



# POLICIES & PROCEDURES

NUMBER PP 1701

SECTION: COMPANY BENEFITS

SUBJECT: Paid Time Off

**PP No.:** 1701

**Section:** Company Benefits

**Subject:** Paid Time Off

**Approved By:** Tony Massey

**Effective Date:** January 1, 2022

**Last Reviewed Date:** February 26, 2026

**Policy Owner:** Senior Director of Human Resources

## DAILY COMPENSATION FOR VACATION, HOLIDAY & PTO TIME

1. Team Members paid on an hourly basis or salary receive vacation pay based on straight time or monthly salary.
2. Team Members paid on commission will be paid **\$105 per day** for each authorized vacation, holiday, PTO day and extended illness day taken.
  - a. When the rate of pay per day added to the Production/Sales incentive earned exceeds the guarantee/draw, the Team Member will be paid the excess.
  - b. When the rate of pay per day amount added to the Production/Sales incentive earned is less than the guarantee, the Team Member is paid guarantee/draw only.

## VACATION POLICY

Annual vacation benefits, with pay, are based upon length of service. Full-time Team Members become eligible for vacation pay as follows:

Length of Service	Length of Vacation
1 – 5 Years of Service	2 weeks (10 days)
6 Years of Service	2 weeks + 1 day (11 days)
7 Years of Service	2 weeks + 2 days (12 days)
8 Years of Service	2 weeks + 3 days (13 days)
9 Years of Service	2 weeks + 4 days (14 days)
10 Years of Service	3 weeks (15 days)
11 Years of Service	3 weeks + 1 day (16 days)
12 Years of Service	3 weeks + 2 days (17 days)
13 Years of Service	3 weeks + 3 days (18 days)
14 Years of Service	3 weeks + 4 days (19 days)
15 ears of Service	4 weeks (20 days)

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1. Vacations begin after your one-year anniversary, and after January 1 of succeeding calendar years.
2. Vacation may be taken only by eligible regular, full-time Team Members. Probationary, temporary and part-time Team Members may be given time off without pay at the discretion of the General Manager or Regional/Division Manager or Corporate Manager.
3. To be eligible for vacation with pay, a Team Member must qualify by working a minimum of 40 weeks, 200 workdays, during the previous calendar year (first 12 months of employment for new Team Members).
  - a. **\*\***In the event a Team Member is unable to work a minimum of 40 weeks, 200 workdays, during the previous calendar year due to a Leave of Absence, vacation for the next year will be prorated to half of the vacation benefit according to length of service once 40 weeks, 200 work days, have been met in the current calendar year.
4. Vacation time is granted when convenient during the vacation year, considering both the wishes of the Team Member and efficient operation of the Company. If possible, vacations should be a minimum of (1) week's duration. In certain circumstances, a two- or three-week vacation may be approved by the Regional/Division Manager, Corporate Management, and/or President.
5. If a holiday observed by the Company falls within the vacation period taken, holiday pay will be applied instead of vacation pay for that day.
6. It is the policy of the Company that Team Members take time off for vacation. Therefore, the Company will not pay in lieu of vacation therefore, unused vacation days cannot be carried forward into the next year.

For Example – Date of Employment 3/1/2020 and 11/15/2022

Employment Anniversary Date	Vacation Days Earned	Period during which Vacation Must be Taken	Vacation taken during period	Forfeited Vacation Days
3/1/2021	10	3/1/2021 – 12/31/2021	10	--
3/1/2022	10	1/1/2022 – 12/31/2022	8	2
11/15/2023	10	11/15/2023 – 12/31/2023	10	*

\* For Team Members whose anniversary is within the last two months of the year, arrangements should be made with their manager as to whether any of their vacation may be taken earlier or carried forward to the next year.

1. It is the responsibility of General Managers and Regional/Division Managers to prepare a vacation schedule early each year to include all the eligible Team Members within their respective areas of responsibility. This schedule should be submitted to the Regional/Division Manager or appropriate Director/Vice President, on/or before February 15th of each year. Team Member vacation schedule preferences should be based on Team Member seniority.

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2. Team Members reinstated from military service become eligible for vacation as if they had been actively employed by the Company.

(Terminating Team Members must refer to Policy #346 "Layoff, Reemployment and Termination" for clarification on terminations and calculation of unused vacation pay).

**HOLIDAY POLICY**

The Company regularly observes seven (7) holidays per year. They are:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Christmas Day

A Team Member must work both the last workday preceding and the first work day following a holiday in order to receive pay for the holiday, unless specifically excused prior to the absence by their Manager.

1. If a holiday observed by the Company falls within a vacation period, holiday pay is applied instead of vacation pay for that day.
2. If a holiday falls on Saturday, we will be closed on Friday. If a holiday falls on Sunday, we will be closed on Monday.

**MASSEY PAID TIME OFF (PTO) POLICY**

Every regular, full-time Team Member who completes ninety (90) days of employment will be entitled to five (5) Paid Time Off (PTO) days per calendar year.

These PTO days may be used at the Team Member's discretion, including but not limited to personal time, illness, medical appointments, or care of an immediate family member (spouse and/or child). This benefit is intended to provide flexibility and should not be abused.

PTO days:

- May not be accumulated or carried forward into the next calendar year.
- Will not be paid in lieu of PTO not taken.
- Must be pre-approved in accordance with scheduling and operational needs, except in cases of unplanned absences.

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- Are available after ninety (90) days of employment and must be used within the calendar year in which they are granted.

Massey Services reserves the right to request appropriate documentation in cases of repeated or questionable absences.

**EXTENDED ILLNESS**

This benefit is offered to regular, full-time Team Members with a non-job related injury or illness (job related injuries are covered under the State Worker's Compensation Program). Extended illness (over five (5) consecutive work days) will be paid according to the "Team Member Length of Service Qualifications" Schedule outlined in this section. This illness must be substantiated by a completed Medical Certification (Certification of Health Care Provider Form). Massey Services may require a second and third medical opinion. This certification must include the date on which the serious health condition began; the probable duration of the condition; appropriate medical facts regarding the condition; and a statement that the team member is unable to perform their job functions. If the team member is released with restrictions that can be accommodated, this benefit will not be paid.

THIS BENEFIT WILL BE PAID WHILE ON AN APPROVED MEDICAL LEAVE, AFTER AVAILABLE PTO AND/OR VACATION HAS EXHAUSTED. AND WILL REDUCE THE 12 WEEK ENTITLEMENT UNDER THE FAMILY MEDICAL LEAVE ACT (FMLA), WHERE APPLICABLE.

(Refer to Leave of Absence Policy for Approval Process)

Extended Illness Pay  
Team Member Length of Service Qualification

# of Years	Benefit
0-2 years	None
2-2½ years	40 hours pay
2½-3 years	80 hours pay
3-3½ years	160 hours pay
3½-4 years	240 hours pay
4-5 years	320 hours pay
Over 5 years	480 hours pay

- All full time Team Members accrue their extended illness pay, based upon longevity with the company, per the above schedule.

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- The benefit may be used in minimum increments of 5 days or more up to the maximum allowable under this benefit. This benefit will be reduced by any unused vacation or PTO pay.
- After the benefit has been used to the maximum amount allowable, in any given 12 month period, Team Members will be required to work a minimum of 40 weeks before this benefit can start over.

## ATTENDANCE CALENDAR

Timely and regular attendance is an expectation of performance for all team members. If you manage a team member you are responsible to monitor their attendance. The attendance calendar is the method to track team members attendance and it's to be used to track every team member absence or tardiness according to the reason code identified on the calendar.

This information is a critical part of your team member recordkeeping requirements. You as a manager are to keep track and send to Human Resources any employee instructions applicable to a team members attendance.

\*Refer to Policy #342 Absenteeism & Tardiness

**Special Note:** The Company offers an optional Short-Term Disability (STD) and Long-Term Disability (LTD) insurance plan to provide additional protection against a disabling illness or non-occupational accident should a Team Member elect to participate. Refer to our Company Benefits Brochure or check with the Benefits Department for more information.

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## Chapter 13 - Gasoline

Gasoline is a hazardous material. Gasoline is extremely flammable, ignites easily, and burns vigorously. Gasoline vapor may explode. Exposure to gasoline liquid or vapor can make you sick. The material safety data sheet (MSDS) for gasoline provides this overview of the product's hazards:

- Extremely flammable
- Harmful or fatal if swallowed – can enter lungs and cause damage
- Vapor harmful
- May cause eye or skin irritation
- Keep out of the reach of children

### Precautions When Using Gasoline

Unless you are a fumigator, gasoline is the most dangerous material you use. Unfortunately, most of us are so familiar with gasoline that we tend to ignore its hazards. Do not be careless; follow these safety precautions:

- Avoid breathing gasoline fumes.
- Make sure gasoline is not near any heat source or flame.
- Store only in approved containers.
- Inspect portable gas containers before use. The inside should be free of dirt or debris and the cap should form a tight seal capable of preventing the escape of either vapor or liquid. Metal containers should be free of corrosion. Plastic containers should be free of cracks.
- Do not place gasoline in the cab or passenger compartment of the vehicle.
- When filling a portable container, remove it from the vehicle and place it on the ground a safe distance from the vehicle.

**Warning – Gasoline vapor is invisible and heavier than air. It can flow along the pavement for some distance when not dispersed by air currents. If ignited, the vapor becomes a fuse that brings the flame back to the liquid gasoline source. The distance that is “safe” depends on the conditions, but fire experts believe placing the container about five feet from an ignition source is sufficient.**

- Extinguish smoking materials before fueling.
- Keep the nozzle in contact with the container inlet during fuel transfer to prevent static electricity sparking.
- Open any container vents when filling.
- Fill the container slowly (do not lock the nozzle trigger valve open), and fill only 95% full. The remaining air space allows room for the gasoline to expand if it warms up later.

## Chapter 13 - Gasoline

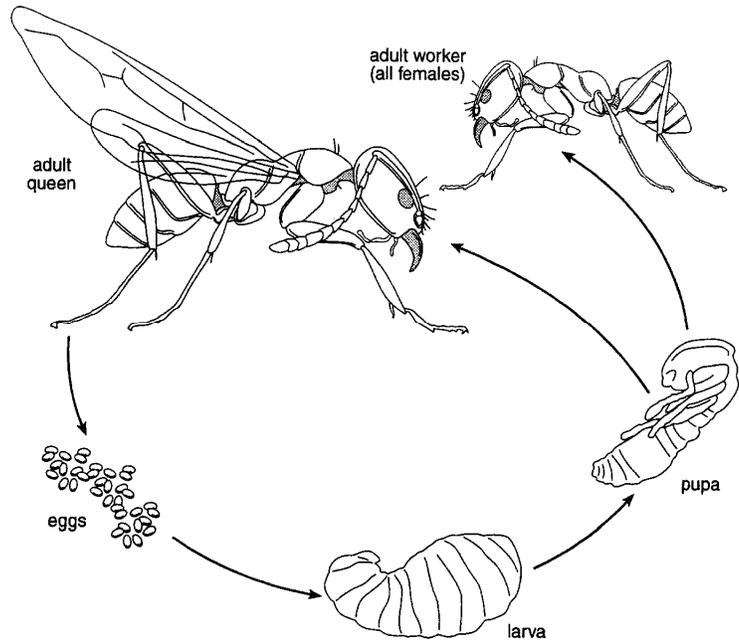
- Before putting a container of gasoline in the trunk or the storage area of a vehicle, tighten the cap of the container and the cap of the air vent, if there is one. Wipe the outside of the container to remove any liquid gasoline or gasoline residue.
- Secure the container so turns or road vibrations will not cause it to slide around or tip over.
- Do not leave a container of gasoline in direct sun, or in the trunk of a car that is in direct sun. Heating the gasoline will build up pressure in the container.
- Never store the gasoline container next to pump motors that may heat the gasoline in the container.
- When fueling equipment, wipe up any spills immediately. Move the equipment at least 10 feet away from the fueling area before starting the engine. Before refueling, turn off the equipment and let it cool.

## Pests In and Around Food: Ants

### General Ant Biology

Ants are one of the most common insect pests in and around structures. Company-wide, ants are our number one reason for extra services. Ants are eusocial insects. They live in colonies made up of members in various stages of development. Each member of the colony has a specific job and each colony has a queen or multiple queens that are responsible for producing offspring.

