



**CLEAN**

**2009 Corporate Social Responsibility Report**

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## Table of Contents

<b>Introduction</b>	<b>3</b>
A Message From Our CEO .....	3
About Our Company .....	4
Team/Governance .....	4
Professional Affiliations .....	4
Recognition.....	4
<b>Report Structure</b>	<b>6</b>
Our Reporting Process.....	6
Report Parameters .....	6
Contact .....	7
Stakeholder Engagement.....	7
Materiality .....	7
<b>Environmental Stewardship</b>	<b>8</b>
Sustainable Policies .....	8
Energy .....	8
Transport.....	8
Carbon Offsets.....	8
Environmentally-Preferred Procurement.....	9
Furniture, Fixtures & Equipment .....	9
General Supplies.....	9
Marketing Materials & Promotional Items.....	9
Material Policies.....	9
Our Environmental Impact .....	10
Carbon Footprint and Water Use.....	10
Waste audit .....	11
<b>Community Engagement</b>	<b>13</b>
Corporate Pro Bono Work .....	13
Personal Volunteer Hours .....	13
Education .....	13
Recruiting and Retention.....	14
Education and Communication.....	14
<b>Employee Welfare</b>	<b>14</b>
Work-Life Balance.....	15
<b>GRI Indicator List</b>	<b>16</b>



# Introduction



## A Message From Our CEO

Dear Friends,

Over the past eight years, Clean has driven a path straight into our founding intentions: environmental performance improvements on a global scale. Clean was created to support primary business goals with the planning and knowledge base to strive toward being better environmental stewards. Our goal is to continue to attract large corporations that want to better understand the value of strategic, responsible development.

In 2009, Clean Agency experienced a rapid growth. Our key challenge as we've grown is maintaining our momentum while fine-tuning our services and broadening our resources. By reassessing our team's collective strengths through a period of financial growth, we are better positioned to continue being strategic and effective at pivotal points within our client engagements.

Part of this internal effort to improve our company lead to a larger, ongoing commitment to report our own environmental and social impacts. This process has allowed Clean and its stakeholders to revisit our company's mission, redefine our goals and strengthen our internal culture in ways that continue to build a foundation toward a more sustainable environmental footprint.

Our first reporting process has been very enlightening, we have been able to put a true mirror on our impacts. We've been able to determine the types of environmental commitments we want to make, how to broaden our social impact in our local community and how to maintain a robust internal culture.

If you have any comments, questions or thoughts on this report please don't hesitate to contact me.

Sincerely,

Seri McClendon

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## About Our Company

Established in 2002, Clean Agency is a sustainability consulting firm specializing in life cycle assessments, carbon footprinting, research and verification, CSR reporting, strategic planning, and stakeholder communications.

Clean is an S Corporation with corporate offices in South Pasadena. Our operations are divided amongst five key areas: research, stakeholder communications, strategic planning, account management and new business development.

Over the past eight years, Clean has seen ideas such as “green” and “eco” settle into the realities of product life cycles, carbon offsetting and corporate social responsibility reports. As sustainability consulting becomes more of a must-have for companies, Clean has grown through an expanded client list, increased square footage and number of employees. As of the end of 2009, Clean had a total of nine employees working at our office. This is up 25 percent from January of 2009.

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## Team/Governance

Clean Agency is comprised of a highly skilled and educated team with a variety of backgrounds in industrial ecology, sustainable development, integrated marketing, corporate citizenship, business administration, politics and environmental science.

As Principal and CEO, Seri McClendon provides leadership, strategic planning and sales strategies to Clean and its clients. McClendon oversees the day-to-day operations of Clean and is directly engaged on many of its projects.

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## Professional Affiliations

Clean’s business is founded on its commitment to sustainability, and maintains partnerships and affiliations with a variety of organizations committed to environmentally and socially responsible business practices. These relationships, along with our memberships in important industry associations, give us access to the latest trends and innovations and allow us to stay connected to today’s sustainability leaders.

