

Chapter 5 - Stinging and Venomous Pests

Pest control work often puts technicians in contact with insects, spiders, scorpions, snakes, and things that can sting or inject venom. Some are dangerous while others are merely painful. Regardless, you want to avoid being bitten or stung, and you need to know first aid measures to reduce pain, injury, or illness. You may encounter stinging insects while performing control for these insects or by merely walking around the property and accidentally coming in contact with them.

Bees and Wasps

Controlling bees and wasps requires common sense and a certain amount of planning to avoid getting stung. If you suspect you might be allergic to bee or wasp stings, you should not do this kind of work. A normal nonallergic reaction to a sting and an allergic reaction leading to anaphylactic shock are described in the section “Allergy” in this manual.

The number one piece of advice when doing stinging insect control is “remain calm when the situation gets tense”. Here are some practical tips to reduce the chances of being stung when doing stinging insect control:

- Do not wear scented colognes or perfumes and do not use scented soaps.
- Do not wear brightly colored clothing. White is the best.
- For larger nests, cover your entire body wear a bee suit with hood and veil along with gloves and a hat. Refer to the Pest Prevention protocols for bee and wasp control.
- Inspect the site before you begin. Plan an escape route in case a quick getaway is necessary.
- Move quietly, slowly, and deliberately. Avoid vibrating the nest, making noise, shining a light, or casting a shadow on the nest.
- Be especially careful and well protected if you go up on a ladder.
- Have a can of Wasp Freeze spray handy on your person, not back in your vehicle.
- If a bee or wasp lands on your body, gently brush it off. If you are stung, cover your nose and mouth, protect your eyes, and quickly, but calmly, get away from the area. The sting venom contains a pheromone that attracts other stinging insects to you. Wash the sting area to remove the attractant.

First Aid for Bee and Wasp Stings

When a honey bee stings, it leaves behind its stinger with the venom sac attached. The stinger can continue to pump venom into the wound. Remove the stinger by pulling it out or scraping it off. The longer the stinger remains in the skin, the more venom is released, and the larger the welt left by the sting. This advice applies only to bee stings. Yellowjackets and other wasps do not leave their stingers in your skin so, unfortunately, they can sting you again.

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Tips if Stung By a Bee or Wasp

- Remove the stinger quickly (in the case of a honey bee).
- Wash with soap and water to remove any venom on skin surface.
- Put ice on the site to reduce the initial pain and minimize swelling.
- Analgesic, antihistamine, and cortisone creams may reduce pain and itch symptoms.
- If swelling extends beyond the sting site, or you notice any signs of an allergic reaction, see a physician (see chapter on “Allergy”).

Fire Ants

The main concern with fire ants is their sting. A single ant can sting repeatedly and a person is usually stung by many fire ants all at once. The initial pain is soon followed by pustules that itch and often leave scars. About 1% of the population is allergic to fire ant stings, with reactions ranging from severe swelling to respiratory and heart failure (see chapter “Allergy”).

Precautions Around Fire Ants

When working around a property doing pest prevention, lawn care, termite work, or inspections stay alert for fire ant mounds and foraging fire ants. Mounds can be hidden by tall grass, mulch, or under the bushes. When inspecting for fire ants or other pests, use a hand rake to pull back mulch, and use a screwdriver or other tool to turn over logs, stones, landscape timbers, etc. rather than using your hands.

First Aid for Fire Ant Stings

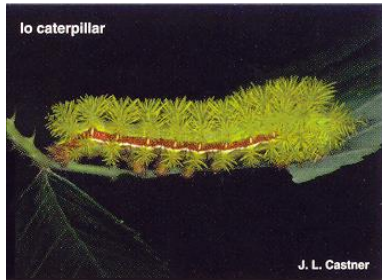
- Wash with soap and water to remove any venom on skin surface.
- Put ice on the site to reduce the initial pain and minimize swelling.
- Analgesic, antihistamine, and cortisone creams may reduce pain and itch symptoms.
- If swelling extends beyond the sting site, or you notice any signs of an allergic reaction, see a physician (see chapter on “Allergy”).

Stinging Caterpillars

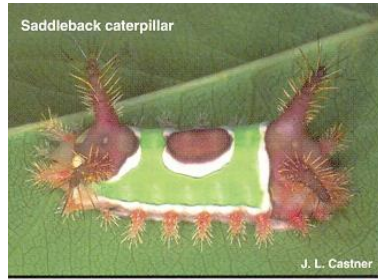
A number of moth caterpillars have hairs designed to protect them from their natural enemies. The hairs are actually sharply pointed spines, sometimes with a poison gland at the base. When touched, the hairs break off and the poison is injected, causing inflammation of the skin and a burning sensation that may feel much like a bee sting. There is often a delayed rash. In rare cases, inflammation can spread and the surrounding area can swell. The reaction can be more severe if the eyes, nose, or mouth are affected. Symptoms may persist for several days.

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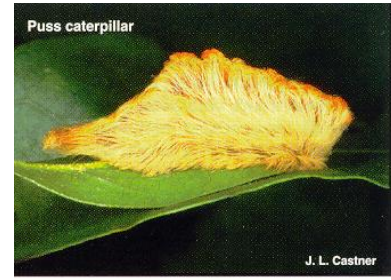
Fortunately, “stinging caterpillars” are uncommon around homes and yards. Most feed on native trees and shrubs and are found in wooded areas. Some of the more common stinging caterpillars are:



Io caterpillar



Saddleback caterpillar



Puss caterpillar

The caterpillar does not have to be alive to be able to sting. In fact, dry hairs from dead caterpillars appear to puncture the skin more easily. Even the hairs of common caterpillars, such as a gypsy moth, can cause skin rashes in sensitive people.

First Aid for Caterpillar Stings

First aid treatments are only partially effective at reducing the pain from the venom of these caterpillars, but may ease the itching and irritation.

- Apply adhesive tape or a BandAid and then remove it to pull out broken spines. Do this repeatedly until the spines are removed and the pain subsides.
- Apply ice to reduce pain and swelling.
- Try antihistamine creams or other anti-itch creams.
- Seek medical attention if you have significant swelling or any severe reaction.

Velvet Ants

A velvet ant looks like a large fuzzy ant (up to 1 inch long), but is not really an ant at all. The female velvet ant is a wingless wasp. She has long legs and can run rapidly. The male has wings but he is rarely seen. Their bodies are dark but they are covered with bright red, orange, white, or yellow velvety hairs.



Velvet ants are found outdoors, mostly in dry, open, sandy areas. The female lays her eggs in the nests of ground-nesting bees and wasps. Her larvae feed on the pupae of those bees or wasps.

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Usually, only one velvet ant is seen at a time. But you may find large numbers where there have been large colonies of ground-nesting bees. Velvet ants rarely wander into homes during the summer months. Although they look cuddly, do not pick one up. The sting of the velvet ant is very painful. People are most often stung when they step on a velvet ant while barefoot.

First Aid for Velvet Ant Stings

Immediate pain should only last about 30 minutes. Wash the sting area with soap and water and then apply ice to reduce the pain. If the pain continues, try applying a paste of baking soda and water, or use an analgesic, cortisone, or related pain-reducing cream.

Scorpions

The tail of the scorpion has a stinger which injects venom. A scorpion often clasps the victim with its pincers and stings repeatedly. All stings are painful.

Scorpions are not aggressive. They spend the day hidden. They can be under cover in burrows, under rocks and loose tree bark, in firewood, lumber piles, and debris. They can also be found in outbuildings, in cracks and crevices in walls (especially rubble stone walls), in attics and suspended ceilings, under shake shingles, inside crawlspaces, under hot water heaters, and in other secluded places.



The sting causes a burning sensation at the sting site, usually with very little swelling or inflammation, but often with a sharp pain when the site is tapped with a finger. Most scorpion stings are limited to the symptoms above, but systemic reaction may occur, although rarely, including hyperactivity, roving eyes, staggering gait, slurred speech, drooling, twitches, abdominal pain, and respiratory depression.

Precautions Around Scorpions

When inspecting in areas where scorpions are suspected or might occur, look out for scorpions, and wear long sleeves, long pants, socks, and gloves. Avoid sticking an ungloved hand into dark places. Instead, use a screwdriver or similar tool to inspect these areas.

First Aid for Scorpion Stings

- If a scorpion clasps onto you, remove it quickly to avoid multiple stings.
- Wash the bite site with soap and water.
- Apply ice to reduce pain and swelling.

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- Elevate the bite site if possible.
- Capture the scorpion if possible (for identification).
- Do not consume alcoholic beverages or take a sedative.
- Seek medical attention if you have any systemic symptoms.

Spiders

Almost all spiders are venomous to some degree, but fortunately only a few are dangerous. These exceptions are various species of widow spiders (including the notorious black widow) and “fiddleback” spiders (such as the brown recluse).

The widows’ venom is a neurotoxin that is immediately painful, and which can cause headache, dizziness, shortness of breath, profuse sweating, and often painful abdominal spasms and back pain. The bite can be fatal to children and adults in poor health.

Brown recluse spiders have a bite that is usually painless, followed by localized burning or inflammation within an hour. A blister or blisters form, which can rupture and produce ulcerated sores with extensive tissue damage that may require surgery to repair.



Brown recluse spider



Black widow spider

Precautions Around Spiders

Widow spiders and brown recluse spiders are shy and mostly found in hidden and dark areas. When inspecting in areas where these spiders are suspected or might occur, watch out for spiders, and wear long-sleeves, long pants, socks, and gloves. Avoid sticking an ungloved hand into dark places. Look for the spider’s loose, irregular webs and cast skins. Check yourself periodically to make sure a spider is not “hitchhiking” on your clothing.

First Aid for Spider Bites

- Wash the bite site with soap and water.
- Apply ice to reduce pain and swelling.
- Elevate the bite site if possible.
- Capture the spider if possible (for identification).
- Seek medical attention if the bite could be from any dangerous spiders listed above or if symptoms persist.

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TEST

1. Why must you remove a honey bee's stinger quickly from your skin?
 - a. To reduce the chance of infection
 - b. To prevent stinging of other parts of your body
 - c. The stinger can continue to pump venom into the wound even after it is detached from the bee
 - d. All of the above
 - e. B and C only

2. If you are stung by a bee or wasp, you should get away from the area because the sting venom contains a pheromone that attracts other stinging insects to you.
 - a. True
 - b. False

3. It is especially critical to immediately remove the stinger of a yellowjacket from your skin after being stung.
 - a. True
 - b. False

4. Which of the following is first aid for a caterpillar sting?
 - a. Apply adhesive tape then remove it to pull out broken spines
 - b. Seek medical attention if there is significant swelling
 - c. Apply ice to reduce pain and swelling
 - d. All of the above
 - e. A and C only

5. Velvet ants are one of the largest ant species in the United States.
 - a. True
 - b. False

SECTION: SALES

SUBJECT: General Sales Policy

PP No.: 1101**Section:** Sales**Subject:** General Sales Policy**Approved By:** Tony Massey**Effective Date:** June 1, 2014**Last Reviewed Date:** May 6, 2026**Policy Owner:** Vice President of Business Development

"We believe in building LONG-TERM, TRUSTING RELATIONSHIPS with Customers and Team Members."

- The business process starts with a sale! The business process will ultimately end without new sales.
- New sales provide the impetus for growth, profit and opportunity which is essential in a competitive marketplace.

These sales policies and procedures outline the requirements, expectations, and the framework from which sales activities and performance will be measured. Learning and applying these policies and procedures, along with hard work, will assist and guide you in accomplishing your personal goals with our company. Equally importantly, it will assure your beneficial contribution to the growth, security and future opportunity for all team members, our company and our customers.

SALES TRAINING

"We are committed to ONGOING TRAINING and TEAM MEMBER EDUCATION which develop pride, job enrichment, and personal and professional growth."