All ants undergo complete metamorphosis (egg, larvae, pupae, adult). The queen(s) are the reproductive center of the colony. The workers are sterile females that forage for and collect food, care for the eggs and the pupae, feed and care for the larvae and defend the colony. Male ants are not a part of colony activities. Their only purpose is to mate with the queen.



'When a new colony is started, the king and queen will mate. The king then dies. The queen's first brood is tended by her alone, feeding the larvae from liquefied tissue that was once wing muscle. Once this brood exits the pupal stage, they become workers who will tend to the queen and subsequent broods by creating harborage, feeding, cleaning and defending them. The egg stage is immobile and completely dependent on workers to move and clean them. Ant larvae are legless, wormlike individuals that are essential in the life of the colony. Because worker ants can only eat food in liquid form, when worker ants find solid food, they bring it back to the colony and feed it to the larvae.



The larvae have chewing mouthparts that chew up and digest the solid food with the help of enzymes and then the larvae regurgitate it back to the workers. The workers then spread this liquid food by feeding it to other members of the colony. This regurgitation and feeding of other colony members is known as trophallaxis.

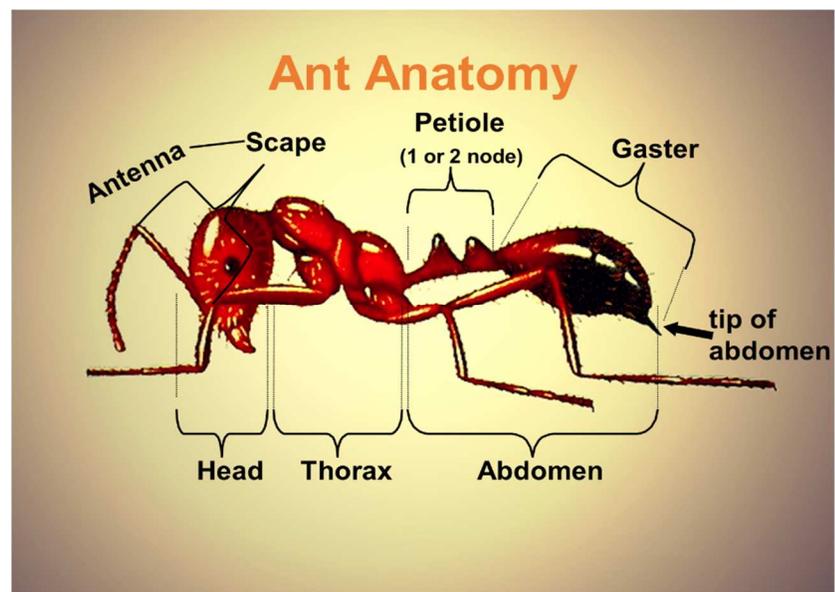
Pupae are also immobile and completely dependent on workers to move and clean them. Once the pupal stage has ended, depending on the colony's needs, either a worker or a winged reproductive king or queen will emerge. This is accomplished by the pheromone placed down by the queen following egg laying. The reproductive kings and queens are called alates, which are the "secondary reproductives" that swarm out and away from the colony to form new colonies.



## Ant Identification

### Workers

All worker ants are wingless. They have antennae that are elbowed (bent) and a strongly constricted waist or petiole. Located on the petiole is either 1 or 2 nodes. These nodes are helpful in determining the species of ant you are dealing with. The tip of the abdomen, known as the gaster is bulbous in shape and in some cases has a stinger at the end of



it. The stinger is a modified egg laying device. Since all workers are sterile females, they do not lay eggs (that's the queens job) so this device has evolved into a defensive mechanism for some ant species (like the fire ant!)

Depending on the species of ant, workers can be different sizes. This is one way to help in determining what species of ant you are dealing with. Workers of a species can be monomorphic (all one size), dimorphic (2 different sizes) or polymorphic (more than 2 sizes).

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<b>Monomorphic</b>	<b>Dimorphic</b>	<b>Polymorphic</b>
<ul style="list-style-type: none"><li>• Argentine ant</li><li>• Acrobat ant</li><li>• Crazy &amp; Tawny Crazy ant</li><li>• Pyramid ant</li><li>• Rover ant</li><li>• Pharaoh ant</li><li>• White-footed</li></ul>	<ul style="list-style-type: none"><li>• Big headed ant</li></ul>	<ul style="list-style-type: none"><li>• Fire ant</li><li>• Carpenter ant</li></ul>

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### Ant Alates

Ant alates share the same characteristics as the workers, except they have wings. Alates have 2 pairs of wings, with the forewings (the ones in front) being longer than the hindwings (the ones in the back). The wings have just a few large, prominent veins in them and are just long enough to cover the body.

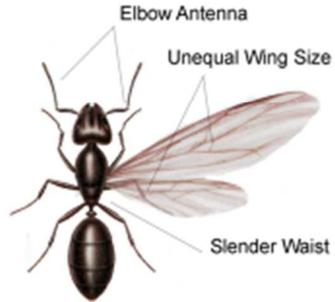


### Ant or Termite?

During various times throughout the year, both ant and termites will produce alates that exit the colony looking for a new place to start a colony. Sometimes they will swarm at the same time of year. Ant alates and termite alates are often mistaken for each other. Once you know what to look for, it is easy to distinguish the difference.

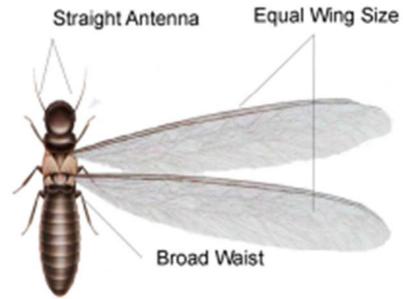
## Ant Alate

- Elbowed antennae
- Slender "waist"
- Forewings are larger than hind wings
- Few veins in wings



## Termite Alate

- Straight, beaded antennae
- Broad "waist"
- Equal sized wings, longer than body
- Numerous veins in wings





## WEEKLY TRAINING SESSION

### Renewal Processing Calendar Update

The Termite and Bait Renewal Processing Calendar is a step by step process that is completed every month to ensure we are maintaining accurate customer records, collecting all possible renewals, and completing annual inspections on the homes of our customers. We have created a new Renewal Processing Calendar with updated activities for General Managers, Administrative Team Members, and Service Managers. These updates include:

- Detailed steps for the processes incorporated in the Renewal Processing Calendar
  - Reconciliation of hard files
  - Account detail verification
  - Multi-family account verification
  - New Construction account processes
  - EPT process
  - Renewal increases
  - Reinspections
  - Renewal Collections
- Yes or No acknowledgment for completing all tasks
  - Administrative team members
  - Service Managers
  - General Managers
- If a task is marked “No” a comment is mandatory explaining why
- Updated date ranges and deadlines for when tasks must be completed

The new Renewal Processing Calendar will be sent in excel format for ease of use. It will need to be printed and signed by all team members with task responsibilities, then sent to the Regional Administrative Assistant by the first day of the new month.



# WEEKLY TRAINING SESSION

## Renewal Processing Calendar Update



### April 2026 Renewal Processing Calendar

General Manager and Administrative Functions		Admin Initials		GM Initials		Reason for No
Due Date	Activity	Yes	No	Yes	No	
	<b>Reconcile Hard Files</b>					
April 6th through April 10th	Run 'Renewal Reconciliation Report' in Reporting Services Verify files are filed by warranty month and alphabetically by last name Verify files contain only active customers Verify files are labeled properly Create any missing files					
	<b>Verify Account Details in CRM</b>					
April 6th through April 10th	Renewal fees are accurate (Fumigation renewals = amount of cost to refume over 10 year warranty period, Bait and Liquid at appropriate rate card) Linear footage is accurate on each program, reinspection, and bait monitor event Future Reinspection dates are on the same date as the warranty					
	<b>Confirm Multi Family Accounts</b>					
April 6th through April 10th	There is one master renewal with all other sites at \$0 Reinspection value equals the total renewal value					
	<b>New Construction Accounts</b>					
April 6th through April 30th	Research Property Appraiser for New Home Owner Update account in CRM with New Homeowner Information Update lead in Lead Log with New Homeowner Information Update warranty date to the date of purchase Update renewal date to be one year from date of purchase Update Reinspection date to be one year from date of purchase Print New Construction Guarantee for delivery					
	<b>EPT Accounts</b>					
April 6th through April 10th	Identify liquid pretreat accounts over 5 years old for EPT Identify traditional liquid treatment accounts over 10 years old for EPT Print EPT Letter from Reporting Services Print Reinspection workorder Cancel program as EPT. Precancel with the date of the current year renewal Pull customer file and provide to GM with EPT letter and Reinspection Workorder					
April 30th	Update cancel reasons on EPT Precancels completed two months prior to non-precancel reason					
	<b>Renewal Increase</b>					
April 6th through April 10th	Run 'Active Bait Termite Renewal Fee Report' in Reporting Services Identify any accounts that should not receive a renewal increase Create a renewal notice on all accounts identified that will not receive an increase					
	<b>Reinspections</b>					
April 13th through April 24th	Run 'Unconfirmed Reinspection Report' in Reporting Services for the current month Contact all customers on the list to schedule their interior Reinspection					
	<b>Renewal Collection</b>					
April 13th through April 24th	Run 'Customer Contact Report' in Reporting Services for the current month Contact all customers on the list to collect renewal payment Cancel all previous month unpaid renewals upon receiving signed cancel request					
April 30th	Enter Bait System Removal events on all canceled bait programs Print 'Bait Cancellation Letter' in reporting services for canceled bait programs Mail 'Bait Cancellation Letter' to canceled bait customers					
	<b>Service Manager</b>					
	<b>Activity</b>	<b>SM Initials</b>		<b>GM Initials</b>		<b>Reason for No</b>
<b>Due Date</b>	<b>Renewal Collection</b>	Yes	No	Yes	No	
April 23rd through April 30th	Contact all customers appearing on the Customer Contact due the current and previous month attempt to collect payment Work all unpaid renewal cancels with the intent to collect all renewals Make a final visit to all canceled bait accounts to attempt to collect the renewal Complete the bait system removal event when all collection attempts have failed					
By my signature, I confirm that the above Service Center duties have been performed as indicated.						
<b>Office Manager</b>				<b>Date</b>		
<b>Customer Service Specialist</b>				<b>Date</b>		
<b>Service Manager</b>				<b>Date</b>		
<b>General Manager</b>				<b>Date</b>		



## WEEKLY TRAINING SESSION



### April Application Procedures

**Topic Category:** Lawn

**Recordable Verifiable Training Hours:** 1.5

**Objectives:** This lesson is designed to teach our Application Procedures for April.

**Length of lesson:** Approx 1 Hour and 30 minutes.

**Materials needed:**

- Training Guideline
- April Applications Training Document and What We Apply – What We Expect document located in the G: Drive Shared\GreenUp Reference Materials\GreenUp Protocols\Monthly Applications Information\2026\April.
- **8 pounds** of 12-0-14 Shrub Fertilizer (16 ounces in a measuring cup is close to one pound)
- 1000 sq. ft. area of shrub bed
- Pre- and Post-tests.

**Training Guidelines:**

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Hand out the Verifiable Training Record Form (VTRF)
- Begin the meeting by defining the training topic and handing out the Pre-test
- Distribute and review the training materials on April Application Procedures
  - Allow the Team Members to complete the Pre-test as the application information is discussed.
  - Encourage active participation from all Team Members
  - Ask probing questions to discuss key points.
  - Read and answer questions from the test and have the Specialists write in their answers.
  - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
  - Collect the pre-test and discard.
- Hand out the Post-tests. When complete, have each Specialist pass their test to another Specialist for grading.
- Grade the tests as a group and discuss the answers.
- Collect the tests
- Take all Specialists to the pre-measured shrub bed area. Apply the **8** pounds of 12-0-14 to the shrub bed area so they get an idea of how much fertilizer is being applied to all new shrub care services.
- End the training session.
- Record the post test scores on the VTRF for each Team Member.
- Place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Massey University.



