

CORPORATE
RESPONSIBILITY
REPORT

2014

CORPORATE
RESPONSIBILITY
REPORT **2014**

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CEO LETTER

Dear Valued Stakeholder:

Reflecting on 2014, we can summarize the past year in one word: growth. We not only expanded our geographic footprint through several strategic acquisitions, we also grew internally by continuing to invest in the development of our employees and by elevating our focus on our valued clients' overall experience with The Davey Tree Expert Company. As importantly, we grew as a corporate citizen, with our corporate responsibility pillars providing us the foundation to move forward in a sustainable direction.

CORPORATE RESPONSIBILITY PILLARS

SAFE BUSINESS PRACTICES



Our behaviors and actions ensure that the safety of our employees and clients remain our highest priority.

SUSTAINABLE ENVIRONMENT



We commit ourselves to environmentally responsible practices that sustain the planet, our communities and our business. We take pride in the fact that our environmental practices can complement our business growth.

INNOVATIVE THINKING



We are leaders in leveraging our research, experience and people to address challenges facing the natural environment through product and service innovation.

ENGAGED EMPLOYEES



As an employee-owned company, we create an environment to fully engage our employees in their work and our purpose as a company. We invest in them as they invest in us. Together, we grow personally and professionally.

Our corporate responsibility pillars and our 134-year heritage require us to consider the world's increasing environmental challenges. We are in a unique position to turn these challenges into opportunities to not only demonstrate our environmental stewardship, but also to innovate by leveraging our talented employees so we can continue to positively influence tomorrow's landscape. By doing so, I am confident you will continue to see growth and, more importantly, responsible growth at Davey Tree for years to come. I invite you to read this report and learn about the many accomplishments our people have made possible within each of our corporate responsibility pillars.

Sincerely,

Karl Warnke, Chairman, President & CEO

CORPORATE
RESPONSIBILITY
REPORT 2014

ABOUT THE REPORT

Corporate responsibility has been embedded in Davey Tree's culture and operations since our founding. In 2007, we began to formalize sustainability oversight by creating a cross-functional Corporate Environmental Responsibility (CER) team. The progress and momentum of the CER team informed the creation of Davey Tree's environmental policy and our first public CER Executive Summary Report for the 2012 reporting year. This first report demonstrated both our commitment to responsibility and aspiration for continuous improvement, focusing on environmental initiatives.

For the 2013 reporting year, we released our first report following the Global Reporting Initiative (GRI), the most widely-accepted and used reporting framework in the world. We conducted a high-level materiality assessment to better understand our environmental, social and governance impacts. This process included compiling a comprehensive list of potential issues and stakeholder concerns, gathered from surveys and interviews with employees, clients, local communities, suppliers, industry associations and regulators. We assessed and ranked priority topics according to client satisfaction surveys and bidding questionnaires, peer GRI reports, client requirements, regulatory requirements and trade association and industry research.

Through our stakeholder engagement activities we learned the significance of social issues to stakeholders, which influenced us to think about corporate responsibility more holistically. While our environmental impact remains a top priority, we now actively consider other material topics including employee ownership, client health and safety, employee health and safety, training and education, products and services/innovation, product stewardship and chemical usage.

Our Corporate Responsibility Report 2014 emphasizes our progress and current initiatives.

REPORT SCOPE AND BOUNDARY

The report covers the 2014 reporting period and serves as an open and ongoing dialogue on how we address and continuously improve the responsibility of our company. At the end of the report, you will find a Global Reporting Initiative (GRI) Content Index, which organizes our responses to the GRI G3.1 sustainability reporting disclosures. These disclosures adhere to Application Level C of the GRI G3.1 framework. We welcome your feedback throughout the year at corporateresponsibility@davey.com.

ENGAGING OUR STAKEHOLDERS

In 2013, we conducted a materiality assessment to determine which economic, environmental and social issues matter most to our stakeholders. As part of this assessment, we conducted interviews with internal stakeholders and analyzed existing internal and external surveys. We consider our stakeholders to include any group that is affected by or affects our business. Such groups include employees, clients, suppliers, industry associations, regulators and the communities in which we work. Because we are employee-owned, our employees are also our shareholders.

We aim to report using the GRI G4 framework in fiscal year 2015, and plan to update our material economic, environmental and social issues through a robust materiality assessment. Such an assessment will assist us in validating that issues identified in 2014 are still material, and determine boundary for each material topic.

CORPORATE RESPONSIBILITY PILLARS

Our corporate responsibility pillars guide our company vision: Unmatched excellence in client experience, employee engagement, financial strength and value delivered. Our commitment focuses on the following four pillars:

- ➔ Safe Business Practices
- ➔ Sustainable Environment
- ➔ Innovative Thinking
- ➔ Engaged Employees





WE RELEASED OUR FIRST
CORPORATE RESPONSIBILITY
REPORT IN 2014 FOR THE
2013 REPORTING YEAR.

CORPORATE RESPONSIBILITY GOALS

In 2014, we established corporate responsibility goals. Below is a discussion of our progress toward these goals; many of these are targeted for 2014 and are ongoing.

→ We will establish Environmental, Social and Governance (ESG) baselines.

Davey Tree has over 150 facilities throughout the U.S. and Canada, with employee counts per facility ranging from under 10 to over 100. This vast footprint and level of variability makes the aggregation of data around our ESG baselines challenging. This year, we used a facility survey to calculate our baseline. The optional survey was sent to each of our facilities and yielded a 67 percent response rate. To create baselines for this report, we used data from only the facilities that reported for all environmental metrics, consisting of 48 percent of our facility footprint. In future years, we plan to improve our baseline through incorporating environmental and social metrics into our existing data management systems, and streamlining processes to ease reporting while adding rigor to data.

→ We will establish Vision 20/20 goals tied to each of our corporate responsibility pillars.

As we evolve to the GRI G4 framework, we will perform a materiality assessment to determine what ESG topics are most critical, both internally and for our external stakeholders. Upon determining material topics, we will create robust goals and associated metrics as part of our management and reporting process. These goals will complement Davey Tree's Vision 20/20—our Strategic Plan for continued success—and align with our corporate responsibility pillars. We aim to complete our materiality assessment and report using the GRI G4 Guidelines for our 2015 report.

→ We will review our supply chain procedures to ensure consideration of ESG issues.

We understand our supply chain, from business travel to vehicle fleet, and we are striving to improve it for the better. We aspire to work with suppliers that share our level of dedication to corporate responsibility and are currently in process of identifying key suppliers with which we can collaborate on tackling shared ESG issues. Our largest purchasing categories include equipment, insurance, fuel, chemicals and miscellaneous supplies. In addition, we are working to develop a procurement policy, which will codify our interest in working with partners who have formal corporate responsibility programs and publicly disclose. Items included in the procurement policy will be finalized on the basis of the materiality assessment.

→ We will promote environmentally conscious driving practices, such as low idling and routing technology, to improve fuel efficiency for our fleet vehicles.

In 2012, we piloted a Global Positioning System (GPS) program in our U.S. Utility operations to improve fuel efficiency and reduce lost/stolen equipment. The pilot of approximately 325 devices in Ohio, Pennsylvania, New Jersey and New England quickly proved successful. A second pilot program took place in our Bay Area, California, operations. Through the new GPS system, we were able to eliminate unauthorized use of vehicles, reduce fuel theft and easily locate vehicles in our fleet. The success of both pilots led to the expansion of the GPS system throughout our North American operations. The program has been particularly useful in improving the efficiency of our fleet, and we are continuously identifying ways to improve the system.