- » **Businesses For Social Responsibility**
- » **International Society of Industrial Ecology (ISIE)**
- » **Co-op America**
- » **South Pasadena Chamber of Commerce**
- » **Sustainable Packaging Coalition**
- » **National Association of Women Business Owners**

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## Recognition

Acknowledgment of Clean’s environmental commitment and accomplishments has come from a variety of organizations and publications. We appreciate the recognition of our efforts consistently throughout the years, including:

- » Seri McClendon Finalist of Women Making a Difference Award 2010
- » One of Entrepreneur Magazine's Hottest Companies of 2008
- » California Department of Conservation Development Grant in 2007
- » Los Angeles Leadership Award for City of Pasadena Environmental Education Portal in 2007
- » City of Pasadena, Recycler of the Year in 2007
- » Top 25 LOHAS Firm in 2006
- » EPA Design Award for Professional Innovation, Cradle-to-Cradle in 2003

### Impacts: Helping Large Corporations Improve Environmental (and social) Performance

Charged with the development of corporate initiatives, Clean's largest opportunity to create positive environmental change is through the influence of our client work. Many of our clients do business in several global markets. At this scale, even incremental change can eventually amount to a tremendous impact. This impact is the core of Clean Agency's business.

### Case study

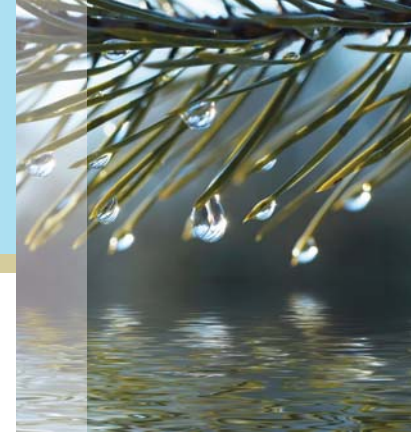
One example of Clean's client work is a carbon footprint assessment conducted for Environment, a global manufacturer and retailer of premium furniture. The goal of the assignment was to evaluate the carbon output, from materials sourcing to the impacts associated with running their offices and stores, and, ultimately, to set targets for future achievements.

Clean developed and carried out a comprehensive analysis of Environment's global supply chain, including the company's sourcing of reclaimed wood in Brazil, shipping to Indonesia for manufacturing, and transport to the US for distribution and sales.

Once the supply chain was mapped and calculated, we completed a carbon analysis to determine the company's total carbon output on a yearly basis. Through this reporting, Clean has facilitated Environment's commitment to active carbon reduction and the company was able to reduce the net carbon metric ton by over 32% from 2006 to 2007.

Clean created a strategy to offset carbon through programs that support the community where Environment is headquartered. By creating a partnership with a local nonprofit, Northeast Trees and USC Center for Sustainable Cities. Specifically, Environment's offset funds for the 2009 calendar year have been placed toward the planting of drought tolerant trees within a traffic corridor located in Studio City, CA. These offsets were verified through the Center.

# Report Structure



## Our Reporting Process

Sustainability underlies all of our operations at Clean Agency, and it is something that we look at holistically to include three key elements: (1) the environment; (2) human welfare; and (3) economic performance. We have included those elements in our report to the best of our ability, but also discovered many challenges along the way and have not included our financial performance in this initial report. This report not only describes our current Corporate Responsibility initiatives, but also benchmarks our future progress, details the areas where there is room for improvement, and lists our goals for the upcoming year.

## Report Parameters

With this report we intend to provide our stakeholders with information regarding:

- » Benchmarking our current environmental and social impact.
- » Challenges in the reporting process.
- » Opportunities to improve our environmental and social impacts.
- » Targets for the upcoming year.

Our 2009 Social Responsibility report, and the activities and data it includes, covers the period from January 1<sup>st</sup>, 2009 to December 31<sup>st</sup> 2009.

We will publish our Social Responsibility report annually in June, following the compilation of the previous year's data and performance indicators. Our report will be available to download online at <http://www.cleanagency.com/about/about-clean/social-responsibility> and print copies will be available upon request.

