harassment. Employees who violate this policy will be disciplined up to and including termination. Sexual harassment and harassment based on factors such as race, color, religion, national origin, age or disability are unacceptable. The company will not tolerate harassment of employees by managers, supervisors, coworkers, or third parties (including vendors, suppliers, contractors or owners).

Prohibited sexual harassment includes behavior of a sexual nature that is unwelcome and personally offensive to its recipient. Sexual harassment is a form of employee misconduct that is demeaning to another person and undermines the integrity of the employment relationship. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature may constitute harassment. The company prohibits sexual harassment in all circumstances, including harassment of a male by a female, harassment of a female by a male and same gender harassment. Harassment of one employee by another is prohibited without regard to the supervisory or non-supervisory status of the employees involved. When conduct of the nature described above is based upon, race, color, ethnicity, religion, disability, sex or age, it is harassment and will not be tolerated.

Harassment also includes verbal, physical and visual conduct that creates an intimidating, offensive, or hostile working environment or that interferes with work performance. For example, unwanted physical contact, foul language, sexually-oriented propositions, jokes or remarks, obscene gestures or the display of sexually explicit pictures, cartoons or other materials may be considered offensive by another employee and should therefore not occur. Additional



examples of prohibited harassment include slurs, jokes, the posting of offensive statements, posters or cartoons, or other similar conduct based upon race, color, ethnicity, religion, disability, sex or age.

All employees have a responsibility to report promptly and in good faith, to the EEO Officer or to any superintendent, any incident of harassment by any employee, contractor, vendor, or any other person. Employees are not required to complain first to their immediate foreman or superintendent if they feel more comfortable reporting the conduct to another superintendent or the EEO Officer. Employees are urged to report any incident of harassment and not wait until harassment becomes severe or pervasive. Any foreman, supervisor or superintendent who receives a report of harassment or otherwise suspects harassment has occurred must immediately report it to the EEO Officer.

Encore Electric, Inc.'s EEO Officer is:

David Scott
7125 W. Jefferson Avenue, #400
Lakewood, CO 80235
Phone: (303) 934-1234

Complaints of harassment will be investigated thoroughly and promptly. Investigations of reported harassment and their resolution will be kept confidential to the extent possible given the need for a complete and fair investigation and for corrective action. All employees have a responsibility to cooperate in Encore Electric's investigations or harassment. If Encore Electric concludes that harassment occurred, Encore Electric will take appropriate corrective action.

Additionally, the Federal Equal Employment Opportunity Commission and state fair employment practice agencies (in Colorado, the Colorado Civil Rights Commission) are authorized to investigate and resolve complaints of discrimination in employment (including unlawful harassment). Filing with both the federal and the appropriate state agency may be required and there are time limitations for filing complaints with these agencies, some as short as six months from the date of the alleged discriminatory act.

While Encore Electric encourages employees to report observed harassment in good faith, making knowingly false or malicious claims may also lead to discipline.

Encore Electric forbids retaliation against employees who report harassment, who oppose harassment, or who participates in an investigation of suspected harassment. Retaliation can take the form of verbal or physical misconduct, shunning, or adverse employment actions such as negative evaluations, less favorable work assignments, discipline, or discharge. Any recurrence of harassing conduct or any incident or suspected retaliation should be reported immediately to any of the persons listed above.






Violation of this policy may result in discipline up to and including immediate termination.

Vision, Core Values & Business Code of Conduct

Vision Statement

Encore will provide comprehensive installation and maintenance services for ALL THINGS power, technology, and energy – without limitations.

The purpose behind our Vision:

-  Our strategic vision aligns what we do with who we are to create a guiding purpose.
-  In the current construction environment, Division 26 electrical contractors continue to be commoditized by general contractors. Our goal is to go above and beyond meeting our customer's expectations by serving as a "value-added" partner.
-  As a value added partner we always strive to provide tangible value to our client's projects by delivering services or products they cannot get anywhere else like best in class preconstruction and budgeting services, proactive project preplanning and schedule management, virtual construction solutions, advanced prefabrication and manufacturing services. The goal of being a "value-added" partner directly aligns with our culture and commitment to being a legacy company.
-  Providing excellent service keeps our team, future leaders and entrepreneurial endeavors focused on moving forward thus developing a secure and sustainable business model.
-  This vision is for your future!