Because some of our equipment is powered by vehicle engines, idling our vehicles is sometimes necessary. We have since updated the GPS system to track engine idling with and without equipment in use, allowing us to minimize unnecessary idling and further conserve fuel. Additionally, our U.S. Utility operations will soon launch a new pilot to test a more robust GPS tracking system, enabling full integration of GPS tracking data into our management systems. The new system will include the use of tablets for the real-time entry of data in the field. More robust data and associated metrics will improve monitoring and facilitate the development of enhanced improvement plans.

UPON DETERMINING MATERIAL TOPICS, WE WILL CREATE ROBUST GOALS AND ASSOCIATED METRICS AS PART OF OUR MANAGEMENT AND REPORTING PROCESS.

→ We will identify a method by which to track community investment, employee volunteerism, speaking engagements and contributions.

Historically, we tracked community investment at only the corporate level. In 2014, we launched our first community engagement survey, to determine how and to what extent our facilities invest in their communities. Questions included:

- In which types of community activity did your facility engage this year?
- How many hours were volunteered in total by employees at your facility?
- How many dollars were given in total by your facility?
- Would your facility like assistance from corporate in finding volunteer events in your area?

Results of the 2014 survey will help shape our giving strategy moving forward. For example, through the survey, we learned our total giving was over 40 percent greater than our corporate giving, alone. Additionally, 45 percent of participating sites stated they would like assistance from Corporate Communications in finding further ways to give back to their community. This valuable feedback from the field assists us in determining how best to leverage our giving efforts. We plan to continue administering the survey annually to ensure our giving is effective and aligns with community needs.



→ We will establish an office waste management and recycling policy for our facilities.

Our field operations strive for 100 percent recycling of wood waste—our largest source of waste—where allowable by law. We are also committed to reducing our facility waste across our North American footprint. However, with over 100 facilities across the U.S. and Canada, managing waste within Davey Tree’s operations is a complicated endeavor. We have therefore focused on paper—our largest single source of facility waste—in our facility waste efforts thus far. To tackle this paper waste across our footprint, we have begun drafting a Sustainable Paper Use Policy. This policy focuses on:

- Using paper efficiently
- Maximizing recycled content
- Choosing responsibly sourced fiber
- Supporting clean production practices
- Closing the loop through recycling

We plan to finalize and roll out the Sustainable Paper Use Policy in the U.S. and Canada in 2015.

→ We will develop a landscape environmental quotient model for homeowner education and outreach.

John Davey created Davey Tree around the core concept of environmental stewardship. Over 100 years later, Davey Tree continues to incorporate the environment into our business model and improve our methods for delivering environmentally-friendly solutions. Throughout 2014, we researched existing environmental impact quotient (EIQ) models that could help us better understand the risks associated with pesticide products in urban landscapes. Such an EIQ would provide another tool to help us, and the clients we serve, consider the environmental impacts of product use—in a quantifiable manner—when delivering plant health care. Given that current applications relate specifically to agricultural landscapes, our team reached out to leading academic experts in the agricultural use of EIQs for guidance. Development of a landscape EIQ has proven more time- and resource-intensive than expected due to the large number of variables present in urban landscapes. We remain committed to developing solutions that accurately measure risk for urban landscapes and provide holistic care for plants and their surrounding environment.

Since our founding in 1880, Davey Tree has provided a variety of tree care, grounds maintenance and consulting services for the residential, utility, commercial and government markets. Headquartered in Kent, Ohio, we operate throughout North America.

Our Residential and Commercial Services division focuses on:

- Plant health care: Treatment, preservation, maintenance, removal and planting of trees, shrubs and other plant life
- Grounds maintenance: Landscape maintenance, tree care service, emergency response storm service, snow and ice removal and ecological consulting
- Application of fertilizers, herbicides and insecticides

Our Utility Services division is principally engaged in providing services to our utility clients—investor-owned, municipal utilities and rural electric cooperatives. Services include:

- Line-clearing and vegetation management around power lines
- Right-of-way clearance, utility consulting and emergency restoration services

Additionally, the Davey Resource Group provides environmental planning and natural resource management and consulting services. The Davey Institute provides forestry research and technology development for our service lines and for public and private sector clients.

Our brand's success is directly linked to the efforts of generations of dedicated employees. 2014 marks our 35th year of employee ownership, with approximately 7,600 employees. We are the largest employee-owned service company in the U.S., according to data from the National Center for Employee Ownership (NCEO).

A YEAR OF GROWTH

Our strategy for expansion includes both organic growth and strategic acquisition opportunities. 2014 was one of our largest expansion years with eight acquisitions and market expansions resulting in seven new service locations.

In January 2014, Davey Tree acquired Maier Forest and Tree in Rochester, Minnesota, and Superior NW Tree & Shrub Care, Inc., in Seattle, Washington. The acquisitions bring expanded regional business expertise and skilled arborists to Minnesota and Washington's residential and commercial operations. They join other recent acquisitions, including Cortese Tree Care Specialists in Knoxville, Tennessee, and Lawn Logic in Fort Lauderdale, Florida. With each acquisition, Davey Tree seeks companies with similar client demographics, safety-conscious employees and excellent market opportunities.

Davey Tree expanded our natural resource consulting service operations in April 2014 through the acquisition of Wetland Studies and Solutions, Inc. (WSSI). WSSI is a leading natural and cultural resources consulting company that partners with private sector builders and public works agencies to gain local, state and federal approvals relating to wetlands, streams, forests and cultural resources. WSSI also purchased assets of Klebasko Environmental Services, LLC in Maryland. Our expanded consulting operations enable us to deepen our environmental consulting expertise.

We also expanded our market reach and brand presence by opening new offices in the following locations:

- ➔ Austin, Texas
- ➔ Baltimore, Maryland
- ➔ Chicago, Illinois
- ➔ Detroit, Michigan
- ➔ Napa, California
- ➔ Pittsburgh, Pennsylvania
- ➔ St. Louis, Missouri

With each new location, we see strong potential for market and employee growth. As we expand our operations, we consider our corporate responsibility impacts, including promoting safety across our operations and evaluating new technologies for fleet efficiency. Going forward, we will continue to grow while safeguarding our support systems to meet the demands of our services. Beyond top-line growth, we ensure our employees have adequate training and deliver services consistent with our high company standards.



HIGHLIGHT STORY

Industry Leadership

28th Annual Ohio Employee Ownership Conference

In April 2014, Karl Warnke was a keynote speaker at the 28th Annual Ohio Employee Ownership Conference. He commented that Davey Tree "owes all of its success and ongoing success to the thousands of employee owners that we have at the company." He discussed that the key to successful employee ownership is shared interest, including:

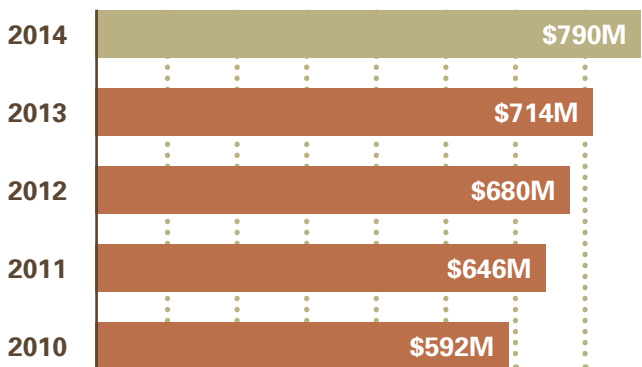
- ➔ A desire to lead/build a successful business or help others to do so
- ➔ The belief that employee ownership can play a major role in business today
- ➔ A sincere commitment to the people we work with, including their individualized growth, their desire to make a contribution and their future

ECONOMIC PERFORMANCE HIGHLIGHTS

Davey Tree’s year of growth is reflected in our economic performance. Our annual revenue was \$789,911,000—an 11 percent increase from 2013. View our financial statements at bit.ly/1Jiy2Tx.