At Clean Agency we value transparency and the importance of international reporting standards for comparable disclosures on company performance. Clean Agency follows the Global Reporting Initiative (GRI) G3 Guidelines and the UN Global Compact recommendations during our reporting process. Additionally, Clean Agency's senior team has reviewed and approved this report.

The scope of our report is limited by the growth Clean Agency experienced in 2009. Clean Agency's staff grew by 25 % and the company moved to a new office building to accommodate the expansion. In drafting this report we have calculated the total energy usage (2009) for the two spaces;

- |                         |                      |
|-------------------------|----------------------|
| » 1010 Sycamore Avenue, | Jan – May 2009       |
| » 99 Pasadena Avenue    | June – December 2009 |

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## Contact

For more information on Clean Agency's 2009 Corporate Social Responsibility report, please contact Christian Del Maestro or Candela Montero at [info@cleanagency.com](mailto:info@cleanagency.com).

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## Stakeholder Engagement

Over the 2009 reporting period, Clean Agency engaged a variety of different stakeholders including our clients, employees, network of professionals, advisors, varied suppliers, non-profits, and the local community.

In order to draft our first CSR report, we engaged Clean team members to gather data, set meetings to brainstorm initiatives and set targets at quarterly Clean summits. Together the Clean team was able to come up with relevant performance indicators, innovative strategies to reach our goals and create incentives to keep moving forward with those goals in both our professional and personal lives and get down to the heart of our business.

For this initial report we did not reach out to external stakeholders to draft our report. However, we have set the goal to come up with an approach for next year's report. That being said, we welcome any feedback specific to this report or our social and sustainability initiatives. If you would like to contact us regarding this report, please do so at [info@cleanagency.com](mailto:info@cleanagency.com).

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## Materiality

The GRI materiality principle specifies that the report content or performance indicators chosen should be material, or relevant, to a company's significant economic, environmental and social impacts and its stakeholders. In order for a report to be successful, a reporting company should fully disclose all material performance data.

According to the GRI, material topics refer to:

- » Topics that reflect a company's significant economic environmental and social impacts;
- » Topics that are relevant to or influence internal and/or external stakeholders;
- » Topics that are relevant to the broader notion of sustainability and affect the ability to meet the needs of the present without compromising the needs of future generations.

Since Clean Agency does not manufacture or transport goods, many of the GRI performance indicators were not applicable for our report. We have chosen to report on three key areas that are most significant to our company and our stakeholders: (1) Environmental Stewardship, which includes transport, environmental procurement, water and energy indicators; (2) Community Engagement, which includes our volunteer hours and corporate pro-bono work; and (3) Employee Welfare, which details our employment policies. We have supplemented this information with a detailed description of Clean Agency's structure, culture, operations, challenges and goals for the following year.

A complete list of material performance indicators included in this report can be found in our GRI Context list with reference to fully disclosed information or reasons for not including certain information in this report.

# Environmental Stewardship



Clean Agency promotes effective sustainability practices internally as a green business, as well as externally through our clients. As a winner of Pasadena's Recycler of the Year Award, Clean Agency strives to lead by example in the workplace and in the local community. While Clean generates its greatest impact by promoting sustainability through our client work, we are increasingly making conscious decisions to "walk the talk" ourselves, and reduce our impact on the environment, as small as it may be.

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## Sustainable Policies

### Energy

Clean's overall commitment to conservation dictates that we be energy conscious. Lighting sources in our office are either exclusively fluorescent or compact fluorescent. Clean team members are also in the habit of practicing small daily energy awareness steps, such as shutting off lights, computers and power strips when we leave the room and at the end of the day.

### Transport

A large part of Clean Agency's collective environmental impact is our transportation, both corporate travel and personal commutes.

Corporate travel by air is a necessity as Clean regularly visits clients and business contacts outside of Southern California. Clean completes numerous round trips domestically per year and purchases carbon offsets for that travel. Our total corporate air travel for 2009 has been calculated and included in our carbon footprint, detailed below.

Clean team members travel by vehicle for in-person meetings within Southern California and are encouraged to carpool.