## WEEKLY TRAINING SESSION



### April Application Procedures

Name \_\_\_\_\_

Date \_\_\_\_\_

#### PRE & POST TEST

1. T or F The fertilizer applied to St. Augustine starts is the 20-0-6 + Atrazine at 5 pounds per 1000 sq. ft.
2. T or F The fertilizer applied to all regular St. Augustine lawn care services is the 33-0-16 at 1.25 pounds + 0-0-1 at 18 ounces per 1000 sq. ft.
3. T or F Auguzine is added to every weed control backpack for St. Augustine turf.
4. T or F Broadleaf weeds in a St. Augustine lawn are treated with 2 ounces of SBM1 per gallon of water.
5. T or F The fertilizer applied to Zoysia starts is the 20-0-6 + Barricade at 4 pounds per 1000 sq. ft. in All Service Centers. **(5 lbs. +Sulfur Orange, Alachua, and Hernando)**
6. T or F The fertilizer applied to Zoysia regulars is the 33-0-16 at 1.25 pounds and 18 ounces of 0-0-1 per 1000 sq. ft. **(5 lbs. 20-0-6 +Sulfur in Alachua County).**
7. T or F SBM2 can be mixed with Sedge Hammer.
8. T or F No insecticide is applied to grass types other than St. Augustine unless insect problems are found.
9. T or F Annual aerations are fertilized with 0-0-3 or Granular Sulfur depending on pH.
10. T or F Crabgrass, Sedge, and Broadleaf weeds in Bermuda and Zoysia grass is controlled with Celsius and Dismiss South.
11. T or F All new and regular shrub care services are fertilized with 12-0-14 at 8 pounds per 1000 sq. ft.
12. T or F Every shrub on the property should be sprayed with the I&D Slurry.
13. T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



## WEEKLY TRAINING SESSION



### April Application Procedures

#### PRE & POST TEST ANSWER KEY

1.  T or  F The fertilizer applied to St. Augustine starts is the 20-0-6 + Atrazine at 5 pounds per 1000 sq. ft.
2.  T or  F The fertilizer applied to all regular St. Augustine lawn care services is the 33-0-16 at 1.25 pounds + 0-0-1 at 18 ounces per 1000 sq. ft.
3. T or  F Auguzine is added to every weed control backpack for St. Augustine turf.
4. T or  F Broadleaf weeds in a St. Augustine lawn are treated with 2 ounces of SBM1 per gallon of water.
5.  T or  F The fertilizer applied to Zoysia starts is the 20-0-6 + Barricade at 4 pounds per 1000 sq. ft. in All Service Centers. (5 lbs. +Sulfur Orange, Alachua, and Hernando)
6.  T or  F The fertilizer applied to Zoysia regulars is the 33-0-16 at 1.25 pounds and 18 ounces of 0-0-1 per 1000 sq. ft. (5 lbs. 20-0-6 +Sulfur in Alachua County).
7. T or  F SBM2 can be mixed with Sedge Hammer.
8. T or  F No insecticide is applied to grass types other than St. Augustine unless insect problems are found.
9.  T or  F Annual aerations are fertilized with 0-0-3 or Granular Sulfur depending on pH.
10.  T or  F Crabgrass, Sedge, and Broadleaf weeds in Bermuda and Zoysia grass is controlled with Celsius and Dismiss South.
11.  T or  F All new and regular shrub care services are fertilized with 12-0-14 at 8 pounds per 1000 sq. ft.
12. T or  F Every shrub on the property should be sprayed with the I&D Slurry.
13.  T or  F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

**Geographical Areas Defined: "South" - Sarasota to Vero and South of this line. "Central" - Clearwater, Tampa, Odessa, Leesburg, Volusia and South of this Line to Sarasota and Vero - "North" - Brooksville, Ocala, to Palm Coast and North of this Line - "Tallahassee and Baton Rouge" – Tallahassee and Baton Rouge.**

#### Lawn Care Accounts

1. St. Augustine
  - a. New Customers (All Service Centers)  
Apply **5** pounds of 20-0-6 **0.92% Atrazine** per 1000 sq. ft. typically, this will be setting 16 with the Lesco Calibration tool.
  - b. Regular Customers (All Service Centers)  
Apply **1.25** pounds of 33-0-16, **18** ounces of 0-0-1 Bio-Blend, **0.33** ounces of NIS 80-20, and **0.3** ounces of Meridian per 1000 sq. ft. **Ensure you have an accurate drop tank water measuring stick and the system is running before mixing.**

The 33-0-16 must be thoroughly dissolved. Put the material into the drop tank mixing screen with the drop tank being about 3/4ths full of the required water and the pump and agitator running. Use the Lawn Wand to circulate the liquid material in the drop tank over the top of the fertilizer until it is completely dissolved. Add remaining materials and use the lawn wand to dissolve them through the mixing screen. Next, remove the mixing screen and add the remaining amount of water to fill the drop tank to the appropriate level using the drop tank measuring stick. Insert the Lawn Wand deep into the tank and spray the bottom of the tank for about 60 seconds to ensure the material is completely dissolved and what is coming out of the spray nozzle is at the right concentration. **Be very careful of staining with this mixture!**

If chinch bugs are found at the time of a new or regular service, spot treat them with **1** ounce of Bifenthrin, **0.33** ounces of NIS 80-20, and **0.32** ounces of PBO-8 using the backpack sprayer with a **8020E** spray tip. In addition to any regular service being performed.

All broadleaf weeds in St. Augustine lawns must be spot treated with the **SBM2** Slurry at **2** ounces of pre-mixed material using the backpack sprayer and the 11010-spray tip. Do not use SBM2 on Bahia grass! **SBM2 will KILL Bahia grass.**

2. Zoysia
  - a. New Customers (All Service Centers except Orange, Hernando, and Alachua Counties)  
Apply **4** pounds of 20-0-6 **Barricade** per 1000 sq. ft. typically, this will be setting 15 with the Lesco Calibration tool.
  - b. New Customers (Orange, Hernando, and Alachua Counties)  
Apply **5** pounds of 20-0-6 **+Sulfur Barricade** per 1000 sq. ft.; typically, this will be setting 16 with the Lesco Calibration tool.



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

- c. Regular Customers (All Service Centers except Alachua County)  
Apply **1.25** pounds of 33-0-16, **18** ounces of 0-0-1 Bio-Blend, **0.33** ounces of NIS 80-20, and **0.3** ounces of Meridian per 1000 sq. ft. **Ensure you have an accurate drop tank water measuring stick and the system is running before mixing.**
  - d. Regular Customers (Alachua County)  
Apply **5** pounds of 20-0-6 **+Sulfur Straight** per 1000 sq. ft. typically, this will be setting 16 with the Lesco Calibration tool.
3. Bermuda
- a. New Customers (North, Tallahassee, and Baton Rouge)  
Apply **4** pounds of 20-0-6 **Barricade** per 1000 sq. ft. typically, this will be setting 16 with the Lesco Calibration tool.
  - b. New Customers (All customers except North, Tallahassee, and Baton Rouge)  
Apply **5** pounds of 20-0-6 **+Sulfur Barricade** per 1000 sq. ft.; typically, this will be setting 16 with the Lesco Calibration tool.
  - c. Regular Customers (All Service Centers except North, Tallahassee, Baton Rouge, and Hernando and Orange Counties)  
Apply **5** pounds of 20-0-6 **+Sulfur Straight** per 1000 sq. ft. typically, this will be setting 16 with the Lesco Calibration tool.
  - d. Regular Customers (North, Tallahassee, and Baton Rouge)  
Apply **5** pounds of 20-0-6 **Straight** per 1000 sq. ft. typically, this will be setting 16 with the Lesco Calibration tool.
  - e. Regular Customers (Hernando and Orange Counties)  
Apply **1.25** pounds of 33-0-16, **18** ounces of 0-0-1 Bio-Blend, **0.33** ounces of NIS 80-20, and **0.3** ounces of Meridian per 1000 sq. ft. **Ensure you have an accurate drop tank water measuring stick and the system is running before mixing.**

All broadleaf, sedge and grassy weeds in **Zoysia and Bermudagrass** must be treated with **Celsius at 0.11 ounces and Dismiss South at 0.28 ounces** per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. This mixture does a great job on each of the 3 classifications of weeds. Do not use on St. Augustine, Centipede, Bahia, or Seashore Paspalum grass; severe injury or death will occur. Use a separate backpack dedicated for this use.

4. Centipede
- a. New Customers (All Service Centers)  
Apply **5** pounds of 0-0-3 **Atrazine** per 1000 sq. ft.
  - b. Regular Customers (All Service Centers)  
Apply **1.25** pounds of 33-0-16, **18** ounces of 0-0-1 Bio-Blend, **0.33** ounces of NIS 80-20, and **0.3** ounces of Meridian per 1000 sq. ft. **Ensure you have an accurate drop tank water measuring stick and the system is running before mixing.**



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Broadleaf weeds in **Centipede are spot treated with 0.75 ounces of Change Up Herbicide** per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. Do not use on St. Augustine grass or damage will occur. Use a separate backpack dedicated for this use.

Grassy weeds in **Centipede are spot treated with 2 ounces of Sethoxydim (Segment II)** per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. Do not use on St. Augustine grass or damage will occur. Use a separate backpack dedicated for this use.

5. **Bahia**
  - a. New Customers (All Service Centers except Alachua County)  
Apply **5** pounds of 0-0-3 **Straight** per 1000 sq. ft.
  - b. New Customers (Alachua County)  
Apply **5** pounds of 0-0-3 **Barricade** per 1000 sq. ft.
  - c. Regular Customers (All Central and South Service Centers)  
Apply **4** pounds of 20-0-6 **+Sulfur Barricade** per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool.
  - e. Regular Customers (Alachua County, North, Tallahassee, and Baton Rouge Service Centers)  
Apply **5** pounds of 0-0-3 **Straight** per 1000 sq. ft.

Broadleaf weeds in **Bahia are spot treated with 0.9 ounce of Change Up Herbicide** per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. Do not use on St. Augustine grass or damage will occur. Use a separate backpack dedicated for this use.

Sedge must be treated in **St. Augustine, Centipede, and Bahia with the Sedgehammer/Prosedge SLURRY at 2 ounces** per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. A proactive treatment may be needed in 30 days to ensure control. **DO NOT ADD SEDGE HAMMER TO THE SBM2. THIS WILL KILL THE TURF.** Sedge treatments work best when the turf has not been mowed for a few days before treatment and will not be mowed for a couple of days after treatment. In situations where a large amount of kyllinga sedge is present, the customer must be informed that this area will turn brown. If the area is so large and full of sedge that sodding or plugging will be needed after control has been achieved, do not treat the sedge without first communicating with the customer and getting their approval in writing. Sedge treatment must remain dry for at least 3 hours to be successful.

6. **Annual and New Aeration**  
Apply 0-0-3 (Straight) or Granular Sulfur (depending on the soil pH) at **5** or **4** pounds, respectively, per 1000 sq. ft.; typically for Sulfur this will be setting 15 with the Lesco Calibration tool. See the Aeration Service Protocol for complete details.

**All new lawn care customers receive the above application protocols for New Customer Services.** A complete Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular monthly lawn care protocol for the month in which the regular service is performed. Aeration plus the 0-0-3 or Sulfur application is performed the month following the initial treatment.



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

Do not apply Barricade to newly installed sod or plugs; the roots will not establish properly, and damage can occur. Use great care with granular fertilizer to avoid staining.

Make sure to use your sidewalk guard properly around roadways, driveways, sidewalks, and bodies of water. Maintain a 3-foot ring of responsibility at a minimum near all waterbodies. Many counties vary on this buffer. Remember blowing off the roadways, sidewalks, pavers, decks, and driveways is required after all granular fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer or pool. Blow off any landscape curbing as well to avoid staining.

**Inspect all lawns very carefully for Chinch bug activity. Good inspections, perfect preventive treatment and proper proactive treatments must be done.** Perform proactive inspections for any chinch bug problem **10 to 14 days** after treatment to ensure they are dead. If there is no further activity, do not do any additional treatment for chinch bugs.

**The liquid broadcast applications at this time of year are extremely important and a huge investment in season long control for lawn damaging insects. Perform the applications perfectly. Ensure walking speed, product measurements (including the amount of water in the drop tank), and spray patterns are perfect. Bucket checks MUST be performed daily to ensure we maintain 5 gallons per minute.**

### Shrub Service

Certain shrubs (see the list below) are treated with the I&D materials on a preventative basis for insect and disease. Most shrubs are treated on an as needed basis only. Do not treat every shrub on the property. This is not necessary or beneficial.

a. New and Regular Customers (All Service Centers)

Apply 12-0-14 at **8** pounds per 1000 sq. ft. 8-0-12 is used in shrub beds containing small palms and Sagos at **12.5** pounds per 1000 sq. ft. Keep this material off concrete surfaces. Perform insect and disease treatment as prescribed below.

b. New and Regular Customers (All Service Centers)

Treat shrubs that are prone to insect or disease problems.