Core Values

Our management philosophy is comprised of four core values that define our company culture. The core values are as follows:

Total Customer Satisfaction

- High Quality Products and Services
- Customer/Vendor/Company Partnership

Honesty, Integrity, and Ethical Behavior

- Accountability
- Integrity
- Ethical Behavior and Honesty

We Value our People

- Commitment to Safety
- Open Communications
- The Team Ahead of the Individual
- Responsibility to the Employee
- Recruitment and Development of Quality People

Provide Strength, Stability & Growth for our Company and Employees through Profitability

- Financial Strength
- Loyalty

Business Code of Conduct






At Encore Electric, Inc. 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, field operations and customer base. We are a socially and environmentally responsible organization and address what we can control through our operations. We consider the extended supply chain when we purchase from vendors and contract with subcontractors. For additional information please refer to Encore Electric, Inc. Sustainability Action Plan.

Green Team

Encore Electric, Inc. has a designated Green Team with three co-chairs and other staff represented from each of the program departments. The Green Team meets monthly, at a minimum, and is responsible for leading by example, overseeing and coordinating the organization’s sustainability management and initiatives and Sustainability Action Plan.






Green Team Chair: Liz Bankert

Responsibilities include:

-  Participate in meeting with suggestions and recommendations
-  Action Items
-  Record monthly water & energy usages
-  Promote our sustainability pledges, leading by example
-  SMS Compliance






Green Team Co-Chair: Nick Signorelli

Responsibilities include:




-  Participate in meeting with suggestions and recommendations
-  Action Items
-  Promote our sustainability pledges, leading by example
-  Take part in responsible purchasing
-  Record monthly mileage

Green Team Co-Chair: Courtney Raab

Responsibilities include:

-  Participate in meeting with suggestions and recommendations
-  Action Items
-  Record monthly individual waste, recycling & composting for office
-  Promote our sustainability pledges, leading by example
-  Take part in responsible purchasing

Additional Green Team Members:

-  RJ Vik
-  Eric Bankert
-  Bob Bergman



Sustainability Policy

Encore Electric, Inc. 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. We strive to engage our clients, vendors and employees in environmental stewardship of the surrounding mountain environment. We also encourage our clients, vendors, visitors, and employees to participate in local cultural and educational opportunities that enrich our community's sense of well-being. Encore Electric, Inc. 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 Encore Electric, Inc. 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.

Encore Electric, Inc. 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 new year, and will acquire re-certification every three years.

Encore Electric, Inc. 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

-  Educate Encore employees on the small steps they can take to help Encore achieve sustainability goals.
-  Encourage Encore employees to become stewards of their community.
 - Choose volunteer/give back opportunities that speak to our group's interests.
 - Choose volunteer/give back opportunities to help encourage Encore employees and their families to participate.
-  Encore's goal is to provide at least (1) volunteer opportunity to our team each quarter.
-  Continually expand our commitment in supporting non-profit organizations that focus on socio-economic and conservation initiatives.
-  Become a leader in sustainability by example.
-  Create yearly action plan items that are measurable and achievable.
-  Share those action plans with the team and encourage team buy-in. Celebrate our successes as a team.
-  Use Green Team meetings to brainstorm, check-in and monitor progress to achieve goals.
-  Expand Encore's commitment of sustainability outside of Eagle County to include the communities many of our employees reside (Garfield, Summit, Lake and Pitkin).

Sustainable Destination Development

Encore Electric, Inc. recognizes that the overall well-being of the Eagle Valley community depends upon people living in neighborhoods throughout the Valley and surrounding communities. Encore Electric, Inc. operations 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.

Encore Electric, Inc. has established feedback mechanisms for the community to make comments and voice any concerns. These issues and/or instances are addressed by our Chief Marketing Officer or Compliance & Information Governance Risk Manager through direct communication with individuals and/or groups who submit feedback.

Environmental Management

I. Waste Management

Encore Electric, Inc. plans to monitor each of our three waste streams by measuring each systematically. The table below specifies this methodology.

Waste Stream →	Trash	Recycling	Compost
Weekly Data Collection Time	Collected each Friday	Collect every other Thursday	Collect each Saturday
Green Team Member Responsible for Data Collection	Courtney Raab	Courtney Raab	Courtney Raab
Description of Data Collection Method	By Weight	By Weight	By Weight



Waste Reduction Policy & Pledge



Encore Electric, Inc. is committed to limiting our environmental impact by reducing waste through reuse, recycling and composting. Staff members are familiar with recycling policies and procedures and are capable of instructing guests and visitors about how to use our recycling system. Encore Electric, Inc. 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.

Encore Electric, Inc. 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, Encore Electric, Inc. will determine and enact the best procedures to reduce waste, recorded in our Waste Reduction Action Plan.

Waste 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 reduction and diversion of waste, are listed below.