REVENUE TRENDS (millions, USD)



GOVERNANCE AND ETHICS

In our daily operations, we prioritize operating responsibly and ethically. We care for our employees and protect the environment and the communities we serve.

Policies: Our policies drive our commitment to high ethical standards, including company governance, daily operations and environmental responsibility. Read all of our Corporate Policies at bit.ly/1gCv2uv.

- Our Code of Ethics and Whistleblower Conduct Reporting Policies outline our standards for business affairs and disclosure process for misconduct, ensuring business matters are conducted ethically and in compliance with all federal, state and local laws. Our Code of Ethics for Financial Matters ensures compliance with legal requirements, specifically the Sarbanes-Oxley Act of 2002 and related rules and regulations.
- Our Equal Employment Opportunity and Harassment Policies foster a healthy work environment.
- Our Environmental Policy supports responsible environmental management throughout our operations. Learn more in the Sustainable Environment section of this report.

Board Structure: We have 15 executive officers and our board structure can be found in our Annual Report at bit.ly/1M9L8YD. The board has three committees—audit, compensation and governance. Read more on the Board Committee Charters at bit.ly/1I3gi3Y.

Our corporate responsibility team is responsible for oversight of our corporate responsibility efforts and meets on a regular basis to determine Davey Tree’s corporate responsibility priorities, goals and timelines. The team includes representatives from operations, corporate purchasing, facilities, human resources, environmental management, financial accounting, communications and information systems. It reports to the board of directors and Pat Covey, president and chief operating officer of U.S. operations, and contributes to the content of this report.



OUR YEAR OF GROWTH IS REFLECTED IN OUR ANNUAL REVENUE INCREASE OF 11 PERCENT FROM 2013.

PARTNERSHIPS AND INDUSTRY LEADERSHIP

Since our founding, we have supported and partnered with organizations to promote healthy trees and healthy communities. Davey Tree employees participate as leaders in such organizations through committees and board positions.



We invest in programs that educate and promote a sustainable environment where trees can thrive. By doing so, we strengthen our communities and ensure that future generations will enjoy the benefits of trees and care for them for years to come. Below are highlights of our key partnerships, community involvement and thought leadership in 2014:

Tree Care Industry Association (TCIA): Davey Tree collaborates with 2,200 other commercial tree care companies to develop safety and education programs, tree care standards and management information for international arboriculture firms. In 2014, we renewed our accreditation in accordance with Tree Care Industry Association Accreditation Standards. Our accreditation ensures that we continue to employ trained professionals, are properly insured and have a good safety and consumer satisfaction rating. The 3-year Accreditation achievement demonstrates that Davey Tree has undergone an extensive review of tree care practices, a site visit and adheres to all accreditation standards.

International Society of Arboriculture (ISA): 2014 marks the 16th year that Davey Tree has sponsored the International Tree Climbing Championship (ITCC), in which professional tree climbers compete for the title of World Champion. Davey Tree's collaboration with premier climbing arborists reinforces our commitment to safety and helps spark innovative tree climbing techniques.

TREE Fund: In May 2014, Davey Tree became a TREE Fund Crown Partner and Media Sponsor for the years 2014 through 2016. Our values and stewardship efforts align with the TREE Fund's mission "to sustain the world's urban forests by providing funding for scientific research, education programs and scholarships related to arboriculture and urban forestry." Davey Tree's three-year sponsorship commitment will support new outreach and communications opportunities for the TREE Fund, expanding the Foundation's reach and elevating the sophistication and effectiveness of its communications within the tree care industry and beyond. Learn more about the TREE fund at bit.ly/1SnGBBo.

Arbor Day: Our daily passion is celebrating the importance of trees. This passion comes to life during the annual Arbor Day celebration. Each year, all Davey Tree operations participate in Arbor Day events. Below are a few highlights from 2014:

- Jay Maier, district manager of Maier Tree & Lawn, participated in Rochester Public Utilities' Arbor Day Celebration to bring school-aged children and the public together to celebrate the community's trees.
- Davey Tree's Albany crew celebrated Arbor Day by planting trees in local parks and elementary schools. In the spirit of Arbor Day, Albany Sales Arborist Bryant Merkley reminds us that "trees are the answer" and "the best time to plant a tree is yesterday."
- Gardening radio personality, Bob Tanem, invited Nick Crawford, a certified arborist from Davey Tree's San Francisco office, to discuss the benefits of trees. Listen to the recording at bit.ly/1e1cke6.

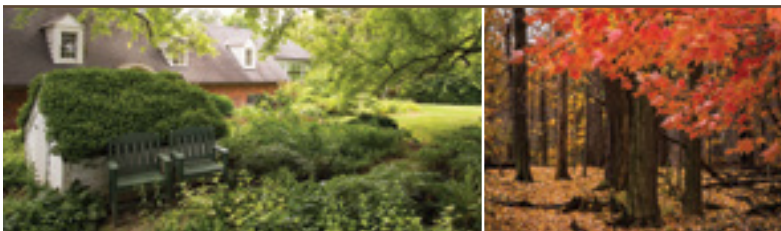
Energy Saving Trees: In March 2014, Delmarva Power announced that it will provide 2,000 free trees to its customers through the Energy Saving Trees program. The Energy Saving Trees program was developed in partnership between Davey Tree and the Arbor Day Foundation. It utilizes models developed through the i-Tree Collaborative, a group of governmental, non-profit and for-profit entities—including Davey Tree and Arbor Day—that have developed the open-source software known as i-Tree. Through this tool, we calculate that 2,000 trees can produce more than \$380,000 in energy savings over 20 years. Delmarva joins 15 other utilities that have collectively provided 99,961 trees to 53,732 homeowners to date.

Partners in Community Forestry Conference: In November, Davey Tree employees traveled to Charlotte, North Carolina, to support the Partners in Community Forestry Conference. We designed our booth to engage attendees and have them share their favorite tree benefits. In turn, Davey Tree staff posted photos of attendees standing with a prop that represented their favorite tree benefit on Twitter. For every photo Davey Tree posted and every original tweet containing the hashtag “#PCF2014,” Davey Tree donated \$1 to TreesCharlotte, donating a total of \$2,000.

American Forests: We are the premier sponsor of the American Forests Champion Trees national register. The register records the largest trees of each species in the United States, based on height, circumference and average crown spread. In fall 2014, American Forests crowned 72 new national champion and co-champion trees, bringing the total national champions catalogued up to 798.

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THE I-TREE COLLABORATIVE CALCULATES THAT 2,000 TREES CAN PRODUCE MORE THAN \$380,000 IN ENERGY SAVINGS OVER 20 YEARS.



HIGHLIGHT STORY

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Community Education

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THIRST Exhibit

In order to promote drought awareness in Austin, Texas, Davey Tree supported THIRST, an art installation that memorialized the loss of 300 million trees in Texas. Davey Tree transported a designated tree to the temporary exhibition site and looped prayer flags on it, creating a stunning silhouette. This was one of many projects launched by Women and Their Work, which encourages artists to create new pieces via visual and performing arts, theater, film or music to illuminate local causes. According to the THIRST Executive Director Chris Cowden, “art can change people’s behavior and affect the world.”

SAFE BUSINESS PRACTICES

The single most important aspect of our business is safety. We foster a culture of safety by adhering to rigorous safety standards and reinforcing our safety message at every client visit, meeting and presentation.

