

Chapter 10 - Hand and Power Tools

Using tools are a common part of our everyday life. Six basic safety rules can help you prevent injury when you use hand or power tools:

1. Keep all tools in good condition with regular maintenance.
2. Use the right tool for the right job.
3. Examine each tool for damage before use and do not use damaged tools.
4. Operate tools according to the manufacturer's instructions.
5. Use personal protection equipment when necessary.
6. Store tools to avoid damage to the tools and injury to you and others.

If you encounter a hazardous situation with a tool that you cannot deal with on your own, immediately bring it to the attention of your supervisor.

Hand Tools

Hand tools are tools that are powered manually. They can include anything from shovels to screwdrivers. The main hazards posed by hand tools are from improper use and improper maintenance. For example, if a wooden handle on a shovel is cracked, it can snap during use and cause injury.

Safe tool handling requires common sense, on-going tool maintenance, and paying attention to what you are doing.

- Wear appropriate personal protective equipment for the job such as safety goggles and gloves.
- Choose the right tool for the job and examine each tool before use.
- Do not use a wrench if the jaws are sprung to the point that slippage occurs.
- Direct the motion of saw blades, knives, and other tools away from yourself and people.
- Keep tools sharp. Dull tools are more hazardous than sharp ones.
- Avoid "mushrooming" the heads of impact tools like chisels or wedges.

Power Tools

Power tools are classified by their power source: electric, pneumatic, liquid fuel, hydraulic, etc. To avoid accidents when using power tools, observe the following general precautions:

- Never carry a tool by the cord or hose.
- Never yank the cord or the hose to disconnect it from the receptacle.
- Keep cords and hoses away from heat, oil, and sharp edges.
- Disconnect tools when not using them, before servicing and cleaning them, and when changing accessories such as blades, bits, and cutters.
- Keep all people not involved with the work at a safe distance from the work area.

Chapter 10 - Hand and Power Tools

- Secure work with clamps or a vise, freeing both hands to operate the tool.
- Avoid accidental starting. Do not hold fingers on the 'on' switch while carrying a plugged-in tool.
- Maintain tools with care. Keep them sharp and clean for best performance.
- Follow instructions in the user's manual for lubricating and changing accessories.
- Be sure to keep good footing and maintain good balance when operating power tools.
- Wear proper apparel for each task. Loose clothing, ties, or jewelry can catch in moving parts.
- Remove all damaged tools from use and tag them: "Do Not Use".

Electric Tools

Electric tools must have a three-wire grounded cord and be plugged into a grounded receptacle. Three-wire cords contain two current-carrying conductors and a grounding conductor. Any time an adapter is used to accommodate a two-hole receptacle, the adapter wire must be attached to a known ground. ***The third prong must NEVER be removed from the plug. If the grounding prong is missing and the tool shorts out and charges the outer case, you could be electrocuted!***

Electric shock dangers from power tools and other sources are discussed in detail in the section titled *Electric Shock*. In general, follow these rules when working with electric tools:

- Never carry a tool by the cord.
- Never yank the cord to disconnect it from the receptacle.
- Operate electric tools within their design limitations.
- Use gloves, eye protection, and appropriate footwear.
- Store electric tools in a dry place when not in use.
- Do not use electric tools in damp or wet locations unless they are approved for that purpose.
- Keep work areas well lighted.
- Ensure that cords from electric tools do not present a tripping hazard.
- When working in wet areas, plug electric tools into a GFI (ground fault interrupter). Plug the GFI into a grounded circuit.
- When drilling slabs or foundations during a termite treatment, **always** plug your drill into a GFI.
- When using a high torque drill, position yourself so that if the bit becomes stuck your hands or your body will not be smashed or pinned against a wall.

Chapter 10 - Hand and Power Tools

Liquid Fuel Tools

Fuel-powered tools are usually operated on gasoline. The most serious hazard you face when using fuel-powered tools comes from fuel vapors. They can burn, explode, or poison you when you breathe them. Be careful when handling, transporting, and storing gas or other fuel. Keep away from fire, heat, and sparks. Store fuel only in approved flammable liquid containers.

Before refilling a fuel-powered tool tank, shut down the engine and allow it to cool to prevent accidental ignition of hazardous vapors. When you use a fuel-powered tool inside a closed area, make sure there is good ventilation or use air-supplying respirators to avoid breathing carbon monoxide. Make sure fire extinguishers are available in the area.

Jacks

All jacks, including lever and ratchet jacks, screw jacks, and hydraulic jacks, must have a stop indicator. Do not exceed the stop limit. Also, the manufacturer's load limit must be permanently marked in a prominent place on the jack. **DO NOT** exceed it.

Do not use a jack to support a lifted load for any extended period. Once the load has been lifted, immediately block it with a jack stand or other firm and stable support.

To set up a jack, make certain of the following:

- The base of the jack rests on a firm, level surface.
- The jack is correctly centered.
- The jack head is in contact with a level surface.
- The lift force is applied evenly.

Put a block under the base of the jack when the foundation is not firm. Place a block between the jack cap and the load if the cap might slip.

Proper maintenance of jacks is essential for safety. Lubricate your jack regularly, and inspect it at least once every 6 months. If a jack is subjected to abnormal loads or shock, inspect it before use and immediately thereafter.

WEEKLY TRAINING SESSION

Collection Call/Activity Tracker

The Collection Call/Activity Tracker Disposition Sheet is a new tool designed to consolidate collection activity into one set of organized data. This tool is located on the Intranet under the icon Collection Tracker.



This form will be used for all outbound and inbound collection calls and any collection emails. All Administrative Team members should click the Collection Tracker icon on the intranet at the start of their day and proceed to the 'Start Now' button to begin tracking all collection activity.



The tracker automatically identifies the person logged on to the Intranet. The team members will fill in the following areas:

- Service Center
- Customer Account Number
- Collection Activity
- Email (for email collection activity only)
- Type of Interactions (more than one can be selected)
- Outcome
- Amount Collected (if Collected is the outcome)
- Promise to Pay Date (if Promise to Pay is the outcome)



WEEKLY TRAINING SESSION

Collection Call/Activity Tracker

When the form is filled out in its' entirety, team members will click Submit then 'Submit another response' on the next page to return to the tracker.

The data will automatically be stored in an excel spreadsheet that will allow for full transparency into collection activity for executive leadership. Regional Administrative Assistants will be able to pull data to reconcile to Debit Management, 7-Day QA Collection Calls, Customer Contact, and Declined Auto Pay Reports making this process a functional tool for leadership.

The mandatory use of this tool begins Monday 8/3/2026. Feel free to reach out to admintraining@masseyservices.com with any questions.

Introduction

Residual dusts are used in our pest prevention program to help minimize indoor crawling pests. Per protocols they are used indoors on the initial service, indoors on extra services, and outdoors whenever appropriate. This paper clarifies characteristics of the dusts Massey has chosen to use and where and when it is appropriate to use them.

Brands

Boractin, Drione and DeltaDust have been selected for use in our programs because they are lowest in hazard of the competing dusts, and longest in effectiveness and activity. A closer look at each dust will help us in deciding when and where to apply them.

Active Ingredients

Boractin is a dust composed of 99% boric acid. Boric acid is an inorganic substance that is slightly soluble in water. It is a naturally occurring substance found in the environment. It has an oral LD50 of 3040 mg/kg. Slightly moistened Boractin may mildly pit or dissolve marble and other soft natural rock and it will burn or kill sensitive plants.

Drione is a slightly finer grade dust composed of 1% pyrethrins (extracted from chrysanthemum flowers), 10% technical piperonyl butoxide (a man-made synergist that activates the pyrethrins), 40% amorphous silica gel (crushed extract from quartz and sands), and 49% other ingredients including some refined petroleum distillates to allow easier flow of the dust through equipment. The oral LD50 exceeds 5000 mg/kg.

DeltaDust contains .05% deltamethrin, a man-made pyrethroid. The oral LD50 is 5050 mg/kg.

Modes of Action

Boractin is a slow acting contact and stomach poison against many insects. The Boric Acid is ingested when the insects clean their legs and antennae and it is also absorbed through the cuticle when walking over the dust. Depending upon the amount of dust contacted and length of exposure, death of the pest will occur in about 1-10 days. Boractin is very low in repellency and may remain active for a year or even longer in undisturbed areas.



Drione is faster acting than Boractin because of the pyrethrins. Pyrethrins agitate the insects' breathing systems. This causes them to run frantically away in search of "fresh air". The silica clings to the waxy insect coating and dries out (= desiccates) the insect. Because insects are very susceptible in tiny changes in their internal moisture content, it is the silica which causes death after from 2-40 hours after contact. Drione is moderate in repellency and in dry areas will last at least 6 months.

DeltaDust is in between Borid and Drione as far as a timed death and in dry areas should stay active for at least 8 months. Deltamethrin is a man-made pyrethroid with similar but more powerful activity than the pyrethrin in Drione. It not only can agitate a colony of carpenter ants, but also will rapidly kill them by more readily attacking their nervous systems. Deltadust does not have the desiccation power of Drione. DeltaDust is only moderate in repellency. **It will not dissolve in water.** Because of this fact it can be transferred to non-target locations if it ever mixes with liquids! For this reason, it should always be directed into areas where water will not carry away the dust.