- The general manager will enroll each sales team member in the appropriate Massey sales initial training programs prior to assigning a sales territory and office leads.
- Every sales team member will be expected to meet any licensing or certification requirements as determined by law, regulations, or company policy.
- The general manager will develop and conduct a one-hour (minimum) sales training meeting three weeks a month, per PP-1501 Service Center Training Meeting, to assure...
 - All company policies and procedures are understood and followed.
 - All team members are in compliance with any changes in laws or regulations relative to industry requirements, consumer laws, or other regulatory issues.
 - All training is improving and enhancing sales productivity (office lead closures and creative sales), product knowledge, sales presentations, sales techniques, daily organization, image, attitude, etc.
 - All training is providing cross training opportunities in all service lines that will enhance productivity, growth and personal development.
- The general manager will work with each sales team member in the field a minimum of twice per month. The purpose of this field work is to evaluate and improve the image, the approach, the quality and thoroughness of inspections, inspection reports, sales presentation skills, technical knowledge, prospecting techniques, closing techniques, handling objections and any other factors that contribute to professional and successful salesmanship.

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Tony MasseyEFFECTIVE DATE:
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SALES TERRITORIES

- All service centers will have a sales territory map which clearly defines sales territories for each budgeted sales team member. Sales territories do not change when a service center has less than the number of budgeted sales team members. The “open” territory will continue to be developed by the general manager.
- All sales territories must be designed using the “wagon wheel concept” with the service center as the “hub” and all territories extending outward from the hub. This concept has all sales team members within their territory as they travel to and from the service center, and also should provide for a more balanced distribution of leads.
- All sales territories must be reviewed and approved by the general manager, sales manager, and/or regional/division manager.

LEAD TRACKING AND MANAGEMENT

- All leads are to be recorded in the service center call book when received. Every effort must be made to schedule and handle all leads the same day received and at the convenience of the prospective customer.
- Once scheduled, all leads are to be immediately dispatched to and contacted by the appropriate sales inspector/account manager.
- All appointments must be handled as scheduled. All sales team members will contact prospective customers as soon as possible to confirm appointment and address, answer questions as necessary, and give prospective customers your name and contact information. If an appointment cannot be kept due to emergency, etc., the general manager will reassign the lead, and the prospective customer must be contacted accordingly. All assigned leads must be shown on the daily sales activity report.
- Each service center will maintain and update the lead log for each sales team member as any information is received. All leads (office, web, service leads) will be taken from the service center call book and inputted in the lead log as received. This information will be broken down by individual, and each sales team member will be held accountable each day until all leads are sold or lost.
- The general manager must contact all unsold leads within 2-3 days of proposal to determine “why they didn't buy from our company.” When calling, these questions should be explored:
 - Did we keep the appointment and were we on time?
 - Did we make a thorough inspection?
 - Did we offer a logical explanation of the problem? Solution?
 - Did we put it all in writing (proposal)?
 - Did we explain the features and benefits of our guarantee?
 - Was our price competitive?
 - Specifically, why didn't you buy from us? Who did you buy from?
- The general manager will evaluate and analyze the responses from unsold leads and make the necessary adjustments, including:
 - Instructions to sales team members, including working in the field with sales team members and offering corrective instructions.
 - Recommendations to regional and corporate management, in addition to the marketing department.
- Leads are very expensive. Therefore, all leads are the property of Massey Services. When lead response, lead closures, and lead cloverleafing are not being performed to company standards, the general manager

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must work in the field with the individual at least twice per week until improvement is made. If improvement is not apparent after two weeks, the general manager has the responsibility to reassign leads to another team member until company standards are met.

- On a daily basis, a lead count reconciliation must be performed using the service center call books, lead log reports, daily sales activity reports to ensure an accurate count and performance on all leads before submitting the final sales recap to corporate operations and marketing.

SALES BOARD AND RECOGNITION

"We value TEAMWORK; think WE and US!"

This dry-erase board is used as a peer incentive to foster a competitive environment among sales inspectors/account managers. Each day they post this board to publicly display their accomplishments. The board will be filled out as follows:

- The morning of the first of the month the general manager/sales manager will post the header and each sales inspector/account manager's name & budget using a black dry erase marker.
 - Header (Figure 1)
 - The Current Month
 - Service Center Sales Budget # and \$ from budget worksheet 2
 - List Sales Inspector/Account Manager's names in order based on the previous month's sales performance, starting at the top with the Sales Inspector/Account Manager with the previous month's highest sales.
 - Daily Activity Details (Figure 2)
 - # of daily calls
 - Daily # and \$ amount of sales by category
 - Update MTD total for both # and \$ by category

Figure 1: Example of Sales Board Header

Month:	June	
	Budget	
	#	\$
Pest	124	\$104,861
Termite	99	\$118,328
Lawn & TS		
Irrig. & Renov.		
Total	223	\$223,189

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Figure 2: Example of Correctly Filled Out Sales Board

Name		1st	2nd	3rd	4th
John Smith	# of calls	6	9	14	6
	Pest	1 / \$650	2 / \$1,300	3 / \$1,950	1 / \$618
	Termite	2 / \$1,075	1 / \$540	2 / \$1,115	3 / \$1,875
	Lawn & T&S				
	Irrig. & Renov.			1 / \$560	
Kevin Jones	# of calls	11	5	8	6
	Pest	3 / \$1,970	1 / \$618	4 / \$2,100	1 / \$550
	Termite	3 / 1,910	1 / \$560	2 / \$1,230	1 / \$510
	Lawn & T&S	1 / \$420			
	Irrig. & Renov.				1 / \$350

POSITION REQUIREMENTS

"We value OUR COMPANY'S IMAGE. The public perception of our people, vehicles, equipment and materials is essential to our success."

Image

- All sales team members:
- Must project a quality and professional image at all times.
- Must value and practice truth and integrity. "Never compromise! Be consistent and fair."
- Must wear the appropriate uniform and company identification badge on their shirt so it's readily visible.

Sales Tools and Preparation

- All sales team members:
 - Must have all paperwork ready for check-in no later than 8:00 am daily.
 - Must complete a *Daily Sales Activity Report* each day (see Policy #1104). This report must be filled out properly and completely.
 - Must maintain a 1-31 appointment book consisting of their prelist/*Daily Sales Activity Reports*.
 - Must maintain an alphabetized proposal file in the service center. These proposal files are the property of Massey Services.
 - Must leave a complete proposal package on each service proposed with each prospect.
 - Must price all services in accordance with company approved rate cards

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SECTION: PEST PREVENTION & LAWN
SERVICE PROCEDURES

SUBJECT: Production Control System

SPP No.: 404**Section:** Pest Prevention & Lawn Service Procedures**Subject:** Production Control System**Approved By:** Tony Massey**Effective Date:** November 23, 2005**Last Reviewed Date:** May 6, 2026**Policy Owner:** VP Director of Quality Assurance

The Service Manager is responsible for managing the daily production of assigned services. The process is managed by the review and assessment of several reporting tools that cumulatively report the work every service person does each day throughout the month. These documents collectively are called the Production Control System and consist of the following:

- Service Reports (Invoices)
- Daily Summary Report
- Daily Worksheets (Pest, Baiting, GreenUp)
- Termite Technician Daily Summary Report
- Daily M&S Usage Summary (GreenUp)
- Account Record Change
- Production-To-Do Report
- Daily Production Report
- Production Board

Service Report

This is our primary customer communication device. It should inform and educate our customer about:

- What we saw during our service inspection
- What we did in response to our inspection findings
- What we recommend they do to help
- What to expect as a result of today's service

The Service Manager should review these reports daily to evaluate the level of service being provided. Pay particular attention to neatness and accuracy. This document should paint a word picture for the customer so that they clearly understand and can ascertain the value of our service.

Daily Summary Report

This cover sheet recaps the day's activities for each service person. It documents the following information:

- assigned services
- completed services

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- hours worked
- collections
- vehicle mileage
- material usage

This report is used by the Service Manager to evaluate the service persons daily performance in terms of both Quality and Quantity and becomes the governing legal document for wage and hour compliance. It is to be completed everyday and turned in with the service reports. It must be signed by the service person and reviewed and approved by a Manager during the check-in process. The Office Manager signs this report after all work is posted.

Daily Worksheets (Pest, Baiting, GreenUP)

This worksheet is a detailed summary of all services completed during the day. It includes pertinent customer information such as name address and phone numbers. The service person documents:

- The time in and out and total time on the property
- Any monies collected during the service

Termite Technician Daily Summary Report

This report is completed by Termite Technicians on days when they perform termite related work other than baiting or on days when baiting is performed in conjunction with other termite related services. It includes pertinent information needed by the service person to adequately document their daily activity.

Daily M&S Usage Summary (GreenUp only)

This form is the primary document for evaluating the daily usage of materials. It is a complete record of the vehicle inventory at the beginning and end of the day. Each day the Specialist fills out this form listing the beginning inventory from yesterdays ending inventory then adds to it all products issued for that days productions. At the end of the day the ending inventory amounts are subtracted to calculate the total cost of the day's usage. This total number is then transferred to the Daily Production Summary. This form can be used by both the Specialist and Manager to ascertain a Specialist's compliance with the agronomic program. The Specialist signs the summary and the Manager signs it during the check-in process.

Account Record Change

Any time there is a change made to the customer's account it must be documented via an account record change form. Phone number changes, price changes, special instruction changes, etc., should be documented and filed in the customer's permanent file.

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Production-To-Do-Report

During the month-end closing process a Production-To-Do Report is printed for the entire upcoming month. This information becomes a record of the work that must be completed for the month. This report can be printed at any time to identify unserviced accounts. Any service person that has the equivalent of ½ days production unserviced at the end of the week will be required to work Saturday to catch it up.

Daily Production Report

This document is a monthly summary that shows at a glance the activity for the entire month by day for each route within the Service Center. It is updated daily by the Customer Service Specialist or Office Manager from the service person's Daily Summary Report. The General Manager should review this document on a frequent basis to keep abreast of the overall status of the Service Center production activity.

Production Board

This dry-erase board is used as a peer incentive to foster a competitive environment among specialists/technicians. Each day they post this board to publicly display their accomplishments. The board will be filled out as follows:

- The morning of the first of the month the service manager will post the header and each route's information using a black dry erase marker.
 - Header (Figure 1.)
 - The total production from the Production to Do report
 - The current month
 - Route Details (Figure 2.)
 - Route number
 - Technician/Specialist's name
 - The Route value in stops and dollars
 - The daily assignment from the *Production to Do* report
 - Pest/termite routes will list the number of stops
 - Lawn/irrigation routes will list the number of stops over the dollars.
- Each day the technician/specialist will post their performance.
 - Pest/termite technicians will post their completed stops using the following colors:
 - Blue- used when the completed work equals or exceeds the assigned value.
 - Red- when the completed work is less than the assigned value
 - Lawn/irrigation specialist will post their completed stops using the following colors:
 - Green- used when the completed work equals or exceeds the assigned value.
 - Red- when the completed work is less than the assigned value

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Figure 1. Example of Production Board Header

BEG. REV.: <u>\$215,247</u>
MONTH: <u>March</u>

Figure 2. Example of correctly filled-out Production Board

RT.	TECH.	RT. VALUE	1	2	3	4	5	
3	Pest Technician Name	271	A	12	11	10	12	11
		15645	S	12	10	11	12	10
21	Lawn Specialist Name	474	A	23	27	20	24	30
		36277	S	1593	1769	1354	1844	1983
				23	27	18	25	29
				1593	1769	1204	1924	1987

When evaluated as a whole, this production control system will give the Manager a clear and detailed picture of the Service Operations. Utilize the information to focus your management efforts in the right direction.