- Apply **2** ounces of the Merit 2F Tree/Shrub Drop tank slurry and **1.8** ounces of Kalmor in a fluid ounce measuring cup (1.6 ounces by weight) per 10 gallons of water.

Shrubs that are treated on a preventative basis with **every initial and regular service** include:

- Loropetalum
- Viburnum (especially the Awabuki and Suspensum)
- \*\*Azalea
- Crape myrtle
- \*\*Camellia
- \*\*Gardenia
- Sago



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

- Pittosporum
- \*\*Indian Hawthorne
- Holly
- \*\*Knock-Out Roses
- Ficus (South FL)

The list above may be expanded depending on the geographical location and specific concerns in the Service Center.

\*\*For the protection of pollinating insects, do not spray the foliage of shrubs that are in full bloom or if pollinators are in the area.

Loropetalum have an affinity for copper as a nutrient. Kalmor will provide copper and control fungal and bacterial leaf spots.

Treat all viburnum for the prevention of downy mildew.

Kalmor can be corrosive and can have some staining issues. Direct the spray away from buildings and do not allow the drift to contact metal surfaces. Eye protection is required PPE for Kalmor applications.

**Do not allow pesticides of any kind to contact bodies of water or fish ponds. Many of the materials we use can be deadly to fish.**

Set proactive treatments that are necessary to control insect or disease problems that threaten the life of the plant. Make sure to treat the top and bottom sides of the leaf. Inspect all shrubs thoroughly!!

Treat all Crape Myrtles to prevent aphids. Treat the lower trunk (4 feet high and down) of all crape myrtles. If the height does not exceed 10 feet, treat the foliage as well.

### **Specimen Palm Quarterly Injection Service**

Treatment for Palm Bud Weevil and piercing-sucking insect control is performed in March, April, or May using Ima-jet (undiluted) at a rate of 5 milliliters per inch of trunk diameter. If nutrition or disease is a concern for a new customer, either Phospho-jet or Palm-jet respectively (in a separate port) may also be performed at the time of initial service. See GreenUP Protocol – Specimen Palm Quarterly Injection Service for complete details.

**Deliver a quality service every time.** Perform thorough inspections and execute flawless preventive treatments. Stay mindful of the five key principles, communicate clearly and proactively with every customer. Long-term, sustainable solutions come from perfect measuring, perfect calibration, and perfect walking speed. These fundamentals keep customers happy and prevent service calls, cancellations, and claims.



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – April 2026 Landscape Applications

**Watering instructions for all new and regular LAWN CARE services are: Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”**

<b><u>New Lawn Care Services</u></b>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Dry fertilizer application with pre-emergence weed control.	This application will provide a substantial amount of nitrogen, potassium and minor elements. 65% of the nitrogen will be released slowly while the other 35% can be used right away.	The improvement of growth and color may be achieved slower at this time of the year if the temperatures evening temperatures are cool.	“This fertilizer application will help achieve good spring green-up. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Pre-Emergence Weed Control (All grass types all Service Centers)	All grass types are treated for the prevention of annual weeds.	This application will help prevent annual broadleaf weeds and crabgrass.	“This application will help prevent annual broadleaf weeds and spring emergence of crabgrass.”
Spot treatment of insecticide to St. Augustine lawns.	This is the time of year where we begin to treat St. Augustine lawns proactively for chinch bugs. Chinch bugs are a very common and damaging pest of St. Augustinegrass. This treatment is performed to control existing chinch bug populations.	If chinch bugs are already at damaging levels, expect the damage in the lawn to get a little worse before it gets better. Control is achieved slowly and may take up to 14 days.	“The insect control application is for the control of lawn damaging insects such as chinch bugs. Chinch bug feeding will cease immediately, but it could take up to a week or two for the chinch bugs to die. The damage may look like it is getting a little worse for a week or so, but that response is normal due to the feeding and damage that has already been done.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Noticeable affects to the weeds will take about 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their **new** lawn care treatment in April via the printed Service Report in All Service Centers: “Today, I provided a granular broadcast application of fertilizer and pre-emergence weed control materials to enhance and maintain the color and growth of your lawn and to prevent grassy and broadleaf weed seeds from sprouting. I also inspected and treated any existing lawn damaging insects, broadleaf weeds and diseases as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – April 2026 Landscape Applications

<b>Regular Lawn Care Services – St Augustine and Zoysia</b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Liquid fertilizer application with insect control.	This application will provide a moderate amount of nitrogen, potassium and minor elements.	The improvement of growth and color may be achieved slower at this time of the year if the temperatures evening temperatures are cool.	“This fertilizer application will help achieve good spring green-up. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Liquid Broadcast application for the prevention and control of lawn damaging insects.	All St. Augustine grass and Zoysia properties are treated for the prevention and control of lawn damaging insects such as chinch bugs, grubs, and mole crickets.	The primary purpose of this application is to prevent lawn damaging insects from becoming a problem. If chinch bugs are present at the time of treatment, they will stop feeding immediately after treatment and control will be achieved over a 10-to-14-day period	“Your lawn was treated to prevent lawn damaging insects such as chinch bugs, mole crickets and grubs. Preventative treatments are beneficial because they keep the populations of lawn damaging insects low and reduce the need for reactive treatments and lawn damage.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their St. Augustinegrass regular lawn care treatment in April via the printed Service Report in Southern and Central Service Centers: “Today, I provided a liquid broadcast application of fertilizer and insect control materials to enhance and maintain the color and growth of your lawn and to prevent lawn damaging insects from becoming a problem. I also inspected and treated any existing broadleaf weeds and diseases as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – April 2026 Landscape Applications

<b>Regular Lawn Care Services –Centipede, Bahia, and Bermuda</b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Dry fertilizer application (with insect control for Centipede)	This application will provide a boost to the micro-organism population and provides potassium and minor elements.	An improvement in the growth and color and health of the soil should be achieved with this application.	“This fertilizer application will help achieve good spring growth. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Spot treatment of insecticide to areas where insect activity is found.	Insect activity will begin to increase at this time of year. Thorough inspection is imperative. Treatment is provided on an “as needed” basis.	Control is achieved slowly. It may take 10 to 14 days.	“The insect control application is for the control of lawn damaging insects and is applied only where needed. Control of the insects starts to work immediately, but could take up to a week or two for full effect.
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their **regular** Bahia, Bermuda, and Centipede (all Service Centers) lawn care treatment in April via the printed Service Report in Northern, Tallahassee and Baton Rouge Service Centers: “Today, I provided a granular broadcast application of fertilizer to enhance and maintain the color and growth of your lawn. I also inspected and treated any existing lawn damaging insects, broadleaf weeds and diseases as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – April 2026 Landscape Applications

<u>Annual and New Aeration Services</u>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Core aeration	Aeration is the most beneficial service we perform. It stimulates root growth, helps break down thatch, and allows water and air to get to the root system.	Increased root growth, better soil structure, and an improvement in the overall health of the plant. Leaf tissue will look better in the long run but there will not be a visible change in the short term.	“The aeration will help create healthy plant roots and improve the vigor and heartiness of the lawn.”
Depending on the soil pH at the customer’s home, a broadcast application of a potassium and magnesium source or sulfur to lower soil pH according to our Annual Aeration Protocol.	<p>The potassium application will aid in development of a hearty root system to enhance drought and stress tolerance.</p> <p>Proper soil pH is essential for the availability of soil nutrients. The application of granular sulfur will lower the soil pH when it is too high for the particular turf type.</p>	<p>Improved root growth as well as enhanced cold, drought and stress tolerance.</p> <p>If the soil pH is higher than what required for a particular turf type, the application of sulfur will lower the soil pH and allow bound nutrients to become available to the turf resulting in healthier turf with a darker green color.</p>	<p>“The application of potassium works very well in conjunction with aeration to enhance root growth and improve heat, drought and stress tolerance. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u>”</p> <p>“The application of granular sulfur will lower the soil pH to enhance the availability of soil nutrients. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u>”</p>

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their Aeration Service via the printed Service Report: “Today, I inspected your irrigation system, aerated your lawn and took a soil sample to test the soil pH. I also provided a broadcast application of granular potassium and magnesium (or sulfur). This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – April 2026 Landscape Applications

<b>Shrub Care Customers (New and Regular)</b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Broadcast application of dry fertilizer (New and Regular Customers)	This application will provide a substantial amount of nitrogen, potassium and minor elements to help achieve spring green-up.	This application provides nutrients to stimulate our initial spring green-up. Results can be slower if temperatures are cool.	“This fertilizer application will help enhance the color and stimulate new growth of your shrubs. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Foliage application (as needed) of liquid insect and disease control materials. (New and Regular Customers)	The insect and disease control materials provide both contact and system control of shrub damaging insects and diseases.	Shrubs that either have or are prone to have insect and disease problems are treated. The application will provide control of soft bodied insects such as aphids and lace bugs within 2 to 4 days. Scale insects will require 2 to 3 weeks for control. Fungal leaf spots will be suppressed. Keep in mind that leaves that have been damaged by insects or disease do not turn green after control has been achieved. Damaged leaves will need to be trimmed off to achieve visual benefits.	“This application will provide control of existing insects and foliar diseases. Leaves previously damaged will need to be trimmed off to simulate new growth to cover up the damage. Follow-up treatments may be required for certain insect and disease problems.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their new or regular shrub care treatment in April via the printed Service Report: “Today, I provided a granular application of fertilizer to enhance and maintain the color and growth of your landscape shrubbery. I also inspected and treated any existing shrub damaging insects and diseases. Additionally, I inspected all turf areas for weeds, insects and diseases. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”



### What We Do and What to Expect – April 2026 Landscape Applications

#### Primary Landscape Issues in April

The fertilizer we are applying for regular service in all grass types (except Bahia) in All Service Centers is a water-soluble 33-0-16. This is a granular material with stabilized nitrogen that is dissolved in water to be able to apply as a liquid. At the rate we use 0.4 pounds of nitrogen and .2 pounds of potassium will be applied per 1000 sq. ft. In addition to this, we add 0-0-1, which contains Humic acid, seaweed extract, magnesium and chelated iron and manganese. The Humic acid and seaweed extract is proven to enhance rooting. Chelated sources of iron and manganese protect the iron and manganese from becoming insoluble to keep it available to the plant. **It is critical that we have drop tank measuring sticks to accurately measure the water in the drop tank. DO NOT operate the drop tank system without a means to measure the water accurately. Without an accurate measurement of the water in the tank any mix created will not be correct and control/results will not be achieved, wasting time and money. Clean filters and perform bucket checks daily, to ensure 5 gallons per minute.**

April begins our preventative chinch bug treatments. These treatments are very important to keep the chinch bug populations from getting to levels that will cause turf damage. The number of chinch bugs present at this time may not be enough to cause turf injury, but they are there; you are just not seeing the damage yet. If the chinch bugs are not controlled at this time, we could have extensive damage by our next scheduled visit and a more difficult time controlling them for the rest of the year. Treatments **must be absolutely perfect.**

If chinch bug activity is found, a pro-active inspection must be set for 10 to 14 days after treatment to ensure the chinch bugs are dead. Very thorough inspections will be needed in All Service Centers and spot treatments where chinch bugs are found.

Mole crickets continue their dispersal flights in April. Homeowners may be concerned about seeing the mole crickets flying at night around streetlights or into pools. However, the swarming mole crickets will not be in great enough number to cause turf injury. Swarming mole crickets die after laying eggs. Eggs hatch in late May, June, and July. Treatments performed now and later in the year will kill the young as they hatch from the egg. Additional control measures are typically not necessary or beneficial at this time.

Crabgrass and Bermuda grass are growing actively now. Lawn Specialists and Sales Inspectors will need to inform customers of large areas of grassy weeds that need to be renovated. Good communication on this issue is very important. This is especially important for new customers. ***Do not use any product that is non-selective unless you are sure of which areas to treat, and that the customer knows resodding will be necessary. The areas needing to be sodded must be documented on an Inspection Graph and the customer must sign to indicate they know we are going to kill the area. See our Turf Renovation Protocol.***

Broadleaf weed problems will continue to be a heightened concern in April. Our pre-emergent weed control applications are a big help in suppressing this problem; however, an increase in service calls for weeds and weed control applications should be expected. This issue will subside in May. The need for supplemental irrigation will increase in April. Warm weather and low humidity increase the plant's demand for moisture. Watering twice a week is still generally sufficient, but spot watering of localized dry areas will be needed. Provide the customer with the information necessary to address this problem and sell our Irrigation Service whenever possible. All customers need this service.