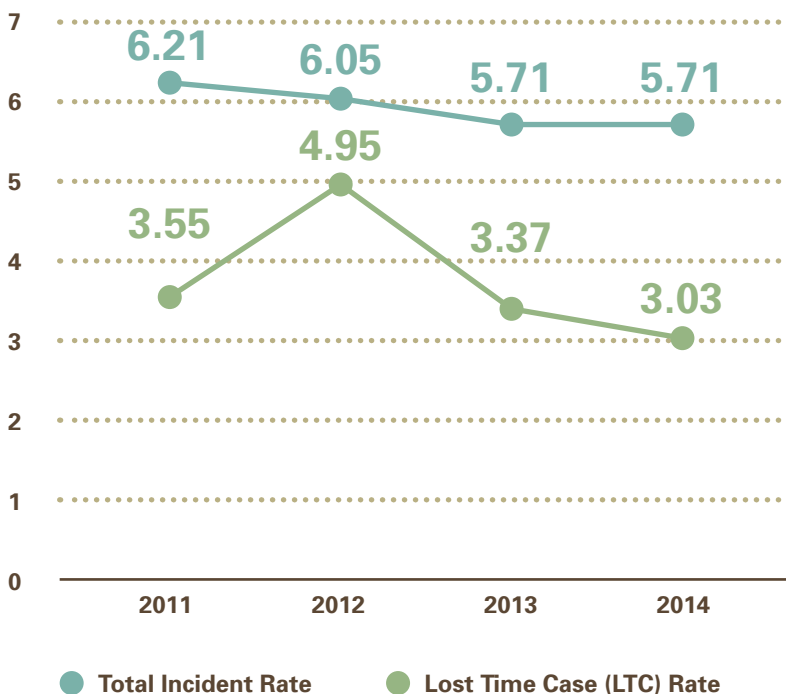


EMPLOYEE SAFETY

In 2014, Davey Tree focused on three key performance metrics to improve safe productivity: (1) job observations; (2) close-call communications; and (3) effective job briefings. Through measurement and ongoing management of these leading indicators, we hope to successfully lower the frequency of safety incidents and deficiencies in the field.

In order to encourage our employees to employ safe business practices, our safety department assists operations management in creating, implementing and improving Davey Tree's safety culture. Our certified tree care safety professionals and other experts demonstrate the latest safety techniques and technology. They collaborate with local, state and federal agencies to verify our employees meet regulatory requirements. We distribute monthly safety summary reports, which include safety alerts, incident rates and policy changes. In addition, we host weekly safety tailgate meetings for all field and shop personnel, including sales and service.

WORKFORCE RELATED INCIDENTS



HIGHLIGHT STORY

Safety

500 Injury-Free Days

Harold Danielson, a general foreman, has spent 17 years preaching the benefits of safe work practices at Davey Tree. His crews have recently counted more than 500 recordable incident-free days while clearing vegetation around power lines in South Carolina. Danielson works to observe each of the crews a minimum of once per day. During his job observations, he looks for the big things but pays "special attention to the small things," such as proper distance between work signs. He said that paying attention to the small things will help your team "be more likely to see the big things." Danielson's crews watch out for each other in a variety of ways, including daily "Close-Call Communication," which serves as an informal, open forum for anyone to talk about close calls and explore ways to prevent them.

Davey Tree’s Road to Zero Program is a company-wide initiative designed to eliminate safety risks and incidents. We set annual injury-free workplace goals, which encourage employees to proactively mitigate unsafe working conditions. The Road to Zero requires a commitment from all of us—from the chief executive officer to the newest employee. To recognize and reinforce this behavior, we acknowledge employees who have been recordable accident-free for a year or more with our Safety Honor Road award. Other ways we reinforce our commitment to safety include:

- Safety training of all employees, covering hazards and safety procedures specific to that employee’s work assignment, including:
 - ➔ Davey Tree career development program of task-specific safe work procedures
 - ➔ Personal Protective Equipment (PPE) policy and Davey Tree safety department approved equipment selection
 - ➔ Hearing conservation
 - ➔ Eye protection
 - ➔ Fire prevention
 - ➔ Davey Tree drug/alcohol abuse policy (standard and DOT)
 - ➔ Job hazard identification, planning, control and briefing
 - ➔ Worksite setup
 - ➔ Davey Tree first aid – CPR and aerial rescue program
 - ➔ Davey Tree defensive driving program
 - ➔ Federal motor carrier safety requirements (DOT)
 - ➔ Equipment inspection and maintenance
 - ➔ Equipment guarding
 - ➔ Lock-out tag-out
 - ➔ OSHA hazard communication standard
 - ➔ Pesticide storage, use and care
 - ➔ Storm work procedures
- Quarterly safety meetings for executive leadership, general managers and vice presidents

- Visible stickers on all Davey Tree vehicles to encourage the community to provide driving feedback
- Three-day, regional seminars for our management and supervisory personnel throughout North America. Attendees rotate through the program on a three-year basis. Topics include accident trends and prevention, training techniques, team building, accident investigation, claims management, internal costing of insurance, substance abuse policy, fleet safety, equipment maintenance and regulatory compliance.

CLIENT HEALTH AND SAFETY

With every client engagement, we encourage safety by offering services that benefit and protect community landscapes and educate clients on proper tree and landscape care.

- **Product Safety and Labeling:** We evaluate every product we use or deliver to clients on safety, efficacy and economic value. As part of our Environmental Policy, we are committed to reducing and, where possible, eliminating the use of products and services that cause environmental harm or health and safety hazards to our clients, our employees and our communities.
- **Emergency Responses:** When emergencies, especially storms, occur in our communities, we collaborate with the government, public and private sectors to respond. Davey Resource Group utility operations offer field inspections for compliance and safety, damage assessments and notifications and expert data collection.
- **Fire Safety:** Fire safety and prevention is a serious issue, particularly in dry regions. We reduce the risk of wildfires by removing unwanted brush and providing maintenance to keep trees clear from power lines.



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OUR ROAD TO ZERO PROGRAM IS DESIGNED TO ELIMINATE SAFETY RISKS AND INCIDENTS WITHIN OUR OPERATIONS.

SUSTAINABLE ENVIRONMENT

Davey Tree is dedicated to environmental awareness and stewardship, and our environmental policies are based on responsible, science-based actions. Learn more about our environmental policies at bit.ly/1CHMyHs.



We establish action plans to ensure compliance with federal, state and local regulations. Our district managers and our safety department collaborate to discuss policy implementation, promotional literature on our environmental programs and training for our employees and clients. Further, our “Train the Trainer” program includes 600 Davey Tree instructors, each of whom is charged with teaching field employees about our environmental policies.

To build in further accountability, our environmental program office regularly produces environmental audit reports to executive management regarding Davey Tree’s waste, water use and chemical use. The environmental programs office annually reviews our policies to ensure they align with technological advances, environmental regulations and new management systems.

Due to the nature of our services, our fleet accounts for a large portion of our environmental footprint. For this reason, we report environmental metrics on both a fleet and facility level for our North American footprint. A subset of our total footprint serves as a proxy for our facility footprint. We report this dataset in terms of small, medium and large facilities. We hope to collect data from additional facilities in future years.

