Chapter 23 - Spills

Pesticide spills can pose an enormous threat to health and the environment. You must be able to react quickly and effectively to even a small pesticide spill. As a professional you have a responsibility to become completely familiar with our spill control procedures and be able to implement them.

Pesticide spills can occur at any time or at any place. It is critical to know **exactly** what to do when this happens. Spill control procedures are best summarized by the simple rule of the "**3 C's**":

CONTROL * CONTAIN * CLEAN UP

Control

- Protect yourself
- Stop the source of the spill
- Protect others
- Stay at the site

Contain

- Confine the spill
- Protect water sources
- Absorb liquids
- Cover dry materials

Clean Up

- Pick up spilled product
- Wash your equipment
- Clean yourself

Always use your PPE when handling spilled materials!

Pesticide Spill Policy

1) **Protect yourself**
2) **Stop the source of the spill**
3) **Administer first aid**
4) **Contain the spill**
5) **Keep people and pets away**
6) **Report the spill to your manager**
7) **Cleanup the spill**
8) **Document the spill**
9) **Dispose of contaminants**

1. Protect yourself

- Take measures to avoid being harmed by spilled materials or equipment that presents a danger.

2. Stop the source of the spill

- Do whatever is safe and necessary to **STOP THE FLOW OF MATERIALS!** This can include depressurizing equipment, upright containers that have been knocked down, placing leaking containers into buckets, etc.

Immediately upright this jug to stop the spill. Place it in a bucket if it is still leaking.

3. Administer first aid to anyone unable to aid themselves.

4. Contain the spill

- Keep the material from entering any body of water such as a storm drain, well, pond, lake, ditch, or pool. Do whatever it takes to quickly and effectively stop the material from entering these bodies of water, even if you have to dig up part of a lawn or a flower bed.

Dirt from close by prevented the spilled material from entering the storm drain

5. Keep people and pets away

- Make sure no one enters the spill area before it has been cleaned.

6. Report the spill to your supervisor

- If they cannot be reached, then contact the Vice President of Quality Assurance or a Technical Director.

7. Clean up the spill

- **Never leave the spill area until it is entirely cleaned up!**
- **Never rinse the area with water!**
- **Always label disposal bags with the name of the product, % active ingredient, and approximate amount spilled by weight or by portion of original container (i.e. ½ bag, ¼ gallon, etc.).**

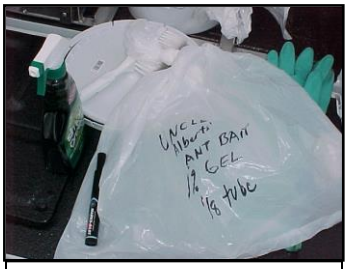
Liquid Spills

- Spills on pavement or concrete – soak up spilled concentrate with an absorbent material (i.e. E-Z Sorb, soil, etc.). Place the contaminated materials into a strong plastic bag.

- Spills onto the soil – shovel the contaminated soil into a plastic bag or spread on site. The material can be spread on site **ONLY** if the site is labeled and the concentration does not exceed the label directions. For example: fertilizers on lawns, termiticides around slabs or foundations.

Place absorbent over the spill

Place contaminated material into a plastic bag



Use a contrasting permanent marker to label the contents

Granule, Bait, and Dust Spills

- Granules and baits free of debris or moisture may be swept up and replaced back into the original container.

- Granules and baits contaminated with dirt, debris, or moisture must be placed into a plastic bag.

- Dusts should be cleaned up with a vacuum equipped with a HEPA filter. After vacuuming, place the vacuum bag into a labeled plastic bag for proper disposal. If rain threatens, cover the spill area with a plastic sheet or rain-protective material to prevent it from becoming a liquid spill.

- Dusts that cannot be vacuumed should be cleaned up and placed into a plastic bag.

- Gel baits should be removed with paper towels or sponge and disposed of according to label directions.

8. Document the spill

- On the Service Report, write down what was spilled, when the spill occurred, where it happened, and how much product was involved.

9. Dispose of contaminants

- Contaminated materials that have been placed in plastic bags must be brought back to your Service Center and disposed of according to label directions. Always consult with your manager before disposing of these materials.

Spill Control Materials and Equipment

The following spill management materials must be on every vehicle carrying pesticides:

- 2.5 lb. bottle of E-Z Sorb
- Heavy-duty WHITE colored garbage bags (MUST BE WHITE)
- Brush or broom and dust pan to sweep up spilled materials
- Paper towels
- Sponge
- Chemical resistant gloves
- Shovel
- Permanent marker for labeling plastic bags

Pre-packaged spill “kits” containing some of the above items can be ordered from the Purchasing Department.

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Idling Reduction: Fuel Cost, Equipment Wear, and Preventable Waste

Training Goals & Learning Objectives

By the end of this training, drivers and managers will be able to:

- Understand what qualifies as **excessive idling**
- Recognize how unnecessary idling increases **fuel costs and equipment wear**
- Identify common idling habits that can be controlled
- Understand company expectations regarding engine runtime
- Recognize how idling reduction supports cost control and operational efficiency

Why This Matters for Us

Fuel is one of our **largest controllable operating expenses**.

With current fuel costs, excessive idling directly impacts:

- Company fuel spend
- Vehicle maintenance and engine wear
- Equipment lifespan
- Environmental responsibility

Idle time is **measurable, controllable, and preventable**.
Reducing unnecessary idling is a shared responsibility and a key cost-control strategy. It also helps us do our part in keeping our environment clean.

What Is Idling?

Idling occurs when a vehicle engine is running while the vehicle is:

- Parked
- Stopped for extended periods
- Not actively moving or operating equipment

Some idling is unavoidable (traffic, safety, required equipment use).
However, **extended or unnecessary idling is avoidable**.

April Risk Management VTM

Common Idling Situations We See

Excessive idling typically occurs when:

- Vehicles are left running during stops or breaks
- Drivers remain in parked vehicles with engines on
- Trucks idle while waiting at job sites
- Vehicles idle during paperwork completion
- Engines are left running while loading or unloading when not required

These habits add up to significant fuel waste over time.

Company Expectations

Drivers are expected to:

- Shut off engines during extended stops when safe and practical
- Turn off vehicles when parked or waiting for prolonged periods
- Avoid idling while completing paperwork or phone calls
- Use idle time **only when required** for safety or operational reasons
- Be mindful that engine runtime is monitored and reviewed

Efficient operation is part of professional driving expectations.

Accountability & Consequences

(All team members are allowed one 30-minute idling event per day for lunch):

1. Vehicles left idling for longer than 20 minutes:

a. The first offense may result in manager coaching

b. The subsequent offense may be a written instruction

c. The subsequent offense results in a DAR and if applicable, loss of take-home privileges

d. The subsequent offense may result in suspension without pay or could result in termination

2. Unoccupied vehicles idling:

a. The first offense DAR and if applicable, loss of take-home privileges

April Risk Management VTM

b. The subsequent offense may result in suspension without pay or could result in termination

Manager & Supervisor Responsibility

Supervisors are responsible for:

- Reinforcing idling-reduction expectations
- Coaching drivers with elevated idle time
- Reviewing telematics and performance trends
- Supporting Risk Management cost-control initiatives

Discussion Prompts

When is idling necessary versus avoidable?

What habits lead to the most unnecessary idling?

What can you do differently during stops or downtime?

Key Takeaway

Every minute of unnecessary idling costs money and expends carbon.

Fuel savings, equipment longevity, and operational efficiency all start with simple choices:

- If you're not moving
- If it's safe to shut down
- If the engine isn't needed

Turn it off.

Midges, also called “false mosquitoes”, are common non-biting flies across the Southeastern States. Dozens of species of numerous sizes breed in the larval stage within the mud from the edge down to a number of feet of depth under lakes, ponds, canals, ditches, retention areas and flooded areas. Generally the organic content of the mud under the body of water will dictate how successful the flies will breed. In warmer climates some species can complete their life cycles in a few months.

When residential communities are built surrounding lakes, the organic content of the water can change rapidly due to temperature, rains, runoff, degree of professional aquatic management practices and the dumping or draining of materials into the lake. Well-tended lakes where reeds and weeds surrounding the perimeter are all removed and regularly conrolled, where fountains are installed to circulate and oxygenate the water and where the right species of fish are released to help balance the aquatic flora and fauna there is usually an extremely low population of these flies year-around. But when there is a storm or a sudden breakdown in the water organics such as a chemical spill that changes the lake’s balance of organics, the flies might breed rapidly.

Midge mating season in the South is generally in May and September. When Hurricane Irma passed over Florida, pounds of leaves, litter, twigs, branches and organic runoff entered local lakes and ponds. Many septic systems got flooded, and other compounds were flushed or blown into bodies of water forming sudden unwanted concoctions. Depending upon the extent of the runoff that entered a lake or pond, the resulting “soup” became the inoculant for tremendous numbers of false mosquitoes. Those midges with short life cycles emerged “en masse” shortly after the storm in many Southern States. The latter half of October generally sees temperatures begin to cool, but our Team needs to be prepared for further swarms should temperatures in any month stay warmer than normal and/or begin to rise.

Every spring when temperatures increase, past storm-laden areas may very well produce heavy swarms of midges, but it will all depend upon the right temperatures and rainfall.

To prepare for possible large swarms or when midges begin to emerge Massey wants our Teams to be prepared to tell customers NOT that there is nothing that Massey can do for them, but that there are a few things that they can do to help reduce the number of midges around their homes. These recommendations are included in the Fast Facts that everyone should carry in their vehicles.

Read the Fast Facts and be prepared whenever midges emerge to discuss these nuisance flies with your customers and leave one of these fact sheets behind.

fast facts

FALSE MOSQUITOES (Midges)

Family Chironomidae

DESCRIPTION, HABITS & CHARACTERISTICS

Like the swallows of Capistrano, midge flies, often called false mosquitoes or blind mosquitoes, make a couple of appearances each year. Ranging in length from 1-10 mm, there are over 100 different species of midges in this family. These flies breed in the immature stages within the very upper layer of mud surrounding and under most bodies of water. The flies are simply a nuisance. The adults live from just under 3 months to 3 years. Immature stages occur in just about every habitat where high moisture occurs from within rotting vegetation, fungi, mosses, under bark, in drainage ditches, ponds, and lakes.

WHY YOU SHOULD BE CONCERNED

False Mosquitoes do not bite or carry disease. However, they are so small they sometimes slip through gaps in screens and entryways. Outdoors they swarm by the thousands, emerging into the air after pupae travel to the lake or water surface. Residents cannot help but get the flies in their hair, nose, ears, and mouths. Flies will clog porch light fixtures and die in window sills.

Mosquito Control Districts are only mandated to treat mosquitoes. Health Departments do not consider the flies to be a public health hazard. Residents living in close proximity to lakes often complain of mass adult emergences a few times each year. Since the flies do not bite, mosquito traps are not effective at eliminating these midges.

Because fly development is below water, the number of emerging adults cannot be easily reduced unless the entire body of water is treated. Fogging a yard during their flights may reduce numbers for an hour or so but newly emerged adults fly right back in. Wind currents can change their direction and trap hundreds in windless areas of nearby structures. Outdoor events can be hampered even with numerous control tactics in place.

WHAT MASSEY SERVICES WILL DO

Your Massey Technician will identify these flies when they occur and provide recommendations that will help to reduce their numbers around your home. Occasionally we recommend planting barrier hedges or hiring us at a separate charge to treat the hedges where the flies rest on their way towards the home. Residual treatments over targeted vegetation may last a day or two to reduce their numbers in the yard. Small ponds can be treated regularly to prevent adult emergence. There is a separate charge for these treatments.

WHAT YOU CAN DO

- Cut down on the amount of light surrounding the home. The flies are attracted to most white and ultraviolet light in the evenings. Close blinds.
- Use amber bug light bulbs outside of the home instead of white or clear bulbs. The amber bulbs attract 100 times fewer flies than other bulbs.
- Products labeled for use on flies can be used on hedges and barrier plants between the lake and the home where hundreds of flies rest before they head toward the home.
- Since the flies are attracted to UV light, place UV light zapper traps at the far end of the property near the lake to draw the flies away from the yard back out to the lake. Do not place the traps near the home or the flies will be drawn up through the yard to the home.
- During outdoor parties, rent large fans to direct the flies away from the event.

WHAT YOU CAN EXPECT

When neighbors who live in fly-infested areas all work together on trapping and lighting, everyone should see some results, but during peak flights homeowners in infested areas should still expect to see dozens if not hundreds of flies in their yards. In most cases, false mosquitoes cannot be effectively controlled by professionals unless all surrounding bodies of water are all professionally treated with larvicides on a regular basis.

Massey Services Pest Prevention Programs

Massey Services' Pest Prevention Programs are well rooted in the concepts of IPM, Integrated Pest Management. Integrated Pest Management puts emphasis on inspection, trapping, removal and exclusion which are major points of focus in all Massey Services' Pest Prevention Programs. Fundamentally, Pest Prevention is a holistic approach to insect and rodent pest management. Each pest program has been designed so that a Technician will be able to provide a customized service of a property based upon inspections throughout the entire interior and exterior of that property. Whether it's treatment for mosquitoes, rodents or any indoor pests, Massey's Technicians are taught to begin each service with an inspection of the structure and property to identify Conditions that are conducive to pests, Avenues of entry for pests and Sources of pest activity. Technicians are also educated to identify cultural and environmental elements in and around the structure that contribute to the success of the pests and how to communicate to the Customer ways to eliminate these issues. When baits, dusts, granular and/or liquid remedies are required, use of these materials is directed by Massey's Training & Technical Department. They have created and regularly review a seasonally adjusted annual material use program which includes environmentally responsible pest specific treatment protocols.

The development of all Team Members starts with structured training to Pest Prevention standards. Individuals new to the industry as well as experienced pest management professionals all complete the Massey Services Initial Training Program and attend three days of classroom training at Massey Services Basic Training. The information and principals learned in these two efforts are reinforced through weekly training classes held at the Service Center level as well as training events held by our Training & Technical Department.

The principals of Pest Prevention are utilized on behalf of the customer through the collaboration of the Technician and Service Manager. The Service Manager is responsible for assigning each day's work to the Technicians under his charge. The time, tools and materials required to meet the needs of each customer serviced is assigned by the Service Manager to Massey's Pest Prevention Technicians. At the end of each day the Service Manager meets with each Technician to verify the day's assignments were completed successfully, review results, adjust resources and schedule Pro Active Follow Up Services. Pro Active Services are additional services scheduled at the discretion of the Technician or Service Manager to ensure expected results are attained.