-  Recycling & composting is a team expectation. All Encore office employees have been educated on what common items are recyclable and compostable. Labeling on bins is picture-based, noting which items can be disposed of in the recycling & composting bins to help determine recyclable & compostable items.
-  Recycling bins are accessible and well labeled in the following locations; kitchen area, work stations and conference areas. Bins are weighed weekly and emptied into a single-stream recycling bin located on-site (provided by Vail Honeywagon) at 77 Metcalf Road.

- Staff will monitor the amount of recycled waste from the bins to track this type of waste in relation to the amount of waste we divert from landfills.
- Labeling on all recycling bins is reviewed yearly and updated as needed.
-  Compost bins are accessible and well labeled in the kitchen. Bins are weighed weekly and emptied into a composting bin located on-site (provided by Vail Honeywagon) at 77 Metcalf Road.
 - Staff will monitor the amount of compost from the bins to track this type of waste in relation to the amount of waste we divert from landfills.
 - Labeling on all compost bins is reviewed yearly and updated as needed.
-  Vail Honeywagon offers recycling & composting services that Encore currently utilizes. Paper, cardboard, plastic, glass and aluminum can be recycled. Paper towels, shredded paper and food scraps can be composted. The bulk of Encore's recycling comes from paper & cardboard and the bulk of our composting comes from paper towels & shredded paper.

The following describes how we dispose of specific types of recyclable materials.

Paper

Paper that does not need to be shredded should be disposed of in the recycling bins located in the kitchen area, office & cubicle work stations or conference areas.

- Paper that does need to be shredded should be shredded at your individual work station. Shredded paper will be collected weekly as part of the compost.
- Because our waste hauler is a single stream recycling service provider, other paper products common to our business that can be recycled include **newspapers, magazines, brown paper bags, phone books and chipboard (cereal/tissue boxes)**.
- Common paper products that cannot be recycled include wrappers and coffee cups.

Cardboard

Unusable/ripped cardboard is broken down, tape and staples are removed, flattened and placed neatly in the recycling bin, which is located at the kitchen area, work stations and conference areas. Cardboard in good shape can be given to Courtney Raab to be reused.

- Our waste hauler is a single stream recycling service provider, other cardboard products common to our business that can be recycled include **packing paper and chipboard (cereal/tissue boxes)**.
- Common cardboard products that cannot be recycled include packing materials such as packing peanuts and packing foam.

Plastic, Glass and Aluminum

General recyclable items are emptied, but not rinsed and are disposed of in the single-stream bins, located in the kitchen area, work stations and conference areas.

- Our single stream recycling service provider will accept glass, aluminum and plastic containers marked with a recycling symbol #1 through #7.

- Because our waste hauler is a single stream recycling service provider, other products common to our business that can be recycled **include empty aerosol cans, rigid plastics, tin cans and aseptic packaging (milk/juice containers).**
- Common products that cannot be recycled include Styrofoam, plastic bags and wrappers.
- Staff members do not rinse out containers, as this is not necessary and wastes water. Liquid and solid contents are, however, removed from containers before recycling.



Compost

Compostable items are disposed of in the compost bins, located under the kitchen sink.

- Compostable items accepted by our waste hauler include: food waste, meaning **fruits, vegetables, meat, dairy, bones, cooked foods, grains and breads as well as napkins, non-coated paper plates, chopsticks, coffee filters, shredded paper, paper towels and tubes.**
- Items that are not accepted as compost by our waste hauler include plastic bags, rubber bands, stickers, disposable gloves, straws, commingle recyclables (glass, aluminum, plastic) or pet waste.
- Compostable items are disposed of in the compost bin, located in the cabinet underneath the kitchen sink.

Waste Reduction Action Plan

Encore Electric, Inc. has identified the following strategies for reducing waste produced by our business and has listed these below.

-  We will reduce the volume of waste headed for the landfill, of which is produced by our business, by increasing the volume of recycled and composted waste. This will increase our diversion of waste from the landfill. Our yearly goal is to reduce waste by 5%. We will do this in the following ways:
 - We will increase the volume of recycled waste produced by our business in two ways:
 - Continually educate employees on what items can be recycled
 - Reuse/repurpose cardboard
 - We will reduce our rate of contamination among recycled waste by educating office staff, use highly visible labeling on bins and spot check items while emptying into Vail Honeywagon bins.
 - We will increase the volume of composted waste produced by our business by continually educating employees on the benefits of composting and what items are compostable.
 - We will reduce our rate of contamination among composted waste by educating staff, use highly visible labeling on bins and spot check items while emptying into Vail Honeywagon bins.
-  We will reduce the volume of waste headed for the landfill, of which is produced by our business, by decreasing the amount of trash we produce.
 - In the next three years, 2020 - 2022, our Green Team will find alternatives for reusable cardboard. We will collect reusable cardboard, advertise it on social media and give to individuals looking for packing boxes. We will keep metrics on the number of cardboard boxes diverted from our Vail Honeywagon to be reused.