Dust Mixtures

Even though in the past dusts were occasionally mixed, this practice is not in any of our present protocols.

Application Tips

The B&G 2-quart duster: The purpose of dusting into the eaves is to place a residual dust just inside the vents so that ants, roaches, and any crawling insects that use this avenue will have to crawl over the dust. This can best be accomplished by placing the end tip of the duster flush to the underside screen of the eaves and puffing straight up once or twice. The plume of dust will rise inside and settle to provide a circular area a few feet surrounding where you injected it. Then you can move down a few feet to continue this process in this area around the entire perimeter. Wear at least a dust mask whenever dusting directly above yourself. Make sure to wipe any white visible dust marks off of the eaves.



Eaves can be dusted from below like this or by walking around the perimeter of the attic if it is easier.

The White Crusader (now called the J.T. Eaton Duster): This hand duster has been chosen for its effectiveness, versatility and low cost. Fill it only about 2/3 full to allow for room within the duster to create a fine cloud of dust when held with the rubber cap facing down. This means that normal dusting should be performed with the long silver tip held exiting the **top** of the dusting chamber like in the photo.



This aids in the flow of the dust and prevents jamming of the tip. Notice the small brass tip that screws into the back end. This can be unscrewed and pulled out to provide a cleaning wire to insert into the tip in case it jams in order to free up caked dust. Always avoid using or storing the dusters around water or moisture. When filling the duster during a rain, try to keep the opened duster and dust container both completely dry under the topper to prevent caking the dust.

Final Dusting Tips:

- **Never allow visible dust to remain in the open...**always clean up excess spills. Either wipe up excess dust with a rag, vacuum, or brush it back into nearby cracks or crevices. **When you leave, the customer should not be able to notice any dust behind the refrigerator, on window sills, or in any other open areas!**

- Dust avenues that you think will regularly be used by pests in and around the home that are inaccessible and away from food, kids, and pets.
- All avenues such as pipes and conduits entering the home from the exterior should be sealed once dusted.
- Remember not to dust on or near plants with Boractin since it may weaken or kill plants! Boractin can also do acidic damage to backs of mirrors and fine wallpapers!
- Prolonged skin contact with dusts can dry out your skin and over a long period may cause skin sensitivity, so appropriate gloves as dust labels dictate when dusting.
- Never dust into electrical appliances...i.e. even the separate apparently detached housing for the handle of a microwave can still vent into the unit!
- Open dusting for fleas on old wood floors or under sofa pads is not advised. See the Technical Director if flea prevention is not effective.
- Make sure that your use is consistent with label directions, preferably always in inaccessible areas. Even though a label may allow “under stored boxes”, a stored box can easily be moved away to reveal the dust, so be cautious!
- Remember that when dusting wall sockets to wait a week and return to do this if pharaoh ants or other ants requiring wall void baiting are initially treated.
- Try and apply light deposits...they are usually more effective than heavy ones.
- FOLLOW ALL LABEL DIRECTIONS!

Name _____

Date _____

PRE & POST TEST

1. Three dusts just discussed approved for use in Massey's Pest Prevention Program are: _____, _____, & _____.
2. T or F All 3 of these dusts can dissolve in water to some degree.
3. T or F The oral LD 50 of each of the dusts exceeds 3000 mg/kg.
4. Place the name of the best choice of the 3 dusts to be used in the following scenarios:
 - a) _____ should work longest for roaches under the pantry cabinetry.
 - b) _____ should work best to flush out a nest of carpenter ants under and behind a warm dry water heater.
 - c) _____ should be most effective when drilled and injected behind a baseboard area that has minor periodic water absorption from outdoor rains.
5. _____ is the least repellent dust.
6. _____ dust is most likely to kill plants.
7. _____ is the most toxic of the 3 dusts.



PRE & POST TEST ANSWER KEY

1. The three dusts approved for use in pest prevention are: Boractin,
Drione, & Deltadust.
2. T or F All 3 of these dusts can dissolve in water to some degree.
3. T or F The oral LD 50 of each of the dusts exceeds 3000 mg/kg.
4. Place the name of the best choice of the 3 dusts to be used in the following scenarios:
 - a) Boractin should work longest for roaches under the pantry cabinetry.
 - b) Drione should work best to flush out a nest of carpenter ants under and behind a warm dry water heater.
 - c) Deltadust should be most effective when drilled and injected behind a baseboard area that has minor periodic water absorption from outdoor rains.
5. Boractin is the least repellent dust.
6. Boractin dust is most likely to kill plants.
7. Boractin is the most toxic of the 3 dusts.



Peridomestic Cockroaches



Cockroach Biology

- Undergo gradual metamorphosis
- Lay eggs within an ootheca which protects them from predators, pesticides, heat, etc
- Pronotum which covers the thorax and part of the head (helps in identifying the species)
- Prefer a moist environment near/in cracks & crevices
- Most active at night
- Daytime sightings mean high population

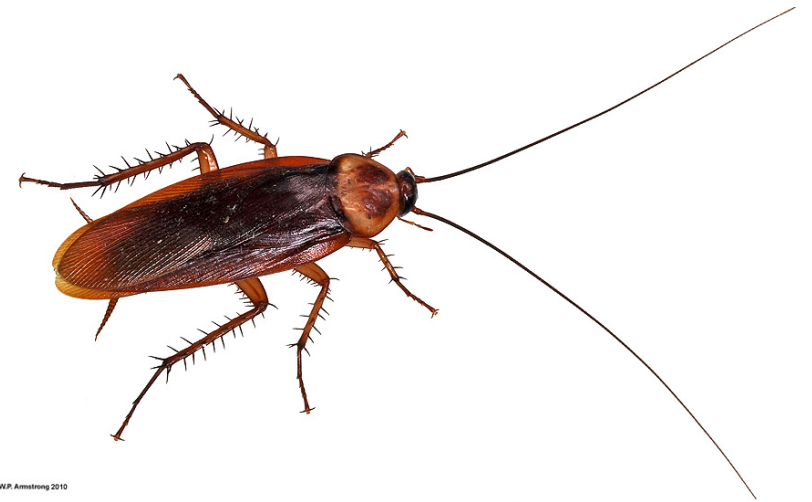


Common Peridomestic Cockroaches

- Peridomestic cockroaches: main habitat is outdoors, but can be found indoors if conditions permit
- Domestic cockroaches: main habitat is indoors: German cockroaches
- Species of Common Peridomestic Cockroaches
 - American
 - Australian
 - Brown
 - Florida Woods
 - Smoky-brown
 - Oriental
 - Asian
 - Surinam
 - Cuban

American Cockroach

- Largest of the common roach species: 1 ½ " or longer
- Reddish brown with pale yellow border around pronotum
- strong fliers; well developed wings, longer than body
- Living Environment
 - Dark, moist areas
 - Mulched areas around trees/shrubs/plants
 - Leaf piles/clogged gutters
 - Common in sewers
 - Indoors: bathrooms, floor drains, pipe chases



American Cockroach

- Will feed on almost anything, prefer decaying organic matter
- Public health problem due to association with human waste and disease
- Aesthetically displeasing because they can soil items with their excrement and regurgitation



American Cockroach

- Female will produce 9-10 oothecae in her lifetime
- 14-16 eggs/ootheca
- Life cycle requires ~600 days from egg to adult



Australian Cockroach

- About 1 ¼" long
- Reddish brown body, long wing; strong fliers
- Prominent yellow stripes on forward edge of forewing
- Dark spot in middle of pronotum
- Older nymphs marked with distinct splotches of yellow on dorsal sides of thorax and abdomen
- Younger nymphs are black with white stripe in middle of the body and white tips on the antennae



Australian Cockroach

- Outdoors, they can be found
 - under the bark of trees
 - leaf litter
 - in firewood piles
 - in locations with moisture
- Indoor habitats include
 - Around water pipes, sinks, toilets
 - Cabinets
 - Warm, dark areas in the structure



Australian Cockroach

- Female produces 20-30 ootheca in her lifetime
- Each ootheca contains ~24 eggs
- Life cycle requires ~1 year from egg to adult



Smoky-Brown Cockroach

- Slightly longer than 1"
- Uniform mahogany color
- Wings longer than body
- Usually feed on plant material; leaf litter, around shrubs, wood piles, etc
- Can be found indoors in garages, attics, crawlspaces



Smoky-Brown Cockroach

- Female will produce ~17 oothecae in a lifetime
- ~20 eggs/ootheca
- Life cycle requires 320 days from egg to adult
- Younger nymphs are black with white stripe across body and white tip on antennae



Oriental Cockroach

- 1 inch long
- Dark brown, nearly black bodies with greasy sheen
- Small functionless wings
- Feed on decaying organic matter
- Can be found in dark, damp places
 - Mulched areas, leaf litter
 - Crawlspace, garbage and trash dumps
 - Sewers
 - Floor drains, around indoor plumbing areas



Oriental Cockroach

- Female will produce ~8 ootheca in her lifetime
- Each ootheca will have ~16 eggs
- Life cycle takes approximately one year from egg to adult



Asian Cockroach

- Identical to German roach in size and color
- Asian roach adults have wings that cover well past the end of the abdomen
- German roaches have wings that just cover to the tip of the abdomen
- Infests thatch in lawns, leaf litter and ground covers
- Strong fliers
- Attracted to light



Asian Cockroach

- Female will produce 5-6 ootheca in her lifetime
- ~38 eggs/ootheca
- Deposits ootheca in ground cover
- Egg capsule carried by Asian roach covered by wings, but not in the German roach



Brown Cockroach

- Often mistaken for American Roach; but body is broader
- Dark, reddish brown color
- Found in hot, humid areas
- Prefers plant material for food
- Likes palm trees and leaf litter
- Can be found indoors in food-storage areas
- Life cycle average of 224-340 days from egg to adult





Brown Cockroach



American Cockroach

Florida Woods Cockroach

- 1 1/8 inch long
- Solid color: Dark reddish brown to black in color
- Very Broad: about 1 inch wide
- Adults are wingless
- Live outdoors in moist woodsy areas
 - under bark of dead trees, in loose litter, woodpiles, etc.