Massey Services is consistently recognized as an innovative and environmentally responsible industry leader. From our decision in 1986 to eliminate the use of organophosphate pesticides from our product mix to the more recent awards and recognition from both state and national organizations for environmental excellence, including the Orange County Florida Environmental Excellence Award and two-time recognition by the E.P.A. for Pesticide Environmental Stewardship, environmental responsibility remains a hallmark of Massey Services.

Massey Services Technicians are trained and equipped to follow service strategies that support their efforts to provide responsible Pest Prevention Services. This includes Inspection, Pest Removal, Population Reduction, Environmental Modification, Exclusion, Customer/Occupant Education and finally material application.

Massey Technicians are regularly equipped as follows:

Inspection

a) Flash Light

b) Small metal spatula

c) Extendable mirror

d) Screwdrivers

e) Pliers

Removal – Population Reduction

a) HEPA Vacuum

b) PrevenTech/Massey Insect Detection Traps (IDTs)

c) Rodent traps

d) Food scent & pheromone attractants

e) **Rodent Removal & Prevention Materials**

   a. T-Rex & snap traps

   b. Repeating mouse traps

   c. Rodent glue trap

   d. Secured rodent bait stations and baits where warranted on building exterior and perimeters.

Exclusion

a) Caulk and caulk gun

b) ¼ inch hardware cloth

c) Screen material

d) Staple gun & adhesive

e) Copper Stuf-Fit and/or foam

Material Application Tools & Equipment

a) Bait gun or syringe plunger, bait tube extensions

b) Hand duster – Pro Blow or Centro Bulb

c) Compressed air sprayer and backpack sprayer

d) Secured tamper resistant rodent bait stations

Service Documentation & Education Materials

a) Pest Prevention Service Report

b) Pest Prevention Graphs or Site Maps

c) Pest Specific Service Protocols

d) Pest Specific Fast Facts educational materials

e) Customer/Occupant Service Preparation Instructions and Checklists for in-depth services.

Approved Pest Prevention Materials

a) Seasonally adjusted material rotation plan

b) Low impact baits, dust and containerized materials utilized as materials choice

The **Service Procedures** detailed below are intended to first impact the pest population present at the time of service and then influence the environment through trapping, exclusion and/or baiting to prevent establishment of new pest populations. A thorough inspection followed by a detailed service will establish a level of influence that will ensure performance of our Pest Prevention Program and customer satisfaction.

Service Procedures:

1) Service Overview:

   a. Interior –Frequency of inspections/services will be based on current pest pressures and incidence of past pest activity. Services typically are scheduled on a monthly, every other month or quarterly cycle. Service actions are directed by needs identified during inspections and the current level of pest activity. Crawling insect populations will be addressed through population reduction, trapping, exclusion and the application of approved contact materials. When appropriate, containerized baits, gel baits, and/or crack & crevice residual materials may be applied.

   b. Exterior –Crawling insect services include inspections to identify Sources of current and potential crawling insect populations and the available Avenues for their entry. Crawling insect populations will be addressed through exclusionary services and the application of approved baits, granules or contact materials.

Frequency of rodent inspections/services will be established based upon the level of rodent activity.

c. Perimeter –Crawling insect services include inspections to identify Sources of current and potential crawling insect populations. When appropriate these populations will be addressed through the application of granular materials including baits. Frequency of rodent inspections/services will be established based upon the level of rodent activity.

2) Interior Inspection & Applications:

a. Bathrooms/Water Closets/Utility Areas

i. Dust wall voids with boric acid based dust, seal cracks & crevices with caulk including where plumbing lines exit walls.

ii. Dust void spaces of counters with boric acid based dust and seal cracks & crevices with caulk.

iii. Place dated insect detection traps in concealed areas, such as in or behind cabinets and storage counters. Use food or pheromone attractants as appropriate.

iv. When pest activity warrants, apply German cockroach baits into, under and behind equipment, cabinets and storage counters in accordance with the Massey German Roach Protocols.

b. Kitchens & Break/Vending Areas

i. Dust wall voids with boric acid based dust, seal cracks & crevices with caulk.

ii. Dust void spaces of counters and equipment with boric acid, seal cracks & crevices with caulk.

iii. When pest activity warrants apply approved material(s) as crack & crevice and/or spot applications.

iv. Place insect monitors where they can be concealed inside and behind cabinets, pantries and appliances. Use food or pheromone attractants as appropriate.

v. When pest activity warrants apply German cockroach baits into cracks & crevices inside voids of non-food producing equipment and storage counters.

3) Building Exterior

i. Locate Avenues and potential Avenues of pest entry (cracks, crevices or holes) into structure to be dusted and sealed. Note: large openings or structural deficiencies will be documented on the Service Report for the Customer to address.

ii. When pest activity warrants, apply granular baits according to label directions to the exterior of the structure and up to 10 feet away from the foundation.

iii. When rodent activity warrants, place secure rodent bait stations inside the dumpster corral area and every 30 feet of the building exterior. Regularly adjust rodent equipment around the structure as dictated by rodent activity.

4) Building Perimeter

i. When pest activity warrants, apply granular baits up to 50 ft. away from the structure into plant bed areas, around the base of trees, around trash cans, light posts and signage according to label directions.

ii. Add rodent equipment to property perimeter or around the structure as required by rodent activity.

5) Service Completion & Documentation

i. Complete the Customer Service Report detailing:

1. Actions taken and reason(s) why
2. Materials used
3. Structural or landscape issues that will contribute to insect or rodent pest activity
4. Recommendations for customer to do to further help prevent pests
5. Expectations following the treatment

ii. Meet with the location management or residential customer to review service results and date of the next scheduled service.

WEEKLY TRAINING SESSION

Shrub Care Protocol and Granular Shrub Fertilizer Calibration

Topic Category: Shrub Care

Recordable Verifiable Training Hours: 1.0 to 1.5 hours

Objectives:

- Read and discuss our Shrub Care Protocol.
- Ensure proper understanding by all Specialist
- To **calibrate every Specialist for granular shrub fertilizer applications.**
- **To ensure that every Specialist can perform the proper technique for liquid shrub care applications.**

This meeting will qualify for 1 hour of Department of Ag ID Cardholder Training. Make sure you fill out the Department of Ag ID Cardholder Training form for each Team Member. Keep a copy in the Team Members training file at your office.

Length of lesson: 60 to 90 minutes.

Materials needed:

- Training Guideline (Below)
- Training Document Shrub Care Applications – Granular and Liquid (GreenUp Protocols\Individual Protocols\Lawn Care Basic Application)
- 12-2-14 or 12-0-14 Shrub Fertilizer
- 64 ounce and 32 ounce measuring cup (clean and dry)
- Scale to weigh from 1 to 4 pounds.
- 2 pieces of cardboard from fertilizer pallets to demonstrate applying a handful of fertilizer to 25 sq. ft.
- 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 Shrub Care Application Procedures
    - Allow the Team Members to complete the Pre-test as the application information is discussed.
- Use the Training outline as a guide for key points.
    - 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.
- Thoroughly review and discuss our Shrub Care Protocol.
- **Begin the demonstration portion of the training**
- Show the points of reference for the shrub fertilizer from the protocol.

WEEKLY TRAINING SESSION

Shrub Care Protocol and Granular Shrub Fertilizer Calibration

- Show 56 ounces of shrub fertilizer in a measuring cup and let them know that this weighs 4 pounds.
- Show that 14 ounces in a measuring cup weighs one pound.
- Explain that one good sized handful (with gloves on) of shrub fertilizer weights about 3 ounces
- Take 4 good sized handfuls of shrub fertilizer (with gloves on) as if you were fertilizing shrubs and put the 4 handfuls into a container such as a 5 gallon bucket. Transfer the material into a measuring cup. The amount of fertilizer in the 4 handfuls should look like 10.5 ounces in a measuring cup, which should weigh roughly 12 ounces or 0.75 pounds.
- Take 2 pieces of cardboard from fertilizer pallets and place them on a concrete surface. Explain that this area is roughly 25 square feet. Have each Specialist take a good size handful of shrub fertilizer and scatter it evenly throughout the 25 square foot area as if making a shrub fertilizer application.

- Demonstrate how shrub spray is properly applied to shrubs around the office.
  - Show the proper technique to get leaf movement using the "figure 8" pattern and spraying from the ground up.
  - Show how to spray plants against a building by treating behind the plants next to the building and spraying outwards. Explain why the backsides of the leaves would be properly treated using this technique.
  - Have all Specialists perform this application with everyone watching and critiquing.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Massey University.

WEEKLY TRAINING SESSION

Shrub Care Protocol and Granular Shrub Fertilizer Calibration

Name _____ Date _____

PRE & POST TEST

1. T or F Certain shrubs are treated preventatively at the time of every initial or regular service.
2. T or F All shrubs are treated preventatively at the time of every regular service.
3. T or F Sagos are sprayed and drenched at the time of every initial or regular service for the prevention or control of Asian Cycad Scale.
4. T or F Imidacloprid controls spider mites and caterpillars.
5. T or F Crape Myrtles that are too tall to spray are drenched at the time of every initial and regular service from spring through fall.
6. T or F Spraying shrubs in a "figure 8" pattern helps to ensure contact to the backsides of the leaves.
7. T or F It is imperative to use proper spray techniques to ensure contact of the new growth and backsides of the leaves and also to keep shrub spray materials from contacting window and the structure.
8. T or F Particular attention must be given to ensure that shrub spray drift does not contact people passing by or neighbors who may be in their lawns at the time of our treatment.
9. T or F One pound of shrub fertilizer looks like 14 ounces in a measuring cup.
10. At the equivalent rate of 8 pounds per 1000 sq. ft., 1 pound of shrub fertilizer would cover _____ sq. ft.
    a. 50
    b. 100
    c. 125
    d. 150
11. One good sized handful of fertilizer should cover about _____ sq. ft. at the equivalent rate of 8 pounds per 1000 sq. ft.
    a. 25
    b. 50
    c. 75
    d. 100

Shrub Care Protocol and Granular Shrub Fertilizer Calibration

12. T or F I have been successfully calibrated to perform shrub fertilizer applications and have demonstrated my ability to perform shrub spray applications.

13. T or F When bees are present or when the shrubs are in full bloom, preventative applications are not performed, but soil drench methods can be utilized when shrub damaging insects or diseases are present.

WEEKLY TRAINING SESSION

Shrub Care Protocol and Granular Shrub Fertilizer Calibration

Answer Sheet

1. T or F Certain shrubs are treated preventatively at the time of every initial or regular service.
2. T or F All shrubs are treated preventatively at the time of every regular service.
3. T or F Sagos are sprayed and drenched at the time of every initial or regular service for the prevention or control of Asian Cycad Scale.
4. T or F Imidacloprid controls spider mites and caterpillars.
5. T or F Crape Myrtles that are too tall to spray are drenched at the time of every initial and regular service from spring through fall.
6. T or F Spraying shrubs in a "figure 8" pattern helps to ensure contact to the backsides of the leaves.
7. T or F It is imperative to use proper spray techniques to ensure contact of the new growth and backsides of the leaves and also to keep shrub spray materials from contacting window and the structure.
8. T or F Particular attention must be given to ensure that shrub spray drift does not contact people passing by or neighbors who may be in their lawns at the time of our treatment.
9. T or F One pound of shrub fertilizer looks like 14 ounces in a measuring cup.
10. At the equivalent rate of 8 pounds per 1000 sq. ft., 1 pound of shrub fertilizer would cover _____ sq. ft.
    a. 50
    b. 100
    c. 125
    d. 150
11. One good sized handful of fertilizer should cover about _____ sq. ft. at the equivalent rate of 8 pounds per 1000 sq. ft.
    a. 25
    b. 50
    c. 75
    d. 100

WEEKLY TRAINING SESSION

Shrub Care Protocol and Granular Shrub Fertilizer Calibration

12. T or F I have been successfully calibrated to perform shrub fertilizer applications and have demonstrated my ability to perform shrub spray applications. The correct answer will be true if you performed the training properly.

13. T or F When bees are present or when the shrubs are in full bloom, preventative applications are not performed, but soil drench methods can be utilized when shrub damaging insects or diseases are present.

SHRUB CARE APPLICATIONS

Objective

Our Shrub Care Service is based on the principles of Integrated Pest Management and with great consideration of the 5 Key Principles.

Liquid Shrub Care Application Protocol

Shrub pest treatments are performed when plants either have a current pest issue (curative) or preventatively when particular plants are known to be susceptible to particular insect or disease issues. Shrubs that are treated on a preventative basis with every initial and regular service include:

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

The list above may be expanded (not reduced) depending on the geographical location and specific concerns in the Service Center.

This service is performed using a pump and droptank system from the Lawn Care vehicle. The products used will vary depending on the time of year and the most prevalent insect or disease problems.

In the cooler times of the year, Horticultural Oil is used for the insecticide and Kalmor is used for the fungicide. Horticultural oil is a mineral oil. It controls insects and mites through suffocation and by breaking down their exoskeleton. Horticultural oil is not systemic. It controls on contract only, so a thorough application of the front and backsides of the leaves is very important. Kalmor is a copper-based fungicide/bactericide. It is also not systemic. There are a few bacterial diseases that are prevalent during the cooler spring months as well as downy mildew, which are well controlled by copper-based materials.

Through the summer months, our I&D Slurry is used. The slurry contains Imidacloprid, Armada or Transom and wetting agent. Imidacloprid will do an excellent job on insects such as aphids, lace bugs, thrips, soft scale and mealybugs. It is important to recognize that Imidacloprid does not control caterpillars or spider mites. Armada and Transom do a good job on a wide variety of fungal disease issues. They do not control Pythium, phytophthora or Downy Mildew. There are many times when specific pest control materials will be needed to control specific pests. Use them according to label directions for the specific insect or disease problem. In these cases, the plants needing treatment are typically very limited; a backpack sprayer should be used.

SHRUB CARE APPLICATIONS

All Sagos are sprayed and drenched to prevent Asian Cycad Scale. From spring through fall, Crape myrtles that are too tall to spray are drenched to prevent aphids. The shrub gun can be used for this purpose; adjust the gun to course spray and treat the trunk ground in the root zone area until puddling occurs.

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.

Equipment

When performing liquid treatments using the lawn care vehicle, a shrub gun is utilized. The shrub gun has a nozzle that can be adjusted to spray a pin-stream to wide cone pattern. When performing liquid applications from a backpack applicator, either an 8010E or adjustable cone style tip is used.

Technique

With either piece of equipment, the Specialist must use techniques that achieve coverage of the front side and back sides of all leaves including new growth. Properly using the shrub gun will include almost continual adjustment of the gun to create "leaf movement". As you move through the landscape you should be adjusting the nozzle to change the spray pattern according to thickness and hardiness of the plant and to allow pressure to fold back leaves to allow material to thoroughly coat both sides of the leaves without doing damage to ornamental. Treating with a “Figure 8” pattern is beneficial to get the spray pattern to swirl and move the leaves so the backsides can be reached.