- In the next three years, 2020 – 2022, our Green Team will begin to collect empty ink cartridges and recycle them through a service Costco offers. We will keep metrics on the number of ink cartridges diverted from the trash.
- In the next three years, 2020 – 2022, our Green Team will find a way to recycle plastic bags, wrap and film including air pillows, which are often used in packaging. We will keep metrics on the amount we can divert from the trash.

II. Water Use & Management

Encore Electric, Inc. plans to monitor both our water usage indoor and for outdoor use, including irrigation by measuring each use systematically. The table below specifies this methodology.

	Indoor	Outdoor
Monthly Data Collection Time	15 th each month	15 th each month
Green Team Member Responsible for Data Collection	Liz Bankert	Liz Bankert
Description of Data Collection Method	Email M-Tech accountant for invoice copy	Email M-Tech accountant for invoice copy

Water Conservation Policy & Pledge

Encore Electric, Inc. is dedicated to the efficient use of water, and we educate our staff on how to be more sustainable in this practice. Encore Electric, Inc. ensures that wastewater is effectively treated and reused only in a safe manner. Encore Electric, Inc. 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.

Encore Electric, Inc. will track water use on a monthly basis and record water use on a quarterly basis at a minimum. With a baseline established, Encore Electric, Inc. will determine and enact the best procedures to reduce water consumption, recorded in our Water Conservation Action Plan.

Water Conservation 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 water, are listed below.

- Staff are encouraged to use water from indoor fixtures responsibly through signage that is posted where running water is used by our staff members. This signage serves as a daily reminder to employees to attempt to use less water. Signage can be found at the following locations: all faucets all toilets and all breakrooms.
- No-bottle water cooler has been installed to filter tap water and reduce need for single-use plastic water bottles.

Water Conservation Action Plan

Encore Electric, Inc. has identified the following strategies for conserving water consumed by our business and has listed these below.

1. We will conserve water use among our business by first analyzing our water use to better understand where any change we make will have the greatest impact.
 - a. In the next three years, 2020 -2022, we will aim to reduce our water use by 5%.
1. We will conserve our water use through education of both our staff and our visitors, technology and water fixture upgrades, as well as culture.
 - a. We will install faucets that include motion sensors, ensuring that water only turns on when hands are physically under the faucet.
 - b. Bathrooms are common areas, shared with a second company. We will post water saving tips to help educate the building and encourage water reduction.

III. Energy Use & Management

Encore Electric, Inc. plans to monitor each type of energy use, including renewables, natural gas, and electricity, by measuring each systematically. The table below specifies this methodology.

	Non-Renewable Electricity	Natural Gas
Monthly Data Collection Time	15 th each month	15 th each month
Green Team Member Responsible for Data Collection	Liz Bankert	Liz Bankert
Description of Data Collection Method	Email M-Tech accountant for invoice copy	Email M-Tech accountant for invoice copy


Energy Use & Management Policy & Pledge


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

Encore Electric, Inc. will track energy use – both electricity and natural gas - on a monthly basis and record on at least a quarterly basis. With a baseline established, Encore Electric, Inc. will determine and enact the best procedures to reduce energy consumption, recorded in our Energy Reduction Action Plan.

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 water, are listed below.

-  Energy reduction is a team expectation. All Encore office employees have been educated on what we can do in the office to reduce energy; (i.e. run dishwasher only when full, turn off lights when leaving a room, etc.)

 Energy reduction tips have been placed at each switch, which both reminds employees to turn off the light and informs them of other ways to save energy.

Lighting

- Use daylighting when available. When this is the case, any unnecessary lights near windows should be turned off.
- Ensure all individual lighting uses LED light bulbs and when possible, keep individual lighting fixtures turned on instead of overhead recessed lighting or other larger lighting fixtures.
- Turn lights out each time you leave a room. Encourage others to do this as well.
- Occupancy sensors and dimmers have been installed at office lighting to assist in turning off lights when not in use.
- LED lighting has been installed throughout the Avon office. Per Energy Smart Colorado this improvement has reduced a total of 19,010.00 pounds of carbon dioxide emissions annually.