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POLICIES & PROCEDURES

NUMBER SPP404

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Appendix B: Technician Daily Summary Report

Route: 01-70 Date: 12/13/2004	Signature: _____ Manager: _____ OM/CSR: _____	<h3>TECHNICIAN DAILY SUMMARY REPORT</h3>																																																																																																																																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">ASSIGNED</th> <th rowspan="2">SERVICE TYPE</th> <th colspan="3">COMPLETED</th> </tr> <tr> <th>#</th> <th>\$</th> <th>SF/LF</th> <th>#</th> <th>\$</th> <th>SF/LF</th> </tr> </thead> <tbody> <tr> <td>Regular Services</td> <td>1</td> <td>\$29.50</td> <td>0</td> <td>Pest</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Landscape</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Lawn Care</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Tree/Shrub</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Aeration</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Bait / Monitoring</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Initial Services</td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Pest</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Landscape</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Lawn</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Tree/Shrub</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Bait Installation</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>One Time Services</td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Pest</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Lawn</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>No Charge Requests</td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Pest</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Lawn</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td>0</td> <td>\$0.00</td> <td>0</td> <td>Bait</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> </tbody> </table>				ASSIGNED			SERVICE TYPE	COMPLETED			#	\$	SF/LF	#	\$	SF/LF	Regular Services	1	\$29.50	0	Pest	_____	_____	_____		0	\$0.00	0	Landscape	_____	_____	_____		0	\$0.00	0	Lawn Care	_____	_____	_____		0	\$0.00	0	Tree/Shrub	_____	_____	_____		0	\$0.00	0	Aeration	_____	_____	_____		0	\$0.00	0	Bait / Monitoring	_____	_____	_____	Initial Services	0	\$0.00	0	Pest	_____	_____	_____		0	\$0.00	0	Landscape	_____	_____	_____		0	\$0.00	0	Lawn	_____	_____	_____		0	\$0.00	0	Tree/Shrub	_____	_____	_____		0	\$0.00	0	Bait Installation	_____	_____	_____	One Time Services	0	\$0.00	0	Pest	_____	_____	_____		0	\$0.00	0	Lawn	_____	_____	_____	No Charge Requests	0	\$0.00	0	Pest	_____	_____	_____		0	\$0.00	0	Lawn	_____	_____	_____		0	\$0.00	0	Bait	_____	_____	_____
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<p>I certify the above to be a true and accurate record of my time and my operation for the period shown. I understand it is my responsibility to record all hours worked accurately and correctly, without exception. I understand that Massey Services is relying on my record of hours worked for compliance with the Fair Labor Standards Act.</p>																																																																																																																																																

APPROVED BY:
Tony Massey

EFFECTIVE DATE:
May 6, 2026

SECTION: PEST PREVENTION & LAWN
SERVICE PROCEDURES

SUBJECT: Production Control System

Appendix D: Daily M&S Usage Summary



Lawn Care Daily M & S Usage Summary - Oct & Nov 2004

Specialist's Name: _____

Month/Year: _____

MATERIAL AND SUPPLIES	A Truck Beginning Inv.	B Materials Issued	C Truck Ending Inv.	A + B - C Total Daily Usage	Cost per Unit	Extended Cost
FERTILIZERS						
28-0-14 70%SCU + Atrazine					\$0.23	
17-0-17 100%SCU + Atrazine					\$0.23	
19-0-7 30%SCU+ Stonewall (lb)					\$0.34	
18-0-7 w/ Sprint 330 (g)					\$2.76	
0-0-82 (lb)					\$0.11	
5-0-30 (lb)					\$0.10	
21-0-0 (lb)					\$0.11	
Limestone					\$0.08	
HERBICIDES						
Atrazine 4L (not until 10/15/04)					\$0.12	
Lontrel (oz)					\$3.90	
RoundUp Pro (oz)					\$0.36	
Quicksilver Premix (oz)					\$0.22	
Manage (scoop)					\$2.16	
INSECTICIDES						
Talstar One (oz)					\$1.06	
Talstar PL Granule (Fire Ant) (lb)					\$0.74	
Talstar Slurry (oz)					\$0.10	
FUNGICIDES						
Mancozeb (oz)					\$0.12	
Subdue (oz)					\$3.89	
Heritage (oz)					\$23.25	
MISCELLANEOUS						
Liberate (oz)					\$0.20	
					Sub Total	
					Tax	
					Total Cost	

Manager Signature _____ Date _____

Specialist Signature _____ Date _____

APPROVED BY:
Tony Massey

EFFECTIVE DATE:
May 6, 2026



POLICIES & PROCEDURES

NUMBER SPP404

SECTION: PEST PREVENTION & LAWN
SERVICE PROCEDURES

SUBJECT: Production Control System

Appendix E: Account Record Change

MASSEY
SERVICES INC.

ACCOUNT RECORD CHANGE

Customer Name _____

Service Address _____

Billing Address _____

Account # _____ Route # _____

Date Changes are to occur: _____

Name (Service) _____ Route # _____

Service Address _____ Grid # _____

Telephone # _____ Service Day _____

Billing Address _____

Service Charge _____

Other Change(s) _____

Reason for Change(s) _____

Please initial your acknowledgment of these changes.

Service Technician _____ Administration _____

Service Manager _____ General Manager _____

MS-002 8/98

APPROVED BY:
Tony Massey

EFFECTIVE DATE:
May 6, 2026



POLICIES & PROCEDURES

NUMBER SPP404

SECTION: PEST PREVENTION & LAWN SERVICE PROCEDURES

SUBJECT: Production Control System

Appendix F: Production to Do Report

Date	Time/Service	Account Name	Address	Type	Map	Home	Mins	Meas	T/S	Equis	Charge	PV	Balance	
3-3-2005	12:00 AM/LawnCare Application	1501292 Stateside Mgmt Corp	2993 Stillwater Dr	R	DB15	(407) 348-8094	60	2,100	0	2,100	40.00	40.00		
3-3-2005	12:00 AM/LawnCare Application	1535699 Stanley Maulow	10141 Fairtree Ln	R	CE10	(407) 356-3240	60	7,210	0	7,210	70.00	70.00		
3-3-2005	12:00 AM/LawnCare Application	1535781 Dorothy Adcox	10913 Girardin Ln	R	CD10	(407) 355-9205	60	2,000	0	2,000	44.00	44.00		
3-3-2005	12:00 AM/LawnCare Application	2640023 Norma Shivamangal	367 Blue Bayou Dr	R	DB15	(407) 348-2785	0	5,393	0	5,393	70.00	70.00	140.00	
3-3-2005	12:00 AM/LawnCare Application	2640417 Phyllis Sizem	164 Guadalajara Dr	R	DB16	(407) 348-2826	0	4,877	0	4,877	54.00	54.00		
3-3-2005	12:00 AM/LawnCare Application	2640779 Debra Chase	347 Blue Bayou Dr	R	DB15	(407) 348-8960	0	3,648	0	3,648	44.00	44.00		
3-3-2005	12:00 AM/LawnCare Application	2640784 Bill Dixon	5541 Westbeek Dr	R	CE10	(407) 484-3123	0	5,238	0	5,238	62.00	62.00	62.00	
3-3-2005	12:00 AM/LawnCare Application	2641051 Joaquin Little	293 Gardens Rd	R	DB15	(407) 348-6368	0	5,286	0	5,286	55.00	55.00		
3-3-2005	12:00 AM/LawnCare Application	2641144 Jeff Heavner	2309 Woodford Ct	R	CE10	(407) 656-2791	0	5,005	0	5,005	59.00	59.00		
3-3-2005	12:00 AM/LawnCare Application	2641354 Nellie Henderson	10138 Blurred Tree Ct	R	CD10	(407) 352-0992	0	3,018	0	3,018	47.00	47.00		
3-3-2005	12:00 AM/LawnCare Application	2641397 Ray Dardone	10630 Waterson Ct	R	CE10	(407) 352-0637	0	3,823	0	3,823	55.00	55.00		
3-3-2005	12:00 AM/LawnCare Application	2641674 Mary Paul	11520 Durlington Dr	R	CE11	(407) 890-8246	0	4,297	0	4,297	46.00	46.00		
3-3-2005	12:00 AM/LawnCare Application	2642394 Jerry Bennett	175 Gardens Rd	R	DB15	(407) 348-6799	0	5,000	0	5,000	34.00	34.00	34.00	
3-3-2005	12:00 AM/LawnCare Application	2682052 Isabelle Darocher	300 Winesand Ct	R	DB15	(407) 344-3317	60	4,589	0	4,589	57.00	57.00		
3-3-2005	12:00 AM/LawnCare Application	4786327 William Colon	104 Warm Springs Ct	R	DB15	(407) 344-1853	60	3,500	300	4,700	60.00	60.00		
3-3-2005	12:00 AM/LawnCare Application	4787103 Miriam Gutierrez	101 Warm Springs Ct	R	DB15	(407) 344-0772	60	750	0	750	32.00	32.00		
3-3-2005	12:00 AM/LawnCare Application	4790371 Epifania Pagan	101 Soapdragon Ct	R	DB16	(407) 344-8522	60	1,200	0	1,200	44.00	44.00		
3-3-2005	12:00 AM/LawnCare Application	5257365 Alex Maldonado	2604 Whisper Lakes Ct	R	CE11	(407) 825-9838	60	2,059	0	2,059	35.00	35.00		
3-3-2005	8:00 AM/LawnCare Application	5257365 Alex Maldonado	3230 Hunters Chase Ln	R	DC15	(407) 348-7903	60	4,344	250	5,344	73.00	73.00		
3-3-2005	8:00 AM/LawnCare Application	5257933 Rick Shaffer	657 Eldersand Ct	R	DA16	(407) 348-9472	60	3,920	0	3,920	51.00	51.00		
Totals for Thursday, March 03, 2005							22	82.0	11,669	550	83,369	1,121.00	51,112.00	
3-4-2005	12:00 AM/LawnCare Application	1500147 Barbara Watson	601 Robert St	R	CD18	(407) 847-2134	0	7,000	0	7,000	56.00	56.00		