- Covering the backsides of the leaves requires the most effort and skill. This can be achieved by spraying from behind the plant when it is against a structure, by starting from ground level and spraying upwards or by spraying from the side of the plant and moving the leaves so the backs of the leaves are seen.
- Treating the new growth must also be a conscious effort if the shrubbery is not well pruned. Keep in mind that aphids will primarily feed on the new growth.
- Treating the front sides of the leaves may be achieved when treating the backsides of the leaves; however, additional treatment may be needed to get complete coverage.
- Movement of the spray pattern should be at a pace to wet the leaves, but not so slow that they are dripping excessively. When you look at the shrub after treatment, all the leaves should be wet and dripping slightly.

It may also be beneficial to drench the root system of the plant with systemic materials. Drenching the root system with systemic materials is beneficial to get more of the control materials inside the plant and will achieve a more thorough and longer lasting control. The shrub gun will work for this application; however, a lawn wand may be beneficial for drenching larger areas in a more time efficient manner. Shrub guns will typically apply roughly 2 gallons a minute; the lawn wand can apply up to 5 gallons per minute. When drenching just one or two plants, a 2.5 gallon jug can be mixed and utilized.

SHRUB CARE APPLICATIONS

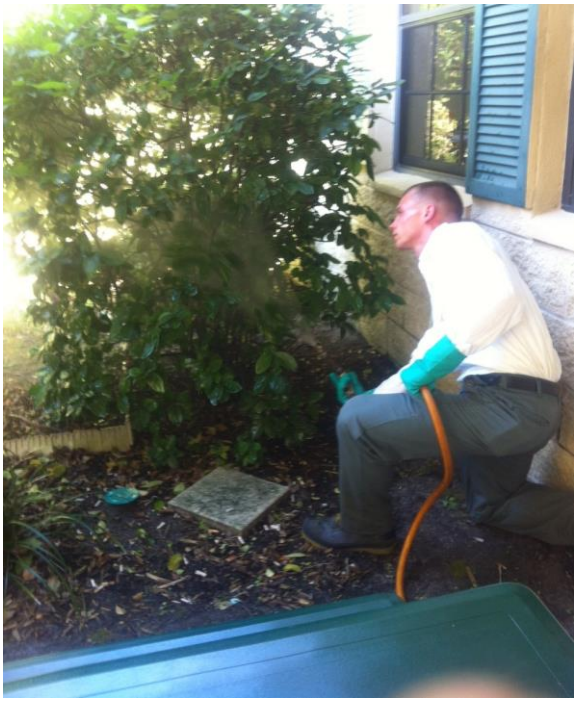


Figure 1

Figure 2

In Figure 1, the Specialist has positioned himself against the structure and spraying away from the building to keep the material off the structure and windows. He is also spraying upwards from ground level to ensure coverage of the backsides of the leaves.
In Figure 2, the Specialist is drenching the ground below using the shrub gun.

Safety and Liability

It is important to be consciously aware that the mist from a liquid application can move away from the target if not careful; particularly on windy days. Particular attention must be paid to ensure that the spray does not contact people passing by or neighbors who may be in their lawns while the application is being performed. Also be careful to ensure that the spray does not contact the customer's window, patio furniture or other non-target surfaces that could be stained or damaged. If this does occur, wash the windows or other surfaces with clean water before the material has a chance to dry.
It is also important to be on the lookout for nesting birds, pollinators or large quantities of beneficial insects. If treatment is required in these situations, utilize the drench method rather than the spray method. If treatment is not required, do not treat.

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.

Granular Fertilizer Applications

GREENUP SERVICE PROTOCOLS

SHRUB CARE APPLICATIONS

Nutritional applications are performed seasonally as prescribed by our Agronomic Program or when nutritional issues arise. This application is typically performed by hand and typical application rates range from 6 to 8 pounds per 1000 sq. ft. depending on the season. Placement of the fertilizer should be evenly from the trunk to a few feet past the dripline. The dripline of the shrub or tree is the outer edge of the canopy. The roots of an established tree or shrub reach well beyond the dripline.

Points of reference:
1 pound of fertilizer by weight looks like 14 ounces in a measuring cup.
4 pounds of fertilizer by weight looks like 56 ounces in a measuring cup.

4 pounds of fertilizer

A good size hand full of fertilizer (wearing gloves) weighs about 3 ounces by weight. To confirm this without an accurate scale, take 4 good sized handfuls of shrub fertilizer as if you were fertilizing shrubs and put the 4 handfuls into a container such as a 5 gallon bucket. Transfer the material into a measuring cup. The amount of fertilizer in the 4 handfuls should look like 10.5 ounces in a measuring cup, which should weigh roughly 12 ounces or 0.75 pounds.

One good sized handful of shrub fertilizer weighs about 3 ounces (or 0.1875 pounds). This amount of fertilizer covers roughly 25 sq. ft. when the rate is 8 pounds per 1000 sq. ft. If the rate is 6 pounds per 1000 sq. ft., a 3 ounce handful should cover roughly 30 sq. ft.

GREENUP SERVICE PROTOCOLS

SHRUB CARE APPLICATIONS

The shrub bed pictured above is roughly 25 square feet (3 feet wide x 8.33 feet long). The three azaleas picture above could be fertilized with one good sized handful of fertilizer. This amount of fertilizer would be spread evenly throughout this area to achieve a proper application. Fertilizer should never be left as clumps or visible piles.

When fertilizing small trees and larger shrubs, the same rate per square foot is used, but due to the larger area being fertilized, more fertilizer per plant will be applied.
Keep in mind that applying 8 pounds of our 12-2-14 or 12-0-14 fertilizer per 1000 sq. ft. applies 0.96 pounds of nitrogen per 1000 sq. ft. 1 pound of nitrogen per 1000 sq. ft. is the maximum allowable rate per application as per Florida Department of Agriculture Rule. If a shrub or tree is particularly nutritionally deficient, more frequent applications is preferred rather than heavier applications. Additionally, the plant is better able to assimilate the nutrients applied.

Sagos and palms are fertilized with our 8-2-12 or 8-0-12 at a rate of 12 pounds per 1000 sq. ft.

Any fertilizer debris on impervious surfaces must be removed with the power blower immediately after treatment to avoid staining surfaces and to comply with the Green Industries Best Management Practices. Do not allow any fertilizer to get into a body of water or fish pond.

WEEKLY TRAINING SESSION

Tree Care Protocols

Topic Category: Lawn
Recordable Verifiable Training Hours: 1.5 hours

Objectives: This lesson is designed to review the Specialty Treatment Agreement and to review all Tree Care Protocols so all Team Members are familiar with our options in providing tree care, how to price the available treatments and the procedures to deliver the service.
Length of lesson: Approximately 90 minutes.

Materials needed:

- Training Outline
- Specialty Treatment Agreement Protocol (G:\Shared\GreenUp Reference Materials\GreenUp Protocols\Individual Protocols\Tree Care)
- All Tree Care Protocols listed below (collated and stapled separately) and Tree Care Rate Card
- Pre- and Post- tests.

Training Guidelines:

- Make copies of all Tree Care Protocols (collated and stapled separately), Rate Card and the tests for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Begin the meeting by defining the training topic and handing out the Pre-test
    - Allow the Team Members to complete the Pre-test during the meeting to capture key points. Since most of the information is new, using the Pre-Test to test their knowledge before reviewing the information would not make sense.
    - Hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the Arborjet Protocols (G:\Shared\GreenUp Reference Materials\GreenUp Protocols\Individual Protocols\Tree Care)
    - Review the Protocols in the following order so the information coincides with the test.
        - Redbay Ambrosia Beetle Program
        - Palm/Tree Injection for Insect Control
        - Edible Fruit Insect Control and Granular Fertilization for trees 6 inches or greater
        - Edible Fruit Insect Control and Granular Fertilization for trees less than 6 inches
        - Caterpillar Control for Large Trees
    - Encourage active participation from all Team Members
    - Ask probing questions to develop key points
    - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
- Collect the Pre-Tests and hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Massey University.

WEEKLY TRAINING SESSION

Tree Care Protocols

Name_____ Date _____

PRE & POST TEST

1. T or F The Redbay Ambrosia Beetle Program is only needed for Redbay trees.
2. T or F The Redbay Ambrosia Beetle introduces a disease into the tree upon entry.
3. T or F The Redbay Ambrosia Beetle Program includes one annual injection for the prevention of disease and 4 liquid applications for the prevention of Ambrosia beetles.
4. The agreement to use for a Redbay Ambrosia Beetle Program sale is the_____.
5. T or F The Redbay Ambrosia Beetle Program can be used to protect Avocado trees.
6. T or F The Redbay Ambrosia Beetle Program offers a replacement guarantee for plant material.
7. T or F Caterpillars and Palm Leaf Skeletonizers are excluded from the twice a year Palm/Tree Injection for Insect Control
8. T or F Imidacloprid will control caterpillars, spider mites and palm leaf skeletonizers.
9. The cost of the Palm/Tree Injection for Insect Control annual service is $____per inch of trunk diameter at chest height and is performed_____times per year.
10. T or F The insect control material used for edible fruit trees can be used the same day as the fruit is harvested.
11. T or F Our Edible Fruit Insect Control and Granular Fertilization program includes granular fertilizer applied 3 times per year spring through fall.
12. Edible Fruit Trees 6 inches or greater in diameter at chest height are injected_____times per year.
13. Edible Fruit Trees less than 6 inches in diameter at chest height are sprayed_____times per year.
14. T or F Caterpillar control for large trees is sold as an annual service performed twice a year.
15. T or F Caterpillars in a Pecan tree can be treated with Ace-jet

WEEKLY TRAINING SESSION

Tree Care Protocols

16. T or F The Specialty Treatment Agreement is used to document the sale of an Injection Service for Caterpillars in large trees.

17. The cost for injecting a large tree for caterpillars is $_____per inch of diameter at chest height

18. T or F All tree injection sales must be accompanied by a graph identifying the location and number of the trees to be treated.

WEEKLY TRAINING SESSION

Tree Care Protocols

PRE & POST TEST ANSWER KEY

1. T or F The Redbay Ambrosia Beetle Program is only needed for Redbay trees.
2. T or F The Redbay Ambrosia Beetle introduces a disease into the tree upon entry.
3. T or F The Redbay Ambrosia Beetle Program includes one annual injection for the prevention of disease and 4 liquid applications for the prevention of Ambrosia beetles.
4. The agreement to use for a Redbay Ambrosia Beetle Program sale is the _Specialty Treatment Agreement .
5. T or F The Redbay Ambrosia Beetle Program can be used to protect Avocado trees.
6. T or F The Redbay Ambrosia Beetle Program offers a replacement guarantee for plant material.
7. T or F Caterpillars and Palm Leaf Skeletonizers are excluded from the twice a year Palm/Tree Injection for Insect Control
8. T or F Imidacloprid will control caterpillars, spider mites and palm leaf skeletonizers.
9. The cost of the Palm/Tree Injection for Insect Control annual service is $_7___per inch of trunk diameter at chest height and is performed_____two_____times per year.
10. T or F The insect control material used for edible fruit trees can be used the same day as the fruit is harvested.
11. T or F Our Edible Fruit Insect Control and Granular Fertilization program includes granular fertilizer applied 3 times per year spring through fall.
12. Edible Fruit Trees 6 inches or greater in diameter at chest height are injected_____4___times per year.
13. Edible Fruit Trees less than 6 inches in diameter at chest height are sprayed_____6____times per year.
14. T or F Caterpillar control for large trees is sold as an annual service performed twice a year.
15. T or F The Specialty Treatment Agreement is used to document the sale of an Injection Service for Caterpillars in large trees.
16. The cost for injecting a large tree for caterpillars is $ 10___per inch of diameter at chest height
17. T or F All tree injection sales must be accompanied by a graph identifying the location and number of the trees to be treated.

Edible Fruit Tree Insect Control and Fertilization for Trees 6 Inches or Greater in Diameter at Chest Height

Insect control and fertilization can be performed for edible fruit and nut trees such as citrus, mango, peach and pear with a trunk diameter of 6 inches or greater at chest height in the following manner:

The program is a yearly service performed on a quarterly basis (4 times annually). The Arborjet Injection System is used. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material is injected into the vascular system of the tree. The same injection site is to be used as long as it will accept the material.

Only AzaSol is used for the insecticide. AzaSol is, a biological insecticide containing Azadirachtin derived from the Neem tree. There is no time restriction for harvesting fruit, meaning that the fruit can be harvested the same day a treatment is performed. See the label for directions of use.

Fertilization is performed three times a year during the months of February through October with the regular quarterly treatment using the 8-2-12 palm fertilizer blend applied at 1 pound per 100 sq. ft. of root zone area.

Pricing for trees greater than 6 inches in diameter at chest height is $10 per inch per application.

Example: 4 trees with a trunk diameter of 6 inches at chest height each would be $240 per visit. Treatments are performed 4 times per year for a total of $960 per year.

The pricing includes both the insect control and the fertilization.

The Specialty Treatment Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the subsequent treatments is written in the same row and in the column corresponding with the months in which the quarterly treatments are performed.

The location, number and type of trees included in the service must be documented on a graph of the property.

Production commission for the quarterly service is paid at 5%.

Services sold are put into the customer database system using the Tree Injection Qtrly Program. The Tree Injection Initial and Tree Injection Service Events are used. The Job Instructions must specify, “Edible Fruit Trees” and the number of the trees.

Edible Fruit Tree Insect Control and Fertilization for Trees Less than 6 Inches in Diameter at Chest Height

Insect control and fertilization can be performed for edible fruit trees such as citrus, mango, peach and pear less than 6 inches in diameter at chest height in the following manner:

The program is a yearly service performed on an every other month basis (6 times annually).

The only insect control material used for edible fruit trees is AzaSol. AzaSol is a biological insecticide containing Azadirachtin derived from the Neem tree. There is no time restriction for harvesting fruit, meaning that the fruit can be harvested the same day a treatment is performed. AzaSol is applied at a rate of 1 teaspoon per gallon of water from a backpack sprayer dedicated for this use. Thorough coverage of all foliage must be achieved to ensure successful results.

Fertilization is performed three times a year. Fertilizer is applied in February or March, June or July and September or October with the regular insect control service. The 8-2-12 palm fertilizer blend is applied at 1 pound per 100 sq. ft. of root zone area.

Pricing for trees less than 6 inches in diameter at chest height is a minimum of $50 per application or $20 per tree per application.