Computers & Appliances

- 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.
- Convenience appliances such as mini-refrigerators, plug-in air fresheners, space heaters, and fans all use additional energy from the baseline that the building uses, and therefore will not be permitted.
- At the end of each work day, turn off computers and their monitors, overhead projectors, printers, copiers, fax machines, coffee-makers and other 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.
- If there is ventilation in an individual office, doors connecting individual offices to larger shared office space should be kept closed.
- Staff who find gaps under doors to the exterior of the building (light is visibly shining under the door) and around windows should report this information to Nick Signorelli for necessary replacement and/or repair.
- Adopt the following procedures during summer months to ensure our building envelope and heating, ventilation and air conditioning (HVAC) systems are operating as efficiently as possible.
 - Never open windows or doors to the exterior of the building for extended periods of time once HVAC systems have been turned on. Instead, turn the air conditioning off before opening windows.
 - During exceptionally hot days, cover windows by pulling blinds down, as feasible, to help keep indoor spaces cooler.
 - At night, uncover windows by pulling blinds up to help indoor spaces cool.

- Adopt the following procedures during winter months to ensure our building envelope and heating, ventilation and air conditioning (HVAC) systems are operating as efficiently as possible.
 - When heating systems have been turned on in the winter, never open windows and/or doors. Instead, adjust thermostats and/or speak with a staff member of your business's maintenance crew.
 - During the day, uncover windows from blinds to help heat indoor spaces.
 - At night, pull blinds down, or over windows, to help keep building heat in.
 - At the end of the day, close blinds to reduce heat loss at night. Make sure to open these for natural warming in the mornings, especially for South-facing windows.
 - Close blinds on weekends and over holiday breaks to reduce heat loss at night. Make sure to open these for natural warming in the mornings, especially for South-facing windows.
- If possible, move staff desks or workstations away from drafty areas such as non-insulated walls and windows, as well as from cold surfaces such as tile floors. This will help reduce need for warming our office spaces further.
- The use of space heaters is prohibited. If staff feel inclined to use a space heater, they should bring an extra jacket or blanket to keep at their desk instead.

Energy Reduction Action Plan

Encore Electric, Inc. has identified the following strategies for reducing energy consumed by our business and has listed these below.

-  Our office is a shared space with another company, who Encore rents from. Utility bills are in M-Tech's name and they have agreed to provide Encore with copies so that we can estimate our monthly and annual energy usage, and to observe seasonal trends related to heating and cooling.
-  In the next three years, 2020 -2022 we will aim to reduce our energy consumption by 5%.
-  In the next year, Encore Electric, Inc. will schedule a free energy walkthrough from Walking Mountains Science Center's Energy Programs staff, we will utilize this service to better inform our future project selection.
-  Green Team member Nick Signorelli 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.
-  Encore Electric, Inc. will schedule a free lighting audit from Walking Mountains Science Center's Energy Programs staff when moved into our Eagle office. We will utilize this service to ensure all lighting has been upgraded to LED bulbs.




Renewable Energy Policy

Encore Electric, Inc. is dedicated to the necessary transition of energy away from being fossil fuel-based, and we educate our staff on why this is important. Encore Electric, Inc. ensures that consideration for the purchase and/or acquisition of additional renewable energy is discussed where appropriate, and recorded in our Renewable Energy Standard Operating Procedures, which we expect to be followed.

Encore Electric, Inc. will track renewable energy – both purchased and generated - on a monthly basis and record renewable energy use on a quarterly basis at a minimum. With a baseline established, Encore Electric, Inc. will determine and enact the best procedures to increase renewable energy consumption, recorded in our Renewable Energy Action Plan.

Renewable Energy Action Plan

Encore Electric, Inc. has identified the following strategies for increasing renewable energy usage and acquisition by our business, and has listed these below.

-  Our office is a shared space with another company, who Encore rents from. Encore will begin talks with M-Tech to discuss the possibility of using renewable energy at the office in the future. Utility bills are in M-Tech’s name and they have agreed to provide Encore with copies so that we can estimate our portion.
-  Once renewable energy can be established in the office, the Actively Green Sustainability Management System (SMS) will be used to compile total monthly renewable energy consumption and generation. This will be cross checked with utility bills to ensure recording accuracy. This data will be used to observe seasonal trends related to heating and cooling, analyze annual energy demand for renewable energy, and to find opportunities for increased renewable energy acquisition.
-  All staff will be encouraged to understand how renewable energy purchases and/or renewable energy generation for our buildings would work. We will encourage this by sharing literature on renewable energy with staff as well as perform and share cost analysis on making the change to renewable energy.

IV. CO₂ Emissions

CO₂ Emissions Policy & Pledge






Encore Electric, Inc. is dedicated to the accounting and reduction of CO₂ emissions related to our business’s operation, as well as to the education of staff on sustainable practices in this area. Encore Electric, Inc. will continually aim to reduce CO₂ emissions. Encore Electric, Inc. 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 follow.