Date	Time/Service	Account Name	Address	Type	Map	Home	Mins	Meas	T/S	Equis	Charge	PV	Balance	
1-3-2005	12:00 AM/LawnCare Application	2640613 Evra Aitor	13125 S John Young Pl	R	CB13	(407) 240-3099	0	62,440	0	62,440	310.00	310.00		
1-3-2005	12:00 AM/LawnCare Application	2640749 Scott & Lisa Buzak	13410 Falcon Point Dr	R	CE13	(407) 240-1353	0	2,302	0	2,302	31.00	31.00		
1-3-2005	12:00 AM/LawnCare Application	2640982 Susan Chater	2615 Heron Lodge	R	CE13	()	0	4,488	0	4,488	52.00	52.00	56.00	
1-3-2005	12:00 AM/LawnCare Application	2641233 Thomas Anderson	13407 Mallard Ct	R	CE13	(407) 291-6723	0	4,450	0	4,450	65.00	65.00		
1-3-2005	12:00 AM/Comm LawnCare Appl	2641838 Palm Casual	11701 N Orlando Hesse	C	CB11	(407) 438-2333	0	12,727	0	12,727	86.00	86.00		
1-3-2005	12:00 AM/LawnCare Application	4785364 Eric Proctor	1113 Bush Ct	R	CE17	(321) 934-1159	60	3,555	700	6,255	70.00	70.00		
1-3-2005	12:00 AM/LawnCare Application	4785501 Maria Cruz	2067 Doby Glen Dr	R	CB14	(407) 438-2127	60	4,140	200	4,940	65.00	65.00		
Totals for Wednesday, January 05, 2005							16	4.0	131,230	1,228	136,110	1,204.00	51,204.00	
3-6-2005	12:00 AM/LawnCare Application	1501276 Stateside Mgmt Corp	107 Blue Indigo Ct	R	DB15	(407) 348-8084	60	7,000	0	7,000	40.00	40.00		
3-6-2005	12:00 AM/LawnCare Application	1501276 Stateside Mgmt Corp	119 Blue Indigo Ct	R	DB15	(407) 348-8084	60	2,412	0	2,412	40.00	40.00		
3-6-2005	12:00 AM/LawnCare Application	1501292 Stateside Mgmt Corp	2993 Stillwater Dr	R	DB15	(407) 348-8084	60	2,100	0	2,100	40.00	40.00		
3-6-2005	12:00 AM/LawnCare Application	2640023 Norma Shivamangal	367 Blue Bayou Dr	R	DB15	(407) 344-2785	0	5,393	0	5,393	70.00	70.00	140.00	
3-6-2005	12:00 AM/LawnCare Application	2640417 Phyllis Sizem	164 Guadalajara Dr	R	DB16	(407) 348-2826	0	4,877	0	4,877	54.00	54.00		
3-6-2005	12:00 AM/LawnCare Application	2640779 Debra Chase	347 Blue Bayou Dr	R	DB15	(407) 348-8960	0	3,648	0	3,648	44.00	44.00		
3-6-2005	12:00 AM/LawnCare Application	2641051 Joaquin Little	293 Gardens Rd	R	DB15	(407) 348-6368	0	5,286	0	5,286	55.00	55.00		
3-6-2005	12:00 AM/LawnCare Application	2642394 Jerry Bennett	175 Gardens Rd	R	DB15	(407) 348-6799	0	5,000	0	5,000	34.00	34.00	34.00	
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3-6-2005	12:00 AM/LawnCare Application	4786327 William Colon	104 Warm Springs Ct	R	DB15	(407) 344-1853	60	3,500	300	4,700	60.00	60.00		
3-6-2005	12:00 AM/LawnCare Application	4787103 Miriam Gutierrez	101 Warm Springs Ct	R	DB15	(407) 344-0772	60	750	0	750	32.00	32.00		
3-6-2005	12:00 AM/LawnCare Application	4790371 Epifania Pagan	101 Soapdragon Ct	R	DB16	(407) 344-8522	60	1,200	0	1,200	44.00	44.00		
3-6-2005	12:00 AM/LawnCare Application	5257365 Alex Maldonado	2604 Whisper Lakes Ln	R	DC15	(407) 348-7903	60	4,344	250	5,344	73.00	73.00		
3-6-2005	12:00 AM/LawnCare Application	5257933 Rick Shaffer	657 Eldersand Ct	R	DA16	(407) 348-9472	60	3,920	0	3,920	51.00	51.00		
Totals for Thursday, January 06, 2005							14	9.0	49,099	550	51,219	694.00	50,640.00	
1/7/2005	12:00 AM/LawnCare Application	1500147 Barbara Watson	601 Robert St	R	CD18	(407) 847-2134	0	7,000	0	7,000	56.00	56.00		

APPROVED BY:
Tony Massey

EFFECTIVE DATE:
May 6, 2026

When used according to label instructions, materials selected for use in Massey's Pest Prevention Program will rarely stain surfaces. When in doubt, our Pest Basic class always teaches to test a small spot away from view that would indicate a stain problem prior to use on surfaces in our customer's homes.

Staining has occurred in the past when pretesting was not done and/or in conjunction with applying a material in a way that was not advised in our Protocol or not on the list of rotation materials. Just because the entire list of approved materials is on the reverse of our Massey Service Reports does NOT mean that any one of them can be selected to be used in place of another. If a protocol or rotation calls for one material to be used and you run out of that material, either nothing should be used in its place, or Technical should be contacted. Also, READ THE LABEL prior to using products...some such as Wasp Freeze specifically explain what can be stained.

Here are some examples of what our materials can do so be careful! :



P.I. can stain dark plastics



Wasp Freeze can stain asphalt shingles

Certain residual granules can stain bricks and brick pavers with small white spots:



Wasp Freeze and PI can also stain vinyl siding:



Baseboard/carpet areas can also be stained with Temprid and especially microcap residuals



Mega-Colony Ant Treatment Protocol for One-noded Ants

- **Customers must be placed on monthly service cycle**
- **Do not provide one time treatments**

Indoors

- Vacuum dead ants and debris
- Dust wall voids, voids around door and windows
- Spot treatment indoors will not be effective if trails are not followed outdoors and nests are treated

Exterior Treatment

- Clean up debris around the yard
- Reduce the amount of leaf litter and mulch
- Dust, then seal and caulk gaps where ants can enter
- Ensure all doors and window screens on the active side of the structure are tight fitting
- Apply a repellent residual surrounding the foundation, bases of all trees (Temprid or Polyzone) and on all trailing ants
- In the spring, have liquid bait available where colonies reside away from the structure
- Apply 4 oz. of granular baits such as Extinguish Plus or Maxforce Complete bait inside a Protecta Rodent Bait Station near the structure but not against the foundation
- Determine bait preference on treatment day and broadcast granular baits
- In summer during heaviest activity, place out Antopia stations with Maxforce Quantum (or Intice Thiquid):

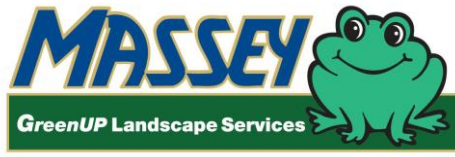
Maxforce Quantum diluted 1 part to 9 parts water:

109 oz. water + 27 oz. table sugar....shake...Add 3 bottles of Quantum....shake

Fill bait stations with the above mix
(Lasts 2 weeks)

Place Antopia Stations (Item #807653) every 10-20 feet across outer property edge early in the spring when the first ant activity starts:





WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

Topic Category: Lawn

Recordable Verifiable Training Hours: 0.75

Objectives: This lesson is designed to teach our Monthly Landscape Service Protocol.

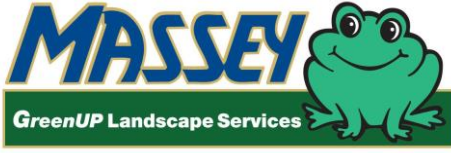
Length of lesson: Approximately 45 minutes.

Materials needed:

- Training Guideline
- Monthly Landscape Service Protocol (G:\Shared\GreenUp Reference Materials\GreenUp Protocols\Individual Protocols\Lawn Care Basic Application)
- 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.
- Begin the meeting by defining the training topic and handing out the Pre-test
 - Allow a few minutes for Team Members to complete the Pre-test.
 - Collect the pre-test and hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the Monthly Landscape Service Protocol
 - Encourage active participation from all Team Members
 - Ask probing questions to develop key points
 - Encourage group reading
- After reading and discussing all materials, ask questions to verify the lesson has been understood.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and 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

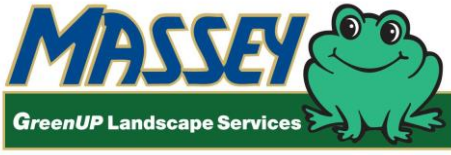


Monthly Landscape Service Protocol

Name _____ Date _____

PRE & POST TEST (Page 1 of 2)

1. The objective(s) of performing our Monthly Landscape Service is to _____.
 - A. Build our relationship with our customer
 - B. Perform an application to enhance the beauty of the customer’s landscape and prevent future problems.
 - C. Provide solutions to customer concerns that may not be included in the services they have already purchased and obtain payment for services
 - D. All of the above.
2. T or F Small trees under 4 inches diameter at chest height are included in our Landscape Service.
3. T or F Ground covers are included in our Landscape Service.
4. T or F Annual plantings are included in our Landscape Service.
5. T or F Plant pests are commonly present due to a deficiency with one of the 5 Key Principles
6. T or F Our manner of conduct with a customer should be similar to what would be provided to a respected member of your family such as a parent or grandparent.
7. T or F The primary purpose of calling our customer is to inform them that we will be coming to treat their lawn or shrubs.
8. T or F When calling our customer, we should always ask to speak with the customer by name, followed by who we are and where we are from.
9. T or F It is okay to use the speaker phone when calling a customer so long as we pick the phone up quickly when they answer.
10. T or F The word “just” used in the following sentence makes the service we are going to provide sound friendly. “I am just going to come by to treat your lawn”.
11. T or F When initially speaking with the customer at the door, we should inform them that we are going to inspect the back lawn before we start our treatment.
12. T or F When inspecting the landscape, we should only inspect the plant material that is due for service.



WEEKLY TRAINING
SESSION



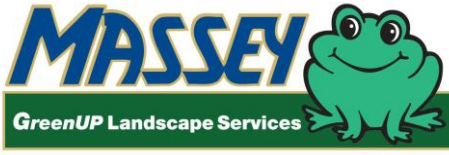
Monthly Landscape Service Protocol

PRE & POST TEST (Page 2 of 2)

- 13. T or F The focus of our inspection is to identify what plants need treatment.
- 14. T or F If there are weeds present in the lawn when we are scheduled to perform a shrub care treatment, we should perform treatment to control them as well as identify why they are there.
- 15. T or F Performing only the Lawn Care Application or only the Shrub Care Application and not addressing the needs of both the lawn and shrubbery is not performing the service in its entirety.
- 16. T or F Pesticide application signs must always be posted by the mailbox.
- 17. T or F Corner lots will need a sign posted on both streets.
- 18. T or F We must always return to the door after treatment.
- 19. T or F We must always obtain a signature on the Service Report or handheld computer and ask for payment when the customer is available.
- 20. T or F When the customer has a problem that is not included with the service we are providing such as the need for Irrigation or Renovation, we must always provide the customer with a solution and pricing when we have the expertise to do so or inform the customer that you will have an Inspector contact them to set up a time to help them with a solution.

Name _____

Date _____



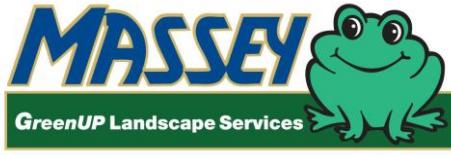
WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

PRE & POST TEST ANSWER KEY

1. The objective(s) of performing our Monthly Landscape Service is to _____.
 - A. Build our relationship with our customer
 - B. Perform an application to enhance the beauty of the customer's landscape and prevent future problems.
 - c. Provide solutions to customer concerns that may not be included in the services they have already purchased and obtain payment for services
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8. T or F When calling our customer, we should always ask to speak with the customer by name, followed by who we are and where we are from. **(Tell them who we are first)**
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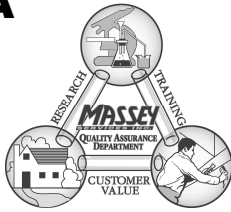


WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

13. T or F The focus of our inspection is to identify what plants need treatment.
(We should be focused on all 5 Key Principles)
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GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

Objectives

A GreenUp Regular Service is designed to enhance the health and beauty of your customer's landscape. During a Regular Service, you will identify and correct current issues and communicate to your customer any conditions that have the potential to cause the landscape to decline. Your role is to partner with your customers in the ongoing development of their landscapes.

The 5 Key Principles of Plant Management

Every time you walk onto a property, you should be evaluating and inspecting the landscape. When gauging the health of a plant, use 5 Key principles of plant management.