Example: 4 trees with a trunk diameter less than 6 inches each would be $80 per treatment. Treatments are performed six times per year for a total of $480 per year.

The pricing for this service includes both the insect control and the fertilization.

The Specialty Treatment Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the subsequent treatments is written in the same row and in the column corresponding with the months in which the every other month treatments are performed.

The location, number and type of trees included in the service must be documented on a graph of the property. Also document he total square footage of the area under the dripline of the tree(s). This is required for entry into the customer database program.

Production commission for the every other month program is paid at standard commission rates.
Services sold are put into the customer database system using the Tree/Shrub BiMonthly Program. The Tree/Shrub Initial and Tree/Shrub Service Events are used. The Job Instructions must specify, “Edible Fruit Trees” and the number of the trees.

Caterpillar Control for Large Trees

The Arborjet Injection System is used for the control of caterpillars on non-fruit bearing trees over 6 inches diameter at chest height. The service is performed on an as needed basis. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material containing Acephate is injected into the vascular system of the tree. Hardwood and conifer trees are treated using multiple injection sites on or above the root flairs.

See the Acejet label for complete directions. Notice that protective eyewear is a PPE requirement.

Pricing is determined by measuring the diameter of the trunk at chest height and multiplying this measurement by $10. Minimum charge is $50.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $10 = $500 per treatment.

The “Special Service Agreement” (MS-128, **not** the Specialty Treatment Agreement”) is used to document the sale of these services. It is imperative that the correct agreement be utilized for this sale, because it is not a yearly agreement. In the section of the agreement that says, “Massey will provide a special treatment for the pests checked below”, write in caterpillars and check the box to the left. In the “Special Instructions” section, write in “One time treatment for caterpillars for existing infestation.” Also document the number and types of trees to be treated.

The number and type of trees to be treated must be also be documented on a graph of the property to indicate the location of the trees.

Production commission is paid at 5%.

Services sold are put into the customer database system using the Tree/Shrub OneTime Program. The Tree Injection Special Service Event is used. The Job Instructions must specify, “Caterpillar Control Only” and the number and type of the trees.

GREENUP SERVICE PROTOCOLS

Insect Control and Fertilization for Edible Fruit Trees 6 Inches or Greater in Diameter

Insect control and fertilization can be performed for edible fruit trees such as citrus and mango with a trunk diameter of 6 inches or greater at chest height in the following manner:

The program is a yearly service performed on a quarterly basis. The Arborjet Injection System is used to provide insect control for edible fruit trees 6 inches or greater in diameter at chest height, using AzaSol. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

AzaSol, a biological insecticide containing Azadirachtin derived from the Neem tree. There is no time restriction for harvesting fruit, meaning that the fruit can be harvested the same day a treatment is performed. See the label for directions of use.

Arborjet tree injection is performed by drilling small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material is injected into the vascular system of the tree. The same injection site is to be used as long as it will accept the material.

Fertilization is performed three times a year during the months of February through October with the regular quarterly treatment using the 8-2-12 palm fertilizer blend.

Pricing for trees greater than 6 inches diameter at chest height is $10 per inch per application.

Example: 4 trees with a trunk diameter of 6 inches at chest height each would be $240 per visit. Treatments are performed 4 times per year for a total of $960 per year.

The pricing includes both the insect control and the fertilization.

The Special Landscape Service Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the subsequent treatments is written in the same row and in the column corresponding with the months in which the every other month or quarterly treatments are performed.

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the trees.

Production commission for the quarterly service is paid at 5%.

Insect Control and Fertilization for Edible Fruit Trees Less than 6 Inches in Diameter

Insect control and fertilization can be performed for edible fruit trees such as citrus and mango less than 6 inches in diameter at chest height in the following manner:

The insect control material used for edible fruit trees is AzaSol, a biological insecticide containing Azadirachtin derived from the Neem tree. There is no time restriction for harvesting fruit, meaning that the fruit can be harvested the same day a treatment is performed.

Fertilization is performed three times a year using the 8-2-12 granular fertilizer applied at 1 pound per 100 sq. ft. of root zone area.

The program for small trees less than 6 inches of trunk diameter at chest height is a yearly service performed on an every other month basis. Insect control materials are sprayed from a back pack sprayer, but the sprayer must be clean of any insect or disease control materials that are not labeled for edible fruit trees. AzaSol is applied at a rate of 1 teaspoon per gallon of water. Thorough coverage of all foliage must be achieved to ensure successful results.

Fertilizer is applied in February or March, June or July and September or October with the regular insect control service, using the 8-2-12 palm fertilizer blend.

AzaSol is used for the treatment at a rate of 1 teaspoon per gallon from a backpack sprayer dedicated for this use.

Pricing for trees less than 6 inches diameter at chest height is a minimum of $40 per application or $20 per tree per application.

Example: 4 trees with a trunk diameter less than 6 inches each would be $80 per treatment. Treatments are performed six times per year for a total of $480 per year.

The pricing for includes both the insect control and the fertilization.

The Special Landscape Service Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the subsequent treatments is written in the same row and in the column corresponding with the months in which the every other month treatments are performed.

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the trees.

Production commission for the every other month program is paid at standard commission rates.

Mid-Sized Palm Treatment Protocol for Insects, Diseases and Fertilization

Shrub size palms such as Roebelenii, European fan, Foxtail or Alexander palms with a height of 10 feet or less are included in our shrub care program and treated as per our shrub care protocol. These palms should be priced into our shrub care program using the square footage of bed area.

Mid-sized Butia, Queen, and Washingtonian palms as well as specimen palms such as Canary Island Date or Dactylifera are also susceptible to many insects and diseases just like shrubs and they need fertilization. Provided these palms are less than 15 feet high and are located in an area that can be sprayed without getting spray drift onto vehicles, windows of structures or passersby, they can be included or added to our shrub care service.

Our standard shrub care service schedule is followed. If a customer has our shrub service, these types of palms can be added for $30 *per palm* per service. Pricing for these types of palms without our regular shrub care service is a minimum of $80 per treatment or $30 per palm per treatment, whichever is greater. Note the type and number of palms on the service agreement and the invoice screen. Also note that the palms will be treated until they reach a height greater than 15 feet. This price also includes fertilization three times per year just like the shrub care program, but our special palm fertilizer 8-2-12 (or 8-0-12 in areas where phosphorus applications are not allowed by ordinance) will be used.

Application procedure for foliage pests:
The spray application is performed using our standard Shrub Care program. The foliage is treated ensuring good coverage to the top and bottom sides of the leaves as well as the rachis (petiole or leaf stem). The bud of the palm (where the new leaves come out) should be sprayed heavily.

Application procedure for fertilizing mid-sized palms:
Fertilization is performed in the same months as we would shrubs. However, 8-2-12 (or 8-0-12) palm fertilizer is used. This material is scattered evenly from the trunk to the dripline of the palm and beyond where possible at a rate of 2 pounds per 100 sq. ft. Care must be given as to not cause injury when fertilizing near annuals or other plants that are within the area where the fertilizer needs to be placed for the palm. If shrubs are in the root zone of the palm, the palm fertilizer application would also feed the shrubs. If there is turf in the area needing to be fertilized, the palm fertilizer application will cause the turf in this area to be greener than the rest of the turf. The regular turf fertilizer will supply the needs of the palm in this situation or the palm fertilizer could be used to fertilize the turf, but both should not be done at the same time.

Since the area of the palm to be fertilized would be circular, the formula pi (3.14) times the square of the radius will be needed to figure the square footage. Example a palm with a 3 foot radius: 3 x 3 = 9, 9 x 3.14 = about 28.27 sq. ft. The rate of fertilizer can be figured with the following formula: 2 pounds divided by 100 sq. ft. = the rate of fertilizer per 1 square foot. The rate per 1 square foot times the square footage tells you how many pounds of fertilizer is needed. Fertilizer weighs about the same as it looks like in a measuring cup, so multiply the pounds needed times 16 to give you the number of ounces needed.
Example: 2 / 100 = 0.02, 0.02 x 28.27 = 0.5654 pounds of fertilizer. There are 16 ounces in a pound, so 0.5645 pounds x 16 ounces = about 9 ounces in a measuring cup needed.
There, now isn't that simple? To make it even easier, see the following page.

Mid-Sized Palm Treatment Protocol for Insects, Diseases and Fertilization

Distance (Feet) from Trunk to the end of the Branches	Square Footage	Pounds of Palm Fertilizer Needed	Ounces in a measuring cup needed
3	28.3	0.6	9
4	50.3	1.0	16
5	78.5	1.6	25
6	113.1	2.3	36
7	153.9	3.1	49
8	201.1	4.0	64
9	254.5	5.1	81
10	314.2	6.3	101
11	380.1	7.6	122
12	452.4	9.0	145
13	530.9	10.6	170
14	615.8	12.3	197
15	706.9	14.1	226

- A palm with leaves extending 3 feet from the trunk would require about ½ pound of fertilizer (8 ounces in a measuring cup).
- A palm with leaves extending 6 feet from the trunk would require about 2 pounds of fertilizer (32 ounces in a measuring cup).
- A palm with leaves extending 10 feet from the trunk would require about 6 pounds of fertilizer (3 – 32 ounce measuring cups)

When palms reach a size over 15 feet, treatment for foliage pests via liquid application becomes impractical. At this point, our Injection programs are to be utilized.

Palm Fertilization **Only**

Some customers may want us to only fertilize their palms or the palms may be too tall to perform a foliage spray. Our 8-2-12 or (8-0-12 in areas where phosphorus applications are not allowed by ordinance) special palm fertilizer is used.

Note: Some people believe that “deep root feeding” is an effective means of fertilizing larger trees and palms. However, the primary root system of an established tree or palm is typically in the top 8 to 12 inches of soil and extends well beyond the dripline of the plant. Thus, putting fertilizer deep into a few holes around the plant places the fertilizer below a lot of the root system where it has no benefit and does not contact a large percentage of root system. Scattering fertilizer evenly from the trunk of to the dripline and beyond is the most effective means of getting fertilizer to a greater percentage of root system.

Use the application procedure on the previous page for fertilizing larger palms. The charge for fertilization only is $80 minimum per treatment or $20 per palm per treatment, whichever is greater. This treatment is performed every 4 months (3 times per year).

Mid-Sized Palm Treatment Protocol for Insects, Diseases and Fertilization

The following treatment can be performed for those who insist on a liquid “deep root” feeding of palms or trees. Use 1 pound of Lesco’s MacroN 23-0-23 and 2 ounces of Roots 1, 2, 3 per 10 gallons of water.

- A palm with leaves extending 3 feet from the trunk would require about 3 gallons of mix.
- A palm with leaves extending 6 feet from the trunk would require about 10 gallons of mix.
- A palm with leaves extending 10 feet from the trunk would require about 30 gallons of mix.

The charge is $80 minimum per treatment or $20 per palm per treatment, whichever is greater. This treatment is performed every 4 months (3 times per year).

If the palms are greater than 15 feet in height or in an area where spray techniques are not appropriate, our Specimen Palm Injection Service would need to be utilized. The Specimen Palm Injection service is a quarterly program to provide insect, disease and fertilization needs. See the Specimen Palm Injection Protocol for complete details.

GREENUP SERVICE PROTOCOLS

Palm and Tree Injection for Insect Control (excluding Caterpillars, Palm Leaf Skeletonizers and Spider Mites)

The Arborjet Injection System is used for the control of Invasive Whitefly, Royal Palm Bug, Scales (including Tuliptree Scale) and Palm Bud Weevil in palms and non-fruit bearing trees over 6 inches diameter at chest height. The program is a yearly service, performed every six months and has a full retreatment guarantee. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling a small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material containing Imidacloprid (Ima-jet) is injected into the vascular system of the palm or tree. Most palms can be treated with one injection site. Hardwood and conifer trees are treated using multiple injection sites on or above the root flairs. The same injection site is to be used as long as it will accept the material.

Note: Imidacloprid does not control caterpillars, palm leaf skeletonizers or spider mites.

The rate of application for Ima-jet is 5 milliliters per inch of trunk diameter at chest height for the first application and 2.5 milliliters per inch of trunk diameter at chest height for all subsequent applications. See the label for complete directions.

Pricing for each treatment is determined by measuring the diameter of the trunk at chest height and multiplying this measurement by $7. Minimum price per visit is $50.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $7 = $350 per treatment. Treatments are performed twice a year for a total of $700 per year.

The Specialty Treatment Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the “Palm/Tree Injection for Insect Control” row of the agreement. The cost of the second treatment is written on the same row and in the column corresponding with the month 6 months following the first treatment.

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the palms or trees.

Production commission is paid at 5%.

Services sold are put into the customer database system using the Tree Injection 2x Year Program. The Tree Injection Initial and Tree Injection Service Events are used. The Job Instructions must specify, “Insect Control Only” and the number and type of the trees.

GREENUP SERVICE PROTOCOLS

Palm and Tree Injection for Invasive Whitefly, Royal Palm Bug, Scales and Palm Bud Weevil

The Arborjet Injection System is used for the control of Invasive Whitefly, Royal Palm Bug, Scales and Palm Bud Weevil in palms and non-fruit bearing trees over 6 inches diameter at chest height. The program is a yearly service, performed every six months using the Arborjet injection system. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material containing Imidacloprid is injected into the vascular system of the palm or tree. Most palms can be treated with one injection site. Hardwood and conifer trees are treated using multiple injection sites on or above the root flairs. The same injection site is to be used as long as it will accept the material.

Our treatments for the above listed pests consist of direct trunk injection treatments performed twice a year and have a full retreatment guarantee.

The rate of application for Ima-jet is 5 milliliters per inch of trunk diameter at chest height for the first application and 2.5 milliliters per inch of trunk diameter at chest height for all subsequent applications. See the label for complete directions.

Pricing for each treatment is determined by measuring the diameter of the trunk at chest height and multiplying this measurement by $7.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $7 = $350 per treatment. Treatments are performed twice a year for a total of $700 per year.

The Special Landscape Service Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the second treatment is written on the same row and in the column corresponding with the month 6 months following the first treatment.

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the palms or trees.

Production commission is paid at 5%.

GREENUP SERVICE PROTOCOLS

Specimen Palm Quarterly Injection Program

The Specimen Palm Injection Program is a yearly service, performed on a quarterly basis using the Arborjet injection system, to provide insect protection and control, disease prevention and fertilization for specimen palms with a trunk diameter 6 inches or greater at chest height. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling a small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control, disease prevention or fertilization material is injected into the vascular system of the palm. Most palms can be treated with one injection site. The same injection site is to be used as long as it will accept the material.

Our treatments have a full retreatment and satisfaction guarantee.