Encore Electric, Inc. 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. The table below specifies this methodology. With a baseline established Encore Electric, Inc. will determine and enact the best actions to reduce CO₂ emissions, recorded in our CO₂ Emissions Reduction Action Plan.

	CO₂ Emissions
Annual Data Collection Time	September 30 th
Green Team Member Responsible for Data Collection	Liz Bankert
Description of Data Collection Method	SMS annual calculation


CO₂ Emissions 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 reduction of CO₂ emissions, are listed below.

-  Utilize Microsoft Teams to conduct meetings remotely, where possible
-  Apprenticeship Classes are conducted in-part on-line, reducing the need for weekly travel to offices
-  Employee commuting mileage and frequency will be totaled to establish a baseline. Staff will be encouraged to carpool, bike, and use public transportation. Commuting mileage will then be recorded on a monthly basis to track reductions.
-  Mileage on fleet vehicles will be tracked on a monthly basis. Employees will be encouraged to use fuel in these vehicles responsibly
-  Total emissions equivalents related to non-renewable energy use will be totaled on an annual basis. Reduction procedures that we have control to implement in our office (space is leased) will be used to reduce this total.

CO₂ Emissions Reduction Action Plan

Encore Electric, Inc. has identified the following long-term strategies and opportunities for reducing CO₂ emissions by our business's operations, and has listed these below.

-  Total emissions equivalents related to non-renewable energy use will be calculated on an annual basis.
 - Annual analysis of this data will help our business determine the best action plans and operating procedures for Energy Management and Sustainable Transportation.
 - In the next three years, 2020 – 2022, we will set an informed emissions reduction goal for our business, which will effectively contribute to our community's achievement of Climate Action Plan goals set in 2016.

V. Sustainable Transportation

Sustainable Transportation Policy & Pledge

Encore Electric, Inc. 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. This includes both employee commuting and fleet vehicle usage. Encore Electric, Inc. 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.

Encore Electric, Inc. reduces air pollution and vehicle traffic by encouraging our clients and employees to use public transportation whenever possible.



Our employees are encouraged to carpool, walk, bike, or using local public transportation wherever possible and feasible. Whenever possible, we choose fuel efficient vehicles to support our operations.

Encore Electric, Inc. will monitor the total mileage from all travel, including employee commuting and company vehicle operation, monthly and record on at least a quarterly basis. Monitoring will be done systematically. The table below specifies this methodology. With a baseline established, Encore Electric, Inc. 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	15 th of each month	15 th of each month	Monthly totals added quarterly
Green Team Member Responsible for Data Collection	Nick Signorelli	Nick Signorelli	Liz Bankert
Description of Data Collection Method	Employee survey/employee carpool spreadsheet	Employee survey/employee carpool spreadsheet	Input total to SMS quarterly

SOV Reduction Standard Operating Procedures






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

-  Employees record their typical commuting mileage each month.
-  Employees record how many travelers they carpool with generally each month along with their commuting mileage.

Sustainable Travel Action Plan

Encore Electric, Inc. 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.

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 reductions.

-  Mileage on fleet vehicles 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.
-  Encouragement of reducing SOV mileage is supported through planning facilitation, including telecommuting opportunities for office personnel.
-  Whenever possible, we choose fuel efficient vehicles to support our operations. This includes considering the purchase of electric vehicles when and where applicable.
-  Within the next year, Encore Electric, Inc. pledges to implement the following to support the reduction of transportation-related energy use and greenhouse gas emissions
 - fuel efficient vehicles are rented, purchased, or leased where available;
 - employees and clients are encouraged to use public transport/carpooling wherever possible

VI. Chemical Management System

Chemical Use and Purchasing Policy & Pledge

Encore Electric, Inc. strives to minimize the amount of harmful chemicals it introduces into the environment by using non-toxic and biodegradable cleaning products. Encore Electric, Inc. is dedicated to the monitoring of chemical and cleaning supplies purchased and to the education of staff on sustainable practices in this area. All employees have been trained in the safe and proper handling of chemicals, if applicable. Encore Electric, Inc. also informs our clients and employees about the personal use of substances that can be considered harmful to the local environment.





Encore Electric, Inc. 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. The table below specifies this methodology. With a baseline established, Encore Electric, Inc. 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.

	Unauthorized Chemical Uses & Purchases	Approved Chemical Uses & Purchases	Approved Chemical Disposal Methods
When List is Collected & Updated	15 th each month	15 th each month	
Green Team Member Responsible	Courtney Raab	Courtney Raab	
Storage Location & Management Method for Chemical Information	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	Information is Compiled with the aid of Local Resources

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:

-  Office is cleaned by Sweeping Change Cleaning Services and is supplied with eco-friendly cleaning products.
-  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 Green Team. It is reviewed and updated bi-annually or as necessary.
 - Vinegar-based cleaning solutions

- 📄 An inventory of unauthorized chemical uses and purchases is compiled by 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 chemical are toxic and which are non-toxic.
 - Bleach

- 📄 Purchase of harmful substances is minimized and substituted when available.
- 📄 Visitors are informed about personal use of substances which may be considered harmful to the local environment (such as toxic sunscreens and repellants).