Members of our team currently commute to and from the office through a diverse set of transportation modes including by car, hybrid vehicle, light rail, bicycle and on foot. As we've grown, we continue to encourage team members to connect in order to carpool. We are currently in the process of developing a formal incentive program to inspire better commute choices. Clean also provides a communal bicycle as an option for employees to use for local errands and lunch outings.

### Carbon Offsets

Clean recognizes the importance of being accountable for our own impact and since energy and transport make up a large portion of ours, Clean actively purchases offsets. In order to lower our carbon footprint, Native Energy, the company we offset our impact through, utilizes the offset funds as investments into alternative energy projects. As we are currently conducting our own detailed carbon assessment, in the coming year we may choose a more locally-based method of reducing our carbon footprint and offsetting our impact.

## Environmentally-Preferred Procurement

Clean Agency is in the process of drafting a consistent set of environmentally-preferred procurement policies for purchasing office furniture and supplies as well as material policies to lessen the impact of our waste.

### **Furniture, Fixtures & Equipment**

Clean's procurement guidelines for furniture emphasize second-hand furnishings over new, reclaimed materials over virgin, reduced impact options over conventional and disclosed material compositions over non-stated.

Fortunately, re-use within office furnishings is widespread and there are plenty of local suppliers of second-hand products. In 2009, all desk chairs and filing cabinets were purchased from a Southern California supplier of second-hand office furniture. A large portion of the desks, occasional tables and other large furniture items in our offices are wood-based and come from suppliers that utilize some reclaimed wood and low-VOC finishes. It should be noted that the sources of reclaimed materials and the places of manufacture are not domestic. Other desks are powder-coated steel.

Movable office partitions were constructed of FSC-certified wood and were finished conventionally. For equipment, Clean emphasizes Energy Star-rated appliances as a first preference over unrated appliances.

### **General Supplies**

Currently 50 percent of Clean Agency's office supplies are made with recycled content and we are continually researching ways to increase that number. That includes, but is not limited to, office paper, note pads, binders, dividers, sheet protectors, pens, pencils, folders, paper towels, etc.

Our cleaning products, such as, hand soap and dishwashing liquid are biodegradable and purchased from environmentally conscious companies, and we are looking to do the same with our industrial cleaning products.

### **Marketing Materials & Promotional Items**

Our approach to marketing materials is simple: we only produce essentials as needed. All of our materials, from interview clips to media kits, are available and distributed digitally. Physical copies of items, such as folders, contact cards and DVDs are produced only as needed. This approach allows us to frequently update relevant information, provides us with little to no "overages" to manage and minimizes waste and shipping costs. Currently, all of our business cards are FSC certified 100% recycled, 50% Post-consumer paper waste. All of our brochures and postcards are also 100% Recycled, 50% Post-consumer Waste and processed Chlorine-free. Moreover, our press kits and folders are FSC certified.

Promotional items serve three purposes at Clean: they, first and foremost, must be a branding opportunity, secondly, they must be useful and, third, they should enforce positive behavior or create awareness around a particular environmental issue. Clean Agency's WOW book, our main promotional item, is printed on demand.

### **Material Policies**

Clean currently has a ban on plastic water bottles and Styrofoam. These policies are in place to control and clean up our waste stream. Our hope is to continue down this path and to develop more detailed policies with our team for the coming year.

As part of our policy to ban plastic-bottled water, each team member is provided with a stainless-steel canteen for professional and personal use.

We encourage our employees to seek out alternatives to Styrofoam food containers.

## Our Environmental Impact

In order to accurately assess our environmental impact and benchmark our progress, Clean Agency's research team has conducted a detailed carbon assessment. We will utilize the results to set feasible improvement goals for the coming year. The methodology and results are as follows:

### Carbon Footprint and Water Use

Clean is a small consulting firm and does not manufacture any products. The company's operations do not release any direct emissions to air or water; however Clean's operations do have an impact. Clean's main environmental impact stems from the energy consumed at the office and in travel which is largely represented as greenhouse gas (GHG) emissions that are emitted from the combustion of fossil fuels. To calculate Clean's carbon footprint, emissions of the three main GHGs (carbon dioxide, methane, nitrous oxide) were quantified from company travel surveys, accounting records, and utility data. Values are reported as carbon dioxide equivalent or CO<sub>2</sub>e.