- Treatment for disease prevention is performed in December, January or February using Phospho-jet. Dilute Phospho-jet at one part Phospho-jet to 2 parts distilled water and apply the diluted material at 5 milliliters per inch of trunk diameter.
- Treatment for Palm Bud Weevil and piercing-sucking insect control is performed in March, April or May using Ima-jet (undiluted) at a rate of 5 milliliters per inch of trunk diameter. This full rate is used each year since the treatment only once per year.
- Treatment for palm leaf skeletonizers is performed in June, July or 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. Notice that protective eyewear is a PPE requirement.
- Nutritional treatment is performed in September, October or November using Palm-jet MG. Mix one part Palm-jet to 3 parts water and inject at label rates.

Initial treatments are performed using the product listed above for the month in which the first treatment is sold. If a problem or concern exists at the time of initial service and that problem is not addressed with the treatment scheduled at that time, one additional treatment can be performed during the same visit at no additional charge with one exception being using the two different insecticides at the same time.

Pricing for each treatment is determined by measuring the diameter of the trunk at chest height and multiplying this measurement by $6. Minimum pricing is $50 per visit.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $6 = $300 per treatment. Treatments are performed four times per year for a total of $1200 per year.

The Specialty Treatment Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The costs of the subsequent treatments are written on the same row and in the columns corresponding with the months every 3 months following the first treatment.

Specimen Palm Quarterly Injection Program

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the palms or trees.

Production commission is paid at 5%.

Services sold are put into the customer database system using the Tree Injection Qtrly Program. The Tree Injection Initial and Tree Injection Service Events are used. The Job Instructions must specify, “Specimen Palm Program” and the number and type of trees.

Tuliptree Scale

Tuliptree Scale
***Toumeyella liriodendri* (Gmelin)**

Identification:
Tuliptree Scale is one of the largest soft scales in the U.S. Mature females grow to over 1/4th inch in diameter. They are oval, convex, and have a distinct flange around the margin of its protective waxy cover. The waxy covering of a mature female varies from light grayish green to pinkish orange mottled with black. The body fluid of a live female is also pinkish orange. Adult males are small and only have one pair of wings. Adult males may look like tiny wasp parasitoids as they crawl across the surfaces of an infested plant. The crawler stage is dark red and about 0.5 mm long.

Biology:
This pest overwinters as second instar nymphs and resumes feeding in early spring. Males emerge from the waxy scale covering as small, two winged individuals. They mate with the females and die. By summer, mature females give birth to first instar nymphs (crawlers). Each female may produce as many as 3,000 crawlers over several weeks. Crawlers are capable of moving around in a tree. They may be spread to new host trees by wind or on the feathers of birds. Once the crawlers find a favorable site, they insert their piercing-sucking mouthparts into the vascular system of the tree and begin to feed.

Damage:
Large numbers of these soft scales may give an infested twig a warty appearance. One of the first indications of an infestation of this pest is the abundance of honeydew and sooty mold. Ants seeking the honeydew are often found. The ants may also need to be managed since they will not only protect and farm the scale for honeydew, but because they will invade and nest in structures. Feeding by this pest will weaken trees by removing the plant fluid. In many instances this scale will be so prolific that it covers all of the twigs and branches. Feeding from a heavy infestation can result in a rapid decline and even death of large established trees. Magnolias have been the most commonly infested trees in our service area.

Control: This scale will require aggressive treatment and follow-up for control. Small trees can be sprayed with our I&D Slurry with Horticultural Oil. A drench of the root system will be required; follow-up to reapply the spray in 10 to 14 days. Mid-Sized (under 6 inches in diameter at chest height) non-fruit bearing trees can be drenched with Imidacloprid using our Imidacloprid Mid-Sized Tree Drench Protocol. This treatment will work best when applied in the early spring. Large trees (6 inches and greater in diameter at chest height) can be treated with the Arborjet system using Ima-jet.

Host list: Magnolia, Yellow Poplar and Tuliptrees.

GREENUP SERVICE PROTOCOLS

Imidacloprid Root Drench for Mid-Sized Trees

This treatment is for the prevention or control of soft scales, aphids, white flies or thrips on mid-sized non-fruit bearing trees that are too large to spray due to excessive drift, but too small to inject with the Arborjet system (under 6 inches in diameter at chest height) . It is not effective against caterpillars or spider mites.

Mix Rate: 0.2 oz per gallon of water (2 oz of Criterion per 10 gallons).
Amount of Mix Needed: 1 gallon of mix per inch of trunk Diameter at Breast Height (DBH).

Application Directions:

- Determine the amount of time in seconds to apply 1 gallon of mix from the shrub tank using the lawn spray wand. Use a 5 gallon bucket; find the amount of time in seconds to fill to 5 gallons. Divide the number of seconds needed by 5. A different container size can be used if needed. Divide the amount of time (in seconds) needed to fill the container by the number of gallons applied in the container.
- Measure the diameter of the trunk(s) at breast height and determine the amount of mix needed to perform the treatment. Example: 4 trees at 5 inches DBH each will need 20 gallons of mix total.
- Create the mixture needed – 1 gallon of water for every inch of DBH and 0.2 ounces of Criterion for every gallon of water. Mix and circulate through the hose.
- Apply the drench mixture evenly from the trunk to 3 foot past the drip-line
    - Un-established trees will still need the total amount of mix determined by the DBH applied over the area to which the roots have established.
    - Trees in an area where you cannot treat up to 3 feet past the dripline due to concrete or other obstruction will need the total amount of mix needed for the DBH applied over the area available to treat.

Example 1: A tree of 4 inches DBH –

- Mix needed- 4” (DBH) x 1 (gallons per inch) Need 4 gallons of mix
- Criterion needed in Mix – 0.2 oz Criterion per gallon x 4 (DBH) = 0.8 oz of Criterion
- Amount of Time to Apply - If the truck is calibrated at 5 gallons per minute, 1 gallon is applied in 12 seconds (60 divided by 5 = 12). 4 gallons of mix needs to be applied so 4 (gallons) x 12 (Seconds per Gallon) = 48 seconds for the tree.

Example 2: 2 trees of 5 inches DBH each–

- Mix needed- 10” (DBH total) x 1 (gallons per inch) Need 10 gallons of mix
- Criterion needed in Mix – 0.2 oz Criterion per gallon x 10 (DBH) = 2.0 oz of Criterion
- Amount of Time to Apply - If the truck is calibrated at 5 gallons per minute, 1 gallon is applied in 12 seconds (60 divided by 5 = 12). 5 gallons of mix needs to be applied per tree so 5 (gallons) x 12 (Seconds per Gallon) = 60 seconds for each tree.

Pricing: The charge to the customer is a minimum charge of $45 or $2 per inch of DBH (accumulative for all trees being treated), whichever is greater.
Translocation may take up to 6 weeks. Results are expected in 4 to 6 weeks. There is no guarantee for this treatment. We cannot guarantee to save the life of an infested tree. Keep in mind that if pest populations are very high, a substantial amount of damage can be done without the tree showing that it is about to die and more damage will be done by the time the product is distributed through the vascular system of the tree.

Revised 6-13 jw

Tree Care Rate Card

Yearly Programs Written on the Specialty Treatment Agreement (Yearly Agreement)

Service	Description	Charge per Service	Service Frequency
Invasive Whitefly Quarterly Root Drench and Foliage Spray for Shrubbery and Small Trees	Quarterly root drench with Imidacloprid and foliage spray with Forbid	Minimum of $50 or $2.50 per 100 sq. ft. of bed area per foot of shrub height. (Length x Width x Height divided by 100 x $2.5)	4 x per Year
Mid-Sized Tree Quarterly Root Drench for Insect Control and Protection	Quarterly root drench with Imidacloprid for Piercing Sucking Insects	Minimum charge of $50 or $2 per inch of DBH (accumulative for all trees being treated), whichever is greater.	4 x per Year
Specimen Palm Injection Service	Quarterly injection treatments to manage the most common insect, disease and nutritional concerns throughout the year.	Minimum charge of $50 or $6 per inch of trunk diameter at chest height	4 x per Year
Control of Piercing-Sucking Insects in Palms or Trees	Injection Treatments performed twice a year for Invasive Whitefly, Royal Palm Bug, Scales and other Piercing-Sucking Insects.	Minimum charge of $50 or $7 per inch of trunk diameter at chest height	2 x per Year
Redbay Ambrosia Beetle Prevention	Yearly Disease prevention performed via injection	$10 per inch of trunk diameter at chest height	1x per Year
	Insect prevention via trunk spray	Minimum charge of $50 or $2 per inch of trunk diameter at chest height	4x per Year
Insect Control and Fertilization for Edible Fruit Trees with trunk diameter less than 6 inches at chest height	Bi-Monthly foliar insect control applications with 3 x per year fertilization spring - fall	Minimum charge of $50 or $20 per tree, whichever is greater	6x per Year
Insect Control and Fertilization for Edible Fruit Trees with trunk diameter greater than 6 inches at chest height	Quarterly injection treatments to manage the most common insect concerns with 3 x per year fertilization spring - fall	Minimum charge of $50 or $10 per inch of trunk diameter at chest height	4 x per Year

One-Time Services -Written on the Special Service Agreement

There are times where a One-Time Service may make sense for a particular problem or a particular customer situation. However, be aware of the differences in pricing and ensure that the service is written on the "Special Services Agreement" and not a yearly agreement. There are no guarantees for "One-Time Services"

Caterpillar or other Chewing Insect Control	One-Time Injection using Acejet for non-fruit bearing trees or AzaSol for edible fruits or nuts	Minimum charge of $50 or $10 per inch of trunk diameter at chest height	N/A
Sycamore Lacebug or other Piercing-Sucking Insect Control	One-Time Injection using Ima-jet	Minimum charge of $50 or $10 per inch of trunk diameter at chest height	N/A
Broad Spectrum Disease Control	One-Time Injection using Phospho-jet	Minimum charge of $50 or $6 per inch of trunk diameter at chest height	N/A
Palm or Tree Fertilization	One-Time Injection using Palm-jet MG	Minimum charge of $50 or $6 per inch of trunk diameter at chest height	N/A

WEEKLY TRAINING SESSION

Landscape Services - Sales and Agreement

Topic Category: Lawn

Recordable Verifiable Training Hours: 1.0

Objectives: This lesson is designed to provide information regarding Service and Sales of our GreenUP Landscape Services.

Length of lesson: Approximately 60 minutes.

Materials needed:

- Training Guideline
- Copies of the Landscape Service Agreement for all Team Members attending.
- GreenUP Protocol - Landscape Services – Sales and Agreement
- Pre- and Post- tests.

Training Guidelines:

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Begin the meeting by defining the training topic and handing out the Pre-test
    - Allow a few minutes for Team Members to complete the Pre-test.
    - Collect the pre-test and hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the GreenUP Protocol - Landscape Services – Sales and Agreement
    - Encourage active participation from all Team Members
    - Ask probing questions to develop key points
    - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly Training Sessions through Massey University.

WEEKLY TRAINING SESSION

Landscape Services - Sales and Agreement

Name _____ Date _____

PRE & POST TEST

1. T or F Setting the proper expectations at the time of sale is a very important part of building long-term trusting relationships with our customers.

2. T or F Our Landscape Service Agreement has been revised for the purpose of limiting our level of liability.

3. T or F When filling out a service agreement, we should always ask for the customer's email address.

4. T or F We have the ability to provide any customer with a beautiful landscape regardless of the initial condition of the plant material and regardless of the watering, mowing and pruning practices.

5. T or F Our Bi-Monthly Lawn Care service provides the customer with an insect replacement guarantee.

6. T or F Our Monthly Landscape Service provides the customer with a plant replacement guarantee for loss of plant material regardless of cause.

7. T or F Asiatic Jasmine ground cover is included in our shrub care service.

8. T or F Oak Trees that have a trunk diameter of 3 inches at chest height are included in our shrub care service.

9. T or F All Lawn Care Sales regardless of Monthly Landscape, Landscape or Every Other Month begins with an Initial Service followed by a Regular Service and Aeration the following month.

10. T or F A neutral soil pH (7.0) is typically too high for Zoysia, Bahia and Centipede and must be adjusted. Without providing the pH adjustment, we will not get optimal results and the customer will not receive the desired result. The GreenUP Protocol Soil pH must be followed in its entirety.

WEEKLY TRAINING SESSION

Landscape Services - Sales and Agreement

PRE & POST TEST ANSWER KEY

1. (T) or F — Setting the proper expectations at the time of sale is a very important part of building long-term trusting relationships with our customers.

2. T or (F) — Our Landscape Service Agreement has been revised for the purpose of limiting our level of liability.

3. (T) or F — When filling out a service agreement, we should always ask for the customer's email address.

4. T or (F) — We have the ability to provide any customer with a beautiful landscape regardless of the initial condition of the plant material and regardless of the watering, mowing and pruning practices.

5. T or (F) — Our Bi-Monthly Lawn Care service provides the customer with an insect replacement guarantee.

6. T or (F) — Our Monthly Landscape Service provides the customer with a plant replacement guarantee for loss of plant material regardless of cause.

7. (T) or F — Asiatic Jasmine ground cover is included in our shrub care service.

8. (T) or F — Oak Trees that have a trunk diameter of 3 inches at chest height are included in our shrub care service.

9. (T) or F — All Lawn Care Sales regardless of Monthly Landscape, Landscape or Every Other Month begins with an Initial Service followed by a Regular Service and Aeration the following month.

10. (T) or F — A neutral soil pH (7.0) is typically too high for Zoysia, Bahia and Centipede and must be adjusted. Without providing the pH adjustment, we will not get optimal results and the customer will not receive the desired result. The GreenUP Protocol Soil pH must be followed <u>in its entirety</u>.

GreenUP Service Protocol

Landscape Services – Sales and Service Agreement

One of the key points in our Mission Statement is, "building long-term trusting relationships with our customers". An important aspect of achieving this part of our mission is to clearly identify what is included with our service and what is included in our guarantees. The customer interaction at the time the initial agreement is set is particularly important. Success in building a long-term trusting relationship with our customer is reliant on setting the proper expectations at the time of sale and getting off to a great start by "wowing" our customer with our initial and regular services.

When a customer purchases our Monthly Landscape Service, Bi-Monthly Lawn or Shrub Service, they rightfully expect that we can achieve the goal of enhancing the beauty of their property. But to do this, we will need a proper foundation from which to work. This foundation continues to be our 5 key principles of plant management. (1) Right plant in the right place and a sufficient amount of turf to work with. We will also need (3) proper watering, (2) healthy soils including proper soil pH and (4) proper cultural practices including mowing, pruning, proper planting and mulching. When these Key Principles are in line, the 5th key principle of controlling pests becomes fairly simple. Without these fundamental principles being in place, we will have a very difficult time satisfying the customer.