## **What We Do and What to Expect – April 2026 Landscape Applications**

Piercing- sucking insects on shrubbery continue to increase in April as many plants begin to produce new growth. Look for sooty mold to be an indicator. The black mold, which feeds on honeydew from the insects, can be seen from a distance informing the observant Inspector and Lawn Specialist to look closer for aphids, scales or mealy bugs.

Frost and freeze damage has occurred in most of our market areas. Inform customers and prospective customers of turf areas or plant material that has been permanently damaged by frost or freeze. If turf or plant material has been permanently damaged, documentation will be crucial to avoid future claims and customer cancellations. Make sure you thoroughly document this damage and sell renovation services to solve the problem.

Tent caterpillars are a big problem in April. Look for silken webbing wrapped around branch crotches. These caterpillars can be found in Cherry Laurels and Pecan trees. Bifenthrin works well for trees that are sprayable size. Injection works **very well** for trees that are not a sprayable size.

Oak leaf blister becomes evident at this time of year. Oak leaf blister is caused by a fungus. It mainly affects Laurel Oaks, causing the leaves to have "blister" looking bumps. Unfortunately, fungicide treatments are not effective against this problem.

Oak leaf tier may be a problem in April. Oak leaf tiers are small caterpillars that feed on the new growth of Oaks. These caterpillars hang from silken webs often becoming a tremendous nuisance. If the tree is a sprayable size it can be treated with Bifenthrin. Large trees can be treated through injection. Oak leaf tier are not severely damaging to the tree.

Magnolias will drop some of their older leaves beginning in April. This is a natural occurrence. New growth and flowers will appear soon.

**April is a great time of year for Landscape renovation and irrigation Sales. Opportunity is everywhere. Our customers and potential customers need our help and expertise. Help people have the landscape they always wanted, have fun doing it and make a lot of money. This is a win-win for everyone. So.....**

**SELL, SELL, SELL AND SERVICE, SERVICE, SERVICE**

### Bio Blend Tote Best Practices

#### Items Needed

- Two (5'x3') black carpeted rubber mats (AX#1007280)
- One (25"x18"x6") black plastic tub (AX#1007281)
- One Female treaded Cam adapter (AX#1007283)
- One roll of thread tape (AX#1007282)
- One assembled Gas Pump Style Fill Hose (AX#1007284)
- Multiple 2.5-gallon containers with lids (AX# Contain2.5LAWN)

#### Objective

The purpose of this protocol is to reduce spills, contain drips, and ensure the warehouse of the Service Center reflects the image for which Massey Services prides itself.



The rubber mats, pictured with the catch bins, help to ensure that product does not make it to the floor. The 2.5-gallon bottles should be filled in the catch bins, so that any overflow is contained. Fill the catch bin with roughly two inches of kitty litter. This will ensure the bottom of the bottles do not get contaminated while filling and transferring product to the vehicles, or drip as they are moved to the vehicles. Each Service Center should receive two mats. Should one become contaminated it can be hosed off over a lawn target site, and then draped over a tote to dry and the spare mat can be used. Stacking the totes

on four pallets, as shown, has been found to give the ideal working height and will reduce crimping and thus wear on the hose assembly.

### Bio Blend Tote Best Practices



The Gun Assembly needs to have its fittings checked before use. If any leaks develop it can be disassembled, thread taped and put back together. The hose clamps should be checked regularly. If any holes wear in the hose it can be replaced, or if the damage takes place near an end, the damaged portion can be cut away and then reattached and clamped together.



Opening the air vent of the tote is important to allow the product to pour smoothly through the outlet, and to prevent the tote from imploding. This will result in permanent damage to the tote, possible cracking and splitting, which can result in a major spill. Most totes have a pull tab that reveals a vent cap underneath, as presented in the images below. Be advised, **stacking of totes is not allowed**. If you need to split deliveries to prevent this, split your order into multiple purchase requests and notify your Purchasing Agent of the desired delivery dates. **Under no circumstances are you to stack totes.**

### Bio Blend Tote Best Practices



The Air vent unscrews easily if the Tote has not been used. Remembering later and trying to unscrew it after the tote has been used can be difficult. We recommend opening the air vent before connecting the Gun Assembly; that way it is never overlooked. For lids that don't have air vents the, entire lid has to be unscrewed. It's imperative for Service Centers where the totes are outside, that measures are taken to prevent rainfall from getting into the totes.



Once the Gun Assembly is connected, some Service Centers have noticed leaking from the Cam Lock, usually as a slow drip as pictured. The old cam locks should not be used. The majority of dripping and spilled product in Service Centers has come from the runoff and remaining bio blend spilling from those during the fill process. The secondary ball valve and flexibility of the hose has made it easier not to over fill jugs, as well as lift the gun allowing the residual liquid in the gun to drip into the jug vs into the catch bin, or onto the floor.



Recently Howard delivered adapters to each of the Service Centers. These adapters should be attached to the threading at the valve, on each tote, before connecting the Gun Assembly. This has resolved the dripping problem caused by the heavy Gun Assembly. Thread tape was provided to ensure a snug fit as well, but as you move the Adapter from tote to tote, you may need to purchase more. This can be done through AX ordering. **It's important that you not leave the adapter on an empty tote when returning them to Howard, as the adapter must be moved to the next tote before connecting the Gun Assembly.** To the left is a picture of a properly attached adapter.



## GREENUP SERVICE PROTOCOLS

### Bio Blend Tote Best Practices

With daily use, it is important to always close **both** ball valves when you have finished filling the 2.5-gallon bottles.

Lastly a spill is a spill no matter the size. Dirty contaminated floors are not the image Massey Services represents. As it is the Humic Acid that is the black component, the mixture is all but clear when it is only the seaweed/kelp extract and chelates. You'll find a heavy-duty cleaning soap will work better than rust eraser when cleaning up spills. Alkaline based cleaners have been found to work exceptionally well for cleaning asphalt and concrete.

# CAUTIONPREMIER

## Massey Bio Blend

### Guaranteed Analysis

#92330

Soluble Potash (K <sub>2</sub> O)	1.00%
Total Magnesium (Mg)	1.50%
0.75% Water Soluble Mg	
0.75% Chelated Mg	
Total Iron (Fe)	1.50%
1.50% Chelated Fe	
Total Manganese (Mn)	0.25%
0.25% Chelated Mn	
Total Sulfur (S)	1.50%
1.50% Combined Sulfur (S)	
Humic Acid	1.50%
Kelp Extract	0.50%
Derived From: Potassium Humate, Potassium Sulfate, Iron DTPA, Magnesium DTPA, Magnesium Sulfate, Manganese DTPA, Seaweed Extract	

### DIRECTIONS FOR USE:

**Lawns, Turf, Golf Courses:** Use 6 to 36 ounces per 1,000 sq. ft. in enough water for thorough coverage. Repeat applications every 30 days or as needed.

**Ornamental Plants:** Use 8 ounces per 1,000 sq. ft. in enough water for thorough coverage. Apply only as a soil drench to avoid staining on homes, driveways, sidewalks, etc. Repeat applications every 30 days or as needed.

**Weight per gallon:  
10.0 Lbs**

Manufactured By:

F387

**Howard Fertilizer  
and Chemical Co., Inc.**

8306 S. Orange Ave.  
Orlando, FL 32809

Our Brand is a registered  
trademark of Howard Fertilizer and  
Chemical Co., Inc.

Lot Number

Net Contents

Gallons

**CAUTION: KEEP OUT OF REACH OF CHILDREN**

# CAUTIONPREMIER

## Massey Bio Blend

### Guaranteed Analysis

#92330

Soluble Potash (K <sub>2</sub> O)	1.00%
Total Magnesium (Mg)	1.50%
0.75% Water Soluble Mg	
0.75% Chelated Mg	
Total Iron (Fe)	1.50%
1.50% Chelated Fe	
Total Manganese (Mn)	0.25%
0.25% Chelated Mn	
Total Sulfur (S)	1.50%
1.50% Combined Sulfur (S)	
Humic Acid	1.50%
Kelp Extract	0.50%
Derived From: Potassium Humate, Potassium Sulfate, Iron DTPA, Magnesium DTPA, Magnesium Sulfate, Manganese DTPA, Seaweed Extract	

### DIRECTIONS FOR USE:

**Lawns, Turf, Golf Courses:** Use 6 to 36 ounces per 1,000 sq. ft. in enough water for thorough coverage. Repeat applications every 30 days or as needed.

**Ornamental Plants:** Use 8 ounces per 1,000 sq. ft. in enough water for thorough coverage. Apply only as a soil drench to avoid staining on homes, driveways, sidewalks, etc. Repeat applications every 30 days or as needed.

**Weight per gallon:  
10.0 Lbs**

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**CAUTION: KEEP OUT OF REACH OF CHILDREN**



## WEEKLY TRAINING SESSION



### April Application Procedures

**Topic Category:** Lawn

**Recordable Verifiable Training Hours:** 1.5

**Objectives:** This lesson is designed to teach our Application Procedures for April.

**Length of lesson:** Approx. 1 Hour and 30 minutes.

**Materials needed:**

- Training Guideline
- April Applications Training Document and What We Apply – What We Expect document located in the G: Drive Shared\GreenUp Reference Materials\GreenUp Protocols\Monthly Applications Information\2026\Georgia\April.
- **6 pounds** of 12-2-14 Shrub Fertilizer (16 ounces in a measuring cup is close to one pound)
- 1000 sq. ft. area of shrub bed
- Pre- and Post- tests.

**Training Guidelines:**

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Hand out the Verifiable Training Record Form (VTRF)
- Begin the meeting by defining the training topic and handing out the Pre-test.
- Distribute and review the training materials on April Application Procedures
  - Allow the Team Members to complete the Pre-test as the application information is discussed.
  - Encourage active participation from all Team Members
  - Ask probing questions to discuss key points.
  - Read and answer questions from the test and have the Specialists write in their answers.
  - Encourage group reading.
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
  - Collect the pre-test and discard.
- Hand out the Post-tests. When complete, have each Specialist pass their test to another Specialist for grading.
- Grade the tests as a group and discuss the answers.
- Collect the tests
- Take all Specialists to the pre-measured shrub bed area. Apply the **6** pounds of 12-2-14 to the shrub bed area so they get an idea of how much fertilizer is being applied to all new shrub care services.
- End the training session.
- Record the post test scores on the VTRF for each Team Member.
- Place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Massey University.