CHEMICAL USE

Chemical use and pesticides are among our most significant environmental issues. We continually evaluate their safety and thoughtfully choose the products we use. Our clients are also concerned with this topic and we regularly respond to their questions about safe pesticides, chemical use and the reduction of chemical pesticides. Our efforts include:

- ➔ Research of pesticide management practices, materials and alternatives to traditional pesticides
- ➔ Operational policies and procedures to ensure the safe storage, handling, transportation, application and disposal of all pesticides, including the use of closed loading systems and the use of returnable, recyclable or refillable containers when possible
- ➔ Educational information regarding Davey Tree pesticide programs and procedures for employees, clients and the public



HIGHLIGHT STORY

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Chemical Use

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Protecting Bee Populations

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Pesticide use is of significant concern to many companies, NGOs and investors. Neonicotinoids, in particular, may negatively impact pollinator health and the overall environment. Several studies have linked neonicotinoids to declines in bee populations, including honey bees. Davey Tree shares our clients’ and the public’s concerns regarding the threatened bee population, and we strive to reduce our impact. To protect these important insects, the Davey Institute has conducted research to contribute to non-traditional pest control. The Davey Institute also added a non-traditional pest control section, which outlines our approved chemical list and policies, to our Plant Health Care booklet. Davey Tree educates clients on performance expectations and use of additional cultural controls when using any non-traditional pest control products. We also developed Nature Clock (patent pending), which pinpoints timing of pest vulnerability to determine the most effective time to apply pesticides.

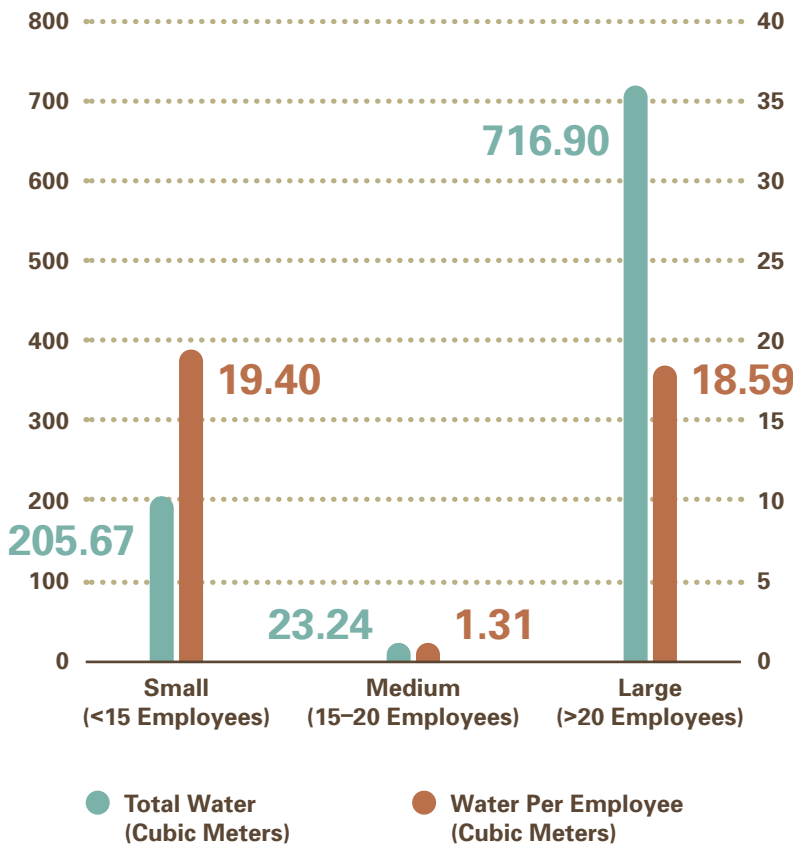


WATER IS A SIGNIFICANT FOCUS,
PARTICULARLY WITHIN CLIENT
REGIONS THAT ARE PRONE TO
DROUGHT CONDITIONS.

WATER

Water is a significant focus of our environmental stewardship, particularly within client regions that are prone to drought conditions. We track our water consumption to support the establishment of water management goals. In addition, we help our clients improve water efficiency through education on proper planting selection, efficient watering practices and installation of water-wise landscape installations.

WATER USE BY FACILITY SIZE



The majority of our medium-sized facilities are in our Utility Services division, where our primary service is line-clearing around power lines. Water use is limited in this line of business, which explains the significantly lower numbers. The majority of our smallest and largest facilities are in the Residential and Commercial Services division, where water is needed for plant health care and maintenance.

HIGHLIGHT STORY

Water Quality

Stream Restoration Improves Water Quality

The stream restoration ecologists at the Davey Resource Group transformed a severely eroded Ward Creek into the attractive waterway now winding through Lost Nation Golf Course in Willoughby, Ohio. They used a design-build process, which fostered collaboration between the golf course landscape architect, the Ohio EPA, the U.S. EPA and the Lake County Soil and Water Conservation District, among others. The Davey Resource Group restored the floodplain by replacing turf grass with native vegetation, which prevents erosion and decreases maintenance. This represents one of Davey Tree's many efforts to protect natural landscapes after storms.



WE ESTIMATE
OUR RESIDENTIAL
AND COMMERCIAL
SERVICES RECYCLE
85 PERCENT OF WOOD
WASTE, WHILE OUR
UTILITY SERVICES
RECYCLE 97 PERCENT.

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WASTE

Our Solid Waste & Hazardous Waste Management and Reduction action plans ensure we are preventing pollution and managing waste. We comply with all laws and regulations regarding disposal of hazardous wastes and continue to work toward a company-wide solution for comprehensive waste management, including recycling.

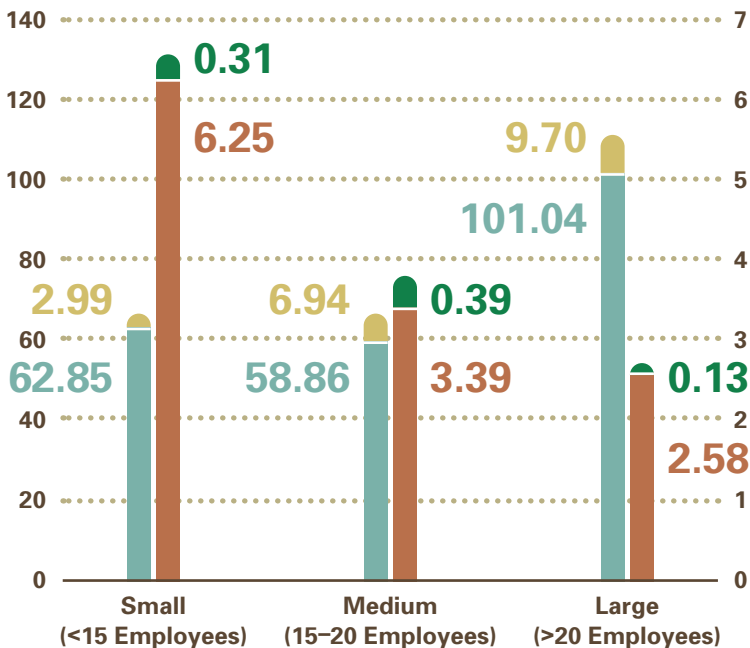
We strive to achieve our target of 100 percent wood recycling rate across our operations by finding alternatives to landfilling wood waste. However, not all wood waste is recyclable due to regulations and health concerns with some waste, including disease-infected waste. While we do not directly track the amount of wood recycling, we estimate recycling rates based on average production rates per truck per day. Rates vary between 3 and 10 yards per day by service line, and our calculations assume a rate of eight yards of wood waste per truck per day. We estimate our Residential and Commercial Services recycle 85 percent of wood waste, while our Utility Services recycle 97 percent.

ANNUAL WOOD WASTE

(Metric Tonnes)

Estimated Wood Waste Generated	1,356,125
Estimated Wood Waste Recycled	1,258,530

FACILITY WASTE BY FACILITY SIZE



- Total Facility Waste to Landfill (Metric Tonnes)
- Facility Waste to Landfill Per Employee (Metric Tonnes)
- Total Paper Recycled (Metric Tonnes)
- Paper Recycled Per Employee (Metric Tonnes)



HIGHLIGHT STORY

Community Giving

Davey Tree Teams with Columbus Crew

Prior to the much anticipated United States versus Mexico World Cup soccer qualifier in Arizona, Davey Tree's Columbus East Commercial Landscape Services branch teamed with Major League Soccer's Columbus Crew to "hit the woodwork," quite literally. Along with other volunteers, Davey Tree rehabbed a garden in the Greater Linden Garden Community. Members of the community grow food to help feed low-income families. Davey Tree was integral to the success of the day-long project, providing heavy machinery and technical expertise to make the garden a reality. Before service began, Davey Tree experts erected a fence, built an arbor, planted trees, perennials and various vegetables and constructed a brick paver patio. On the day of service, Davey Tree contributed mulch along with eight volunteers to ensure the garden was completed in a day.