Monthly Landscape Service: Our Monthly Landscape Service should always be the first and primary service offered to a customer. This is our premium service and is the only service we offer that includes a plant replacement guarantee. We have programs created for the three main grass types in the Atlanta area. They are Zoysia, Bermuda and Tall Fescue. We do not offer services for St. Augustine or Centipede. These grass types will be killed with our programmed materials.

The first two months of our service (Monthly Landscape or Bi-Monthly Lawn Care) are designed to provide intensive care to the turf in order to quickly get the lawn up to Massey Standards and our customer's expectations. The initial service, the first regular service, and the core aeration service are all provided within the first 60 days of a customer starting service with us. Our Agronomic Program is designed with providing our service in this manner. The Initial Service and the first Regular Service being done the following month work in conjunction to provide the WOW factor we are looking for.

Within the first two months of our service, the customer will receive:

- Two nutritional applications about 30 days apart to spoon feed their lawn and develop a healthy green color.
    - These two feedings quickly increase root mass and shoot density.
- Two post-emergent weed control applications as needed to control existing broadleaf weeds.
- One broadcast pre-emergent weed control application to prevent future weeds from emerging.
- One or two broadcast insect control applications depending on the time of year.
- Disease control as needed to control existing turf disease
- Aeration of the turf (depending on the time of year) to:
    - Provide oxygen for the root system.
    - Reduce nutrient and water runoff
    - Enhance water penetration
    - Increase the activity of beneficial soil micro-organisms

- Speed up the decomposition of decaying organic matter
- An additional application of a high efficiency lime provided at the time of aeration to help balance the soil pH.

It is crucial that we understand the importance and benefits of these first two months of service and that we convey the importance and benefits of these first two months of service to our new customer. This is just one of the many things we do that set us apart from the competition.

The charges to the customer for the Monthly Landscape Service are based on the Initial Service Charge, which includes a Lawn Care Service and a Shrub Care Service followed by 11 *Monthly* Service Charges. The charges to the customer for the Bi-Monthly Lawn Service are based on the Initial Service Charge and 6 *Bi-Monthly* Charges. Our Aeration Service is built into the monthly or bi-monthly service charges, so the customer does not see an extra charge for this service. **It is imperative that the Rate Card and the Worksheet on the back of the rate card be used to compute these charges properly and so our Specialists are paid the proper Production Value for the work they perform.**

All Landscape or Lawn Care sales must begin with a sampling of the soil pH at the time of initial inspection. All Inspectors must be equipped with a color metric pH sample kit. The soil pH must be documented accurately on the Landscape Analysis document. Proper soil pH for the particular plant species is required for optimal plant health and for the nutrients we apply to work properly. Optimal soil pH range for Bermuda or Tall Fescue turf is between 6.0 and 6.8; Zoysia between 5.5 and 6.5

Plant health, growth and color is greatly affected by soil pH. As an example: Zoysia is particularly sensitive to high soil pH. A neutral soil pH (7.0) is typically too high for Zoysia and must be adjusted. Conversely, a soil pH of 5.0 is too low for Bermudagrass or Tall Fescue and must be raised with Lime. Without providing the pH adjustment, we will not get optimal results and the customer will not receive the desired result. The GreenUP Protocol Soil pH must be followed in its entirety.

When pH adjustments are required, the appropriate charges must be applied to the initial service according to the Rate Card Worksheet.

In both the Monthly Landscape Service and Bi-Monthly Lawn or Shrub Service sections of our Service Agreement, there are spaces provided to identify the areas of damaged lawn or shrubs that need to be replaced by the customer. When our lawn care services are initiated, it is common to have areas of turf or shrubs that will need to be replaced in order to provide the customer with the results they expect. It is likely that large areas of damaged turf will fill in with weeds before a quality turf cover can be established from the existing turf. Many of these weeds will have no selective means of control. The quickest and most sure way to satisfy a new lawn customer with large areas of damaged turf is to identify the areas that need to be replaced and sell them our renovation service. Document on the agreement the square footage of the lawn or shrubs that need to be replaced and identify the location of these areas on the inspection graph and renovation agreement.

GreenUP Service Protocol

Landscape Services – Sales and Service Agreement

Proper irrigation is fundamental to providing the customer with the results they expect. Every initial inspection for the sale of Landscape or Lawn Care services must begin with an inspection of the irrigation system.

In the top section of our service agreement is the customer contact information. Always ask for the customer's email address. Having the customer's email address allows us to provide them with service alerts, new service information and special promotions. Almost everyone has an email address and it is to our mutual benefit to be able to contact the customer by email. Always ask the customer for their email address. Asking for an email address is as common as asking for a phone number.

Agreement of Services and Payment Options: This section provides two areas for the customer to initial. One area is to authorize the services we will perform; check the appropriate box or boxes and have the customer initial. The other area is for the customer to authorize enrollment in Auto Bill Pay. They may pay annually in advance and receive a 5% discount or pay monthly for the Landscape Service or Bi-Monthly for the Lawn Care or Shrub Care Service. Check the appropriate box and have the customer initial. Our preferred method of payment is Electronic Funds Transfer in Monthly or Bi-Monthly payments. Make sure to discuss this with the customer as well and complete the required form.

Method of Payment: Write in the amount remitted with agreement. This should at least be the charge for the initial service. Identify whether the payment is by cash, check, auto bill pay or credit card. If payment is by credit card, identify the type of card, the account number, the expiration date and the authorization number.

At the bottom of the agreement is the area for the customer, inspector and general manager to sign and date. Under the customer's signature, the agreement states that the customer has read the Service Agreement Terms and Conditions on the reverse side.

Reverse Side of the Agreement:
The reverse side of the agreement states that the agreement is for an initial period of twenty-four months. It also states that the customer may cancel the agreement by providing Massey with a thirty day written notice of cancellation.

The Insect Damage Replacement Guarantee is clearly identified as being for "Monthly Landscape Services Only". The guarantee states that Massy Services will replace permanently damaged sod or shrubs that are damaged from: mole crickets, spittlebugs, lawn caterpillars, chinch bugs, aphids, scale, lace bugs, chili thrips and/or mealy bugs. The lawn and/or shrubs will be replaced with similar type plants designed to thrive in the conditions present. This insect damage replacement guarantee does not constitute a warrantee against loss as a result of any new invasive species of landscape insects."

Notice that our replacement guarantee is for *insect damage.* The specific insects covered in the replacement guarantee are listed on the back of the agreement. Please note that the insect damage replacement guarantee does not provide warrantee against any "new invasive species of landscape insects". These new invasive species typically do not have natural means of control and can reach epidemic proportions. When a new invasive pest species occurs, there is often little known about the control or a control may not even exist. We cannot provide a replacement guarantee for a pest that does not have a control method available and

controlling a new invasive species may require treatment over and above the price provided at the time the agreement was initiated. With the goal of "building long-term trusting relationships with our customer" in mind, our agreement sets a clear understanding of our plant replacement guarantee and what shrubs and trees are included in our service.

The Included Services section notes that our "Shrub Care Services include nutritional applications as well as inspection and treatment for plant damaging insects and diseases. Covered plant materials include all woody ornamental shrubs and perennial ground covers. Treatment to trees or palms is limited to palms less than 10 feet in canopy height and non-fruit bearing trees with a trunk diameter less than 4 inches at chest height. Treatments in pool deck areas may be limited due to staining and safety concerns. Weed control in landscape beds, large specimen palm trees, fruit bearing trees, rose gardens and annual flower plantings are not included with shrub care services."

Keep this section in mind when pricing, selling and servicing our Shrub Care Services.

- All "woody ornamental shrubs and perennial ground covers" are included. This means that in addition to all the woody ornamental shrubs, ground covers such as Asiatic Jasmine, English Ivy or Liriope are included. Make sure the square footage of these areas are included in the shrub bed square footage and priced accordingly. Also, make sure we are providing service to these areas.
- "Treatment to non-fruit bearing trees with a trunk diameter less than 4 inches at chest height" is included with the service. Small oak trees, for example, would be included with the service until the trunk diameter is 4 inches or greater at chest height. Make sure we are pricing, selling and servicing these trees.
    - These trees are serviced in the same manner as the other plant material.
- Treatment in pool deck areas may be limited due to staining and safety concerns. Some plantings in pool deck areas pose great risks when trying to provide service. For example, the foliage of small palms or other plants hanging over the pool cannot be sprayed. Many nutrients may cause damage to the pool deck surface. Limited treatment will be performed provided we can safely perform the treatments.
- Weed control in landscape beds, large specimen palm trees, fruit bearing trees, rose gardens and annual flower plantings are not included with shrub care services.
- To provide a few points of clarification:
    - Peach trees are fruit bearing trees; they are not included in the shrub care service even if they are very small. We also provide Edible Fruit Tree Services to provide care for these trees. See our Tree Care Rate Card.
    - Rose gardens are not included. What we are referring to here is large plantings of hybrid roses. These types of rose gardens require constant care and typically weekly treatments for disease, insects or nutrients. We do include treatment and care for Knockout Roses.
    - Annual flower plantings are not included. These types of plantings are changed out seasonally.

The next paragraph on the back of the agreement serves to provide the customer with the proper expectation of what our service can and cannot do and the importance of their active cooperation. Sales presentations must be made with this information in mind. Do not overstate what is possible to do with our service. We

Landscape Services – Sales and Service Agreement

cannot build “long-term trusting relationships” if the sales presentation does not state the facts accurately. Misstating the facts of what we can do or not do with our service is not only dishonest, it is not necessary. Our service has great benefits to the customer and is a great value. It is not necessary or beneficial to overstate what can be done in order to sell the service. This paragraph reads as follows:
The lawn and shrub services provided by Massey do not constitute a warranty or guarantee against all possible losses of plant material. We require your active cooperation in partnership with us by following our cultural recommendations for mowing, pruning and watering. Insects, weeds and diseases routinely occur in a landscape and some of these cannot be prevented. The insect damage replacement guarantee covers those specifically listed pests that can be prevented and or controlled in the landscape. While we cannot offer a replacement guarantee for uncontrollable weeds or disease causing fungi or bacteria, our service does provide curative treatments for common weeds and disease at no additional charge. Weed control in the lawn is an ongoing and dynamic process. We cannot prevent the encroachment of all weeds; however, we do provide preventive and curative treatments that suppress numerous types of weeds. Some types of uncontrollable weeds (such as Crabgrass, Alexandergrass, Bermudagrass and/or Torpedograss) may require an additional chargeable service such as renovation to remove them from the lawn.

The remainder of the back of the agreement provides Auto Bill Pay Terms and Conditions and our Privacy Policy for Email Addresses.

WEEKLY TRAINING SESSION

Tree Care Protocols

Topic Category: Lawn
Recordable Verifiable Training Hours: 1.5 hours

Objectives: This lesson is designed to review the Specialty Treatment Agreement and to review all Tree Care Protocols so all Team Members are familiar with our options in providing tree care, how to price the available treatments and the procedures to deliver the service.

Length of lesson: Approximately 90 minutes.

Materials needed:

- Training Outline
- Specialty Treatment Agreement Protocol
- All Tree Care Protocols listed below (collated and stapled separately) and Tree Care Rate Card
- Pre- and Post- tests.

Training Guidelines:

- Make copies of all Tree Care Protocols (collated and stapled separately), Rate Card and the tests for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Begin the meeting by defining the training topic and handing out the Pre-test
    - Allow the Team Members to complete the Pre-test during the meeting to capture key points. Since most of the information is new, using the Pre-Test to test their knowledge before reviewing the information would not make sense.
    - Hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the Arborjet Protocols
    - Review the Protocols in the following order so the information coincides with the test.
        - Specimen Palm Injection Program
        - Redbay Ambrosia Beetle Program
        - Palm/Tree Injection for Insect Control
        - Edible Fruit Insect Control and Granular Fertilization for trees 6 inches or greater
        - Edible Fruit Insect Control and Granular Fertilization for trees less than 6 inches
        - Caterpillar Control for Large Trees
    - Encourage active participation from all Team Members
    - Ask probing questions to develop key points
    - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
- Collect the Pre-Tests and hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Massey University.

WEEKLY TRAINING SESSION

Tree Care Protocols

Name _____ Date _____

PRE & POST TEST

1. T or F The Specimen Palm Injection Program provides treatment for insects, diseases and nutrition.
2. T or F Insect and nutritional treatments can be performed at the same initial visit with the Specimen Palm Injection Program.
3. Pricing for the Specimen Palm Injection Program is $_____ per inch of trunk diameter at chest height per visit and is performed _____ times per year.
4. The agreement to use for a Specimen Palm Injection Program sale is the _____.
5. T or F The Redbay Ambrosia Beetle Program is only needed for Redbay trees.
6. T or F The Redbay Ambrosia Beetle introduces a disease into the tree upon entry.
7. T or F The Redbay Ambrosia Beetle Program includes one annual injection for the prevention of disease and 4 liquid applications for the prevention of Ambrosia beetles.
8. The agreement to use for a Redbay Ambrosia Beetle Program sale is the _____.
9. T or F The Redbay Ambrosia Beetle Program can be used to protect Avocado trees.
10. T or F The Redbay Ambrosia Beetle Program offers a replacement guarantee for plant material.
11. T or F The Invasive Whitefly, Royal Palm Bug, Scales and Palm Bud Weevil are all controlled using an annual service with twice a year injection.
12. T or F Caterpillars and Palm Leaf Skeletonizers are included with the twice a year Palm/Tree Injection for Insect Control
13. T or F Imidacloprid will control caterpillars, spider mites and palm leaf skeletonizers.
14. The cost of the Palm/Tree Injection for Insect Control annual service is $____ per inch of trunk diameter at chest height and is performed _____ times per year.
15. T or F The insect control material used for edible fruit trees can be used the same day as the fruit is harvested.
16. T or F Our Edible Fruit Insect Control and Granular Fertilization program includes granular fertilizer applied 3 times per year spring through fall.
17. Edible Fruit Trees 6 inches or greater in diameter at chest height are injected _____ times per year.
18. Edible Fruit Trees less than 6 inches in diameter at chest height are sprayed _____ times per year.
19. T or F Caterpillar control for large trees is sold as an annual service performed twice a year.
20. T or F The Specialty Treatment Agreement is used to document the sale of an Injection Service for Caterpillars in large trees.
21. The cost for injecting a large tree for caterpillars is $_____ per inch of diameter at chest height
22. T or F All tree injection sales must be accompanied by a graph identifying the location and number of the trees to be treated.