Cuban Cockroach

- About 1 inch long
- Adults are light green
- Nymphs dull brown
- Survives only in tropical/sub-tropical areas
- Found in dense, low vegetation and rotting palm tree trunks
- Attracted to lights at night



Surinam Cockroach

- 1" long
- Yellow front edge on pronotum
- Pronotum is black
- Mainly found outdoors
- Burrow into loose soil, litter
- Feed on plants



Treatment of Peridomestic Cockroaches

- Proper identification
- Effective inspection
 - Seek out harborage areas on the exterior and interior
 - Identify conducive conditions and avenues of entry
- Treatment Indoors
 - Dust wall voids (interior) and areas where utility wires enter structure, and other cracks and crevices where roaches may harbor
 - Advion Insect Granular or Intice Granular can be applied to crawlspaces and attics
 - Seal cracks and crevices with caulk after dusting
- Treatment Outdoors
 - Rake back excessive mulch to eliminate direct access to structure
 - Broadcast granular bait in mulched areas, around bases of trees and wood and debris piles
 - Spot treat with a residual such as Temprid surrounding windows and entrances





Peridomestic Cockroaches





WEEKLY TRAINING SESSION



August Application Procedures

Topic Category: Lawn

Recordable Verifiable Training Hours: 1.5

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

Length of lesson: Approx 1 Hour and 30 minutes.

Materials needed:

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

Training Guidelines:

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Hand out the Verifiable Training Record Form (VTRF)
- Begin the meeting by defining the training topic and handing out the Pre-test
- Distribute and review the training materials on August Application Procedures
 - Allow the Team Members to complete the Pre-test as the application information is discussed.
 - Encourage active participation from all Team Members
 - Ask probing questions to discuss key points.
 - Read and answer questions from the test and have the Specialists write in their answers.
 - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
 - Collect the pre-test and discard.
- Hand out the Post-tests. When complete, have each Specialist pass their test to another Specialist for grading.
- Grade the tests as a group and discuss the answers.
- Collect the tests
- Take all Specialists to the pre-measured shrub bed area. Apply the 6 pounds of 12-0-14 to the shrub bed area so they get an idea of how much fertilizer is being applied to all regular shrub care services.
- End the training session.
- Record the post test scores on the VTRF for each Team Member.
- Place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Massey University.



WEEKLY TRAINING SESSION



August Application Procedures

Name _____ Date _____

PRE & POST TEST

- 1) The fertilizer applied to all St Augustine regular customers is
 - a) 33-0-16 at 1 pound per 1000 sq. ft.
 - b) 33-0-16 at 1 pound plus 0-0-1 at 18 ounces per 1000 sq. ft.
 - c) 0-0-1 at 18 ounces per 1000 sq. ft.
 - d) 0-0-1 at 18 ounces per 1000 sq. ft plus TerraCentrle at 0.09 oz per 1000 sq. ft.
- 2) T or F Arena Droptank Slurry and Acelepryn Droptank Slurry is used as a liquid broadcast insecticide application for all new and regular customers in all grass types except Centipede.
- 3) T or F All weeds in St. Augustine lawns is treated with 3 ounces of Auguzine added to 2 ounces of SBM2 per 1000 sq. ft.
- 4) The fertilizer applied to Centipede starts is
 - a) 20-0-6 Straight at 4 pounds per 1000 sq. ft.
 - b) 0-0-3 with Atrazine at 5 pounds per 1000 sq. ft.
 - c) 0-0-1 at 18 ounces per 1000 sq. ft. and TerraCentrle.
 - d) 0-0-1 at 36 ounces per 1000 sq. ft.
- 5) T or F SBM2 can be mixed with Sedge Hammer.
- 6) T or F No insecticide is applied to grass types other than St. Augustine unless insect problems are found.
- 7) Annual aerations are fertilized with
 - a) 0-0-20 at 4 pounds per 1000 sq. ft.
 - b) Granular Sulfur at 4 pounds per 1000 sq. ft.
 - c) Either 0-0-3 at 5 pounds or Granular Sulfur (depending on the soil pH) at 4 pounds, per 1000 sq. ft.
 - d) None of the above.
- 8) Crabgrass and Doveweed in Bermuda or Zoysia grass is treated with
 - a) Drive XLR8 + Methylated Seed Oil.
 - b) Drive XLR8, Methylated Seed Oil and Trimec Bentgrass
 - c) Dismiss South with Celsius
 - d) SBM2 with Auguzine
- 9) T or F Every shrub on the property should be sprayed with the I&D Slurry.
- 10) T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



August Application Procedures

PRE & POST TEST ANSWER KEY

- 1) The fertilizer applied to all St Augustine regular customers. is
 - a) 33-0-16 at 1 pound per 1000 sq. ft.
 - b) 33-0-16 at 1 pound plus 0-0-1 at 18 ounces per 1000 sq. ft.
 - ☒ c) 0-0-1 at 18 ounces per 1000 sq. ft.
 - d) 0-0-1 at 18 ounces per 1000 sq. ft plus TerraCentrle at 0.09 oz per 1000 sq. ft.
- 2) T or ☒ F Arena Droptank Slurry and Acelepryn Droptank Slurry is used as a liquid broadcast insecticide application for all new and regular customers in all grass types except Centipede.
- 3) ☒ T or F All weeds in St. Augustine lawns are treated with 3 ounces of Auguzine added to 2 ounces of SBM2 per 1000 sq. ft.
- 4) The fertilizer applied to Centipede starts is
 - a) 20-0-6 Straight at 4 pounds per 1000 sq. ft.
 - b) 0-0-3 with Atrazine at 5 pounds per 1000 sq. ft.
 - c) 0-0-1 at 18 ounces per 1000 sq. ft. and TerraCentrle.
 - ☒ d) 0-0-1 at 36 ounces per 1000 sq. ft.
- 5) T or ☒ F SBM2 can be mixed with Sedge Hammer.
- 6) T or ☒ F No insecticide is applied to grass types other than St. Augustine unless insect problems are found.
- 7) Annual aerations are fertilized with
 - a) 0-0-20 at 4 pounds per 1000 sq. ft.
 - b) Granular Sulfur at 4 pounds per 1000 sq. ft.
 - ☒ c) Either 0-0-3 at 5 pounds or Granular Sulfur (depending on the soil pH) at 4 pounds, per 1000 sq. ft.
 - d) None of the above.
- 8) Crabgrass and Doveweed in Bermuda or Zoysia grass is treated with
 - a) Drive XLR8 + Methylated Seed Oil.
 - b) Drive XLR8, Methylated Seed Oil and Trimec Bentgrass
 - ☒ c) Dismiss South with Celsius
 - d) SBM2 with Auguzine
- 9) T or ☒ F Every shrub on the property should be sprayed with the I&D Slurry.
- 10) ☒ T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

AUGUST 2026 LANDSCAPE APPLICATIONS

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

Lawn Care Accounts

1. St. Augustine
 - a. New Customers
Apply **5** ounces of 0-0-3 **with Acelepryn** per 1000 sq. ft.
 - b. Regular Customers (All Service Centers except Alachua County)
Apply **18** ounces of 0-0-1, **1** ounce of Bifenthrin, **0.32** ounces of PBO-8, and **0.6** ounces of Imidacloprid per 1000 sq. ft.
 - c. Regular Customers (Alachua County)
Apply **18** ounces of 0-0-1, **1** ounce of Bifenthrin, **0.32** ounces of PBO-8, **0.09** ounces of TerraCentrle, and **0.6** ounces of Imidacloprid per 1000 sq. ft.

Be very careful of staining with these mixtures!

All broadleaf weeds in St. Augustine lawns must be spot treated with the SBM2 Slurry at **2** ounces of pre-mixed material **plus 3** ounces of Auguzine per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. These materials should be mixed in the following manner: Add half of the measured water into the backpack sprayer. Measure the SBM2 add it to the water and agitate. Measure the Auguzine, add it to the water and agitate. Add the other half of the measured water and agitate. Do not allow concentrate SBM2 to touch the concentrate Auguzine or the two materials will coagulate. This combination will control Doveweed. Do not use on Bahia grass! This will KILL Bahia.