## WEEKLY TRAINING SESSION



### April Application Procedures

Name \_\_\_\_\_

Date \_\_\_\_\_

#### PRE & POST TEST

1. T or F The fertilizer applied to Bermuda or Zoysia New Monthly Landscape customers is the 20-4-6 with Barricade at 5 pounds per 1000 sq. ft.
2. T or F The fertilizer applied to Bermuda or Zoysia Regular Customers is the 32-5-7 Straight at 4 pounds per 1000 sq. ft.
3. T or F Shrub care service is also provided to new Monthly Landscape services.
4. T or F Shrub care service is also provided to regular Monthly Landscape services.
5. T or F The fertilizer applied to New and Regular Monthly Landscape and Regular Every Other Month Customers with Tall Fescue is the 25-0-10 with Dimension at 4 pounds per 1000 sq. ft.
6. T or F New Every Other Month Lawn Care customers with Cool Season turf receive the same treatment as Regular Every Other Month customers with Cool Season turf.
7. T or F The fertilizer applied to new Tall Fescue Every Other Month customers is the Verde-Cal Lime at 5 pounds per 1000 sq. ft.
8. T or F Broadleaf, sedge, and grassy weeds in Warm Season grasses are treated with Celsius and Dismiss South.
9. T or F Annual aerations are fertilized with Limelight ProCal or 0-0-3 at 5 pounds per 1000 sq. ft.
10. T or F Crabgrass is treated in Tall Fescue with Drive XLR8 plus Methylated Seed Oil.
11. T or F Our Shrub fertilizer is the 12-2-14, which is applied to new Monthly Landscape customers this month at 6 pounds per 1000 sq. ft.
12. T or F Every shrub on the property should be sprayed with the I&D Slurry.
13. T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



## WEEKLY TRAINING SESSION



### April Application Procedures

#### PRE & POST TEST ANSWER KEY

1.  T or  F The fertilizer applied to Bermuda or Zoysia New Monthly Landscape customers is the 20-4-6 with Barricade at 5 pounds per 1000 sq. ft.
2.  T or  F The fertilizer applied to Bermuda or Zoysia Regular Customers is the 32-5-7 Straight at 4 pounds per 1000 sq. ft.
3.  T or  F Shrub care service is also provided to new Monthly Landscape services.
4. T or  F Shrub care service is also provided to regular Monthly Landscape services.
5.  T or  F The fertilizer applied to New and Regular Monthly Landscape and Regular Every Other Month Customers with Tall Fescue is the 25-0-10 with Dimension at 4 pounds per 1000 sq. ft.
6. T or  F New Every Other Month Lawn Care customers with Cool Season turf receive the same treatment as Regular Every Other Month customers with Cool Season turf.
7.  T or  F The fertilizer applied to new Tall Fescue Every Other Month customers is the Verde-Cal Lime at 5 pounds per 1000 sq. ft.
8.  T or  F Broadleaf, sedge, and grassy weeds in Warm Season grasses are treated with Celsius and Dismiss South.
9.  T or  F Annual aerations are fertilized with Limelight ProCal or 0-0-3 at 5 pounds per 1000 sq. ft.
10.  T or  F Crabgrass is treated in Tall Fescue with Drive XLR8 plus Methylated Seed Oil.
11.  T or  F Our Shrub fertilizer is the 12-2-14, which is applied to new Monthly Landscape customers this month at 6 pounds per 1000 sq. ft.
12. T or  F Every shrub on the property should be sprayed with the I&D Slurry.
13.  T or  F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed



## GREENUP NORTH GEORGIA SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

#### Monthly Landscape Accounts

1. Warm Season Grasses
  - a. New Customers  
Apply **5** pounds of 20-4-6 **with Barricade** per 1000 sq. ft.; typically, this will be setting 16 with the Lesco Calibration tool.
  - b. Regular Customers  
Apply **4** pounds of 32-5-7 **Straight** per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool
2. Cool Season Grasses – New and Regular Customers  
Apply **4** pounds of 25-0-10 **with Dimension** per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool.
3. Shrub Care – New Monthly Landscape Customers  
Apply 12-2-14 at **6** pounds per 1000 sq. ft. Keep this material off concrete surfaces. Perform insect and disease treatment using our I&D Slurry as prescribed below.

Certain shrubs (see the list below) are treated on a preventative basis for insect and disease. Use **16** ounces of Horticultural Oil and **1.8** ounces of Kalmor in a fluid ounce measuring cup (1.6 ounces by weight) per 10 gallons of water. Most shrubs are treated on an as needed basis only. **Do not** treat every shrub on the property. This is not necessary or beneficial.

Shrubs that are treated on a preventative basis with **every** initial and regular service include:

- Azalea\*\*
- Camellia
- Gardenia\*\*
- Pittosporum
- Indian Hawthorne\*\*
- Holly (all varieties)
- Laurels (all varieties)
- Knock-Out Roses\*\*
- Loropetalum

The list above may be expanded as needed.

\*\*For the protection of pollinating insects, do not spray the foliage of shrubs that are in full bloom or if pollinators are in the area.



## GREENUP NORTH GEORGIA SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

#### Every Other Month Lawn Care Accounts

1. Warm Season Grasses
  - a. New Customers  
Apply **5** pounds of 20-4-6 **with Barricade** per 1000 sq. ft.; typically, this will be setting 16 with the Lesco Calibration tool.
  - b. Regular Customers  
Apply **4** pounds of 32-5-7 **Straight** per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool.
2. Cool Season Turf
  - a. New Customers  
Apply **5** Pounds of Limelight ProCal per 1000 sq. ft.; typically, this will be setting 16 with the Lesco Calibration tool. DO NOT apply 25-0-10 with Dimension; this will be done with the regular service in May.
  - b. Regular Customers  
Apply **4** pounds of 25-0-10 **with Dimension** per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool.

All broadleaf, sedge, and grassy weeds in **Warm Season Turf** must be treated with Celsius at **0.11** ounces and Dismiss South at **0.28** ounces per gallon of water per 1000 sq. ft. from the backpack sprayer and the 11010-spray tip. DO NOT USE ON COOL SEASON TURF.

Annual Bluegrass in **Warm Season Turf** must be spot treated with **0.33** ounces of Revolver per gallon of water to cover 1000 sq. ft. using the backpack sprayer and the 11010-spray tip.

All broadleaf and grassy weeds in **Cool Season Turf** must be spot treated with Speed Zone at **1.5** ounces and **0.5** ounces of NIS 80-20 per gallon of water to cover 1000 sq. ft. using the backpack sprayer and the 11010-spray tip.

#### Annual and New Aeration

Inspect and flag the irrigation heads. Take soil pH samples. Aerate all turf areas. Apply Limelight ProCal or 0-0-3 at **5** pounds per 1000 sq. ft. depending on pH; typically, this will be setting 16 with the Lesco Calibration tool.

All new lawn care customers receive the above application protocols for New Customer Services. A complete Regular Service application is done (at full charge) about 30 days after the initial application using the regular monthly lawn care protocol for the month in which the regular service is performed. Aeration and Limelight ProCal application is performed the month following the initial treatment for Warm Season grasses or in September or October for Cool Season grasses.



## GREENUP NORTH GEORGIA SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

Make sure to use your sidewalk guard properly around roadways, driveways and sidewalks. Remember blowing off the roadways, sidewalks, pavers, decks, and driveways is required after all granular fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer. Blow off any landscape curbing as well to avoid staining.

Do not apply pre-emergence herbicides to newly installed sod, seed, or plugs; the roots will not establish properly, and damage can occur.

Inspect all landscapes very carefully for insect and disease activity. Good inspections, proper treatment and proper proactive treatments must be done.

**Do a quality job on every application. Perform perfect applications with perfect measuring, perfect calibration, and perfect walking speed. Always be mindful of the 5 key principles. Provide thorough inspections and great customer communication with the goal of providing long-term sustainable solutions. This is what is needed to keep our customers happy, to prevent cancellations and claims.**



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – April 2026 Landscape Applications

**Watering instructions for all new and regular LAWN CARE services are: Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”**

<b><u>New and Regular Customers</u></b>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
<p><u>New Customers with Warm Season Turf or Cool Season Turf</u>- Granular fertilizer with pre-emergence weed control.</p> <p>New Every Other Month customers with Cool Season Turf are treated with high efficiency lime.</p>	<p>This application will substantial amount of nitrogen, potassium and minor elements. 25% of the nitrogen will be released slowly while the other 75% can be used right away.</p> <p>The pre-emergent will prevent weeds from sprouting.</p>	<p>The improvement of growth and color may be achieved slower at this time of the year if the temperatures evening temperatures are cool. Far fewer weeds will emerge in a turf that has been treated with a pre-emergence herbicide as opposed to one that has not been treated.</p>	<p>“This application will noticeable improvement in the color and growth in about 2 weeks and will help prevent annual broadleaf weeds and spring emergence of crabgrass.”</p> <p><u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u></p>
<p>Post-emergent weed control applied as a spot treatment using the back pack applicator for low volume application.</p>	<p>We achieve excellent of practically all types of broadleaf, sedge and grass</p>	<p>Noticeable results will take 5 to 7 days. Control is achieved within 3 to 4 weeks.</p>	<p>“The weed control material applied will greatly reduce amount of weeds in your within 3 to 4 weeks. A application may be in severe cases.”</p>
<p>Inspection for lawn damaging insects and diseases</p>	<p>Lawn damaging insects and diseases can be devastating to turf. Frequent inspection and treatment as needed is</p>	<p>Lawn damaging insects and diseases are treated on an as needed basis.</p>	<p>“Your lawn was inspected for lawn damaging insects and diseases. Any problems found are treated on an as needed basis.”</p>

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their treatment in April via the printed Service Report. This information applies to all New customers with Warm or Cool Season Turf: “Today, I applied a broadcast granular application of fertilizer with micro-nutrients and pre-emergence weed control to provide good spring color and to prevent annual broadleaf and grassy weeds from germinating. I also inspected for any existing broadleaf, sedge or grassy weeds as well as insects and diseases and treated those as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

<b>Shrub Care – New Monthly Landscape Customers</b>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
<p>Shrub Care Service - Broadcast application of dry fertilizer</p>	<p>This application will provide a light amount of nitrogen, potassium and minor elements to help achieve good root development.</p>	<p>Visual results of this application will be minimal. The primary benefit at this time is root development.</p>	<p>“This fertilizer application will help stimulate good root development of your shrubs. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u></p>



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – April 2026 Landscape Applications

Shrub foliage application of liquid insect and disease control materials.	The insect and disease control materials provide both contact and system control of shrub damaging insects and diseases.	Shrubs that either have or are prone to have insect and disease problems are treated. The application will provide control of soft bodied insects such as aphids and lace bugs within 2 to 4 days. Scale insects will require 2 to 3 weeks for control. Fungal leaf spots will be suppressed. Keep in mind that leaves that have been damaged by insects or disease do not turn green after control has been achieved. Damaged leaves will need to be removed to achieve visual benefits.	“This application will provide control of existing insects and foliar diseases. Leaves previously damaged will need to be trimmed off to simulate new growth to cover up the damage. Follow-up treatments may be required for certain insect and disease problems.”
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The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their treatment in April via the printed Service Report. This information applies to all New Monthly Landscape Customers when Shrub Care is provided: “Today, I provided a granular application of fertilizer to enhance and maintain the color and growth of your landscape shrubbery. I also inspected and treated any existing shrub damaging insects and diseases. Additionally, I inspected all turf areas for weeds, insects and diseases. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

<b>Annual and New Aeration Services</b>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Core aeration	Aeration is the most beneficial service we perform. It stimulates root growth, helps break down thatch, and allows water and air to get to the root system.	Increased root growth, better soil structure, and an improvement in the overall health of the plant. Leaf tissue will look better in the long run but there will not be a visible change in the short term.	“The aeration will help create healthy plant roots and improve the vigor and heartiness of the lawn.”
Broadcast application of high efficiency lime.	This application will increase the pH of Georgia’s very acidic soils.	Visual results of this treatment may be seen as a slight increase in growth, density and overall health of the turf, but the primary benefit is to raise the soil pH to better utilize nutrients applied with future services.	“Your lawn was treated with a high efficiency lime material to balance the pH of your soil. This application will help your lawn better utilize nutrients applied with future services.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their Aeration Service via the printed Service Report: “Today, I inspected your irrigation system, aerated your lawn and took a soil sample to test the soil pH. I also provided a broadcast application of granular high efficiency lime. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

## **What We Do and What to Expect – April 2026 Landscape Applications**

### **Primary Landscape Issues in April**

The fertilizer we apply to regular customers with Bermuda and Zoysia grasses is a granular 32-5-7. 25% of the nitrogen source is polymer coated urea to extend the color response. At the rate we use, 1.28 pounds of actual nitrogen is applied along with 0.28 pounds of potassium and micro-nutrients. The pre-emergence weed control we apply to New customers with 20-4-6 Barricade will help prevent new annual broadleaf and grassy weeds.

The fertilizer we apply to regular customers with Tall Fescue is a granular 25-0-10 with pre-emergence weed control. 25% of the nitrogen source is polymer coated urea to extend the color response. At the rate we use, 1 pound of actual nitrogen is applied along with 0.4 pounds of potassium and micro-nutrients. The pre-emergence weed control will prevent annual broadleaf and grassy weeds.

**April is the month when Bermuda and Zoysia lawns begin their spring green up. These grasses should be mowed about an inch lower than normal to remove brown leaves that may block new shoots from receiving sunlight. The clippings should be bagged and removed.**

Fescue lawns will continue to look very good in April. April temperatures are typically perfect for Fescue lawns and applied nutrients achieve great results.

The primary emphasis for turfgrasses in April is spring fertilization and the prevention of annual broadleaf and grassy weeds. These applications are extremely important to stimulate good color and growth and for the prevention of weeds well into the summer months.

Annual Bluegrass and winter annual broadleaf weed problems are common in April. Our pre-emergent weed control applications will be a big help in suppressing this problem; however, an increase in service calls for weeds and weed control applications should be expected.