WEEKLY TRAINING SESSION

Tree Care Protocols

PRE & POST TEST ANSWER KEY

1. T or F The Specimen Palm Injection Program provides treatment for insects, diseases and nutrition.
2. T or F Insect and nutritional treatments can be performed at the same initial visit with the Specimen Palm Injection Program.
3. Pricing for the Specimen Palm Injection Program is $__6___ per inch of trunk diameter at chest height per visit and is performed _____four_____ times per year.
4. The agreement to use for a Specimen Palm Injection Program sale is the _Specialty Treatment Agreement__
5. T or F The Redbay Ambrosia Beetle Program is only needed for Redbay trees.
6. T or F The Redbay Ambrosia Beetle introduces a disease into the tree upon entry.
7. T or F The Redbay Ambrosia Beetle Program includes one annual injection for the prevention of disease and 4 liquid applications for the prevention of Ambrosia beetles.
8. The agreement to use for a Redbay Ambrosia Beetle Program sale is the _Specialty Treatment Agreement__.
9. T or F The Redbay Ambrosia Beetle Program can be used to protect Avocado trees.
10. T or F The Redbay Ambrosia Beetle Program offers a replacement guarantee for plant material.
11. T or F The Invasive Whitefly, Royal Palm Bug, Scales and Palm Bud Weevil are all controlled using an annual service with twice a year injection.
12. T or F Caterpillars and Palm Leaf Skeletonizers are included with the twice a year Palm/Tree Injection for Insect Control
13. T or F Imidacloprid will control caterpillars, spider mites and palm leaf skeletonizers.
14. The cost of the Palm/Tree Injection for Insect Control annual service is $_7___ per inch of trunk diameter at chest height and is performed _____two_____ times per year.
15. T or F The insect control material used for edible fruit trees can be used the same day as the fruit is harvested.
16. T or F Our Edible Fruit Insect Control and Granular Fertilization program includes granular fertilizer applied 3 times per year spring through fall.
17. Edible Fruit Trees 6 inches or greater in diameter at chest height are injected _____4___ times per year.
18. Edible Fruit Trees less than 6 inches in diameter at chest height are sprayed _____6____ times per year.
19. T or F Caterpillar control for large trees is sold as an annual service performed twice a year.
20. T or F The Specialty Treatment Agreement is used to document the sale of an Injection Service for Caterpillars in large trees.
21. The cost for injecting a large tree for caterpillars is $__10___ per inch of diameter at chest height
22. T or F All tree injection sales must be accompanied by a graph identifying the location and number of the trees to be treated.

Edible Fruit Tree Insect Control and Fertilization for Trees 6 Inches or Greater in Diameter at Chest Height

Insect control and fertilization can be performed for edible fruit and nut trees such as citrus, mango, peach and pear with a trunk diameter of 6 inches or greater at chest height in the following manner:

The program is a yearly service performed on a quarterly basis (4 times annually). The Arborjet Injection System is used. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material is injected into the vascular system of the tree. The same injection site is to be used as long as it will accept the material.

Only AzaSol is used for the insecticide. AzaSol is, a biological insecticide containing Azadirachtin derived from the Neem tree. There is no time restriction for harvesting fruit, meaning that the fruit can be harvested the same day a treatment is performed. See the label for directions of use.

Fertilization is performed three times a year during the months of February through October with the regular quarterly treatment using the 8-2-12 palm fertilizer blend applied at 1 pound per 100 sq. ft. of root zone area.

Pricing for trees greater than 6 inches in diameter at chest height is $10 per inch per application.

Example: 4 trees with a trunk diameter of 6 inches at chest height each would be $240 per visit. Treatments are performed 4 times per year for a total of $960 per year.

The pricing includes both the insect control and the fertilization.

The Specialty Treatment Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the subsequent treatments is written in the same row and in the column corresponding with the months in which the quarterly treatments are performed.

The location, number and type of trees included in the service must be documented on a graph of the property.

Production commission for the quarterly service is paid at 5%.

Services sold are put into the customer database system using the Tree Injection Qtrly Program. The Tree Injection Initial and Tree Injection Service Events are used. The Job Instructions must specify, “Edible Fruit Trees” and the number of the trees.

Edible Fruit Tree Insect Control and Fertilization for Trees Less than 6 Inches in Diameter at Chest Height

Insect control and fertilization can be performed for edible fruit trees such as citrus, mango, peach and pear less than 6 inches in diameter at chest height in the following manner:

The program is a yearly service performed on an every other month basis (6 times annually).

The only insect control material used for edible fruit trees is AzaSol. AzaSol is a biological insecticide containing Azadirachtin derived from the Neem tree. There is no time restriction for harvesting fruit, meaning that the fruit can be harvested the same day a treatment is performed. AzaSol is applied at a rate of 1 teaspoon per gallon of water from a backpack sprayer dedicated for this use. Thorough coverage of all foliage must be achieved to ensure successful results.

Fertilization is performed three times a year. Fertilizer is applied in February or March, June or July and September or October with the regular insect control service. The 8-2-12 palm fertilizer blend is applied at 1 pound per 100 sq. ft. of root zone area.

Pricing for trees less than 6 inches in diameter at chest height is a minimum of $50 per application or $20 per tree per application.

Example: 4 trees with a trunk diameter less than 6 inches each would be $80 per treatment. Treatments are performed six times per year for a total of $480 per year.

The pricing for this service includes both the insect control and the fertilization.

The Specialty Treatment Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the subsequent treatments is written in the same row and in the column corresponding with the months in which the every other month treatments are performed.

The location, number and type of trees included in the service must be documented on a graph of the property. Also document he total square footage of the area under the dripline of the tree(s). This is required for entry into the customer database program.

Production commission for the every other month program is paid at standard commission rates.
Services sold are put into the customer database system using the Tree/Shrub BiMonthly Program. The Tree/Shrub Initial and Tree/Shrub Service Events are used. The Job Instructions must specify, “Edible Fruit Trees” and the number of the trees.

GREENUP SERVICE PROTOCOLS

What We Do and What to Expect – APRIL 2026 Landscape

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

Liquid Applications – Zoysia grass Existing Customers

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

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

Granular Applications with Barricade – Varying programs Varying Grass Types New Customers

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

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

GREENUP SERVICE PROTOCOLS

What We Do and What to Expect – APRIL 2026 Landscape

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

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

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 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. Please irrigate with ¼ inch of water if there is no rain within 24 hrs." "The application of granular sulfur will lower the soil pH to enhance the availability of soil nutrients. Please irrigate with ¼ inch of water if there is no rain within 24 hrs."

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."

GREENUP SERVICE PROTOCOLS

What We Do and What to Expect – APRIL 2026 Landscape

Shrub Care Customers

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

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

Primary Landscape Issues in APRIL

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

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

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

What We Do and What to Expect – APRIL 2026 Landscape

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

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

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

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

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

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

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

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

GREENUP SERVICE PROTOCOLS

What We Do and What to Expect – APRIL 2026 Landscape

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

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

Caterpillar Control for Large Trees

The Arborjet Injection System is used for the control of caterpillars on non-fruit bearing trees over 6 inches diameter at chest height. The service is performed on an as needed basis. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material containing Acephate is injected into the vascular system of the tree. Hardwood and conifer trees are treated using multiple injection sites on or above the root flairs.

See the Acejet label for complete directions. Notice that protective eyewear is a PPE requirement.

Pricing is determined by measuring the diameter of the trunk at chest height and multiplying this measurement by $10. Minimum charge is $50.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $10 = $500 per treatment.

The “Special Service Agreement” (MS-128, **not** the Specialty Treatment Agreement”) is used to document the sale of these services. It is imperative that the correct agreement be utilized for this sale, because it is not a yearly agreement. In the section of the agreement that says, “Massey will provide a special treatment for the pests checked below”, write in caterpillars and check the box to the left. In the “Special Instructions” section, write in “One time treatment for caterpillars for existing infestation.” Also document the number and types of trees to be treated.

The number and type of trees to be treated must be also be documented on a graph of the property to indicate the location of the trees.

Production commission is paid at 5%.

Services sold are put into the customer database system using the Tree/Shrub OneTime Program. The Tree Injection Special Service Event is used. The Job Instructions must specify, “Caterpillar Control Only” and the number and type of the trees.

GREENUP SERVICE PROTOCOLS

Insect Control and Fertilization for Edible Fruit Trees 6 Inches or Greater in Diameter

Insect control and fertilization can be performed for edible fruit trees such as citrus and mango with a trunk diameter of 6 inches or greater at chest height in the following manner:

The program is a yearly service performed on a quarterly basis. The Arborjet Injection System is used to provide insect control for edible fruit trees 6 inches or greater in diameter at chest height, using AzaSol. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

AzaSol, a biological insecticide containing Azadirachtin derived from the Neem tree. There is no time restriction for harvesting fruit, meaning that the fruit can be harvested the same day a treatment is performed. See the label for directions of use.

Arborjet tree injection is performed by drilling small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material is injected into the vascular system of the tree. The same injection site is to be used as long as it will accept the material.

Fertilization is performed three times a year during the months of February through October with the regular quarterly treatment using the 8-2-12 palm fertilizer blend.

Pricing for trees greater than 6 inches diameter at chest height is $10 per inch per application.

Example: 4 trees with a trunk diameter of 6 inches at chest height each would be $240 per visit. Treatments are performed 4 times per year for a total of $960 per year.

The pricing includes both the insect control and the fertilization.

The Special Landscape Service Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the subsequent treatments is written in the same row and in the column corresponding with the months in which the every other month or quarterly treatments are performed.

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the trees.

Production commission for the quarterly service is paid at 5%.

Insect Control and Fertilization for Edible Fruit Trees Less than 6 Inches in Diameter

Insect control and fertilization can be performed for edible fruit trees such as citrus and mango less than 6 inches in diameter at chest height in the following manner:

The insect control material used for edible fruit trees is AzaSol, a biological insecticide containing Azadirachtin derived from the Neem tree. There is no time restriction for harvesting fruit, meaning that the fruit can be harvested the same day a treatment is performed.

Fertilization is performed three times a year using the 8-2-12 granular fertilizer applied at 1 pound per 100 sq. ft. of root zone area.

The program for small trees less than 6 inches of trunk diameter at chest height is a yearly service performed on an every other month basis. Insect control materials are sprayed from a back pack sprayer, but the sprayer must be clean of any insect or disease control materials that are not labeled for edible fruit trees. AzaSol is applied at a rate of 1 teaspoon per gallon of water. Thorough coverage of all foliage must be achieved to ensure successful results.

Fertilizer is applied in February or March, June or July and September or October with the regular insect control service, using the 8-2-12 palm fertilizer blend.

AzaSol is used for the treatment at a rate of 1 teaspoon per gallon from a backpack sprayer dedicated for this use.

Pricing for trees less than 6 inches diameter at chest height is a minimum of $40 per application or $20 per tree per application.

Example: 4 trees with a trunk diameter less than 6 inches each would be $80 per treatment. Treatments are performed six times per year for a total of $480 per year.

The pricing for includes both the insect control and the fertilization.

The Special Landscape Service Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the subsequent treatments is written in the same row and in the column corresponding with the months in which the every other month treatments are performed.

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the trees.

Production commission for the every other month program is paid at standard commission rates.

Mid-Sized Palm Treatment Protocol for Insects, Diseases and Fertilization

Shrub size palms such as Roebelenii, European fan, Foxtail or Alexander palms with a height of 10 feet or less are included in our shrub care program and treated as per our shrub care protocol. These palms should be priced into our shrub care program using the square footage of bed area.

Mid-sized Butia, Queen, and Washingtonian palms as well as specimen palms such as Canary Island Date or Dactylifera are also susceptible to many insects and diseases just like shrubs and they need fertilization. Provided these palms are less than 15 feet high and are located in an area that can be sprayed without getting spray drift onto vehicles, windows of structures or passersby, they can be included or added to our shrub care service.

Our standard shrub care service schedule is followed. If a customer has our shrub service, these types of palms can be added for $30 *per palm* per service. Pricing for these types of palms without our regular shrub care service is a minimum of $80 per treatment or $30 per palm per treatment, whichever is greater. Note the type and number of palms on the service agreement and the invoice screen. Also note that the palms will be treated until they reach a height greater than 15 feet. This price also includes fertilization three times per year just like the shrub care program, but our special palm fertilizer 8-2-12 (or 8-0-12 in areas where phosphorus applications are not allowed by ordinance) will be used.

Application procedure for foliage pests:
The spray application is performed using our standard Shrub Care program. The foliage is treated ensuring good coverage to the top and bottom sides of the leaves as well as the rachis (petiole or leaf stem). The bud of the palm (where the new leaves come out) should be sprayed heavily.

Application procedure for fertilizing mid-sized palms:
Fertilization is performed in the same months as we would shrubs. However, 8-2-12 (or 8-0-12) palm fertilizer is used. This material is scattered evenly from the trunk to the dripline of the palm and beyond where possible at a rate of 2 pounds per 100 sq. ft. Care must be given as to not cause injury when fertilizing near annuals or other plants that are within the area where the fertilizer needs to be placed for the palm. If shrubs are in the root zone of the palm, the palm fertilizer application would also feed the shrubs. If there is turf in the area needing to be fertilized, the palm fertilizer application will cause the turf in this area to be greener than the rest of the turf. The regular turf fertilizer will supply the needs of the palm in this situation or the palm fertilizer could be used to fertilize the turf, but both should not be done at the same time.

Since the area of the palm to be fertilized would be circular, the formula pi (3.14) times the square of the radius will be needed to figure the square footage. Example a palm with a 3 foot radius: 3 x 3 = 9, 9 x 3.14 = about 28.27 sq. ft. The rate of fertilizer can be figured with the following formula: 2 pounds divided by 100 sq. ft. = the rate of fertilizer per 1 square foot. The rate per 1 square foot times the square footage tells you how many pounds of fertilizer is needed. Fertilizer weighs about the same as it looks like in a measuring cup, so multiply the pounds needed times 16 to give you the number of ounces needed.
Example: 2 / 100 = 0.02, 0.02 x 28.27 = 0.5654 pounds of fertilizer. There are 16 ounces in a pound, so 0.5645 pounds x 16 ounces = about 9 ounces in a measuring cup needed.
There, now isn't that simple? To make it even easier, see the following page.