2. Zoysia
 - a. New Customers (The Villages)
Apply 20-0-6 **+Sulfur** at **5** pounds per 1000 sq. ft. typically, this will be setting 16 with the Lesco Calibration tool.
 - b. New Customers (All Service Centers except The Villages)
Apply 0-0-3 (Straight) at **5** pounds per 1000 sq. ft.
 - c. Regular Customers (All Service Centers except Orange County)
Apply **18** ounces of 0-0-1, **1** ounce of Bifenthrin, **0.32** ounces of PBO-8, and **0.6** ounces of Imidacloprid per 1000 sq. ft.
 - d. Regular Customers (Orange County)
Apply **18** ounces of 0-0-1, **1** ounce of Bifenthrin, **0.32** ounces of PBO-8, **0.09** ounces of TerraCentrle, and **0.6** ounces of Imidacloprid per 1000 sq. ft.

Be very careful of staining with these mixtures!_



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

AUGUST 2026 LANDSCAPE APPLICATIONS

If Tuttle Mealy bugs are found in zoysia at the time of new or regular service, spot treat them with Permethrin SFR (Tengard SFR) at 0.8 ounces per 1000 sq. ft. with the backpack sprayer using the 8020E spray tip.

3. Bermuda

- a. New Customers (All Service Centers) and Regular Customers (All Service Centers except Orange and Hernando Counties)
Apply 0-0-3 (Straight) at 5 pounds per 1000 sq. ft.
- b. Regular Customers (Hernando County)
Apply 18 ounces of 0-0-1, 1 ounce of Bifenthrin, 0.32 ounces of PBO-8, and 0.6 ounces of Imidacloprid per 1000 sq. ft.
- c. Regular Customers (Orange County)
Apply 18 ounces of 0-0-1, 1 ounce of Bifenthrin, 0.32 ounces of PBO-8, 0.09 ounces of TerraCentrle, and 0.6 ounces of Imidacloprid per 1000 sq. ft.

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

4. Centipede

- a. New Customers
Apply 5 pounds of 0-0-3 with Barricade per 1000 sq. ft.
- b. Regular Customers
Apply 18 ounces of 0-0-1, 1 ounce of Bifenthrin, 0.32 ounces of PBO-8, and 0.6 ounces of Imidacloprid per 1000 sq. ft.
Be very careful of staining with this mixture!

Broadleaf weeds in Centipede are spot treated with 0.75 ounce of Change Up Herbicide per gallon of water, using the backpack sprayer and the 11010-spray tip.

5. Bahia

- a. New Customers
Apply 18 ounces of 0-0-1, 1 ounce of Bifenthrin, 0.32 ounces of PBO-8, and 0.6 ounces of Imidacloprid per 1000 sq. ft.
Be very careful of staining with this mixture!
- b. Regular Customers
Apply 0-0-3 (Straight) at 5 pounds per 1000 sq. ft. typically, this will be setting 16 with the Lesco Calibration tool.



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

AUGUST 2026 LANDSCAPE APPLICATIONS

Broadleaf weeds in **Bahia** are spot treated with **0.9** ounce of Change Up Herbicide per gallon of water, using the backpack sprayer and the 11010-spray tip.

Do not use Change Up on St. Augustine or Seashore Paspalum grass; severe injury or death will occur. Use a separate backpack dedicated for this use.

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

3. Annual and New Aeration

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

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

Make sure to use your sidewalk guard properly around roadways, driveways, sidewalks and bodies of water. Maintain a 3-15 foot ring of responsibility (depending on the local ordinance) near all waterbodies. Remember blowing off the roadways, sidewalks, and driveways is required after all granular fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer. Blow off any landscape curbing as well to avoid staining.

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

If chinch bugs are found at the time of a tree/shrub, request, or proactive service, spot treat them with **2** ounces of the Arena Spot Treatment Slurry with the backpack sprayer using the 8020E spray tip.

Shrub Service

Certain shrubs (see the list below) are treated with the I&D materials on a preventative basis for insect and disease. Most shrubs are treated on an as needed basis only. **Do not treat**



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

AUGUST 2026 LANDSCAPE APPLICATIONS

every shrub on the property. This is not necessary or beneficial.

a. New Customers (All Service Centers)

Apply at 6 pounds of 0-0-3 per 1000 sq. ft. Keep this material off concrete surfaces. Perform insect and disease treatment as prescribed below.

b. Regular Customers (All Service Centers except Alachua County)

Apply at 6 pounds of 0-0-3 per 1000 sq. ft. Keep this material off concrete surfaces. Perform insect and disease treatment as prescribed below.

c. New and Regular Customers (All Service Centers)

Use 2 ounces of our Insect and Disease Slurry with Armada per 10 gallons of water.

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

- Viburnum
- **Azalea
- Crape myrtle
- Camellia
- **Gardenia
- Sago
- Pittosporum
- Indian Hawthorne
- Holly
- **Knock-Out Roses

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

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

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

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

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

Specimen Palm Quarterly Injection Service

Treatment for Palm Leaf Skeletonizers, Mites and other palm damaging insects is performed in June, July, and August using Ace-jet. Mix Ace-jet at one 15-gram packet per 100 milliliters of water and inject at 5 milliliters per inch of trunk diameter. This treatment will also control Palm Bud Weevils. Notice that protective eyewear is a PPE requirement.

If nutrition or disease is a concern for a new customer, either Phospho-jet or Palm-jet may also be performed at the time of initial service. See GreenUP Protocol – Specimen Palm Quarterly Injection

**AUGUST 2026 LANDSCAPE APPLICATIONS**

Service for complete details.

Do a quality job on every application. Thorough inspections and perfect applications for CHINCH BUGS and SOD WEBWORMS, always being mindful of the 5 key principles and great communication with the customer to provide long-term sustainable solutions as well as perfect measuring, perfect calibration and perfect walking speed is what is needed to keep our customers happy to prevent service calls, cancellations, and claims.

Be mindful of any new sod installed by us or our customers over the next two months, ensure the new sod protocols are followed precisely, as pests at this time of year can quickly kill new sod.



What We Do and What to Expect – August 2026 Landscape Applications

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

New and Regular Lawn Care Services – All grass types

What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Liquid Broadcast application of micro-nutrients and TerraCentle.	This application will provide a potassium and chelated magnesium, manganese and iron to enhance and maintain good color and growth. It also includes beneficial microbes, Humic acid, and kelp extract to enhance soil health and root development.	An improvement in the color of the lawn will be achieved in about 2 to 5 days. Soil health will also improve over the next 30 days.	“This application will help enhance and maintain good color and growth. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Liquid Broadcast application for the prevention and control of lawn damaging insects	All St. Augustinegrass properties are treated for the prevention and control of lawn damaging insects such as sod webworms, chinch bugs, grubs, and mole crickets.	The primary purpose of this application is to prevent lawn damaging insects from becoming a problem. If chinch bugs are present at the time of treatment, they will stop feeding immediately after treatment and control will be achieved over a 10 to 14 day period.	“Your lawn was treated to prevent lawn damaging insects such as chinch bugs, mole crickets and grubs. Preventative treatments are beneficial because they keep the populations of lawn damaging insects low and reduce the need for reactive treatments and lawn damage.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

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



What We Do and What to Expect – August 2026 Landscape Applications

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

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



What We Do and What to Expect – August 2026 Landscape Applications

Shrub Care Customers			
What We Use	Benefit of the	What To Expect	What to Tell the Customer
Broadcast application of dry fertilizer (New Customers in All Service Centers Customers except Nitrogen Blackout Areas)	This application will provide a substantial amount of organic material, potassium and minor elements to help achieve summer growth.	The growth and color of the shrubs should improve in 10 to 14 days.	“This fertilizer application will help enhance the color and stimulate new growth of your shrubs. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Foliage application (as needed) of liquid insect and disease control materials. (New and Regular Customers)	The insect and disease control materials provide both contact and system control of shrub damaging insects and diseases.	Shrubs that either have or are prone to have insect and disease problems are treated. The application will provide control of soft bodied insects such as aphids and lace bugs within 2 to 4 days. Scale insects will require 2 to 3 weeks for control. Fungal leaf spots will be suppressed. Keep in mind that leaves that have been damaged by insects or disease do not turn green after control has been achieved. Damaged leaves will need to be trimmed off to achieve visual benefits.	“This application will provide control of existing insects and foliar diseases. Leaves previously damaged will need to be trimmed off to simulate new growth to cover up the damage. Follow-up treatments may be required for certain insect and disease problems.”

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

What We Do and What to Expect – August 2026 Landscape

Primary Landscape Issues in August

The fertilizer we are applying for regular service in all grass types in All Service Centers is the 0-0-1, which contains Humic acid, seaweed extract, magnesium and chelated iron and manganese. The Humic acid and seaweed extract is proven to enhance rooting. Chelated sources of iron and manganese protect the iron and manganese from becoming insoluble to keep it available to the plant.

Preventative applications for chinch bugs and other lawn damaging insects continue for all new and regular customers. These treatments are designed to prevent and control damage from chinch bugs, sod webworms, mole crickets, Tuttle Mealybugs, and grubs.

The primary insect threat we have is chinch bug damage in St. Augustine turf. Our regular service applications are very important to keep the chinch bug populations from getting to levels that will cause turf damage. If the chinch bugs are not controlled at this time, we could have extensive damage and a more difficult time controlling them for the rest of the year. Treatments must be absolutely perfect. If activity is found, a pro-active inspection must be set for 10 to 14 days after treatment to ensure the chinch bugs are dead.