Chemical Management System Action Plan

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

- 📄 Check that items are non-toxic before buying office supplies, cleaning supplies, etc. Search for non-toxic alternatives if they are toxic.

Supply Chain Management

Responsible Purchasing

Responsible Purchasing Policy & Pledge




Encore Electric, Inc. strives for sustainable economic development through the support of local businesses and the purchasing of recycled, fair trade, local and organic products when possible. These products will be identified as those with recognized and credible certifications and/or labels (especially wood, paper, food, and products from the wild). Encore Electric, Inc. recognizes the need to avoid 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 Encore Electric, Inc. 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.

Encore Electric, Inc. is dedicated to the monitoring of recycled, fair trade, local and organic products purchased for each quarter. Encore Electric, Inc. 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, Encore Electric, Inc. 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	Quarterly in March, June, September, December	Quarterly in March, June, September, December	Quarterly in March, June, September, December
Green Team Member Responsible	Courtney Raab	Courtney Raab	Liz Bankert
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	Input % to SMS



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.
 - Paper: Only 30 – 100 % recycled copy paper will be purchased in the 2020-2021 fiscal year.
 - Food: Encore Electric, Inc. will buy from local restaurants who incorporate sustainability practices
 - Locally owned and operated businesses and those with a sustainability or corporate responsibility certification will be preferred
 - Restaurants who use local farmers, CSA's, etc. will be preferred
 - Restaurants who use recycled/compostable packaging will be preferred
 - Products from the wild: Encore Electric, Inc. will not purchase or sell items made from threatened and endangered species.
-  Encore primarily uses EON Office Supply; (<http://www.eonoffice.com/>) an independent WBE-certified, Colorado business for our office supply purchases.
 - Encore utilizes EON's "Think Green" program that encourages sustainability through Earth-friendly products and recycling services.
 - We combine supply orders from multiple departments and check current stock on regularly used items, reducing the number of orders and deliveries.

Supply Chain Management Action Plan

Encore Electric, Inc. has identified the following ways and opportunities to improve our purchasing decisions and support local economic development generally. These are listed below.

-  A new receipt coding strategy will be implemented in the 2020-2021 fiscal year in order to track responsible purchasing within the organization.
-  A list of preferred and local vendors will be made available to support staff in responsible purchasing goals.

Community & Ecosystem Impacts

Giving Back Programs

Giving Back Pledge

Encore Electric, Inc. 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. Encore Electric, Inc. will also keep a record of the level and nature of our contributions.





Giving Back Contributions

In selecting service providers, preference is given to those companies that support socio-economic and conservation initiatives.

Local organizations and events we support include:


Vail Valley Salvation Army • Battle Mountain High School • Eagle River Watershed • Pink Vail • Climate Action Collaborative • Colorado Workforce Center • Valley View Hospital • Habitat for Humanity • Vail Health Foundation • Feast on the Creek • Summit Medical Foundation • Eagle Valley Cross Country Invitational • Vail Film Festival • Valley View Foundation • Eagle Valley High School • Vail Firefighters Association • Rob Millisor Heart Health Walk • Sonnenalp of Vail Foundation • Vail Valley Foundation • Summit Medical Foundation • Eagle County Fair & Rodeo • Garfield Fair & Rodeo • Jody Hern Memorial

Encore Electric will actively support our community through volunteering with local organizations. In fiscal year 2020 our team participated in the following events:


-  **Habitat for Humanity Vail Valley** - Habitat for Humanity Vail Valley in partnership with Eagle County Schools are currently building 6 duplexes in Gypsum to help increase the number of affordable homes in Eagle County. Priority for these homes goes to Eagle County Schools employees. This work is ongoing but since July, 2019 Encore electricians have volunteered labor to wire all 12 of these homes.
-  **Climate Action Collaborative LED Swap** – July 25, 26, 27th, 2019 Encore paired up with Eagle County Government and The Climate Action Collaborative to sponsor an LED Swap. We used our booth at the Eagle County Fair & Rodeo and advertised this initiative so that residents could bring their inefficient light bulbs in and we would provide energy efficient LEDs. <https://www.youtube.com/watch?v=BVIhLNc31bM>
-  **Vail Valley Salvation Army Empty Bowls** – The Empty Bowls luncheon is an event that helps raise money for the Salvation Army Food Pantry. In 2019, Green Team members organized the silent auction table for this event as well as solicited for sponsors which brought in an additional \$12,000.00 of funds that directly benefit the Food Pantry.
-  **Vail Valley Salvation Army Thanksgiving Baskets** – This was the 5th year Encore employees volunteered to pack and deliver food baskets for the Salvation Army and 3rd year as title sponsor for the Ton of Turkeys Drive with


local radio station, KZYR. This wonderful event is a call to action to our local community; to bring a literal ton of turkeys to the Salvation Army for distribution in the Thanksgiving baskets. With this event, Encore provides the