Although only GHGs were considered, life cycle emissions factors were used in this analysis that account for the upstream emissions from fuel processing and delivery. Clean's life cycle carbon footprint is calculated based on the breakdown of energy types in the Southern California Edison (SCE) grid mix. Clean benefits from the fact that SCE has a low-carbon grid mix due to the utilities large (16%) share of renewables.

The goal of this analysis sets a baseline for both greenhouse gas emissions and water use for 2009. Using this baseline Clean was able to set targets for improvement for 2010 and beyond. Because additional staff members continue to join the Clean team, data will be normalized *per full time office worker per year*. This way a relevant comparison is possible in 2010 reporting.

### Buildings

As Clean Agency's staff grew, a larger space was required and the company moved to a new office building to accommodate the expansion. In drafting this report we have calculated the total energy usage for the two spaces Clean occupied in 2009;

» 1010 Sycamore Avenue

Jan – May 2009

» 99 Pasadena Avenue

June – December 2009

#### 1010 Sycamore Avenue

From Jan-May 2009, the electricity and gas bills from the previous space were used to quantify the greenhouse gas emissions for the first half of the year. Because no shared common space building data (electricity, gas and water) was available for the previous space, estimates were made based on the share of common utilities in the new space, 99 Pasadena Avenue.

#### 99 Pasadena Avenue, Suite 8

For the second half of 2009, the utilities for the current space were used to calculate the remaining GHGs. There were similar challenges as there is no sub-metering at 99 Pasadena Avenue for water use, gas use, and the heating ventilation and air conditioning (HVAC) system. Clean's proportion of these utilities was estimated based on Clean's share of the buildings overall square footage.

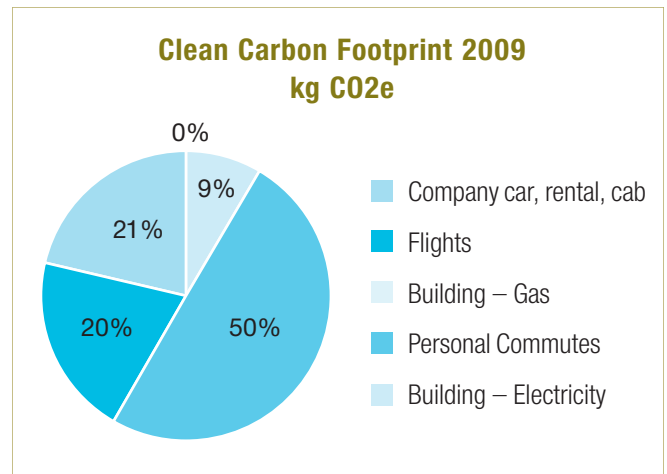
### Flights

The flights taken by Clean staff members were logged for 2009 and totaled 25,568 person miles.

### Vehicle Travel

Clean's company owned hybrid vehicle did the majority of the company related driving in 2009. In addition, employee commutes were surveyed and calculated based on vehicle efficiency and miles traveled<sup>1</sup>. The impact from employee commutes was 333 kg CO<sub>2</sub>e.

Half of Clean's GHGs result from employee commutes from various parts of Los Angeles to the South Pasadena office. The next largest portions are buildings electricity use and air travel. The total carbon footprint for Clean's operations in 2009 was approximately 32 tonnes or 4.57 tonnes per full time staff member.



### Water Use

Because Clean operates in water stressed Southern California conservation is of particular importance. Clean uses water in both a small kitchen and in the washrooms. The usage was based on Clean's proportion of the overall building square footage and totaled 1,137 cubic meters in 2009<sup>2</sup>.

### Leased Building

It is difficult for Clean to realize returns for investment for energy efficiency improvements because the landlord is responsible for the capital improvements of the office and the common spaces in the building. Unfortunately there is a misalignment of incentives for Clean to invest in building improvements.

Behavioral changes are where Clean has the most control to influence GHG emissions from the building. Clean also plans on working with the landlord and other tenants to improve the overall energy efficiency of the building.