Tuttle Mealy Bug activity may start to become a problem in zoysia grass at this time of year. Be on the lookout for areas that resemble drought damage/stress. Purpling and reddling leaf tissue is an indicator, as well as the white cottony material within the leaf sheaths, along with sooty mold. Proper treatment is critical for control. Be mindful that the leaves do not green back up once discolored, but will be removed with proper mowing and replaced with healthy new growth once we control the pest.

At this time of the year, the vast majority of adult mole cricket eggs have hatched, but the mole crickets are too small to see noticeable damage. If mole crickets are in great enough numbers turf, damage will be seen around the beginning to middle of August.

Sod webworms and other lawn caterpillars are active in many of our service areas. Sod webworms and other lawn caterpillars chew the leaves of the grass and can cause extensive damage in a very short period of time. Fortunately, the damage is superficial and recovers quickly. Lawn Specialists and Inspectors can look for irregular shaped areas of chewed turf. Part the grass on the edge the damage area and look for bright green fecal pellets and caterpillars resting in the thatch.

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

Summer annual weeds will be problematic in areas that have declined for any reason. Doveweed may become a problem, particularly in high moisture areas. Doveweed can be difficult to control and may need special treatment. Investigate and address the reasons for the broadleaf weed problems.

Hot weather increases the plant's demand for moisture. In the absence of rain, watering twice a week is typically **not** sufficient to prevent localized dry spots and potentially damage from drought

What We Do and What to Expect – August 2026 Landscape

stress. At a minimum, spot watering of localized dry areas will be needed. Provide the customer with the information necessary to address this problem and sell our Irrigation Service whenever possible. All customers need this service.

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

In the very southern markets, SCMV/LVN may begin to appear in late August. There is no treatment or cure for SCMV/LVN, and we need to document the virus when it is encountered on our visits and communicate with our customers about its presence. Remember that SCMV/LVN is most efficiently transmitted by mechanical means. Lawn mowers, line trimmers, and other equipment can transfer clippings and sap containing the virus from lawn to lawn. Areas of infected turf will have a brownish rust colored hue in irregular patches. Upon closer inspection the mosaic pattern of tissue damage will be observed on the leaves.

August is a great time of year for Landscape, renovation, and irrigation Sales. Opportunity is everywhere. Our customers and potential customers need our help and expertise. Take advantage of the opportunity! Help people have the landscape they always wanted, have fun doing it and make a lot of money. This is a win-win for everyone. So..... **SELL, SELL, SELL AND SERVICE, SERVICE, SERVICE! SELL AND SERVICE YOUR BRAINS OUT!**

August Application Procedures

Topic Category: Lawn

Recordable Verifiable Training Hours: 1.5

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

Length of lesson: Approx 1 Hour and 30 minutes.

Materials needed:

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

Training Guidelines:

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



WEEKLY TRAINING SESSION



August Application Procedures

Name _____ Date _____

PRE & POST TEST

1. The fertilizer applied to Landscape Bermuda or Zoysia new and regular customers is the
 - a. 32-5-7 Straight at 4 pounds per 1000 sq. ft.
 - b. 32-5-7 plus Pendimethalin at 4 pounds per 1000 sq. ft.
 - c. 20-0-6 Straight at 4 pounds per 1000 sq. ft.
 - d. 20-0-6 plus Pendimethalin at 5 pounds per 1000 sq. ft.
2. T or F Shrub care service is also provided to new Monthly Landscape services.
3. T or F Shrub care service is provided to regular Monthly Landscape services.
4. The fertilizer applied to Monthly Landscape starts and regulars with Tall Fescue is the
 - a. Limelight ProCal at 5 pounds per 1000 sq. ft.
 - b. Limelight ProCal at 4 pounds per 1000 sq. ft.
 - c. Granular Iron at 3 pounds per 1000 sq. ft.
 - d. Granular Iron at 4 pounds per 1000 sq. ft.
5. The fertilizer applied to Tall Fescue Every Other Month new customers is the
 - a. Limelight ProCal at 5 pounds per 1000 sq. ft.
 - b. Limelight ProCal at 4 pounds per 1000 sq. ft.
 - c. Granular Iron at 3 pounds per 1000 sq. ft.
 - d. Granular Iron at 4 pounds per 1000 sq. ft.
6. T or F New Every Other Month Lawn Care customers with Tall Fescue receive the same treatment as regular Monthly Landscape customers with Tall Fescue.
7. T or F Sedge is treated in Tall Fescue with ProSedge SLURRY.
8. T or F Annual aerations are fertilized with Limelight ProCal at 5 pounds per 1000 sq. ft.
9. T or F Crabgrass is treated in Bermuda, Zoysia and Tall Fescue with Drive XLR8 plus Methylated Seed Oil.
10. T or F Our Shrub fertilizer is the 12-2-14, which is applied to new Monthly Landscape customers this month at 6 pounds per 1000 sq. ft.
11. T or F Every shrub on the property should be sprayed with the I&D Slurry.
12. T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.

August Application Procedures

PRE & POST TEST ANSWER KEY

1. The fertilizer applied to Landscape Bermuda or Zoysia new and regular customers is the
 - a. 32-5-7 Straight at 4 pounds per 1000 sq. ft.
 - ☒ b. 32-5-7 plus Pendimethalin at 4 pounds per 1000 sq. ft.
 - c. 20-0-6 Straight at 4 pounds per 1000 sq. ft.
 - d. 20-0-6 plus Pendimethalin at 5 pounds per 1000 sq. ft.
2. ☒ T or F Shrub care service is also provided to new Monthly Landscape services.
3. T or ☒ F Shrub care service is provided to regular Monthly Landscape services.
4. The fertilizer applied to Monthly Landscape starts and regulars with Tall Fescue is the
 - ☒ a. Limelight ProCal at 5 pounds per 1000 sq. ft.
 - b. Limelight ProCal at 4 pounds per 1000 sq. ft.
 - c. Granular Iron at 3 pounds per 1000 sq. ft.
 - d. Granular Iron at 4 pounds per 1000 sq. ft.
5. The fertilizer applied to Tall Fescue Every Other Month new customers is the
 - a. Limelight ProCal at 5 pounds per 1000 sq. ft.
 - b. Limelight ProCal at 4 pounds per 1000 sq. ft.
 - ☒ c. Granular Iron at 3 pounds per 1000 sq. ft.
 - d. Granular Iron at 4 pounds per 1000 sq. ft.
6. T or ☒ F New Every Other Month Lawn Care customers with Tall Fescue receive the same treatment as regular Monthly Landscape customers with Tall Fescue.
7. ☒ T or F Sedge is treated in Tall Fescue with ProSedge SLURRY.
8. ☒ T or F Annual aerations are fertilized with Limelight ProCal at 5 pounds per 1000 sq. ft.
9. ☒ T or F Crabgrass, Sedge and Broadleaf weeds are treated in Bermuda and Zoysia with Drive XLR8 plus Methylated Seed Oil.
10. ☒ T or F Our Shrub fertilizer is the 12-2-14, which is applied to new Monthly Landscape customers this month at 6 pounds per 1000 sq. ft.
11. T or ☒ F Every shrub on the property should be sprayed with the I&D Slurry.
12. ☒ T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



GREENUP SERVICE PROTOCOLS NORTH GEORGIA

August 2026 LANDSCAPE APPLICATIONS

Monthly Landscape Accounts

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

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

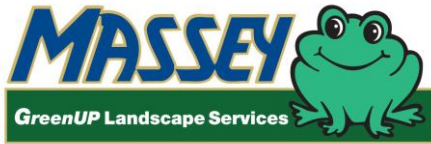
Shrubs that are treated on a preventative basis with every initial and regular service include:

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

The list above may be expanded as needed.

**For the protection of pollinating insects, do not spray the foliage of shrubs that are in full bloom or if pollinators are in the area. If insect problems exist or if preventive insect applications are necessary and pollinators are in the area, perform a drench of the root system with the I&D mixture rather than spraying the foliage. The shrub gun can be used for this purpose; adjust the gun to course spray and treat the ground in the root zone area until puddling occurs.

Drench all Crape Myrtles to prevent aphids. Spray the lower trunk area and drench the ground below. Spraying the foliage of Crape Myrtles will not be necessary when this is done regularly.



GREENUP SERVICE PROTOCOLS NORTH GEORGIA

August 2026 LANDSCAPE APPLICATIONS

Every Other Month Lawn Care Accounts

1. Warm Season Grasses
 - a. New Customers
Apply 4 pounds of 32-5-7 with Pendimethalin per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool.
 - b. Regular Customers
Apply 3 ounces of Ferromec, 1 pound of 46-0-0, and 0.0689 ounces of Spectical Flo per 1000 sq. ft.
2. Cool Season Turf
 - a. New Customers
Apply 3 pounds of Granular Iron per 1000 sq. ft.; typically, this will be setting 14 with the Lesco Calibration tool.
 - b. Regular Customers
Apply 5 pounds of Limelight ProCal per 1000 sq. ft.; typically, this will be setting 16 with the Lesco Calibration tool.

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

All broadleaf and grassy weeds in **Cool Season Turf** must be spot treated with Speed Zone at 1 ounce, Drive XLR8 at 1.32 ounces and Methylated Seed Oil at 0.5 ounces per gallon of water to cover 1000 sq. ft. using the backpack sprayer and the 11010-spray tip.