The Five Key Principles are:

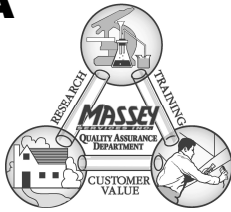
1. **Plant adaptation**- Are the plants suited to the environmental conditions of the site (are the plants in the right place)?
2. **Soil Conditions**- Is the soil pH and soil structure capable of supporting healthy growth?
3. **Watering**-Is the amount and frequency of irrigation enough to meet the needs of the plant? Is it being watered too much?
4. **Mowing and Pruning**- Is the turf mowed at the proper height and frequency to minimize weeds, insects and disease? Are the shrubs pruned in an appropriate manner to ensure healthy growth? Are the tools used sharp?
5. **Pest Management**- Indicate what weeds, insects, and diseases are present. The presence of pests lets you know there is a problem with one or more of other Key Principles

Regular Service Protocol

The Regular Service protocol is performed by following this 6-step service formula:

1. Be on Time and Courteous

- Being punctual expresses care, concern and respect for them and their time. This distinguishes you as a courteous service professional with who they are happy to do business.
- Park your vehicle in the street at the curb. Avoid blocking the mailbox and driveway. NEVER park in the driveway.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

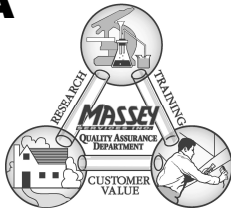
- Perform simple acts of courtesy, such as putting garbage cans away, bringing newspapers to the door, moving toys, etc. It is the little things that help develop trust and build long term relationships

2. Greet the Customer

- Remove sunglasses and have uniform badge in plain view. Knock on the door. Step back away so they can see you through the peephole.
- Smile and politely inform the customer that you are there to perform their GreenUp service. Provide a brief overview of the service to be performed based on the inspection graph.
- Ask if they have any special concerns or if they wish to bring anything to your attention that is not identified in the graph. Bring them along on your inspection of the property if possible.

3. Inspect the Landscape

- Inspect the entire landscape. As you perform your inspection, you should be thinking of ways to prevent future problems within the landscape. **THINK PREVENTION!**
- Evaluate site conditions according to the Five Key Principles. Make sure to focus your inspection on plant placement, soil condition, watering conditions, and mowing/pruning practices.
 - Watering too much, too little, or having poor drainage is a major cause of turf problems.
 - Use weeds, diseases, and insects as indicators of soil conditions. Certain pests prefer certain conditions and are clues to what problems there are in the other 4 key principles.
 - Look for mulch piled up too high or too close to the crown of all plants, regardless of the plant condition. Poor mulching is one of the most prevalent problems in landscapes.
- Inspect weak or declining plants to ascertain the general condition of the root system.
- Document everything you find on your service report.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

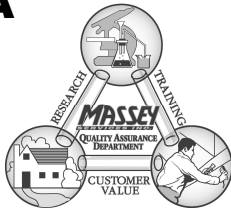
- If there are any major changes (i.e. adjustments to square footage, major issues that were not addressed by the sales person, etc.) make sure you inform your Service Manger or General Manger and the sales person who sold the job.

4. Perform the Service

- All treatments should be performed based upon your findings during the inspection along with the required agronomic program outlined for the current month.
- Follow the treatments outlined in the “Regular Service Protocols” for the type of service you are performing.

5. Communicate

- Service nvoices should be filled out as you perform the property inspection. They should be printed from the customer database to ensure accuracy, neatness, and legibility.
- In certain emergency situations, a handwritten service invoice may be used. If you use a hand written invoice at the time of service, a computer generated invoice must be attached prior to posting the work in the database.
- Advise the customer of all conditions conducive to landscape decline around the property. Use clear language and ensure the notes are in neat, legible handwriting.
- Try to paint a word picture that clearly explains your findings. Often we do not get the chance to meet the customer face to face, so the service report is the most important method of customer communication. Emphasize any positive aspects when possible.
 - **What issues were found and what was done about them.**
 - **What they can expect to occur from the treatment.**
 - **What corrective measures the customer must take.**
- Document all materials used. Clearly indicate the name and amounts of each product.
- Print your name and date the invoice. The customer must be able to read your name.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- Deliver FAST FACTS brochures on appropriate topics to better educate the customer about the problems on their property.
- Inform the customer of their next service date. Have the customer sign the invoice whenever possible.
- Thank the customer and always leave the home in as good or better condition than when you arrived.

6. Follow-up

- Proactive follow-up is the key component to solidifying a great relationship, thus defining **GREAT SERVICE**.

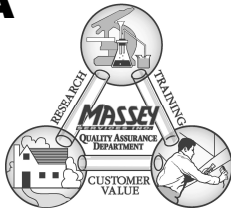
Regular Service Protocol: Lawn Treatments

1. Locate The Irrigation System Timer Clock

- Check the station settings and adjust according to soil type and time of year.

2. Weed Control as Necessary

- Evaluate the conditions responsible for the presence of weeds and recommend cultural changes to prevent future problems. Note conditions conducive to weed infestation on the service report.
- Apply a preemergent herbicide in the appropriate months as a preventative measure.
- For active weed problems, hand pull minor infestations when possible. Many weeds are more effectively controlled by bending over and pulling them than by spraying.
- When hand pulling is impractical, spot treat weeds using a backpack sprayer or rotary spreader. Use the appropriate equipment protocol to learn how to make a liquid or granular application.
- Weed specific protocols may or may not be available. When in doubt about appropriate control measures and in the absence of a protocol for a particular species, ask your Service Manager, General Manager or Technical Director for control procedures.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

3. Insect Control as Necessary

- Evaluate the cultural conditions responsible for insect activity and make recommendations to prevent future problems.
- Determine if spot treatment or broadcast treatment is required for control. If so, spot treat insects using a backpack sprayer or rotary spreader. Use the equipment protocols the first time you make a liquid or granular application.
- Insect specific protocols may or may not be available. When in doubt about control measures and in the absence of a protocol, ask your Service Manager, General Manager or Technical Director for control procedures.

4. Disease Control as Necessary

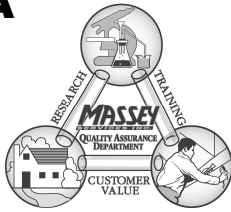
- Evaluate the conditions responsible for disease activity and recommend cultural changes to prevent future problems.
- Determine if a fungicide treatment is needed. Apply a fungicide as a spot treatment only. Fungicides are often unneeded when dealing with turf diseases.
- Use disease specific protocols as a control guide. When in doubt about appropriate control measures and in the absence of a protocol for a particular fungus, ask a Manager or Technical Director for control procedures.

5. Fertilization

- Apply the appropriate fertilizer for the current month. The appropriate product and application rate are listed in the Technical Resource Manual and will be provided to you in advance of each month's rotation.
- Avoid application onto sidewalks and driveways. Fertilizers are corrosive and can stain or scar concrete or other surfaces. Remove any granular fertilizer from these areas. Use a blower or a broom (See Van Equipment List).

Regular Service Protocol: Tree & Shrub Treatments

1. Fertilization



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- Apply the appropriate fertilizer for the current month. The appropriate product and application rate are listed in the Technical Resource Manual and will be provided to you in advance of each month's rotation.
- Pay special attention to plants that are weaker or have particularly poor color, especially during months where broadcast fertilization is not programmed.
- Apply supplemental fertilizers for specialty plants such as sago palms.

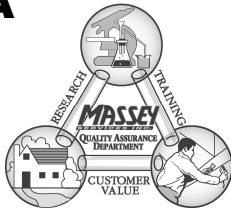
2. Insect & Disease Treatments

- Prune out any minor infestations before applying pesticides. Minor insect and disease infestations can be physically removed from the site via hand pruners (See Van Equipment List).
- Apply the appropriate insect and disease treatments as outlined in the Technical Resource Manual and/or specific pest protocols.
- Assess the need for any follow-up treatments that may be necessary for effective pest management. Schedule follow-up treatments with the office manager when you return that afternoon.

Post Treatment Notification Sign

A GreenUP pesticide application sign should be placed on any property that had either a granular or liquid pesticide application. The sign should be oriented so that a person approaching the property from either direction can read the text.

- Insert the plastic mounting stake holding the sign into the ground approximately 4-6 inches deep.
 - That depth should prevent the sign from being blown over.
- Avoid placing the sign near or around the mailbox.
- Some large residential and commercial properties may require more than one sign posted due to extensive roadway frontage.
 - Consider placing one sign every 50 to 75 feet and at multiple driveway entrances.
 - Corner lots should be posted on both corners.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

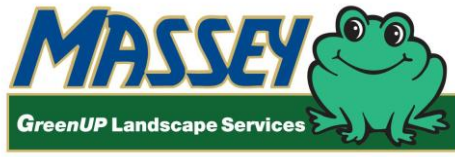
LANDSCAPE SERVICE PROTOCOL

Regular Service Paperwork

A service invoice is used to document all service activity to a customer's property. All service invoices should be scheduled and printed from the customer database to ensure accuracy, neatness, and legibility. In certain emergency situations, a handwritten service invoice may be used but the original computer generated invoice must be matched up with the handwritten invoice prior to posting to the customer database.

Filling Out Invoices

1. Every time a service is performed to a customer's property, an invoice must be filled out. This includes any instance where no application is made, such as a follow up inspection.
2. Fill out the invoice as you perform your inspection. All treatments should be performed based upon your inspection findings and the required agronomic programs outlined for the current month.
3. Communicate in clear language with neat, legible handwriting, all conditions conducive to landscape decline around the property.
 - Explain what you found, what you did to correct it, and what the customer will need to do to help resolve the issue.
 - Emphasize any positive aspects whenever possible.
 - Try to paint a word picture that clearly explains your findings.
4. Document all materials used. Clearly indicate the name and amounts of each product.
5. Print your name and date the invoice. The customer must be able to read your name.
6. Have the customer sign the invoice whenever possible.
7. Let the customer know that you can collect the payment for the service. Document the check number or method of payment. Bring back the return receipt portion attached to the payment.



WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

Topic Category: Lawn

Recordable Verifiable Training Hours: 0.75

Objectives: This lesson is designed to teach our Monthly Landscape Service Protocol.

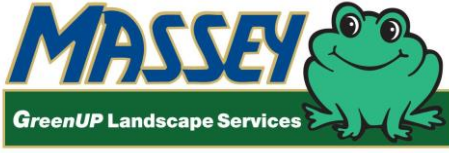
Length of lesson: Approximately 45 minutes.

Materials needed:

- Training Guideline
- Monthly Landscape Service Protocol (G:\Shared\GreenUp Reference Materials\GreenUp Protocols\Individual Protocols\Lawn Care Basic Application)
- 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.
- Begin the meeting by defining the training topic and handing out the Pre-test
 - Allow a few minutes for Team Members to complete the Pre-test.
 - Collect the pre-test and hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the Monthly Landscape Service Protocol
 - Encourage active participation from all Team Members
 - Ask probing questions to develop key points
 - Encourage group reading
- After reading and discussing all materials, ask questions to verify the lesson has been understood.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and 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



Monthly Landscape Service Protocol

Name _____ Date _____

PRE & POST TEST (Page 1 of 2)

1. The objective(s) of performing our Monthly Landscape Service is to _____.
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2. T or F Small trees under 4 inches diameter at chest height are included in our Landscape Service.
3. T or F Ground covers are included in our Landscape Service.
4. T or F Annual plantings are included in our Landscape Service.
5. T or F Plant pests are commonly present due to a deficiency with one of the 5 Key Principles
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WEEKLY TRAINING SESSION



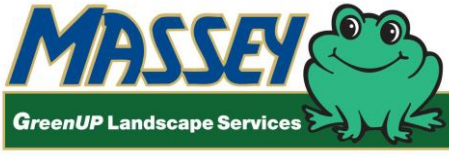
Monthly Landscape Service Protocol

PRE & POST TEST (Page 2 of 2)

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Name _____

Date _____



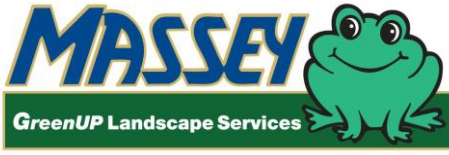
WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

PRE & POST TEST ANSWER KEY

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WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

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20. T or F When the customer has a problem that is not included with the service we are providing such as the need for Irrigation or Renovation, we must always provide the customer with a solution and pricing when we have the expertise to do so or inform the customer that you will have an Inspector contact them to set up a time to help them with a solution.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

Objectives

A GreenUp Regular Service is designed to enhance the health and beauty of your customer's landscape. During a Regular Service, you will identify and correct current issues and communicate to your customer any conditions that have the potential to cause the landscape to decline. Your role is to partner with your customers in the ongoing development of their landscapes.