2014 GLOBAL FLEET FUEL USE

VEHICLE CATEGORY	NUMBER OF VEHICLES	FUEL UNITS (U.S. GAL)
Cars, Light Trucks and Vans	1,328	1,527,607
Super Duty	1,127	1,554,641
Medium Duty	2,103	2,776,653
Heavy Duty	116	180,415
Chippers and Grinders	1,552	422,497
Off Road, Turf Equipment, Misc. Powered Equipment	637	298,722
Other	768	380,860
Total	7,631	7,131,395



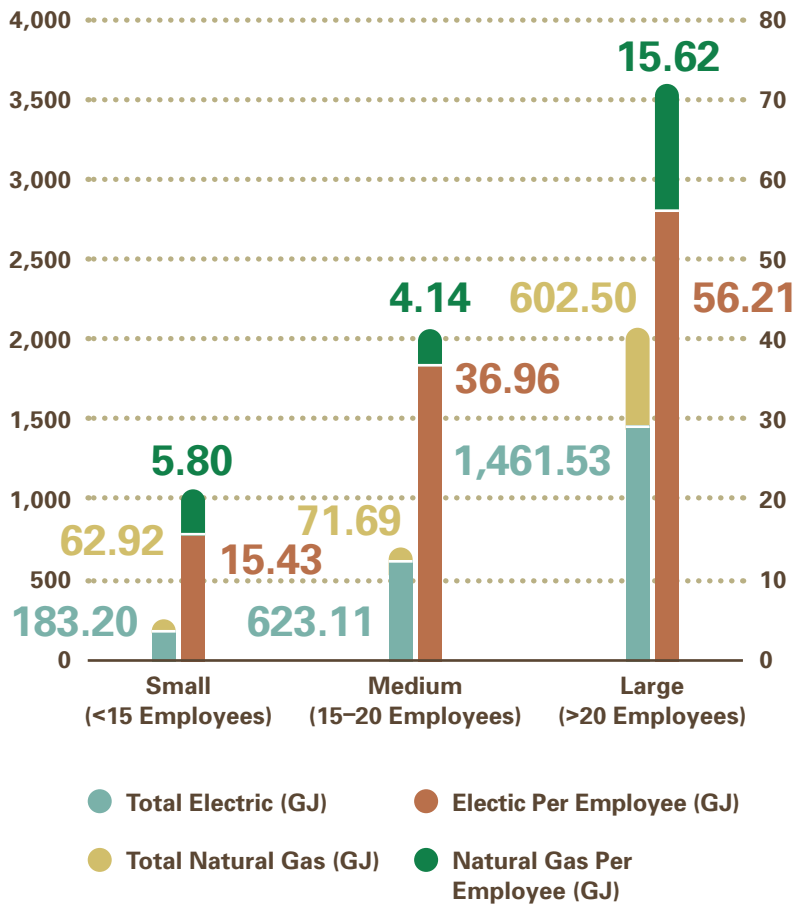
IN 2014, DAVEY TREE'S
FLEET CONSUMED
1,018,464 GJ OF
ENERGY, YIELDING
69,947 METRIC
TONNES OF CO2E.

ENERGY AND EMISSIONS

As part of our environmental strategy, we actively manage our fuel consumption and aim to reduce our environmental footprint and energy costs. In 2014, we tracked our electricity and natural gas use—our main energy sources—at 80 of our offices. Due to the nature of our business, fleet emissions constitute a majority of our emissions. Measuring our fleet emissions not only helps us calculate our environmental footprint, but also assists in future purchasing decisions. Compared to 2013, we reduced our fleet emissions by nearly five percent and intend to continue to improve fuel efficiency and reduce our emissions by moving toward a lighter duty fleet.

Davey Tree has further opportunity to positively impact emissions by expanding our GPS program to implement efficient routing and provide better service to clients. The GPS program helps reduce our fuel usage and emissions by eliminating unauthorized use of equipment and closer monitoring of equipment. Since 2012, we have achieved annual reductions in fuel usage per labor hour. With just over one million labor hours used in 2014, we reduced our fuel usage by 90,000 gallons when compared to 2012 for the operation.

ENERGY USE BY FACILITY SIZE



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COMPARED TO 2013, WE REDUCED OUR FLEET EMISSIONS BY NEARLY 10 PERCENT AND INTEND TO CONTINUE TO IMPROVE FUEL EFFICIENCY AND REDUCE OUR EMISSIONS BY MOVING TOWARD A LIGHTER DUTY FLEET.

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HIGHLIGHT STORY

Public Health

The Social Impact of Trees

2014 was a breakthrough year for trees' role in public health. Satoshi Hirabayashi and Allison Bodine of the Davey Institute joined researchers from the U.S. Forest Service in publishing the first study to directly link trees to improved public health. The study concluded that trees save more than 850 human lives per year and prevent approximately 670,000 incidents of acute respiratory symptoms. This correlated to \$7 billion a year in respiratory health care costs. These figures may not account for the entirety of trees' health benefits, as air pollution also affects the body's cardiovascular and neurological systems. The research showed that pollution removal is substantially higher in rural areas than in urban; however, urban trees have a greater impact on human health. The research underscores the important role urban trees play in improving human health.

INNOVATIVE THINKING

The Davey Institute is an innovation hub that leads world-class research in plant nutrition and health care. The Institute's technical services team brings innovative plant care techniques to our commercial and residential clients.



THE DAVEY INSTITUTE

Innovation is core to the future of plant health and landscape stewardship. The Davey Institute is our innovation center, with education and training programs on the latest plant care techniques and products, and environmental programs to promote the protection of natural resources through policy and management.

Research and Development: Our research focuses on ecosystem services, pest management strategies, screening of new products/materials, biomechanics of trees and plant health care. The Davey Institute, along with the U.S. Department of Agriculture (USDA) Forest Service, Arbor Day Foundation, Society of Municipal Arborists, International Society of Arboriculture and Casey Trees, have spent 10 years developing the i-Tree software suite to help communities improve their urban forest management. The suite provides forestry analysis and benefits assessment tools, enabling communities to quantify the structure of community trees and environmental services they provide.

Technical Services: The Institute provides support for all of Davey Tree's business units, with emphasis on solutions for plant nutrition disorders, proactive plant health care, insect management and disease management. We create unique value additions for our customers, including our in-house USDA-certified diagnostics clinic, which helps identify disorders for proper treatment recommendations. Our in-house diagnostics capabilities allow us to respond to customer needs faster than our competitors and enables the Davey Institute to research novel approaches to plant health care.

Product Responsibility: The Davey Institute conducts comprehensive testing of new organic and synthetic products, and reviews university research before introducing products to our service teams. Our Plant Health Care booklet, which provides product safety and tree health care guidelines, is readily available to employees and is used in communication with clients.