### Waste audit

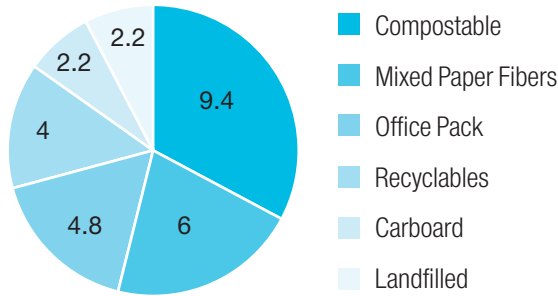
A waste audit was conducted at the Clean Agency during the week of Feb 22nd – Feb 25th 2010 to assess the types and quantities of waste Clean generates. The City of South Pasadena has a materials recycling facility (MRF) so the audit was not to test that office staff were practicing effective recycling, but rather to assess the types of waste the office generates. At the end of the week, the materials were weighed and sorted to assess the:

1. Quantity of waste types generated
2. Quantity of waste diverted from landfills

For the audit, bins were set out for one week and waste was separated into five categories: office paper, mixed fibers (other paper), cardboard, recyclables, compostable (food) and land-filled material.

1 For previous employees that did not complete the commuter survey, an average based on current employees was used. Calculated based on 260 workdays.  
2 Water use for Sycamore space estimated on usage at 99 Pasadena avenue

**Waste Audit Results –  
lbs per week**



If this one-week is extrapolated to the entire working year, it is estimated that Clean produces approximately 1,500 lbs of waste per year. Although the proportion of recyclables is high, it should be noted that not all of these materials will be recycled based on contamination with food and prevailing market prices for recycled products. The best goal is to simply reduce the quantity of the different waste streams generated.

Clean did not generate any E-waste during the audit. Retired equipment that is still in working condition is donated to the local Goodwill.

After the completion of the waste the following audit strategies were developed:

1. Reduce the quantity of waste baskets to reduce quantity of liners utilized.
2. Track paper use (based on purchased reams/month) and set goals for reduction.
3. Follow supply chain to track where unrecoverable or broken equipment (E-waste) reaches end of life.
4. Consider compost opportunities for food waste.

**Goals for 2010**

The following goals were set to improve our environmental impact in 2010:

- » Separate stream of office paper, or office pack, to be send for higher quality recycling than the comingled stream.
- » Reduce general lighting load (delamping) in office.
- » Expand environmentally-preferred office supplies procurement.
- » Reduce single occupant vehicle miles and increase carpools, biking and walking to work.
- » Create an energy baseline in 2010 in the new office space and reduce overall energy use.

# Community Engagement



Clean values community engagement as an important part of our identity and believe in one-on-one involvement with the community and the businesses around us. Clean prides itself on being in a position to share its resources, time and knowledge to benefit causes outside of our immediate profitability.

## Corporate Pro Bono Work

Clean works closely with the United Pegasus Foundation (UPF), a local nonprofit horse rescue group, by donating time and resources. In 2009, our team sponsored a retired thoroughbred, organized a fundraising event for the nonprofit and donated our services and retired electronic equipment to help with marketing, outreach and fundraising efforts. Our communications and account management teams have a continuous engagement with the organization and have donated approximately 95 hours of time in 2009. In 2010, we are committed to increasing the amount of time we allot to pro-bono work and opening up our services to other clients in need who are closely aligned with our sustainability and social mission.

## Personal Volunteer Hours

Clean also supports the nonprofit Heal the Bay. By participating in their annual beach clean up, Clean team members were able to help remove trash and debris in and around the Malibu Lagoon. Employees removed over three garbage bags worth of trash and donated approximately 48 hours of our time.