Sedge must be treated in **Cool Season Turf** with 2 ounces of Prosedge SLURRY per gallon of water using the backpack sprayer and the 11010-spray tip. A proactive treatment may be needed in 30 days to ensure control.

Annual and New Aeration

Inspect and flag the irrigation heads. Take soil pH samples. Aerate all turf areas. Apply Limelight ProCal or 0-0-3 (depending on pH) at 5 pounds per 1000 sq. ft.

All new lawn care customers receive the above application protocols for New Customer Services. A *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular monthly lawn care protocol for the month in which the regular service is performed. Aeration and the Limelight ProCal or 0-0-3 (depending on pH) application is performed the month following the initial treatment for Warm Season grasses or in September or October for Cool Season grasses.

Make sure to use your sidewalk guard properly around roadways, driveways and sidewalks. Remember blowing off the roadways, sidewalks and driveways is required after all granular



GREENUP SERVICE PROTOCOLS NORTH GEORGIA

August 2026 LANDSCAPE APPLICATIONS

fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer. Blow off any landscape curbing as well to avoid staining.

Pre-emergence herbicide applications begin in August to control winter annual weeds. These treatments are vital to our success and must be applied with precision—any missed areas can lead to unwanted weed growth. To ensure accurate mixing and application, every drop tank must have a custom-made measuring stick. Without this, we risk incorrect mix ratios and ineffective coverage. Measuring sticks are essential tools in delivering consistent and thorough service.

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

Be mindful of any new sod installed by us or our customers over the next two months, ensure the new sod protocols are followed precisely, as pests at this time of year can quickly kill new sod.

What We Do and What to Expect – August 2026 Landscape Applications

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

New and Regular Monthly Customers and New EOM Customers with Warm Season Turf

What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Warm Season Turf Granular application of a complete fertilizer with micro-nutrients plus Pre-Emergence Weed Control	This application will provide a substantial amount of nitrogen, phosphorus, potassium and micro-nutrients to provide good health, color and growth. The pre-emergence weed control will begin the prevention of annual bluegrass and other cool season annual weeds.	An improvement in the color and growth of the lawn will be achieved in about 7 to 10 days. Far fewer weeds will emerge in a turf that has been treated with a preemergence herbicide as opposed to one that has not been treated.	“This application will provide a noticeable improvement in color and growth in about 2 weeks and will help prevent annual weeds from sprouting. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	Noticeable results will take 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control material applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”
Inspection for lawn damaging insects and diseases	Lawn damaging insects and diseases can be devastating to turf. Frequent inspection and treatment as needed is crucial in the prevention of turf damage.	Lawn damaging insects and diseases are treated on an as needed basis.	“Your lawn was inspected for lawn damaging insects and diseases. Any problems found are treated on an as needed basis.”

Warm Season Turf – Regular EOM Landscape Customers

What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Liquid Broadcast application of micro-nutrients.	This application will provide a substantial amount of micro-nutrients to provide good color without stimulating growth.	An improvement in the color of the lawn will be achieved in about 7 to 10 days.	“This application will provide good color without stimulating excessive growth. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Pre-Emergence Weed Control	Pre-emergence herbicides applied at this time of year will prevent the emergence of cool season annual weeds.	A reduction in the emergence of winter annual broadleaf and grassy weeds.	“Our pre-emergence weed control application will help prevent winter annual broadleaf and grassy weeds.”
Inspection for lawn damaging insects and diseases	Lawn damaging insects and diseases can be devastating to turf. Frequent inspection and treatment as needed is crucial in the prevention of turf damage.	Lawn damaging insects and diseases are treated on an as needed basis.	“Your lawn was inspected for lawn damaging insects and diseases. Any problems found are treated on an as needed basis.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the number of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

What We Do and What to Expect – August 2026 Landscape Applications

Regular Customers with Cool Season Turf – Every Other Month and Monthly Landscape			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Cool Season Turf Granular application of high efficiency lime.	This application will reduce the soil pH and provide calcium and magnesium for better utilization of nitrogen applied later in the year.	Visual results will be limited, but a slight greening response could be seen.	“This application will reduce the soil pH and provide calcium and magnesium for better utilization of nitrogen applied later in the year. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Inspection for lawn damaging insects and diseases	Lawn damaging insects and diseases can be devastating to turf. Frequent inspection and treatment as needed is crucial in the prevention of turf damage.	Lawn damaging insects and diseases are treated on an as needed basis.	“Your lawn was inspected for lawn damaging insects and diseases. Any problems found are treated on an as needed basis.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

Shrub Care – New Monthly Landscape Customers			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Shrub Care Service - Broadcast application of dry fertilizer	This application will provide a substantial amount of nitrogen, potassium and minor elements to help achieve good color and growth.	The growth and color of the shrubs should improve in 10 to 14 days.	“This fertilizer application will help improve the color and growth of your shrubs. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Shrub foliage application of liquid insect and disease control materials.	The insect and disease control materials provide both contact and system control of shrub damaging insects and diseases.	Shrubs that either have or are prone to have insect and disease problems are treated. The application will provide control of soft bodied insects such as aphids and lace bugs within 2 to 4 days. Scale insects will require 2 to 3 weeks for control. Fungal leaf spots will be suppressed. Keep in mind that leaves that have been damaged by insects or disease do not turn green after control has been achieved. Damaged leaves will need to be removed to achieve visual benefits.	“This application will provide control of existing insects and foliar diseases. Leaves previously damaged will need to be trimmed off to simulate new growth to cover up the damage. Follow-up treatments may be required for certain insect and disease problems.”

What We Do and What to Expect – August 2026 Landscape Applications

Lawn Specialist script for informing a regular customer with Warm Season Turf of what we are going to do (or what we did) for their regular lawn care treatment in August: “I will be applying a broadcast granular application of fertilizer with pre-emergence weed control to enhance color, improve turf hardiness and prevent annual weeds from sprouting. I will also be treating any existing broadleaf, sedge or grassy weeds and will be inspecting your lawn for insects and diseases and treating those as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

Lawn Specialist script for informing a regular customer with Cool Season Turf of what we are going to do (or what we did) for their regular lawn care treatment in August: “I will be applying a high efficiency lime material to balance the soil pH, which will allow for enhanced nutrient availability. I will also be treating any existing broadleaf, sedge or grassy weeds and will be inspecting your lawn for insects and diseases and treating those as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

Lawn Specialist script for informing regular Every Other Month customer with Warm Season Turf of what we are going to do (or what we did) for their regular lawn care treatment in September: “I will be applying a broadcast liquid application of fertilizer with micro-nutrients to enhance color and improve turf hardiness and also applying pre-emergence weed control materials for the prevention of winter annual broadleaf and grassy weeds. I will also be treating any existing broadleaf, sedge or grassy weeds and will be inspecting your lawn for insects and diseases and treating those as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

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

What We Do and What to Expect – August 2026 Landscape Applications

Primary Landscape Issues in August

The granular fertilizer we apply to new and regular Monthly Landscape or New Every Other Month customers with Bermuda or Zoysia grass contains nitrogen, phosphorus, potassium and micro-nutrients plus pre-emergence weed control. At the rate we use, 1.3 pounds of actual nitrogen is applied. This application will improve overall health, growth and provide a dark green color and begin the prevention of winter annual weeds.

The fertilizer we apply to regular Every Other Month customers with Bermuda or Zoysia grass provides a small amount of nitrogen as well as micro-nutrients to enhance the dark green color of the turf. The pre-emergence weed control also applied will greatly reduce the emergence of broadleaf and grassy weeds

The fertilizer we apply to regular Monthly Landscape and Every Other Month customers with Tall Fescue is a granular high efficiency lime. This application is provided to balance the soil pH, which will allow applied nutrients to better perform.

Bermuda and Zoysia lawns will look very good in August. Summer temperatures are favorable for warm season grasses. Assuming moisture is sufficient, and fertility levels are proper, these grasses will be at their peak.

Fescue lawns will be in a semi-dormant state in August. Since Tall Fescue is a cool season turf, summer is not the time when this turf will look its best. Cool season turf goes into survival mode in the summer. Growth is slow and the turf will not look particularly attractive. At this time of year, a wilted and stressed look should be expected. Reducing any additional stress and keeping the soil moist will be the key to survival until September.

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

Dollar spot fungus is common in August. Dollar spot is a turf damaging fungus that is spread by airborne spores. Conditions favorable for the development of dollar spot include leaf moisture from fog, dew or irrigation combined with a turf that is stressed from nutritional deficiencies and/or dry soil. Dollar spot is recognized by small patches of damaged turf the size of a silver dollar or slightly larger with leaf spot lesions on the leaves. The leaf spots are typically about 1/8th inch, gray with dark brown margins and on the outer margin of the leaf. Dollar spot does not cause permanent damage but can be esthetically displeasing. Fertilization alone will often control dollar spot; fungicide may be necessary for severe cases.

The need for supplemental irrigation can be very high in August. In the absence of rainfall, supplemental watering may be needed once or even twice a week.