The 5 Key Principles of Plant Management

Every time you walk onto a property, you should be evaluating and inspecting the landscape. When gauging the health of a plant, use 5 Key principles of plant management.

The Five Key Principles are:

1. **Plant adaptation**- Are the plants suited to the environmental conditions of the site (are the plants in the right place)?
2. **Soil Conditions**- Is the soil pH and soil structure capable of supporting healthy growth?
3. **Watering**-Is the amount and frequency of irrigation enough to meet the needs of the plant? Is it being watered too much?
4. **Mowing and Pruning**- Is the turf mowed at the proper height and frequency to minimize weeds, insects and disease? Are the shrubs pruned in an appropriate manner to ensure healthy growth? Are the tools used sharp?
5. **Pest Management**- Indicate what weeds, insects, and diseases are present. The presence of pests lets you know there is a problem with one or more of other Key Principles

Regular Service Protocol

The Regular Service protocol is performed by following this 6-step service formula:

1. Be on Time and Courteous

- Being punctual expresses care, concern and respect for them and their time. This distinguishes you as a courteous service professional with who they are happy to do business.
- Park your vehicle in the street at the curb. Avoid blocking the mailbox and driveway. NEVER park in the driveway.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- Perform simple acts of courtesy, such as putting garbage cans away, bringing newspapers to the door, moving toys, etc. It is the little things that help develop trust and build long term relationships

2. Greet the Customer

- Remove sunglasses and have uniform badge in plain view. Knock on the door. Step back away so they can see you through the peephole.
- Smile and politely inform the customer that you are there to perform their GreenUp service. Provide a brief overview of the service to be performed based on the inspection graph.
- Ask if they have any special concerns or if they wish to bring anything to your attention that is not identified in the graph. Bring them along on your inspection of the property if possible.

3. Inspect the Landscape

- Inspect the entire landscape. As you perform your inspection, you should be thinking of ways to prevent future problems within the landscape. **THINK PREVENTION!**
- Evaluate site conditions according to the Five Key Principles. Make sure to focus your inspection on plant placement, soil condition, watering conditions, and mowing/pruning practices.
 - Watering too much, too little, or having poor drainage is a major cause of turf problems.
 - Use weeds, diseases, and insects as indicators of soil conditions. Certain pests prefer certain conditions and are clues to what problems there are in the other 4 key principles.
 - Look for mulch piled up too high or too close to the crown of all plants, regardless of the plant condition. Poor mulching is one of the most prevalent problems in landscapes.
- Inspect weak or declining plants to ascertain the general condition of the root system.
- Document everything you find on your service report.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- If there are any major changes (i.e. adjustments to square footage, major issues that were not addressed by the sales person, etc.) make sure you inform your Service Manger or General Manger and the sales person who sold the job.

4. Perform the Service

- All treatments should be performed based upon your findings during the inspection along with the required agronomic program outlined for the current month.
- Follow the treatments outlined in the “Regular Service Protocols” for the type of service you are performing.

5. Communicate

- Service nvoices should be filled out as you perform the property inspection. They should be printed from the customer database to ensure accuracy, neatness, and legibility.
- In certain emergency situations, a handwritten service invoice may be used. If you use a hand written invoice at the time of service, a computer generated invoice must be attached prior to posting the work in the database.
- Advise the customer of all conditions conducive to landscape decline around the property. Use clear language and ensure the notes are in neat, legible handwriting.
- Try to paint a word picture that clearly explains your findings. Often we do not get the chance to meet the customer face to face, so the service report is the most important method of customer communication. Emphasize any positive aspects when possible.
 - **What issues were found and what was done about them.**
 - **What they can expect to occur from the treatment.**
 - **What corrective measures the customer must take.**
- Document all materials used. Clearly indicate the name and amounts of each product.
- Print your name and date the invoice. The customer must be able to read your name.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- Deliver FAST FACTS brochures on appropriate topics to better educate the customer about the problems on their property.
- Inform the customer of their next service date. Have the customer sign the invoice whenever possible.
- Thank the customer and always leave the home in as good or better condition than when you arrived.

6. Follow-up

- Proactive follow-up is the key component to solidifying a great relationship, thus defining **GREAT SERVICE**.

Regular Service Protocol: Lawn Treatments

1. Locate The Irrigation System Timer Clock

- Check the station settings and adjust according to soil type and time of year.

2. Weed Control as Necessary

- Evaluate the conditions responsible for the presence of weeds and recommend cultural changes to prevent future problems. Note conditions conducive to weed infestation on the service report.
- Apply a preemergent herbicide in the appropriate months as a preventative measure.
- For active weed problems, hand pull minor infestations when possible. Many weeds are more effectively controlled by bending over and pulling them than by spraying.
- When hand pulling is impractical, spot treat weeds using a backpack sprayer or rotary spreader. Use the appropriate equipment protocol to learn how to make a liquid or granular application.
- Weed specific protocols may or may not be available. When in doubt about appropriate control measures and in the absence of a protocol for a particular species, ask your Service Manager, General Manager or Technical Director for control procedures.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

3. Insect Control as Necessary

- Evaluate the cultural conditions responsible for insect activity and make recommendations to prevent future problems.
- Determine if spot treatment or broadcast treatment is required for control. If so, spot treat insects using a backpack sprayer or rotary spreader. Use the equipment protocols the first time you make a liquid or granular application.
- Insect specific protocols may or may not be available. When in doubt about control measures and in the absence of a protocol, ask your Service Manager, General Manager or Technical Director for control procedures.

4. Disease Control as Necessary

- Evaluate the conditions responsible for disease activity and recommend cultural changes to prevent future problems.
- Determine if a fungicide treatment is needed. Apply a fungicide as a spot treatment only. Fungicides are often unneeded when dealing with turf diseases.
- Use disease specific protocols as a control guide. When in doubt about appropriate control measures and in the absence of a protocol for a particular fungus, ask a Manager or Technical Director for control procedures.

5. Fertilization

- Apply the appropriate fertilizer for the current month. The appropriate product and application rate are listed in the Technical Resource Manual and will be provided to you in advance of each month's rotation.
- Avoid application onto sidewalks and driveways. Fertilizers are corrosive and can stain or scar concrete or other surfaces. Remove any granular fertilizer from these areas. Use a blower or a broom (See Van Equipment List).

Regular Service Protocol: Tree & Shrub Treatments

1. Fertilization



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- Apply the appropriate fertilizer for the current month. The appropriate product and application rate are listed in the Technical Resource Manual and will be provided to you in advance of each month's rotation.
- Pay special attention to plants that are weaker or have particularly poor color, especially during months where broadcast fertilization is not programmed.
- Apply supplemental fertilizers for specialty plants such as sago palms.

2. Insect & Disease Treatments

- Prune out any minor infestations before applying pesticides. Minor insect and disease infestations can be physically removed from the site via hand pruners (See Van Equipment List).
- Apply the appropriate insect and disease treatments as outlined in the Technical Resource Manual and/or specific pest protocols.
- Assess the need for any follow-up treatments that may be necessary for effective pest management. Schedule follow-up treatments with the office manager when you return that afternoon.

Post Treatment Notification Sign

A GreenUP pesticide application sign should be placed on any property that had either a granular or liquid pesticide application. The sign should be oriented so that a person approaching the property from either direction can read the text.

- Insert the plastic mounting stake holding the sign into the ground approximately 4-6 inches deep.
 - That depth should prevent the sign from being blown over.
- Avoid placing the sign near or around the mailbox.
- Some large residential and commercial properties may require more than one sign posted due to extensive roadway frontage.
 - Consider placing one sign every 50 to 75 feet and at multiple driveway entrances.
 - Corner lots should be posted on both corners.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

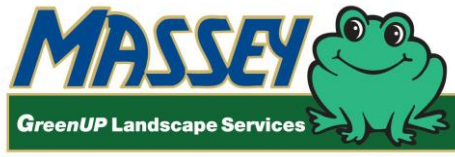
LANDSCAPE SERVICE PROTOCOL

Regular Service Paperwork

A service invoice is used to document all service activity to a customer's property. All service invoices should be scheduled and printed from the customer database to ensure accuracy, neatness, and legibility. In certain emergency situations, a handwritten service invoice may be used but the original computer generated invoice must be matched up with the handwritten invoice prior to posting to the customer database.

Filling Out Invoices

1. Every time a service is performed to a customer's property, an invoice must be filled out. This includes any instance where no application is made, such as a follow up inspection.
2. Fill out the invoice as you perform your inspection. All treatments should be performed based upon your inspection findings and the required agronomic programs outlined for the current month.
3. Communicate in clear language with neat, legible handwriting, all conditions conducive to landscape decline around the property.
 - Explain what you found, what you did to correct it, and what the customer will need to do to help resolve the issue.
 - Emphasize any positive aspects whenever possible.
 - Try to paint a word picture that clearly explains your findings.
4. Document all materials used. Clearly indicate the name and amounts of each product.
5. Print your name and date the invoice. The customer must be able to read your name.
6. Have the customer sign the invoice whenever possible.
7. Let the customer know that you can collect the payment for the service. Document the check number or method of payment. Bring back the return receipt portion attached to the payment.



WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

Topic Category: Lawn

Recordable Verifiable Training Hours: 0.75

Objectives: This lesson is designed to teach our Monthly Landscape Service Protocol.

Length of lesson: Approximately 45 minutes.

Materials needed:

- Training Guideline
- Monthly Landscape Service Protocol (G:\Shared\GreenUp Reference Materials\GreenUp Protocols\Individual Protocols\Lawn Care Basic Application)
- 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.
- Begin the meeting by defining the training topic and handing out the Pre-test
 - Allow a few minutes for Team Members to complete the Pre-test.
 - Collect the pre-test and hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the Monthly Landscape Service Protocol
 - Encourage active participation from all Team Members
 - Ask probing questions to develop key points
 - Encourage group reading
- After reading and discussing all materials, ask questions to verify the lesson has been understood.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and 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



Monthly Landscape Service Protocol

Name _____ Date _____

PRE & POST TEST (Page 1 of 2)

1. The objective(s) of performing our Monthly Landscape Service is to _____.
 - A. Build our relationship with our customer
 - B. Perform an application to enhance the beauty of the customer's landscape and prevent future problems.
 - C. Provide solutions to customer concerns that may not be included in the services they have already purchased and obtain payment for services
 - D. All of the above.
2. T or F Small trees under 4 inches diameter at chest height are included in our Landscape Service.
3. T or F Ground covers are included in our Landscape Service.
4. T or F Annual plantings are included in our Landscape Service.
5. T or F Plant pests are commonly present due to a deficiency with one of the 5 Key Principles
6. T or F Our manner of conduct with a customer should be similar to what would be provided to a respected member of your family such as a parent or grandparent.
7. T or F The primary purpose of calling our customer is to inform them that we will be coming to treat their lawn or shrubs.
8. T or F When calling our customer, we should always ask to speak with the customer by name, followed by who we are and where we are from.
9. T or F It is okay to use the speaker phone when calling a customer so long as we pick the phone up quickly when they answer.
10. T or F The word "just" used in the following sentence makes the service we are going to provide sound friendly. "I am just going to come by to treat your lawn".
11. T or F When initially speaking with the customer at the door, we should inform them that we are going to inspect the back lawn before we start our treatment.
12. T or F When inspecting the landscape, we should only inspect the plant material that is due for service.