## Education

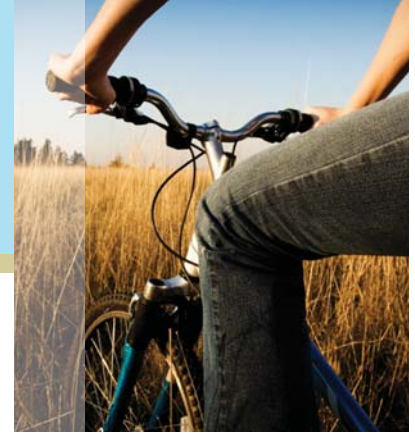
Awareness is often the major driver of sustainability efforts and of social change. As such, Clean Agency strives to become a resource for awareness and education in our local community. Although we have participated in university lectures, panel discussions and TV/Radio interviews in the past, we wish to develop a more direct approach. Our hope in 2010 is to create an articulated education action plan to help drive environmental efforts in our community. We believe our inclusion in the South Pasadena Chamber of Commerce is the first step towards this goal.

### Goals for 2010

The following goals were set to improve our social impact in 2010:

- » Commit to 200 hours of corporate pro-bono work.
- » Expand pro-bono services to a local environmental organization in need.
- » Participate as a company in one clean-up or volunteer activity per quarter.

## Employee Welfare



Because our product is entirely dependent on the expertise of our team members, Clean places special emphasis on attracting, thoroughly developing and retaining the best talent.

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### Recruiting and Retention

As a woman-owned firm, Clean Agency deeply values diversity and inclusiveness, and believes that team members from varied backgrounds enrich our company's culture and support our business success. In 2009, Clean employed team members from 3 different countries and from varying backgrounds. As such, Clean Agency is committed to equal opportunity to all qualified employees, and applicants for employment, without regard to race, color, religion, sex, national origin, age, marital status, veteran status, handicap or disability.

Clean Agency remunerates team members fairly according to skills and performance and with reference to competitive industry and local conditions. Clean Agency also compensates full-time team members by offering the benefits of health and dental care, vacation and sick pay.

Clean Agency performs wage reviews for each team member once a year. Wage increases are based on sustained performance and the accomplishment of professional development goals, within the context of the financial performance company.

Additionally, Clean performance reviews are conducted every 6 months, and are a good opportunity to discuss team members' professional goals with their supervisors and to set action plans accordingly. Team members are also eligible for bonuses at their performance reviews, based on previously set goals.

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### Education and Communication

Corporate responsibility is a rapidly evolving field and Clean acknowledges the importance of continuous learning and training for its team. Team members continually outperform expectations when provided opportunities to develop new skill sets. Clean Agency encourages employees to take webinars, facilitates new software training and funds employee and company-wide certifications, to continue to build our team resources and strengths as a team and better serve our clients.

To support mid to long term development, Clean team members participate in quarterly summit meetings to assess collective areas for improvement. During these day-long, off-site summits, all team members are encouraged to provide their experiences and individual perspectives on a variety of topics in order to stay motivated and set goals for shared success.

In order for Clean Agency to work at its fullest potential, a philosophy of direct communication with superiors and amongst colleagues is encouraged. This philosophy is perhaps best embodied by an open floor plan that facilitates transparency and provides ample opportunities for interaction. Additionally, Clean employs a policy

of inviting all team members, regardless of department, to give input and feedback on most aspects of our business on a daily basis.

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## Work-Life Balance

Clean Agency values the importance of holistic health and wellness and the need for balance in an employees' work life and personal life. Paid vacation is to promote and increase productivity, creativity and a healthy morale through rest and relaxation. All regular full time employees working 40 or more hours per week on a regular basis are eligible for paid vacation and sick pay and all employees are eligible for holiday pay on recognized company holidays.

## Goals for 2010

The following goals were set to build our internal culture and foundation in 2010:

- » Commit to a set yearly budget for employee training.
- » Create a volunteer scheme for employees to have one personal volunteer day a year.
- » Enroll all full-time employees in a 401K and Profit Sharing scheme.
- » Promote internal unity and boost team morale by participating in one team-building activity per quarter.
- » Promote internal unity and boost team morale by going on one company retreat per year.