Brown patch fungus can be a problem this month. Look for circular patches of damaged turf with yellow, orange or purple grass blades on the outside border of the patch. The base of the blade will be rotten and will slide out easily when pulled. Re-growth in the center of the circular patch may give the damaged area a "doughnut" like appearance. Fungicide applications will be necessary to stop the spread of the disease and allow the turf to recover.

Spring Dead Spot could be noticed this month. Spring dead spot (SDS) is a persistent and destructive disease of Bermudagrass in North Georgia. The disease has also been observed in Zoysia grass, although less frequently. Various fungi responsible for this disease are active mostly in the fall and somewhat in the spring when cool, moist conditions exist. Infection of the turfgrass begins when soil temperatures are less than 70 degrees, but above 50 degrees. The fungi do not kill Bermudagrass directly, but rather make the turfgrass more susceptible to cold and freezing injury by feeding on roots, rhizomes and stolons. Damage is typically noticed when the turf greens up after dormancy. Well-defined circular patches of dead, bleached-out grass are noticeable in the affected areas. Non-infected Bermudagrass resumes growth, accentuating the noticeability of the damaged areas. Recovery from the disease is very slow.

Because turfgrass in the affected patches is dead, the primary means of recovery occurs by the spread of rhizomes and stolons into the dead patch. Symptoms can remain visible well into the growing season. If preventive fungicide applications are not performed in the fall when the disease is active, it is likely that these patches will reappear in the same location the following spring. For this reason, customers with Spring Dead Spot need to be flagged, and fall fungicide applications will need to be performed.



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – April 2026 Landscape Applications

The need for supplemental irrigation can be variable in April depending on the temperatures and humidity levels. In the absence of rainfall, supplemental watering may be needed every 10 days to two weeks.

Piercing- sucking insects on shrubbery begin to increase in April as many plants begin to produce more new growth. Look for sooty mold to be an indicator. The black mold which feeds on honeydew from the insects can be seen from a distance, informing the observant Inspector and Lawn Specialist to inspect closer for aphids, scales or mealy bugs.

Freeze damage to ornamental shrubbery may be noticed as a cracking and splitting of the bark. Damaged branches may remain green and appear healthy for a few months followed by sudden browning and death of branches or the entire plant. Inform customers of turf areas or plant material that has been permanently damaged by frost or freeze. If plant material has been permanently damaged, documentation will be crucial to avoid future claims and customer cancellations. Make sure you thoroughly document this damage.

This is a good time of year for planting perennial trees and shrubs. Temperatures at this time of year are cool enough to avoid heat stress, yet warm enough to promote good rooting.

April is also a good time of year to prune trees and shrubs. Branches that are dead, diseased or dysfunctional should be removed. Trimming for shape should also be performed assuming that the particular plant does not have flower buds that are about to open.

Tent caterpillars become active in April and May. Look for silken webbing wrapped around branch crotches. These caterpillars are common in Cherry Laurels and Pecan trees. Bifenthrin works well for trees that are sprayable size **and tree injection can be performed for trees that are too large to spray.**

Oak leaf tier may be a problem in April. Oak leaf tiers are small caterpillars that feed on the new growth of Oaks. These caterpillars hang from silken webs often becoming a tremendous nuisance. If the tree is sprayable size it can be treated with Bifenthrin **and tree injection can be performed for trees that are too large to spray.** Oak leaf tier are not severely damaging to the tree.

Make April a success by constantly looking for opportunities, offering solutions and asking for the business. It is springtime and time to get the lawns and shrubs growing again and looking good. Landscape sales should be rocking in April. Every lawn is a lead. People need our help. Find those in need, solve their problems and **SELL, SELL, SELL & SERVICE, SERVICE, SERVICE!**



# WEEKLY TRAINING SESSION



## April Application Procedures

**Topic Category:** Lawn

**Recordable Verifiable Training Hours:** 1.5

**Objectives:** This lesson is designed to teach our Application Procedures for April.

**Length of lesson:** Approx. 1 Hour and 30 minutes.

### Materials needed:

- Training Guideline
- April Applications Training Document and What We Apply – What We Expect document located in the G: Drive Shared\GreenUp Reference Materials\GreenUp Protocols\Monthly Applications Information\2026\April.
- **8 pounds** of 12-4-8 Shrub Fertilizer (16 ounces in a measuring cup is close to one pound)
- 1000 sq. ft. area of shrub bed
- Pre- and post-tests.

### Training Guidelines:

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Hand out the Verifiable Training Record Form (VTRF)
- Begin the meeting by defining the training topic and handing out the Pre-test
- Distribute and review the training materials on April Application Procedures
  - Allow the Team Members to complete the Pre-test as the application information is discussed.
  - Encourage active participation from all Team Members
  - Ask probing questions to discuss key points.
  - Read and answer questions from the test and have the Specialists write in their answers.
  - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
  - Collect the pre-test and discard.
- Hand out the Post-tests. When complete, have each Specialist pass their test to another Specialist for grading.
- Grade the tests as a group and discuss the answers.
- Collect the tests
- Take all Specialists to the pre-measured shrub bed area. Apply the **6** pounds of 12-4-8 to the shrub bed area so they get an idea of how much fertilizer is being applied to all regular shrub care services.
- End the training session.
- Record the post test scores on the VTRF for each Team Member.
- Place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Massey University.



## WEEKLY TRAINING SESSION



### April Application Procedures

Name \_\_\_\_\_ Date \_\_\_\_\_

#### PRE & POST TEST

1. The material applied all new St. Augustine customers is the
  - a. 33-0-16 at 1 lb. with 0-0-1 at 18 ounces per 1000 sq. ft.
  - b. 20-4-6 Barricade at 5 pounds per 1000 sq. ft.
  - c. 0.415 oz. Resolute WDG and .75 Princep per 1000 sq. ft.
  - d. 33-0-16 at 1.36 lbs. with 0-0-1 at 18 ounces per 1000 sq. ft.
  
2. T or F Affirm is used as a liquid broadcast disease prevention application for all new and regular customers in all grass types.
  
3. T or F Broadleaf in a Frisco St. Augustine lawn are treated with
  - a. 2 ounces of SBM2 per gallon of water per 1000 sq. ft.
  - b. 2 ounces of SBM1 plus 3 ounces of Auguzine per gallon of water per 1000 sq. ft.
  - c. 0.8 grams of Certainty per gallon of water per 1000 sq. ft.
  - d. 0.11 ounces of Celsius and .28 ounce of Dismiss South per gallon of water per 1000 sq. ft.
  
4. T or F Broadleaf weeds in a Frisco St. Augustine lawn are treated with
  - a. .9 grams of Certainty with .5 oz. of wetting agent per gallon of water per 1000 sq. ft.
  - b. 2 ounces of SBM1 plus 3 ounces of Auguzine per gallon of water per 1000 sq. ft.
  - c. 0.75 ounces of Change Up per gallon of water per 1000 sq. ft.
  - d. 0.11 ounces of Celsius and 0.28 ounces Dismiss South per gallon of water per 1000 sq. ft.
  
5. T or F SBM can be mixed with Certainty.
  
6. T or F Insecticide is applied to all grass types even if no insect problems are found.
  
7. T or F Annual aerations are fertilized with either 0-0-3 straight, Limelight ProCal, or granular sulfur depending on the soil pH.
  
8. T or F Fertilizer is applied to all new and regular EOM shrub care services.
  
9. T or F Every Crepe Myrtle on the property should be sprayed with the I&D Slurry for the prevention of Bark Scale.
  
10. T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



## WEEKLY TRAINING SESSION



### April Application Procedures

#### PRE & POST TEST ANSWER KEY

- The material applied all new St. Augustine customers is the
  - 33-0-16 at 1 lb. with 0-0-1 at 18 ounces per 1000 sq. ft.
  - 20-4-6 Barricade at 5 pounds per 1000 sq. ft.
  - 0.415 oz. Resolute WDG and .75 Princep per 1000 sq. ft.
  - 33-0-16 at 1.36 lbs. with 0-0-1 at 18 ounces per 1000 sq. ft.
- T or  F Affirm is used as a liquid broadcast disease prevention application for all new and regular customers in all grass types.
- T or F Broadleaf weeds in a The Woodlands St. Augustine lawn are treated with
  - 2 ounces of SBM2 per gallon of water per 1000 sq. ft.
  - 2 ounces of SBM1 plus 3 ounces of Auguzine per gallon of water per 1000 sq. ft.
  - 0.8 grams of Certainty per gallon of water per 1000 sq. ft.
  - 0.11 ounces of Celsius and .28 ounce of Dismiss South per gallon of water per 1000 sq. ft.
- T or F Broadleaf weeds in a Frisco St. Augustine lawn are treated with
  - .9 grams of Certainty with .5 oz. of wetting agent per gallon of water per 1000 sq. ft.
  - 2 ounces of SBM1 plus 3 ounces of Auguzine per gallon of water per 1000 sq. ft.
  - 0.75 ounces of Change Up per gallon of water per 1000 sq. ft.
  - 0.11 ounces of Celsius and 0.28 ounces Dismiss South per gallon of water per 1000 sq. ft.
- T or  F SBM can be mixed with Certainty.
- T or  F Insecticide is applied to all grass types even if no insect problems are found.
- T or F Annual aerations are fertilized with either 0-0-3 straight, Limelight ProCal, or granular sulfur depending on the soil pH.
- T or  F Fertilizer is applied to all new and regular EOM shrub care services.
- T or F Every Crepe Myrtle on the property should be sprayed with the I&D Slurry for the prevention of Bark Scale.
- T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

#### Lawn Care Accounts

1. St. Augustine
  - a. New EOM and Landscape Customers **All Service Centers**  
Apply 5 pounds of 20-4-6 with **Barricade**, per 1000 sq. ft. typically this will be setting 16 with the Lesco Calibration tool.
  - b. Regular EOM and Landscape Customers **All Service Centers**  
Apply 4 pounds of 24-2-7 **Straight**, per 1000 sq. ft. typically this will be setting 15 with the Lesco Calibration tool.

If chinch bugs are found at the time of new or regular service, spot treat them with 2 ounces of the **Arena Chinch Bug spot treat slurry** per gallon of water per 1000 sq. ft., using the backpack sprayer and the 8010E spray tip.

All broadleaf weeds in **Frisco** St. Augustine lawns must be spot treated with the SBM1 slurry at 2 ounces of pre-mixed material and 3 ounces of Auguzine per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip.

All broadleaf weeds in **The Woodlands** St. Augustine lawns must be spot treated with the SBM2 slurry at 2 ounces of pre-mixed material per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip.

2. Zoysia
  - a. New EOM and Landscape Customers **All Service Centers**  
Apply 5 pounds of 20-4-6 with **Barricade**, per 1000 sq. ft. typically this will be setting 16 with the Lesco Calibration tool.
  - b. Regular EOM and Landscape Customers **All Service Centers**  
Apply 1.2 pounds of 33-0-16 and 18 ounces of 0-0-1, per 1000 sq. ft. **Be very careful of staining with this mixture!**
3. Bermuda
  - a. New EOM and Landscape Customers **All Service Centers**  
Apply 5 pounds of 20-4-6 with **Barricade**, per 1000 sq. ft. typically this will be setting 15 with the Lesco Calibration tool.
  - b. Regular EOM and Landscape Customers **All Service Centers**  
Apply 4 pounds of 32-5-7 **Straight**, per 1000 sq. ft. typically this will be setting 15 with the Lesco Calibration tool.

All broadleaf weeds in Zoysia or Bermudagrass must be treated with Cool Power at 1 ounce per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. Do not use on St. Augustine severe injury or death will occur. Use a separate backpack dedicated for this use.



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

Grassy weeds in all turf types must be spot treated with Certainty at .8 grams and .5 ounces of wetting agent per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip.

#### 4. Annual and New Aeration

Apply 0-0-3 (Straight) or Granular Sulfur (depending on the soil pH) at 5 or 4 pounds respectively, per 1000 sq. ft.; typically, this will be setting 15 for sulfur with the Lesco Calibration tool. See the Aeration Service Protocol for complete details.

All new lawn care customers receive the above application protocols for New Customer Services. A *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular monthly lawn care protocol for the month in which the regular service is performed. Aeration plus the 0-0-3 or Sulfur application is performed the month following the initial treatment.