WEEKLY TRAINING SESSION



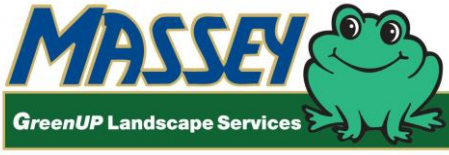
Monthly Landscape Service Protocol

PRE & POST TEST (Page 2 of 2)

- 13. T or F The focus of our inspection is to identify what plants need treatment.
- 14. T or F If there are weeds present in the lawn when we are scheduled to perform a shrub care treatment, we should perform treatment to control them as well as identify why they are there.
- 15. T or F Performing only the Lawn Care Application or only the Shrub Care Application and not addressing the needs of both the lawn and shrubbery is not performing the service in its entirety.
- 16. T or F Pesticide application signs must always be posted by the mailbox.
- 17. T or F Corner lots will need a sign posted on both streets.
- 18. T or F We must always return to the door after treatment.
- 19. T or F We must always obtain a signature on the Service Report or handheld computer and ask for payment when the customer is available.
- 20. T or F When the customer has a problem that is not included with the service we are providing such as the need for Irrigation or Renovation, we must always provide the customer with a solution and pricing when we have the expertise to do so or inform the customer that you will have an Inspector contact them to set up a time to help them with a solution.

Name _____

Date _____



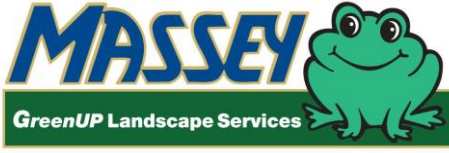
WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

PRE & POST TEST ANSWER KEY

1. The objective(s) of performing our Monthly Landscape Service is to _____.
 - A. Build our relationship with our customer
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7. T or F The primary purpose of calling our customer is to inform them that we will be coming to treat their lawn or shrubs. **(It is to build long-term lasting relationships)**
8. T or F When calling our customer, we should always ask to speak with the customer by name, followed by who we are and where we are from. **(Tell them who we are first)**
9. T or F It is okay to use the speaker phone when calling a customer so long as we pick the phone up quickly when they answer.
10. T or F The word "just" used in the following sentence makes the service we are going to provide sound friendly. "I am just going to come by to treat your lawn". **("Just" is a devaluing word)**
11. T or F When initially speaking with the customer at the door, we should inform them that we are going to inspect the back lawn before we start our treatment.
12. T or F When inspecting the landscape, we should only inspect the plant material that is due for service.



WEEKLY TRAINING SESSION



Monthly Landscape Service Protocol

13. T or F The focus of our inspection is to identify what plants need treatment.
(We should be focused on all 5 Key Principles)
14. T or F If there are weeds present in the lawn when we are scheduled to perform a shrub care treatment, we should perform treatment to control them as well as identify why they are there.
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GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

Objectives

A GreenUp Regular Service is designed to enhance the health and beauty of your customer's landscape. During a Regular Service, you will identify and correct current issues and communicate to your customer any conditions that have the potential to cause the landscape to decline. Your role is to partner with your customers in the ongoing development of their landscapes.

The 5 Key Principles of Plant Management

Every time you walk onto a property, you should be evaluating and inspecting the landscape. When gauging the health of a plant, use 5 Key principles of plant management.

The Five Key Principles are:

1. **Plant adaptation**- Are the plants suited to the environmental conditions of the site (are the plants in the right place)?
2. **Soil Conditions**- Is the soil pH and soil structure capable of supporting healthy growth?
3. **Watering**-Is the amount and frequency of irrigation enough to meet the needs of the plant? Is it being watered too much?
4. **Mowing and Pruning**- Is the turf mowed at the proper height and frequency to minimize weeds, insects and disease? Are the shrubs pruned in an appropriate manner to ensure healthy growth? Are the tools used sharp?
5. **Pest Management**- Indicate what weeds, insects, and diseases are present. The presence of pests lets you know there is a problem with one or more of other Key Principles

Regular Service Protocol

The Regular Service protocol is performed by following this 6-step service formula:

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GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- Perform simple acts of courtesy, such as putting garbage cans away, bringing newspapers to the door, moving toys, etc. It is the little things that help develop trust and build long term relationships

2. Greet the Customer

- Remove sunglasses and have uniform badge in plain view. Knock on the door. Step back away so they can see you through the peephole.
- Smile and politely inform the customer that you are there to perform their GreenUp service. Provide a brief overview of the service to be performed based on the inspection graph.
- Ask if they have any special concerns or if they wish to bring anything to your attention that is not identified in the graph. Bring them along on your inspection of the property if possible.

3. Inspect the Landscape

- Inspect the entire landscape. As you perform your inspection, you should be thinking of ways to prevent future problems within the landscape. **THINK PREVENTION!**
- Evaluate site conditions according to the Five Key Principles. Make sure to focus your inspection on plant placement, soil condition, watering conditions, and mowing/pruning practices.
 - Watering too much, too little, or having poor drainage is a major cause of turf problems.
 - Use weeds, diseases, and insects as indicators of soil conditions. Certain pests prefer certain conditions and are clues to what problems there are in the other 4 key principles.
 - Look for mulch piled up too high or too close to the crown of all plants, regardless of the plant condition. Poor mulching is one of the most prevalent problems in landscapes.
- Inspect weak or declining plants to ascertain the general condition of the root system.
- Document everything you find on your service report.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- If there are any major changes (i.e. adjustments to square footage, major issues that were not addressed by the sales person, etc.) make sure you inform your Service Manger or General Manger and the sales person who sold the job.

4. Perform the Service

- All treatments should be performed based upon your findings during the inspection along with the required agronomic program outlined for the current month.
- Follow the treatments outlined in the “Regular Service Protocols” for the type of service you are performing.

5. Communicate

- Service nvoices should be filled out as you perform the property inspection. They should be printed from the customer database to ensure accuracy, neatness, and legibility.
- In certain emergency situations, a handwritten service invoice may be used. If you use a hand written invoice at the time of service, a computer generated invoice must be attached prior to posting the work in the database.
- Advise the customer of all conditions conducive to landscape decline around the property. Use clear language and ensure the notes are in neat, legible handwriting.
- Try to paint a word picture that clearly explains your findings. Often we do not get the chance to meet the customer face to face, so the service report is the most important method of customer communication. Emphasize any positive aspects when possible.
 - **What issues were found and what was done about them.**
 - **What they can expect to occur from the treatment.**
 - **What corrective measures the customer must take.**
- Document all materials used. Clearly indicate the name and amounts of each product.
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GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- Deliver FAST FACTS brochures on appropriate topics to better educate the customer about the problems on their property.
- Inform the customer of their next service date. Have the customer sign the invoice whenever possible.
- Thank the customer and always leave the home in as good or better condition than when you arrived.

6. Follow-up

- Proactive follow-up is the key component to solidifying a great relationship, thus defining **GREAT SERVICE**.

Regular Service Protocol: Lawn Treatments

1. Locate The Irrigation System Timer Clock

- Check the station settings and adjust according to soil type and time of year.

2. Weed Control as Necessary

- Evaluate the conditions responsible for the presence of weeds and recommend cultural changes to prevent future problems. Note conditions conducive to weed infestation on the service report.
- Apply a preemergent herbicide in the appropriate months as a preventative measure.
- For active weed problems, hand pull minor infestations when possible. Many weeds are more effectively controlled by bending over and pulling them than by spraying.
- When hand pulling is impractical, spot treat weeds using a backpack sprayer or rotary spreader. Use the appropriate equipment protocol to learn how to make a liquid or granular application.
- Weed specific protocols may or may not be available. When in doubt about appropriate control measures and in the absence of a protocol for a particular species, ask your Service Manager, General Manager or Technical Director for control procedures.



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

3. Insect Control as Necessary

- Evaluate the cultural conditions responsible for insect activity and make recommendations to prevent future problems.
- Determine if spot treatment or broadcast treatment is required for control. If so, spot treat insects using a backpack sprayer or rotary spreader. Use the equipment protocols the first time you make a liquid or granular application.
- Insect specific protocols may or may not be available. When in doubt about control measures and in the absence of a protocol, ask your Service Manager, General Manager or Technical Director for control procedures.

4. Disease Control as Necessary

- Evaluate the conditions responsible for disease activity and recommend cultural changes to prevent future problems.
- Determine if a fungicide treatment is needed. Apply a fungicide as a spot treatment only. Fungicides are often unneeded when dealing with turf diseases.
- Use disease specific protocols as a control guide. When in doubt about appropriate control measures and in the absence of a protocol for a particular fungus, ask a Manager or Technical Director for control procedures.

5. Fertilization

- Apply the appropriate fertilizer for the current month. The appropriate product and application rate are listed in the Technical Resource Manual and will be provided to you in advance of each month's rotation.
- Avoid application onto sidewalks and driveways. Fertilizers are corrosive and can stain or scar concrete or other surfaces. Remove any granular fertilizer from these areas. Use a blower or a broom (See Van Equipment List).

Regular Service Protocol: Tree & Shrub Treatments

1. Fertilization



GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

- Apply the appropriate fertilizer for the current month. The appropriate product and application rate are listed in the Technical Resource Manual and will be provided to you in advance of each month's rotation.
- Pay special attention to plants that are weaker or have particularly poor color, especially during months where broadcast fertilization is not programmed.
- Apply supplemental fertilizers for specialty plants such as sago palms.

2. Insect & Disease Treatments

- Prune out any minor infestations before applying pesticides. Minor insect and disease infestations can be physically removed from the site via hand pruners (See Van Equipment List).
- Apply the appropriate insect and disease treatments as outlined in the Technical Resource Manual and/or specific pest protocols.
- Assess the need for any follow-up treatments that may be necessary for effective pest management. Schedule follow-up treatments with the office manager when you return that afternoon.

Post Treatment Notification Sign

A GreenUP pesticide application sign should be placed on any property that had either a granular or liquid pesticide application. The sign should be oriented so that a person approaching the property from either direction can read the text.