1st 500 pounds of turkey and our community brings in the rest, one turkey at a time. What was particularly great for our group to see by participating in these two events was the entire process. The turkeys that were collected from the Ton of Turkeys event make their way to the Avon Elementary school. They are packed by volunteers and then delivered to our neighbors within our community needing assistance during the holiday season.

 **CareerWise/Job Shadowing/CareerX/** – We continue to reach out to our employees through education. One of Encore’s core values is to Value our People and this value is embodied by providing free apprenticeship education to its field employees as well as offering 100s of courses, everything from Outlook and Accounting to Leadership to every employee, through Encore University. Our educational outreach to our community is mostly to students. Not every person goes to college and our goal is to let them know that there are good paying and satisfying careers right here in their backyard. We feel that by keeping local talent in Eagle County it helps sustain the workforce and keeps our economy strong. Events include:

- Red Canyon Shadow Day at Riverfront Lodge Jobsite 03/10/2020
- Career Exploration Night Berry Creek Middle School 03/11/2020
- Eagle County Schools Career Fair, Leadville Career Fair, Summit County Schools Career Fair, Colorado Mesa Career Fair
- In 2019, Encore hired one Battle Mountain High School Junior through CareerWise, an organization joining businesses and students interested in beginning an apprenticeship. He joins our office a day each week where he works with our office staff in learning how to become a project engineer.
- Encore Electric continues to be listed for an internship opportunity through Eagle County Schools/Career X: <https://www.eagleschools.net/careerx/electrician>

 **Eagle River Watershed Council** – For the 4th year, Encore volunteers joined the Eagle River Watershed in its 25th Annual Eagle River Cleanup on September 7, 2019. <https://www.encoreelectric.com/eagle-river-cleanup-2019-and-encore-electric/> We continued support of Eagle River Watershed as a Headwater Partner sponsor and participated in our first Spring Highway Cleanup on April 27, 2019.

 **Encore Gives! Day** – Due to the great success our Avon office has had with volunteering, Encore has put together a day for the entire company to join in and volunteer in their local community. I’ve attached a video that better shows the outreach. <https://www.encoreelectric.com/helping-our-communities-on-encore-gives-day-2019/>

 **Pink Vail** – March 16, 2019 continuing sponsor of the event. We consciously pick swag items that are local and sustainable in nature, promoting Actively Green and our personal commitment. We continued our sponsorship and formed a team for the 2020 event, which was cancelled due to COVID-19.








COVID-19 – many of our plans for 2020 have been cancelled due to COVID-19. We will pick up where we left off once it is safe to do so.

Customer Communications

Marketing






Participant & Visitor Education Regarding Sustainability

Encore Electric, Inc. promotes the principles of sustainability and stewardship to our clients, on our jobsites as well as employees at all our locations in the following ways:

-  through interactions with clients & employees
-  marketing messages
-  printed collateral
-  advertisements
-  online employee newsletters
-  YouTube videos
-  Encore website

Use of Feedback

Encore Electric, Inc. 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.

-  Customer feedback, via an online survey, is emailed out to our customers along with their invoice.
-  Record of the number of feedback forms returned annually as a percentage of the total transactions.
-  Share successes through employee recognition.
-  Internally, Encore Electric encourages recognition of our coworkers' efforts. Written recognition is included in the employee's file and noted in the employee's yearly review.
-  External feedback from our customers is reviewed each month at the service manager's meeting. Feedback will be shared with applicable employees.

Responsible Travel

Participant & Visitor Education

Encore Electric, Inc. 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 participants, visitors, and employees to recreate and rejuvenate. We are surrounded by the 2.3 million acre White River National Forest including federally designated Wilderness Areas.

Encore Electric, Inc. trains applicable staff to share interpretive information for responsible travel in our surrounding area and related attraction sites. These trained staff follow international guidelines. We educate our guests 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 guests, 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.

Buy Local

Local Community & Economic Development Pledge

Encore Electric, Inc. 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 patron other local businesses that are committed to sustainability.