**Do not apply Barricade fertilizer to newly installed sod or plugs; the roots will not establish properly, and damage can occur.**

Make sure to use your sidewalk guard properly around roadways, driveways, sidewalks, and bodies of water. Maintain a 3 foot ring of responsibility near all waterbodies. Remember blowing off the roadways, sidewalks, and driveways is **required** after all granular fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer. Blow off any landscape curbing as well to avoid staining.

**Active Large Patch (Brown Patch) fungus in any grass type is treated with T-Methyl/Transom** at 1.5 ounces per 1000 sq. ft. per gallon of water per 1000 sq. ft., using the backpack sprayer and the 8010E spray tip.

## Shrub Service

#### a. New and Regular Landscape Customers All Service Centers

Treat shrubs that are prone to insect or disease problems.

Apply 2 ounces of our Insect and Disease Slurry (with Talaris) per 10 gallons of water.

Certain shrubs (see the list below) are treated with the I&D materials on a preventative basis each visit for insect and disease. Most shrubs are treated on an as needed basis only. **Do not** treat every shrub on the property. This is not necessary or beneficial.

Make sure Crepe Myrtle are treated **every** visit starting this month to reduce the outbreak of Bark Scale in the summer.

Shrubs that are treated on a preventative basis with **every** initial and regular service include:

- Viburnum
- \*\*Azalea
- Crape myrtle



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### APRIL 2026 LANDSCAPE APPLICATIONS

- Camellia
- \*\*Gardenia
- Sago
- Pittosporum
- Indian Hawthorne
- Holly
- \*\*Knock-Out Roses

The list above may be expanded depending on the geographical location and specific concerns in the Service Center.

\*\*For the protection of pollinating insects, do not spray the foliage of shrubs that are in full bloom or if pollinators are in the area.

**Do not allow pesticides of any kind to contact bodies of water or fishponds. Many of the materials we use can be deadly to fish.**

Set proactive treatments that are necessary to control insect or disease problems that threaten the life of the plant. Make sure to treat the top and bottom sides of the leaf. Inspect all shrubs thoroughly!!

### **Specimen Palm Quarterly Injection Service**

Treatment for Palm Bud Weevil and piercing-sucking insect control is performed in March, April, or May using Ima-jet (undiluted) at a rate of 5 milliliters per inch of trunk diameter. If nutrition or disease is a concern for a new customer, either Phospho-jet or Palm-jet may also be performed at the time of initial service. See GreenUP Protocol – Specimen Palm Quarterly Injection Service for complete details.

**Do a quality job on every application. Do thorough inspections and perfect applications. Always being mindful of the 5 key principles and great communication with our customers to provide long-term sustainable solutions. Perfect measuring, perfect calibration, and perfect walking speed is what is needed for proper applications. Perform walking speed tests weekly. (40 feet in 10 seconds) All of the above will keep our customers happy to prevent service calls, cancellations, and claims.**



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – APRIL 2026 Landscape

**Watering instructions for all new and regular LAWN CARE services are: Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”**

<b><u>Liquid Applications – Zoysia grass Existing Customers</u></b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Liquid Broadcast application of micro-nutrients.  A light rate of soluble nitrogen is applied in non-nitrogen blackout areas.	This application will provide a potassium and chelated magnesium, manganese and iron to enhance and maintain good color and growth. It also includes Humic acid and kelp extract to enhance root development.	An improvement in the color of the lawn will be achieved in about 2 to 5 days.	“This application will help enhance and maintain good color and growth. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

Lawn Specialist script for liquid applications to inform the customer of what we are going to do (or what we did) for their lawn care treatment in April: “Today, I performed a liquid broadcast application to improve the color and growth of your lawn. I also inspected for sedge or grassy weeds as well as insects and diseases and treated those as needed. This treatment will need remain dry for 2 to 24 hours.”

<b><u>Granular Applications with Barricade – Varying programs Varying Grass Types New Customers</u></b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Dry fertilizer application with pre-emergence weed control.	This application will provide a moderate amount of nitrogen, potassium, and minor elements. 65% of the nitrogen will be released slowly while the other 35% can be used right away This application will reduce the emergence of annual weeds.	The color and growth of the lawn should improve in about 10 to 14 days and reduce the emergence of annual weeds.	“This fertilizer application will provide an improvement in the growth and color of the lawn and reduce the emergence of annual weeds. . <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials are a combination of slow and quick acting materials. Noticeable results will take 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control material applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their regular lawn care treatment in April via the printed Service Report: “Today, I provided a granular application of nutrients with pre-emergence weed control materials to improve the growth and color of your lawn and to prevent broadleaf weeds from becoming a problem. I also inspected and treated for any existing lawn damaging insects, broadleaf weeds and diseases as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

**What We Do and What to Expect – APRIL 2026 Landscape**

<b>Granular Applications –All Grass types varying programs Existing Customers</b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Dry fertilizer application	A Potassium and Magnesium source is applied to enhance cold tolerance.	This application will help create a hardier grass to withstand the cooler weather and will not stimulate tender new leaf growth.	“This application will help create a hardier grass to withstand the cooler weather and will not stimulate tender new leaf growth.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials are a combination of slow and quick acting materials. Noticeable results will take 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control material applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

Lawn Specialist script for informing a new customer with Bermuda/Zoysia of what we are going to do (or what we did) for their lawn care treatment in December: “I will be applying a broadcast granular application of phosphorus and potassium to improve turf cold hardiness. I will also be treating any existing broadleaf, sedge, or grassy weeds and will be inspecting your lawn for insects and diseases and treating those as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

<b>Annual and New Aeration Services</b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Core aeration	Aeration is the most beneficial service we perform. It stimulates root growth, helps break down thatch, and allows water and air to get to the root system.	Increased root growth, better soil structure, and an improvement in the overall health of the plant. Leaf tissue will look better in the long run but there will not be a visible change in the short term.	“The aeration will help create healthy plant roots and improve the vigor and heartiness of the lawn.”
Depending on the soil pH at the customer’s home, a broadcast application of a potassium and magnesium source or sulfur to lower soil pH according to our Annual Aeration Protocol.	The potassium application will aid in development of a hearty root system to enhance drought and stress tolerance.  Proper soil pH is essential for the availability of soil nutrients. The application of granular sulfur will lower the soil pH when it is too high for the particular turf type.	Improved root growth as well as enhanced cold, drought and stress tolerance.  If the soil pH is higher than what required for a particular turf type, the application of sulfur will lower the soil pH and allow bound nutrients to become available to the turf resulting in healthier turf with a darker green color.	“The application of potassium works very well in conjunction with aeration to enhance root growth and improve heat, drought and stress tolerance. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”  “The application of granular sulfur will lower the soil pH to enhance the availability of soil nutrients. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their Aeration Service via the printed Service Report: “Today, I inspected your irrigation system, aerated your lawn and took a soil sample to test the soil pH. I also provided a broadcast application of granular potassium and magnesium (or sulfur to lower the pH). This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

**What We Do and What to Expect – APRIL 2026 Landscape**

<b>Shrub Care Customers</b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Supplemental application of dry fertilizer (New and Regular Customers)	This application will provide a substantial amount of nitrogen, potassium and minor elements to help achieve spring green-up.	This application provides nutrients to stimulate our initial spring green-up. Results can be slower if temperatures are cool.	“This fertilizer application will help enhance the color and stimulate new growth of your shrubs. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Foliage application (as needed) of liquid insect and disease control materials. (New and Regular Customers all Service Centers)	The insect and disease control materials provide both contact and system control of shrub damaging insects and diseases.	Shrubs that either have or are prone to have insect and disease problems are treated. The application will provide control of soft bodied insects such as aphids and lace bugs within 2 to 4 days. Scale insects will require 2 to 3 weeks for control. Fungal leaf spots will be suppressed. Keep in mind that leaves that have been damaged by insects or disease do not turn green after control has been achieved. Damaged leaves will need to be trimmed off to achieve visual benefits.	“This application will provide control of existing insects and foliar diseases. Leaves previously damaged will need to be trimmed off to simulate new growth to cover up the damage. Follow-up treatments may be required for certain insect and disease problems.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their new shrub care treatment in APRIL via the printed Service Report: “Today, I provided a granular application of fertilizer to enhance and maintain the color and cold hardiness of your landscape shrubbery. I also inspected and treated any existing shrub damaging insects and diseases. Additionally, I inspected all turf areas for weeds, insects and diseases. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.

### Primary Landscape Issues in APRIL

Large Patch fungus can potentially still be a problem this month. Remember to focus on the conducive conditions for the disease and educate our customers on the best management practices to reduce outbreaks. Look for circular patches of damaged turf with yellow, orange, or purple grass blades on the outside border of the patch. The base of the blade will be rotten and will slide out easily when pulled. Re-growth in the center of the circular patch may give the damaged area a "doughnut" like appearance.

Zoysia grass and Bermuda grass will be coming out of dormancy this month and will begin to green up. **Checking and adjusting the pH at this time of year is critical, sulfur applications for alkaline soils will show better results as microbial action increases with the warmer temperatures.**

The pre-emergence applications performed this month are extremely important. These applications will prevent many service calls and extra treatments for broadleaf weeds and crabgrass, which would otherwise be a problem throughout the spring and summer.



### What We Do and What to Expect – APRIL 2026 Landscape

Piercing- sucking insects on shrubbery will start to become a problem. Look for sooty mold to be an indicator. The black mold which feeds on honeydew from the insects can be seen from a distance, informing the observant Inspector and Lawn Specialist to inspect closer for aphids, scales, or mealy bugs.

Spring Dead Spot could be noticed this month. Spring dead spot (SDS) is a persistent and destructive disease of Bermudagrass in North Texas. The disease has also been observed in Zoysia grass, although less frequently. Various fungi responsible for this disease are active mostly in the fall and somewhat in the spring when cool, moist conditions exist. Infection of the turfgrass begins when soil temperatures are less than 70 degrees, but above 50 degrees. The fungi do not kill Bermudagrass directly, but rather make the turfgrass more susceptible to cold and freezing injury by feeding on roots, rhizomes, and stolon. Damage is typically noticed when the turf greens up after dormancy. Well-defined circular patches of dead, bleached-out grass are noticeable in the affected areas. Non-infected Bermudagrass resumes growth, accentuating the noticeability of the damaged areas. Recovery from the disease is very slow. Because turfgrass in the affected patches is dead, the primary means of recovery occurs by the spread of rhizomes and stolon into the dead patch. Symptoms can remain visible well into the growing season. If preventive fungicide applications are not performed in the fall when the disease is active, it is likely that these patches will reappear in the same location the following spring. For this reason, customers with Spring Dead Spot need to be flagged and fall fungicide applications will need to be performed.

Mole crickets will continue their dispersal flights in April. Homeowners may be concerned over seeing the swarming mole crickets flying at night around streetlights or into pools. However, the swarming mole crickets will not be in great enough number to cause turf injury. Swarming mole crickets die after laying eggs. Eggs hatch in late May, June, and July. Treatments performed later in the year will kill the young as they hatch from the egg. Control is typically, not necessary at this time.

The need for supplemental irrigation can be variable in April depending on the temperatures and humidity levels. In the absence of rainfall, supplemental watering may be needed every 10 days to two weeks.

Broadleaf weed problems will be on the rise in April. Our pre-emergent weed control applications will be a big help in suppressing this problem; however, an increase in service calls for weeds and weed control applications should be expected.

April is also a good time of year to prune trees and shrubs. Branches that are dead, diseased or dysfunctional should be removed. Trimming for shape should also be performed assuming that the particular plant does not have flower buds that are about to open.

Tent caterpillars become active in April and May. Look for silken webbing wrapped around branch crotches. These caterpillars are common in Cherry Laurels and Pecan trees. Bifenthrin works well for trees that are sprayable size **and tree injection can be performed for trees that are too large to spray.**

Oak leaf tier may be a problem in April. Oak leaf tiers are small caterpillars that feed on the new growth of Oaks. These caterpillars hang from silken webs often becoming a tremendous nuisance. If the tree is sprayable size it can be treated with Bifenthrin **and tree injection can be performed for trees that are too large to spray.** Oak leaf tier are not severely damaging to the tree.



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – APRIL 2026 Landscape

Make April a success by constantly looking for opportunities, offering solutions and asking for the business. It is springtime and time to get the lawns and shrubs growing again and looking good. Landscape sales should be rocking in April. Every lawn is a lead. People need our help. Find those in need, solve their problems and

**SELL, SELL, SELL & SERVICE, SERVICE, SERVICE!**