- Insert the plastic mounting stake holding the sign into the ground approximately 4-6 inches deep.
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- Avoid placing the sign near or around the mailbox.
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 - Consider placing one sign every 50 to 75 feet and at multiple driveway entrances.
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GREENUP LAWN, TREE & SHRUB CARE PROGRAM SERVICE PROTOCOLS

LANDSCAPE SERVICE PROTOCOL

Regular Service Paperwork

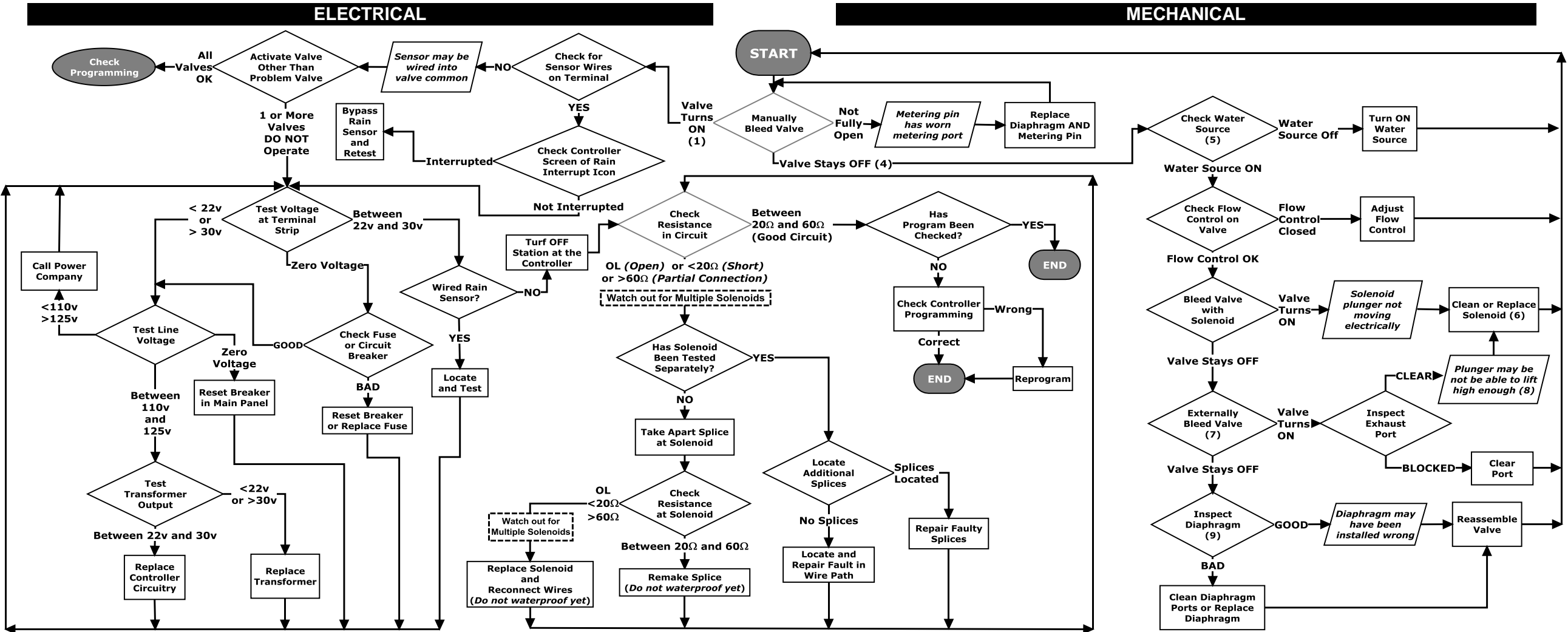
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6. Have the customer sign the invoice whenever possible.
7. Let the customer know that you can collect the payment for the service. Document the check number or method of payment. Bring back the return receipt portion attached to the payment.

Irrigation Troubleshooting Flowchart

Valve Will **NOT** Turn **ON** (or is Partially Opening)



NOTES:

- (1) The problem may not show itself because the cause is intermittent. Identify what time of day/night the zone is programmed to run and find out what is going on at THAT time of day.
- (2) Turn on a different station other than the problem zone.
- (3) Rain switch may be active if second zone does not activate.
- (4) ¼ turn solenoid may not open valve if air is trapped above diaphragm (after a mainline break, new installation, or winterization). External bleed may have to be used.

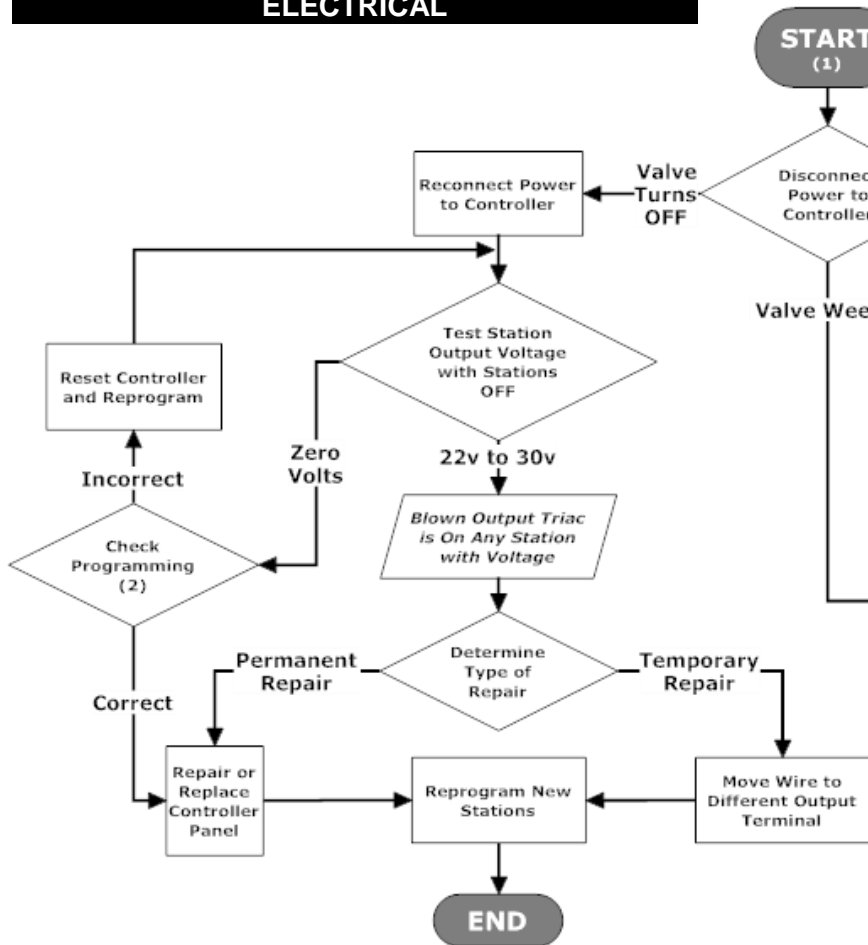
- (5) The source type (Pump or Municipal) each have their separate issues. See *Water Source Troubleshooting Flowchart*.
- (6) Replace solenoid without cutting wires to old solenoid until solenoid is confirmed to be the problem. To clean solenoid with captive plunger, remove screen and retainers to expose plunger in solenoid.
- (7) If no external bleed screw, unscrew solenoid until water is exiting under solenoid.
- (8) Over-tightening a solenoid can crush the o-ring, damage port extension, or damage the solenoid threads
- (9) Remove bonnet and diaphragm carefully to avoid disturbing any debris that may be present under the diaphragm.

Disclaimer - User assumes all risks. Take proper precautions to prevent electrical shock. K. Thompson and Assoc., LLC, its managers, partners, and agents are not responsible for misuse or incomplete or missing information.

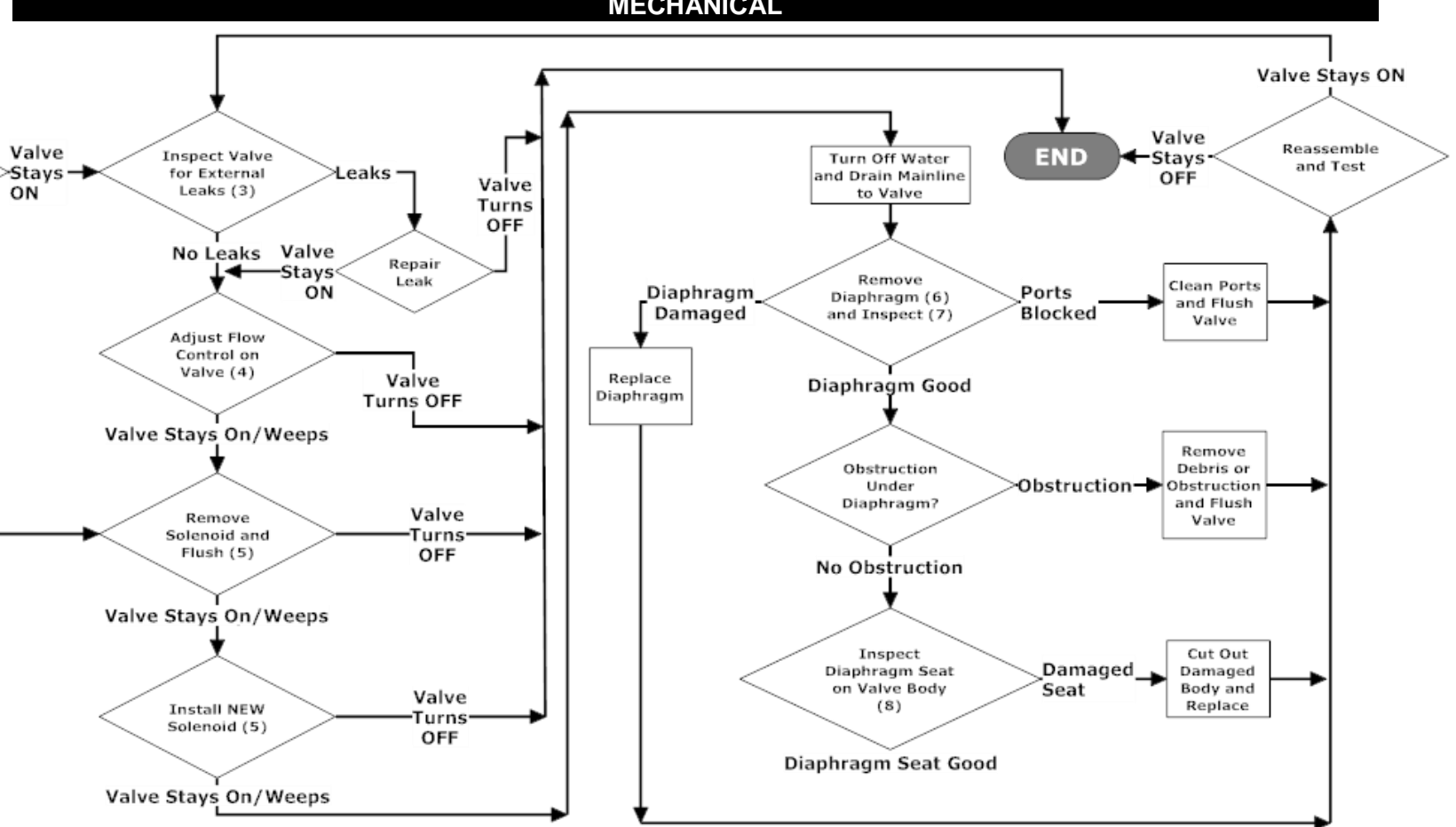
Irrigation Troubleshooting Flowchart

Valve Will NOT Turn OFF (or is Weeping)

ELECTRICAL



MECHANICAL



NOTES:

- (1) Water will probably be off by the time a service tech arrives. Be sure to turn on water to see if valve is actually stuck on. For pump systems, turn on a station other than the valve in question to see if questionable valve also comes on.
- (2) Look for multiple start times, stacked start times, multiple cycles, repeats, runtime set in hours instead of minutes, or excessively long runtimes.
- (3) Leaks can be coming from the threads of the solenoid, from around the external bleed screw, a bleed lever left in the on position, or leaks coming from between the bonnet and valve body.
- (4) If the valve is oversized for the flow of the zone (e.g. a 1½" valve operating at 30 gpm or less), fine-turn the valve (valve should be off) by turning the flow control completely "off", then opening 2 full turns. Activate the valve and slowly open the flow control until sprinklers are observed to be operating properly for nozzles and spacing.

- (5) Replace solenoid without cutting wires to old solenoid until solenoid is confirmed to be the problem. To clean solenoid with captive plunger, remove screen and retainers to expose plunger in solenoid.
- (6) Gently remove the diaphragm in order to minimize disturbing any debris under the diaphragm. This will help identify the obstruction, if any.
- (7) If the valve is a standard-flow valve, (water ported through the center of the diaphragm), look for a tear or hole. Inspect the diaphragm ports and filter/screens for blockage. Inspect the seat area on underside of diaphragm for nicks or imbedded sand. If imbedded sand exists, also inspect the diaphragm seat of the valve body for wear from the abrasive sand.
- (8) Debris caught between the diaphragm and the seat can chip or nick the plastic diaphragm seat of the valve body causing the valve to continually weep water through the lowest sprinklers. The valve body must be replaced.

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