## GRI Indicator List



### 1. Strategy and Analysis

Profile Disclosure	Description	Comment	Report Section
1.1	Statement from the most senior decision-maker of the organization.		A Message from Our CEO
1.2	Description of key impacts, risks, and opportunities.		A Message from Our CEO, Indirect Impacts

### 2. Organizational Profile

Profile Disclosure	Description	Comment	Report Section
2.1	Name of the organization.		About Our Company
2.2	Primary brands, products, and/or services.		About Our Company
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		Team/Governance
2.4	Location of organization's headquarters.		About Our Company
2.5	Number of countries of operation.	Currently only have offices in the US.	N/A
2.6	Location of organization's headquarters.		Team/Governance
2.7	Markets served by the organization.		N/A
2.8	Scale of the reporting organization.		About Our Company
2.9	Significant changes during the reporting period regarding size, structure, or ownership.		Report Parameters
2.10	Awards received during the reporting period		Recognition

### 3. Report Parameters

Profile Disclosure	Description	Comment	Report Section
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		Report Parameters
3.2	Date of most recent previous report, if any.	This is our first report.	A Message from Our CEO
3.3	Reporting cycle (annual, biennial, etc.).		Report Parameters

3.4	Contact point for questions regarding the report or its contents.		Contact
3.5	Process for defining report content.		Materiality
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).		Materiality
3.7	State any specific limitations on the scope or boundary of the report.		Report Parameters
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations.	N/A	

#### 4. Governance, Commitments and Engagement

Profile Disclosure	Description	Comment	Report Section
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.		Team/Governance
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.		Team/Governance
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.		Education and Communication
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: *Has positions in governance bodies; *Participates in projects or committees; *Provides substantive funding beyond routine membership dues; or *Views membership as strategic.		Professional Affiliations
4.14	List of stakeholder groups engaged by the organization.		Stakeholder Engagement
4.15	Basis for identification and selection of stakeholders with whom to engage.		Stakeholder Engagement



4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Stakeholder Engagement
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Stakeholder Engagement

**Economic**

Profile Disclosure	Description	Comment	Report Section
EC3	Coverage of the organization's defined benefit plan obligations.		Recruiting and Retention
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.		Corporate Pro Bono Work

**Environmental**

Profile Disclosure	Description	Comment	Report Section
EN2	Percentage of materials used that are recycled input materials.		Environmentally-Preferred Procurement
EN3	Direct energy consumption by primary energy source.		Carbon Footprint and Water Use
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.		Environmental Stewardship Goals for 2010
EN8	Total water withdrawal by source.		Water Use
EN16	Total direct and indirect greenhouse gas emissions by weight.		Carbon Footprint and Water Use
EN17	Other relevant indirect greenhouse gas emissions by weight.		Carbon Footprint and Water Use
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.		Environmental Stewardship Goals for 2010
EN22	Total weight of waste by type and disposal method.		Waste Audit

EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Carbon Footprint and Water Use
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**Social: Labor Practices & Decent Work**

Profile Disclosure	Description	Comment	Report Section
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.		Employee Welfare
LA10	Average hours of training per year per employee by employee category.	Don't specify the number of hours but do articulate a goal.	Employee Welfare
LA12	Percentage of employees receiving regular performance and career development reviews.	100% of employees are receiving regular performance and wage reviews.	Employee Welfare
LA13	Composition of governance bodies and breakdown of employees per category, according to gender, age group, minority group membership and other indicators of diversity.		Employee Welfare

**Social: Human Rights**

Profile Disclosure	Description	Comment	Report Section
HR4	Total number of incidents of discrimination and actions to be taken	No incidents to report.	
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	We follow all laws and regulations pertaining to freedom of association and collective bargaining.	
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	We follow all laws and regulations pertaining to child labor.	
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	We follow all laws and regulations pertaining to forced or compulsory labor.	

**Social: Society**

Profile Disclosure	Description	Comment	Report Section
SO1	Programs and practices that assess and manage impact on communities.		Corporate Pro Bono Work, Personal Volunteer Hours, Education
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Every employee receives and reviews a copy of the Employee Handbook which outlines our policies and expectations.	
SO4	Actions taken in response to incidents of corruption.	No incidents to report.	
SO7	Total Number of Legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes.	No incidents to report.	
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	No fines or non-monetary sanctions to report.	