HIGHLIGHT STORY

Education and Training

Putting Knowledge Into Practice

In April 2014, Davey Tree announced the graduation of nearly 60 Davey Tree employees from the Davey Institute. As Davey Tree's flagship training program, the Davey Institute has been an annual tradition for more than a century. The month-long training program includes classroom and field exercises in climbing and safety procedures, tree and plant care, disease and pest diagnosis, management practices and team building. The program is unique amongst our industry. According to R.J. Laverne, manager of education and training at Davey Tree, "not many companies have departments dedicated to education or college degree programs partnered with a university. Our goal is to help Davey Tree employees work smarter, be efficient and profitable, and provide greater service to clients, all while working safely."

ENGAGED EMPLOYEES

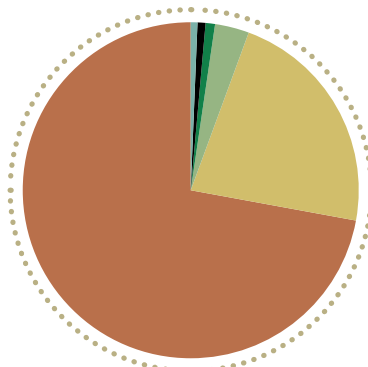
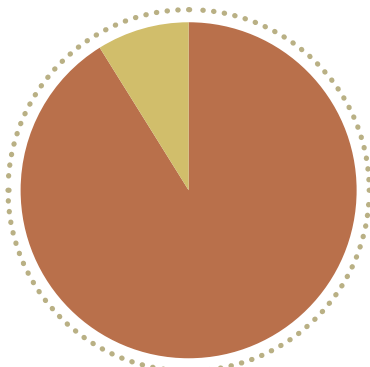
Davey Tree employees are integral to the success of our company. With approximately 7,600 employees, we are the largest employee-owned service firm in the U.S. More than 500 Davey Tree employees have over 15 years of service with the company, adding valuable experience for our customers. Engaging and inspiring our people is critical to retaining our expert workforce.



OUR PEOPLE

Davey Tree is defined by our people. Celebrating our 35th year as an employee-owned company, we aim to engage and inspire our employees to grow alongside our company. We recognize the challenges and opportunities to attract and retain employees from diverse backgrounds. We recruit talented candidates with a passion for trees and take pride in cultivating their professional development. We are proud of our employees' knowledge and expertise, and their commitment to safety and environmental protection.

Davey Tree is proud to support and employ veterans of the U.S. Armed Forces. Veterans' character align with Davey Tree qualities, including integrity, leadership, strong work ethic and the ability to thrive in dynamic work environments. Geoffrey Clark, a sales arborist in Akron, Ohio, with 18 years of service as a master sergeant in the U.S. Air Force Reserve, describes veterans as ideal fits for Davey Tree because "we are looking for people who will do what is asked the right way, the first time, even when nobody is watching. Military personnel fit the bill perfectly."



GENDER & ETHNICITY*

* Ethnicity demographics are for the U.S. only and do not include Canadian facilities.

HIGHLIGHT STORY

Training and Development

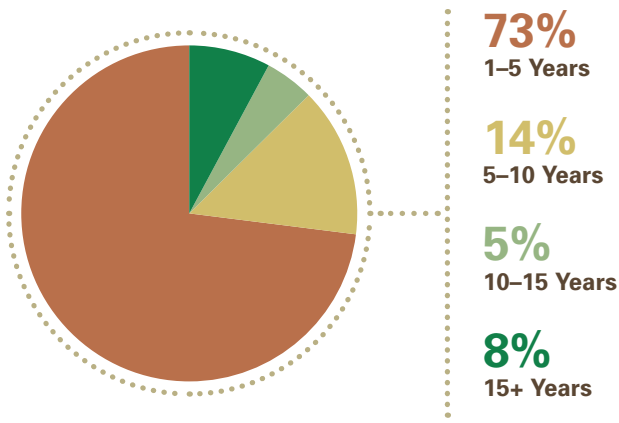
Davey Tree Applauds First Graduate of the Collaborative Program

Davey Tree partners with Kent State University on a two-year associate degree program, combining Davey Institute training and online courses at Kent State. In 2014, Davey Tree was proud to announce our first graduate of the collaborative program, Brian Edwards. As a foreman, Edwards says that the degree will help him further advance in the tree management industry and he plans to pursue the bachelor's degree in the program.

OUR TENURE AND OWNERSHIP

As a sustainability-driven company, we are committed to longevity, which shines through our employee tenure. Over 500 employees have more than 15 years of service with Davey Tree. While our industry faces seasonal employment and high average turnover, our employee ownership promotes employee loyalty.

EMPLOYEE SERVICE LENGTH*



* Service length reported for Kent operations only.

TRAINING AND EDUCATION

To grow as a company, we must invest in the development of our employees. To this end, we offer continuous learning opportunities to encourage professional growth. In 2014, we invested \$4.5 million and 250,000 hours in employee training.

HEALTH AND WELLNESS

Our commitment to our employees includes their health and wellness. Davey Tree employs health and wellness programs to promote healthier lifestyles. Our biometric screening program offers employees financial incentives to participate through discounted health insurance plan premiums. We also offer annual audiometric tests for all landscape and arborist field employees who use powered lawn/turf mowing, trimming and shearing equipment for more than half of the day.

In addition, our Employee Assistance Program through Guardian and Integrated Behavioral Health provides support with education, lifestyle and fitness management, dependent care and care giving, and working smarter. Employees have unlimited access to a professional counselor via telephone, and free initial face-to-face counseling sessions regarding legal and financial topics.



VOLUNTEERISM

Our employees are inspired to give back and promote community awareness about the value of trees in our communities. We volunteer and donate to local organizations and causes, such as Arbor Day, Earth Day, Habitat for Humanity, education programs, park clean-ups and local horticultural programs. Our efforts not only promote Davey Tree's visibility and networks, but also bond our employee family while strengthening our communities. In 2014, Davey Tree employees volunteered nearly 3,500 hours. Our 2014 total philanthropy, including volunteering, corporate giving and Foundation giving exceeded \$816,000.

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"WE NEED TO ENCOURAGE OUR NEXT GENERATION OF PEOPLE INTERESTED IN THE OUTDOORS. THESE ARE THE TYPE OF TREE-LOVERS WHO GROW UP TO LOVE TREES JUST AS MUCH AS WE DO HERE AT DAVEY TREE."

- GORDON MATTHEWS, DISTRICT MANAGER, AKRON OFFICE

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COMMUNICATIONS

Davey Tree actively communicates to and engages with our employees and communities we serve. For more than 100 years, we have published stories in the bimonthly *MyDavey Bulletin*, which highlights significant events and accomplishments and recognizes employees throughout our operations. This year the Tree Care Industry Association recognized Davey Tree's work on the *MyDavey Bulletin* with a Professional Communications Award. Our marketing team was also honored by the association with a digital media award for its infographic on the benefits of trees. Our Davey Tree blog, "In the Shade," and external website include insightful articles about tree care. Davey Tree's employee intranet serves as a reference tool for supervisors and managers with useful company information. We are also active on social media, including Facebook, Twitter, Pinterest, YouTube, Google+ and LinkedIn.



HIGHLIGHT STORY

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Employee Development

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Leaders a-LOFT

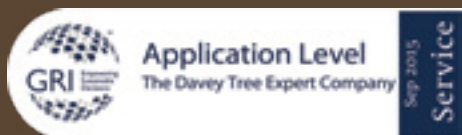
Davey Tree Canada strives to create engaging leadership opportunities for its employees. Managers designed the Leaders of Tomorrow (LOFT) program to unite Davey Tree field employees who demonstrate exemplary performance, commitment to safety and strong leadership qualities. The LOFT program educated field employees and provided them with exposure to how Davey Tree operates. It shared a snapshot of Davey Tree's values and vision and provided leaders an opportunity to communicate their short- and long-term goals. As a result, key staff left with the tools required to improve teamwork and productivity, build trust and employee relationships and motivate the company to grow.