What We Do and What to Expect – August 2026 Landscape Applications

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

The larval and adult stages of various beetles and weevils become increasingly active in August. There are many different species of beetles and weevils that cause damage to plants in Georgia. The most common the Chafers, Japanese Beetles and May and June Beetles. Weevils are beetles with a snout or bill; the most commonly known is the Bill bug. Weevil larvae differ in appearance from beetle larvae in that beetle larvae have three pairs of legs and weevil larvae are legless. The larval stage of both beetles and weevils is known as a grub. Grubs are cream colored, stout worm-like creatures. Most beetle grubs rest in a “C” shaped position. It is common for grubs to cause injury to turfgrass. Turf injury is typically recognized as wilting turf (even though the soil is moist) due to the feeding on the root system. Because the roots have been eaten, turf may pull back easily from the soil and be rolled back like a carpet. Beetle adults will commonly feed on the foliage of ornamental shrubbery. The Japanese beetle is the most voracious of those listed above.

Pruning of trees and shrubs should be limited in August. Many shrubs such as camellias and azaleas will already have flower buds set. Pruning should be limited to removing dead, diseased or dysfunctional branches. Trimming for shape can be performed lightly assuming that the particular plant does not have flower buds that are about to set or open.

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

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



WEEKLY TRAINING SESSION



August Application Procedures

Topic Category: Lawn

Recordable Verifiable Training Hours: 1.5

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

Length of lesson: Approx 1 Hour and 30 minutes.

Materials needed:

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

Training Guidelines:

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



WEEKLY TRAINING SESSION



August Application Procedures

Name _____ Date _____

PRE & POST TEST

1. The fertilizer applied all new St. Augustine customers is the
 - a. 0-5-5 + Atrazine at 4 pounds per 1000 sq. ft.
 - b. 0-5-5 Straight at 4 pounds per 1000 sq. ft.
 - c. 16-4-6 Straight at 4 pounds per 1000 sq. ft.
 - d. 33-0-16 at 1.36 lbs. with 0-0-1 at 18 ounces per 1000 sq. ft.
2. T or F Arena Droptank Slurry and Acelepryn Droptank Slurry is used as a liquid broadcast insecticide application for all new and regular customers in all grass types.
3. T or F Broadleaf in a St. Augustine lawn are treated with
 - a. 2 ounces of SBM2 per gallon of water per 1000 sq. ft.
 - b. 2 ounces of SBM2 plus 3 ounces of Auguzine per gallon of water per 1000 sq. ft.
 - c. 0.8 grams of Certainty per gallon of water per 1000 sq. ft.
 - d. 0.11 ounces of Celsius and .28 ounce of Dismiss South per gallon of water per 1000 sq. ft.
4. T or F Grassy weeds and Doveweed in Zoysia or Bermuda lawns are treated with
 - a. 2 ounces of SBM2 per gallon of water per 1000 sq. ft.
 - b. 2 ounces of SBM2 plus 3 ounces of Auguzine per gallon of water per 1000 sq. ft.
 - c. 0.75 ounces of Change Up per gallon of water per 1000 sq. ft.
 - d. 0.11 ounces of Celsius and 0.28 ounces Dismiss South per gallon of water per 1000 sq. ft.
5. T or F SBM2 can be mixed with Sedge Hammer.
6. T or F No insecticide is applied to grass types other than St. Augustine unless insect problems are found.
7. T or F Annual aerations are fertilized with either 0-0-3 straight or granular sulfur depending on the soil pH.
8. T or F Fertilizer is applied to all new shrub care services.
9. T or F Every shrub on the property should be sprayed with the I&D Slurry.
10. T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



August Application Procedures

PRE & POST TEST ANSWER KEY

1. The fertilizer applied all new St. Augustine customers is the
 - a. 0-5-5 + Atrazine at 4 pounds per 1000 sq. ft.
 - b. 0-5-5 Straight at 4 pounds per 1000 sq. ft.
 - c. 16-4-6 Straight at 4 pounds per 1000 sq. ft.
 - ☒ d. 33-0-16 at 1.20 lbs. with 0-0-1 at 18 ounces per 1000 sq. ft.
2. T or ☒ F Arena Droptank Slurry and Acelepryn Droptank Slurry is used as a liquid broadcast insecticide application for all new and regular customers in all grass types.
3. T or F Broadleaf weeds in a St. Augustine lawn are treated with
 - ☒ a. 2 ounces of SBM2 per gallon of water per 1000 sq. ft.
 - b. 2 ounces of SBM2 plus 3 ounces of Auguzine per gallon of water per 1000 sq. ft.
 - c. 0.8 grams of Certainty per gallon of water per 1000 sq. ft.
 - d. 0.11 ounces of Celsius and .28 ounce of Dismiss South per gallon of water per 1000 sq. ft.
4. T or F Grassy weeds and Doveweed in Zoysia or Bermuda lawns are treated with
 - a. 2 ounces of SBM2 per gallon of water per 1000 sq. ft.
 - b. 2 ounces of SBM2 plus 3 ounces of Auguzine per gallon of water per 1000 sq. ft.
 - c. 0.75 ounces of Change Up per gallon of water per 1000 sq. ft.
 - ☒ d. 0.11 ounces of Celsius and 0.28 ounces Dismiss South per gallon of water per 1000 sq. ft.
5. T or ☒ F SBM2 can be mixed with Sedge Hammer.
6. T or ☒ F No insecticide is applied to grass types other than St. Augustine unless insect problems are found.
7. ☒ T or F Annual aerations are fertilized with either 0-0-3 straight or granular sulfur depending on the soil pH.
8. T or ☒ F Fertilizer is applied to all new shrub care services.
9. T or ☒ F Every shrub on the property should be sprayed with the I&D Slurry.
10. ☒ T or F Following the initial lawn care treatment, a *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular lawn care protocol for the month in which the regular service is performed.



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

AUGUST 2026 LANDSCAPE APPLICATIONS

Lawn Care Accounts

1. St. Augustine
 - a. New Customers (All Service Centers)
Apply 18 ounces of 0-0-1, 1 pounds of 33-0-16, 0.415 oz of Resolute, and 0.184 ounces of Acelepryn XTRA per 1000 sq. ft. Do your best to mix only what you need for the new account. **Be very careful of staining with this mixture!**
 - b. Regular Customers (All Service Centers)
Apply 5 pounds of 20-4-6 +Barricade per 1000 sq. ft; typically, this is setting 16 With the Lesco calibration tool.

If chinch bugs are found at the time of new or regular service. spot treat them with Arena Chinch Bug spot treat slurry using the backpack sprayer using the 8010E spray tip.

All broadleaf weeds in St. Augustine lawns must be spot treated with the SBM2 Slurry at 2 ounces of pre-mixed material per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. Grassy weeds can be spot treated using Certainty at 0.8 grams with 0.5 ounces of wetting agent per gallon of water per 1000 sq. ft.

2. Zoysia
 - a. New Customers (All Service Centers)
Apply 18 ounces of 0-0-1, 1 pounds of 33-0-16, 0.415 oz of Resolute, and 0.184 ounces of Acelepryn XTRA per 1000 sq. ft. Do your best to mix only what you need for the new account. **Be very careful of staining with this mixture!**
 - b. Regular Customers (All Service Centers)
Apply 5 pounds of 20-4-6 + **Barricade** per 1000 sq. ft.; typically, this is setting 16 with the Lesco calibration tool.
3. Bermuda
 - a. New Customers (All Service Centers)
Apply 18 ounces of 0-0-1, 1 pound of 33-0-16, 0.415 oz of Resolute, and 0.184 ounces of Acelepryn XTRA, per 1000 sq. ft. Do your best to mix only what you need for the new account. **Be very careful of staining with this mixture!**
 - b. Regular Customers (All Service Centers)
Apply 5 ponds of 20-4-6 + **Barricade** per 1000 sq. ft.; typically, this is setting 16 with the Lesco calibration tool.

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



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

AUGUST 2026 LANDSCAPE APPLICATIONS

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

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

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

Make sure to use your sidewalk guard properly around roadways, driveways, sidewalks and bodies of water. Maintain a 3-foot ring of responsibility near all waterbodies.

Remember blowing off the roadways, sidewalks, and driveways is required after all granular fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer. Blow off any landscape curbing as well to avoid staining.

Inspect all lawns very carefully for Chinch bug activity. Good inspections, perfect preventive treatment and proper proactive treatments must be done. Perform proactive inspections for any chinch bug problem 14 to 21 days after treatment to ensure they are dead. If there is no further activity, do not do any additional treatment.

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

Shrub Service

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

5. New and Regular Customers (All Service Centers)
Use **2** ounces of our Insect and Disease Slurry (with Talaris) per 10 gallons of water.



GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

AUGUST 2026 LANDSCAPE APPLICATIONS

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

- Viburnum
- **Azalea
- *Crape myrtle
- Camellia
- **Gardenia
- Sago
- Pittosporum
- Indian Hawthorne
- Holly
- **Knock-Out Roses

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

*Treated every visit regardless of insect activity.

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

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

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

Treat all Crape Myrtles on every shrub care visit to prevent aphids and bark scale. Treat the lower trunk (4 feet high and down) and drench the soil around all crape myrtles. If the height does not exceed 10 feet, treat the foliage as well.