WE OFFER CONTINUOUS
LEARNING OPPORTUNITIES TO
ENCOURAGE PROFESSIONAL
GROWTH AND SUPERIOR SERVICE.

CORPORATE
RESPONSIBILITY
REPORT 2014

GRI CONTENT
INDEX



PROFILE DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
Standard Disclosures Part I: Profile Disclosures		
1. Strategy and Analysis		
1.1 Statement from the most senior decision-maker of the organization.	●	CEO Letter, p. 01
2. Organizational Profile		
2.1 Name of the organization.	●	The Davey Tree Expert Company
2.2 Primary brands, products and/or services.	●	About Us, p. 08; p. 7 of Annual Report at bit.ly/1M9L8YD
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures.	●	About Us, p. 08
2.4 Location of organization's headquarters.	●	Kent, Ohio, U.S.A.
2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	●	United States and Canada
2.6 Nature of ownership and legal form.	●	Private; employee-owned
2.7 Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	●	About Us, pp. 08–09
2.8 Scale of the reporting organization.	●	About Us, pp. 08–10
2.9 Significant changes during the reporting period regarding size, structure or ownership.	●	About Us, p. 09
2.10 Awards received in the reporting period.	●	The Tree Care Industry Association recognized Davey Tree's strong communications with two Professional Communications Awards. The first award went to the marketing department in the digital/electronic media category for an infographic that illustrates economic and environmental tree benefits. The second award went to the corporate communications department for the <i>MyDavey Bulletin</i> in the Newsletter/Brochure category. Davey Tree Surgery Co.'s vice president and general manager, Larry Abernathy, received the 2014 Lifetime Achievement Award from the Utility Arborist Association. Davey Tree's 2014 National Register of Big Trees Calendar earned a Silver Award of Achievement from the 2014 Garden Writers Association Media Awards Program.

PROFILE DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
3. Report Parameters		
3.1 Reporting period (e.g., fiscal calendar year) for information provided.	●	2014
3.2 Date of most recent previous report (if any).	●	July 2014
3.3 Reporting cycle (annual, biennial, etc.)	●	Annual
3.4 Contact point for questions regarding the report or its contents.	●	corporateresponsibility@davey.com
3.5 Process for defining report content.	●	About the Report, pp. 02–07
3.6 Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	●	About the Report, p. 03 and About Us, pp. 08–09
3.7 State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	●	About the Report, p. 03; Environmental data disclosed accounts for 48 percent of our facilities and 100 percent of fleet. As our systems become more sophisticated, we will track and measure necessary data for all of our facilities.
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.	●	We have 165 facilities in the United States and Canada, an increase from 152 in 2013. We report on facilities for which we currently have accurate data. We plan to expand this to include all facilities as our data management matures.
3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●	Wood Waste has been recalculated using an estimated 8 yards of waste per truck per day, rather than 5.5 in 2013.
3.11 Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report.	●	Our boundary has changed to include 48 percent of our current facilities (80/165). These 80 facilities will serve as a foundation for future reporting, with additional facilities being included as data management systems mature.
3.12 Table identifying the location of the Standard Disclosures in the report.	●	GRI Content Index
4. Governance, Commitments and Engagement		
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.	●	About Us, pp. 08–10

PROFILE DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
4. Governance, Commitments and Engagement		
4.2 Indicate whether the Chair of the highest governance body is also an executive officer.	●	Yes, p. 13 of Annual Report at bit.ly/1M9L8YD
4.3 For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	●	Our board of directors has seven members, including six males and one female. Two members are part of the executive team and five members are independent.
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	●	2015 Proxy Statement, p. 10 at bit.ly/1V8I6aN
4.14 List of stakeholder groups engaged by the organization.	●	About the Report, pp. 02–03
4.15 Basis for identification and selection of stakeholders with whom to engage.	●	About the Report, pp. 02–03
Standard Disclosures Part III: Performance Indicators		
Economic		
Economic Performance		
EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments.	○	About Us, p. 10 and Engaged Employees, p. 31; Summary Financial Data on inside cover of Annual Report at bit.ly/1M9L8YD
EC2 Financial implications and other risks and opportunities for the organization’s activities due to climate change.	○	p. 8 of the 10-K at bit.ly/1I3KOcd
EC3 Coverage of the organization’s defined benefit plan obligations.	●	p. F-24 of the 10-K at bit.ly/1I3KOcd
EC4 Significant financial assistance received from government.	●	Davey Tree does not receive significant financial assistance from the government.
Environmental		
Energy		
EN3 Direct energy consumption by primary energy source.	●	Sustainable Environment, pp. 24–25
EN4 Indirect energy consumption by primary source.	●	Sustainable Environment, pp. 24–25
EN5 Energy saved due to conservation and efficiency improvements.	○	Sustainable Environment, pp. 24–25

PROFILE DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
Energy		
EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	○	Sustainable Environment, pp. 24–25 and About Us, p. 06
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.	○	Sustainable Environment, pp. 24–25 and About Us, p. 06
Water		
EN8 Total water withdrawal by source.	○	Sustainable Environment, p. 21; In 2014, we consumed 39,329 cubic meters (10,389,609 gallons) of water.
Emissions, Effluents and Waste		
EN16 Total direct and indirect greenhouse gas emissions by weight.	●	Sustainable Environment, pp. 24–25
EN17 Other relevant indirect greenhouse gas emissions by weight.	●	Sustainable Environment, pp. 24–25
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.	○	Sustainable Environment, pp. 24–25
EN22 Total weight of waste by type and disposal method.	●	Sustainable Environment, pp. 22–23
EN23 Total number and volume of significant spills.	●	No incidents to report.
Products and Services		
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	○	Sustainable Environment, pp. 18–25 and About Us, pp. 12–13
Transport		
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization’s operations, and transporting members of the workforce.	○	Sustainable Environment, p. 24
Social: Labor Practices and Decent Work		
Employment		
LA1 Total workforce by employment type, employment contract and region, broken down by gender.	○	Engaged Employees, pp. 28–29
LA2 Total number and rate of new employee hires and employee turnover by age group, gender and region.	○	Engaged Employees, p. 30; Our turnover rate of 38.9 percent reflects our seasonal industry.

PROFILE DISCLOSURE	LEVEL OF REPORTING	LOCATION OF DISCLOSURE
Employment		
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	Engaged Employees, p. 30
Occupational Health and Safety		
LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	○	Safe Business Practices, pp. 14–16
LA7 Rates of injury, occupational diseases, lost days, and absenteeism and number of work-related fatalities by region and by gender.	○	Safe Business Practices, p. 15
LA10 Average hours of training per year per employee by gender and by employee category.	○	Safe Business Practices, p. 16 and Engaged Employees, p. 30
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	○	Safe Business Practices, p. 16 and Engaged Employees, p. 30
Social: Society		
Local Communities		
SO1 Percentage of operations with implemented local community engagement, impact assessments and development programs.	○	Engaged Employees, p. 31
Social: Product Responsibility		
Product and Service Labeling		
PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	○	Safe Business Practices, p. 16
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	●	No incidents to report.
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	●	We regularly gather client feedback to ensure that we are upholding the highest client standards. Some divisions conduct surveys and mystery shops to measure and observe client service practices and understand areas of improvement. We safeguard the information clients share with us according to our Privacy Policy at bit.ly/1f99QLr .



DAVEY 



OVER 500 EMPLOYEES HAVE
MORE THAN 15 YEARS OF
SERVICE WITH DAVEY TREE.

DAVEY 

FEEDBACK

We welcome feedback on both this Corporate Responsibility Report 2014 and our corporate responsibility efforts. Please send comments to corporateresponsibility@davey.com.

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