Specimen Palm Quarterly Injection Service

Treatment for Palm Leaf Skeletonizers, Mites and other palm damaging insects is performed in June, July, and August using Ace-jet. Mix Ace-jet at one 15 gram packet per 100 milliliters of water and inject at 5 milliliters per inch of trunk diameter. This treatment will also control Palm Bud Weevils. Notice that protective eyewear is a PPE requirement.

If nutrition or disease is a concern for a new customer, either Phospho-jet or Palm-jet may also be performed at the time of initial service. See GreenUP Protocol – Specimen Palm Quarterly Injection Service for complete details.

Do a quality job on every application. Thorough inspections and perfect preventive applications for CHINCH BUGS and SOD WEBWORMS, always being mindful of the 5 key principles and great communication with the customer to provide long-term sustainable solutions as well as perfect measuring, perfect calibration and perfect walking speed is what is needed to keep our customers happy to prevent service calls, cancellations and claims.

What We Do and What to Expect – AUGUST 2026 Landscape Applications

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

New Customers – All grass types – All Service Centers

What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Liquid Broadcast application of fertilizer and micro-nutrients.	This application will provide nitrogen, potassium, and chelated magnesium, manganese, and iron to enhance and maintain good color and growth. It also includes Humic acid and kelp extract to enhance root development.	An improvement in the color and growth of the lawn will be achieved in about 2 to 5 days.	“This application will help enhance and maintain good color and growth. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Liquid Broadcast application for the prevention and control of lawn damaging insects including turf caterpillars. (Prevention of sod webworms is not done for Regular Customers because it was previously done in July)	All New customers’ lawns are treated for the prevention and control of lawn damaging insects such as turf caterpillars, chinch bugs, grubs, and mole crickets.	The primary purpose of this application is to prevent lawn damaging insects from becoming a problem. If chinch bugs are present at the time of treatment, they will stop feeding immediately after treatment and control will be achieved over a 10 to 14 day period. This treatment will provide season long prevention of turf damaging caterpillars.	“Your lawn was treated to prevent lawn damaging insects such as chinch bugs, turf caterpillars, mole crickets and grubs. Preventative treatments are beneficial because they keep the populations of lawn damaging insects low and reduce the need for reactive treatments and lawn damage.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

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



What We Do and What to Expect – AUGUST 2026 Landscape Applications

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

Regular Lawn Care Services

What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
<u>All existing customers all service centers and turf types</u> - Dry fertilizer application with pre-emergence weed control.	This application will provide a substantial amount of nitrogen, potassium and minor elements. 65% of the nitrogen will be released slowly while the remainder can be used right away.	The improvement of growth and color may be achieved relatively quickly at this time of the year. We should also see a significant reduction in new weed growth.	“This fertilizer application will help achieve good weed prevention and green-up. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Spot treatment of insecticide for chinch bugs (St. Augustine Only).	Chinch bugs are a very common and damaging pest of St. Augustine grass. This treatment is performed to control existing infestations if they are present.	If chinch bugs are already at damaging levels, expect the damage in the lawn to get a little worse before it gets better. Control is achieved slowly and may take up to 14 days.	“This application is for the control of chinch bugs. Chinch bug feeding will cease immediately, but it could take up to a week or two for the chinch bugs to die. The damage may look like it is getting a little worse for a week or so, but that response is normal due to the feeding and damage that has already been done.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials are a combination of slow and quick acting materials. Noticeable results will take 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control material applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

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



What We Do and What to Expect – AUGUST 2026 Landscape Applications

Annual and New Aeration Services

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

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

What We Do and What to Expect – AUGUST 2026 Landscape Applications

Shrub Care Customers

What We Use	Benefit of the	What To Expect	What to Tell the Customer
Supplemental application of dry fertilizer (New Customers and Regular in All Service Centers Customers)	This application will provide a substantial amount of nitrogen, potassium and minor elements to help achieve spring green-up.	The growth and color of the shrubs should improve in 10 to 14 days.	“This fertilizer application will help enhance the color and stimulate new growth of your shrubs. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Foliage application (as needed) of liquid insect and disease control materials. (New and Regular Customers)	The insect and disease control materials provide both contact and system control of shrub damaging insects and diseases.	Shrubs that either have or are prone to have insect and disease problems are treated. The application will provide control of soft bodied insects such as aphids and lace bugs within 2 to 4 days. Scale insects will require 2 to 3 weeks for control. Fungal leaf spots will be suppressed. Keep in mind that leaves that have been damaged by insects or disease do not turn green after control has been achieved. Damaged leaves will need to be trimmed off to achieve visual benefits.	“This application will provide control of existing insects and foliar diseases. Leaves previously damaged will need to be trimmed off to simulate new growth to cover up the damage. Follow-up treatments may be required for certain insect and disease problems.”

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

What We Do and What to Expect – AUGUST 2026 Landscape

Primary Landscape Issues in August

The fertilizer we are applying for new service in all grass types in All Service Centers is the 33-0-16 and 0-0-1, which contains Humic acid, seaweed extract, magnesium and chelated iron and manganese. The Humic acid and seaweed extract is proven to enhance rooting. Chelated sources of iron and manganese protect the iron and manganese from becoming insoluble to keep it available to the plant.

Preventative applications for sod webworms and other lawn damaging insects continue for all new customers in all grass types. These treatments are designed to prevent and control damage from sod webworms, chinch bugs, mole crickets, Tuttle Mealybugs, and grubs.

The primary insect threat we have is chinch bug damage in St. Augustine turf. Our regular service visit inspections are very important to identify the chinch bug populations so that we can keep them from getting to levels that will cause turf damage. If the chinch bugs are not identified and controlled during our regular visits, we could have extensive damage and a more difficult time controlling them for the rest of the year. If activity is found, a pro-active inspection must be set for 14 to 21 days after treatment to ensure the chinch bugs are dead.

At this time of the year, the vast majority of adult mole cricket eggs have hatched, and damage will begin to be seen around the beginning to middle of August. Be sure to inspect very wet areas and areas near a nighttime light source thoroughly.

Sod webworms and other lawn caterpillars are active in many of our service areas. Sod webworms and other lawn caterpillars chew the leaves of the grass and can cause extensive damage in a very short period of time. Fortunately, the damage is superficial and recovers quickly. Lawn Specialists and Inspectors can look for irregular shaped areas of chewed turf. Part the grass on the edge the damage area and look for bright green fecal pellets and caterpillars resting in the thatch. Our preventive treatments with Acelepryn will greatly reduce turf caterpillars for our customers.

The larval and adult stages of various beetles and weevils become increasingly active in August. There are many different species of beetles and weevils that cause damage to plants in Texas. The most common the Chafers, Japanese Beetles, May Beetles, and June Beetles. Weevils are beetles with a snout or bill; the most known is the Bill bug. Weevil larvae differ in appearance from beetle larvae in that beetle larvae have three pairs of legs and weevil larvae are legless. The larval stage of both beetles and weevils is known as a grub. Grubs are cream colored, stout worm-like creatures. Most beetle grubs rest in a “C” shaped position. It is common for grubs to cause injury to turfgrass. Turf injury is typically recognized as wilting turf (even though the soil is moist) due to the feeding on the root system. Because the roots have been eaten, turf may pull back easily from the soil and be rolled back like a carpet. Beetle adults will commonly feed on the foliage of ornamental shrubbery. The Japanese beetle is the most voracious of those listed above.

Summer annual weeds will be problematic in areas that have declined for any reason. Doveweed will be a problem in high moisture areas. Doveweed can be difficult to control and may need special treatment. Investigate and address the reasons for the broadleaf weed problems.

Crepe Myrtle Bark Scale is a soft scale that can be a major pest at this time of year. Proper inspection is critical. If left untreated the sooty mold can coat the trunk and branches of the entire plant, while not fatal it is extremely unsightly and can potentially increase service calls and cancels. Crepe Myrtles should be treated proactively with each landscape visit.

What We Do and What to Expect – AUGUST 2026 Landscape

Dollar spot fungus is common in August. Dollar spot is a turf damaging fungus that is spread by airborne spores. Conditions favorable for the development of dollar spot include leaf moisture from fog, dew or irrigation combined with a turf that is stressed from nutritional deficiencies and/or dry soil. Dollar spot is recognized by small patches of damaged turf the size of a silver dollar or slightly larger (fist sized) with leaf spot lesions on the leaves. The leaf spots are typically about 1/8th inch, gray with dark brown margins and on the outer margin of the leaf. Dollar spot does not cause permanent damage but can be esthetically unpleasing. **Fertilization alone will often control dollar spot**; fungicide may be necessary for severe cases.

The need for supplemental irrigation will continue to be high until afternoon thunderstorms arrive. Hot dry weather increases the plant's demand for moisture. In the absence of rain, watering twice a week is typically not sufficient to prevent localized dry spots and potentially damage from drought stress. At a minimum, spot watering of localized dry areas will be needed. Provide the customer with the information necessary to address this problem and sell our Irrigation Service whenever possible. All customers need this service.

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

August is a great time of year for Landscape, renovation, and irrigation Sales. Opportunity is everywhere. Our customers and potential customers need our help and expertise. Take advantage of the opportunity! Help people have the landscape they always wanted, have fun doing it and make a lot of money. This is a win-win for everyone. So..... SELL, SELL, SELL AND SERVICE, SERVICE, SERVICE! SELL AND SERVICE YOUR BRAINS OUT!