Mid-Sized Palm Treatment Protocol for Insects, Diseases and Fertilization

Distance (Feet) from Trunk to the end of the Branches	Square Footage	Pounds of Palm Fertilizer Needed	Ounces in a measuring cup needed
3	28.3	0.6	9
4	50.3	1.0	16
5	78.5	1.6	25
6	113.1	2.3	36
7	153.9	3.1	49
8	201.1	4.0	64
9	254.5	5.1	81
10	314.2	6.3	101
11	380.1	7.6	122
12	452.4	9.0	145
13	530.9	10.6	170
14	615.8	12.3	197
15	706.9	14.1	226

- A palm with leaves extending 3 feet from the trunk would require about ½ pound of fertilizer (8 ounces in a measuring cup).
- A palm with leaves extending 6 feet from the trunk would require about 2 pounds of fertilizer (32 ounces in a measuring cup).
- A palm with leaves extending 10 feet from the trunk would require about 6 pounds of fertilizer (3 – 32 ounce measuring cups)

When palms reach a size over 15 feet, treatment for foliage pests via liquid application becomes impractical. At this point, our Injection programs are to be utilized.

Palm Fertilization **Only**

Some customers may want us to only fertilize their palms or the palms may be too tall to perform a foliage spray. Our 8-2-12 or (8-0-12 in areas where phosphorus applications are not allowed by ordinance) special palm fertilizer is used.

Note: Some people believe that “deep root feeding” is an effective means of fertilizing larger trees and palms. However, the primary root system of an established tree or palm is typically in the top 8 to 12 inches of soil and extends well beyond the dripline of the plant. Thus, putting fertilizer deep into a few holes around the plant places the fertilizer below a lot of the root system where it has no benefit and does not contact a large percentage of root system. Scattering fertilizer evenly from the trunk of to the dripline and beyond is the most effective means of getting fertilizer to a greater percentage of root system.

Use the application procedure on the previous page for fertilizing larger palms. The charge for fertilization only is $80 minimum per treatment or $20 per palm per treatment, whichever is greater. This treatment is performed every 4 months (3 times per year).

Mid-Sized Palm Treatment Protocol for Insects, Diseases and Fertilization

The following treatment can be performed for those who insist on a liquid “deep root” feeding of palms or trees. Use 1 pound of Lesco’s MacroN 23-0-23 and 2 ounces of Roots 1, 2, 3 per 10 gallons of water.

- A palm with leaves extending 3 feet from the trunk would require about 3 gallons of mix.
- A palm with leaves extending 6 feet from the trunk would require about 10 gallons of mix.
- A palm with leaves extending 10 feet from the trunk would require about 30 gallons of mix.

The charge is $80 minimum per treatment or $20 per palm per treatment, whichever is greater. This treatment is performed every 4 months (3 times per year).

If the palms are greater than 15 feet in height or in an area where spray techniques are not appropriate, our Specimen Palm Injection Service would need to be utilized. The Specimen Palm Injection service is a quarterly program to provide insect, disease and fertilization needs. See the Specimen Palm Injection Protocol for complete details.

GREENUP SERVICE PROTOCOLS

Palm and Tree Injection for Insect Control (excluding Caterpillars, Palm Leaf Skeletonizers and Spider Mites)

The Arborjet Injection System is used for the control of Invasive Whitefly, Royal Palm Bug, Scales (including Tuliptree Scale) and Palm Bud Weevil in palms and non-fruit bearing trees over 6 inches diameter at chest height. The program is a yearly service, performed every six months and has a full retreatment guarantee. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling a small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material containing Imidacloprid (Ima-jet) is injected into the vascular system of the palm or tree. Most palms can be treated with one injection site. Hardwood and conifer trees are treated using multiple injection sites on or above the root flairs. The same injection site is to be used as long as it will accept the material.

Note: Imidacloprid does not control caterpillars, palm leaf skeletonizers or spider mites.

The rate of application for Ima-jet is 5 milliliters per inch of trunk diameter at chest height for the first application and 2.5 milliliters per inch of trunk diameter at chest height for all subsequent applications. See the label for complete directions.

Pricing for each treatment is determined by measuring the diameter of the trunk at chest height and multiplying this measurement by $7. Minimum price per visit is $50.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $7 = $350 per treatment. Treatments are performed twice a year for a total of $700 per year.

The Specialty Treatment Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the “Palm/Tree Injection for Insect Control” row of the agreement. The cost of the second treatment is written on the same row and in the column corresponding with the month 6 months following the first treatment.

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the palms or trees.

Production commission is paid at 5%.

Services sold are put into the customer database system using the Tree Injection 2x Year Program. The Tree Injection Initial and Tree Injection Service Events are used. The Job Instructions must specify, “Insect Control Only” and the number and type of the trees.

GREENUP SERVICE PROTOCOLS

Palm and Tree Injection for Invasive Whitefly, Royal Palm Bug, Scales and Palm Bud Weevil

The Arborjet Injection System is used for the control of Invasive Whitefly, Royal Palm Bug, Scales and Palm Bud Weevil in palms and non-fruit bearing trees over 6 inches diameter at chest height. The program is a yearly service, performed every six months using the Arborjet injection system. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control material containing Imidacloprid is injected into the vascular system of the palm or tree. Most palms can be treated with one injection site. Hardwood and conifer trees are treated using multiple injection sites on or above the root flairs. The same injection site is to be used as long as it will accept the material.

Our treatments for the above listed pests consist of direct trunk injection treatments performed twice a year and have a full retreatment guarantee.

The rate of application for Ima-jet is 5 milliliters per inch of trunk diameter at chest height for the first application and 2.5 milliliters per inch of trunk diameter at chest height for all subsequent applications. See the label for complete directions.

Pricing for each treatment is determined by measuring the diameter of the trunk at chest height and multiplying this measurement by $7.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $7 = $350 per treatment. Treatments are performed twice a year for a total of $700 per year.

The Special Landscape Service Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The cost of the second treatment is written on the same row and in the column corresponding with the month 6 months following the first treatment.

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the palms or trees.

Production commission is paid at 5%.

GREENUP SERVICE PROTOCOLS

Specimen Palm Quarterly Injection Program

The Specimen Palm Injection Program is a yearly service, performed on a quarterly basis using the Arborjet injection system, to provide insect protection and control, disease prevention and fertilization for specimen palms with a trunk diameter 6 inches or greater at chest height. Only those individuals who have been fully trained in the Arborjet System may deliver this treatment.

Arborjet tree injection is performed by drilling a small hole(s) into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the insect control, disease prevention or fertilization material is injected into the vascular system of the palm. Most palms can be treated with one injection site. The same injection site is to be used as long as it will accept the material.

Our treatments have a full retreatment and satisfaction guarantee.

- Treatment for disease prevention is performed in December, January or February using Phospho-jet. Dilute Phospho-jet at one part Phospho-jet to 2 parts distilled water and apply the diluted material at 5 milliliters per inch of trunk diameter.
- Treatment for Palm Bud Weevil and piercing-sucking insect control is performed in March, April or May using Ima-jet (undiluted) at a rate of 5 milliliters per inch of trunk diameter. This full rate is used each year since the treatment only once per year.
- Treatment for palm leaf skeletonizers is performed in June, July or 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. Notice that protective eyewear is a PPE requirement.
- Nutritional treatment is performed in September, October or November using Palm-jet MG. Mix one part Palm-jet to 3 parts water and inject at label rates.

Initial treatments are performed using the product listed above for the month in which the first treatment is sold. If a problem or concern exists at the time of initial service and that problem is not addressed with the treatment scheduled at that time, one additional treatment can be performed during the same visit at no additional charge with one exception being using the two different insecticides at the same time.

Pricing for each treatment is determined by measuring the diameter of the trunk at chest height and multiplying this measurement by $6. Minimum pricing is $50 per visit.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $6 = $300 per treatment. Treatments are performed four times per year for a total of $1200 per year.

The Specialty Treatment Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The costs of the subsequent treatments are written on the same row and in the columns corresponding with the months every 3 months following the first treatment.

Specimen Palm Quarterly Injection Program

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the palms or trees.

Production commission is paid at 5%.

Services sold are put into the customer database system using the Tree Injection Qtrly Program. The Tree Injection Initial and Tree Injection Service Events are used. The Job Instructions must specify, “Specimen Palm Program” and the number and type of trees.

Tuliptree Scale

Tuliptree Scale
***Toumeyella liriodendri* (Gmelin)**

Identification:
Tuliptree Scale is one of the largest soft scales in the U.S. Mature females grow to over 1/4th inch in diameter. They are oval, convex, and have a distinct flange around the margin of its protective waxy cover. The waxy covering of a mature female varies from light grayish green to pinkish orange mottled with black. The body fluid of a live female is also pinkish orange. Adult males are small and only have one pair of wings. Adult males may look like tiny wasp parasitoids as they crawl across the surfaces of an infested plant. The crawler stage is dark red and about 0.5 mm long.

Biology:
This pest overwinters as second instar nymphs and resumes feeding in early spring. Males emerge from the waxy scale covering as small, two winged individuals. They mate with the females and die. By summer, mature females give birth to first instar nymphs (crawlers). Each female may produce as many as 3,000 crawlers over several weeks. Crawlers are capable of moving around in a tree. They may be spread to new host trees by wind or on the feathers of birds. Once the crawlers find a favorable site, they insert their piercing-sucking mouthparts into the vascular system of the tree and begin to feed.

Damage:
Large numbers of these soft scales may give an infested twig a warty appearance. One of the first indications of an infestation of this pest is the abundance of honeydew and sooty mold. Ants seeking the honeydew are often found. The ants may also need to be managed since they will not only protect and farm the scale for honeydew, but because they will invade and nest in structures. Feeding by this pest will weaken trees by removing the plant fluid. In many instances this scale will be so prolific that it covers all of the twigs and branches. Feeding from a heavy infestation can result in a rapid decline and even death of large established trees. Magnolias have been the most commonly infested trees in our service area.

Control: This scale will require aggressive treatment and follow-up for control. Small trees can be sprayed with our I&D Slurry with Horticultural Oil. A drench of the root system will be required; follow-up to reapply the spray in 10 to 14 days. Mid-Sized (under 6 inches in diameter at chest height) non-fruit bearing trees can be drenched with Imidacloprid using our Imidacloprid Mid-Sized Tree Drench Protocol. This treatment will work best when applied in the early spring. Large trees (6 inches and greater in diameter at chest height) can be treated with the Arborjet system using Ima-jet.

Host list: Magnolia, Yellow Poplar and Tuliptrees.

GREENUP SERVICE PROTOCOLS

Red Bay Ambrosia Beetle Program

The Redbay Ambrosia Beetle is an invasive wood boring insect that introduces a deadly fungal wilt disease into the tree upon entry. Currently known hosts include Redbay, Sassafras, Camphor and Avocado trees.

Treatment for this insect and the resulting disease requires injection of Alamo fungicide via the Arborjet system as well as quarterly protective insecticide applications to the trunk of the tree. Unfortunately, Alamo fungicide is not labeled for Avocado trees and therefore cannot be used. Any of the host trees listed above should be treated on a preventative basis to protect them from this pest. All Redbay, Sassafras and Camphor trees are at risk. Post infection treatments are rarely successful unless caught in the earliest stages.

The Redbay Ambrosia Beetle Program is a yearly service, performed on a quarterly basis to provide protection from Ambrosia beetle invasion as well as prevention and control of the disease they vector. The initial treatment and annually thereafter is performed using the Arborjet injection system with Alamo fungicide. Additionally, Permethrin insecticide is applied to the trunk of the tree from 15 feet and down to the base on the initial treatment and quarterly thereafter. Only those individuals who have been fully trained in the Arborjet System may deliver this portion of the treatment.

Arborjet tree injection is performed by drilling small holes into the trunk of the tree and inserting a plug that acts as a one-way valve. A needle is then inserted into the plug and the disease control material is injected into the vascular system of the tree.
Alamo is injected at a rate of 20 milliliters plus 30 milliliters of water per inch of diameter at chest height.

Permethrin is typically applied via a backpack sprayer at a rate of one ounce per 3 gallons of water. Sufficient volume is needed to saturate the trunk of the tree.

Our treatments have a full retreatment and satisfaction guarantee.

Pricing for the annual fungicide injection using Alamo is $10 per inch of diameter at chest height.

Pricing for each of the quarterly spray treatments is a minimum of $40 per visit or $2.00 per inch of diameter at chest height, whichever is greater.

Example: 5 trees with a trunk diameter of 10 inches each would be a total of 50 inches times $10 per inch for the annual fungicide treatment = $500. The quarterly insecticide spray applications would be 50 inches times $2 per inch = $100 for each application. The annual fungicide treatment plus the 4 insecticide applications would be a total of $900 for the year.

The Special Landscape Service Agreement is used to document the sale of these services. The cost of the first treatment is written in the box corresponding with the current month and the type of service being performed. The costs of the subsequent treatments are written on the same row and in the columns corresponding with the months every 3 months following the first treatment.

Red Bay Ambrosia Beetle Program

The number and type of trees to be treated must be documented on a graph of the property to indicate the location of the trees.

Production commission is paid at 5% for the annual injection. Full production commission is paid for the quarterly insecticide applications.

Tree Care Rate Card

Yearly Programs Written on the Specialty Treatment Agreement (Yearly Agreement)

Service	Description	Charge per Service	Service Frequency
Invasive Whitefly Quarterly Root Drench and Foliage Spray for Shrubbery and Small Trees	Quarterly root drench with Imidacloprid and foliage spray with Forbid	Minimum of $50 or $2.50 per 100 sq. ft. of bed area per foot of shrub height. (Length x Width x Height divided by 100 x $2.5)	4 x per Year
Mid-Sized Tree Quarterly Root Drench for Insect Control and Protection	Quarterly root drench with Imidacloprid for Piercing Sucking Insects	Minimum charge of $50 or $2 per inch of DBH (accumulative for all trees being treated), whichever is greater.	4 x per Year
Specimen Palm Injection Service	Quarterly injection treatments to manage the most common insect, disease and nutritional concerns throughout the year.	Minimum charge of $50 or $6 per inch of trunk diameter at chest height	4 x per Year
Control of Piercing-Sucking Insects in Palms or Trees	Injection Treatments performed twice a year for Invasive Whitefly, Royal Palm Bug, Scales and other Piercing-Sucking Insects.	Minimum charge of $50 or $7 per inch of trunk diameter at chest height	2 x per Year
Redbay Ambrosia Beetle Prevention	Yearly Disease prevention performed via injection	$10 per inch of trunk diameter at chest height	1x per Year
	Insect prevention via trunk spray	Minimum charge of $50 or $2 per inch of trunk diameter at chest height	4x per Year
Insect Control and Fertilization for Edible Fruit Trees with trunk diameter less than 6 inches at chest height	Bi-Monthly foliar insect control applications with 3 x per year fertilization spring - fall	Minimum charge of $50 or $20 per tree, whichever is greater	6x per Year
Insect Control and Fertilization for Edible Fruit Trees with trunk diameter greater than 6 inches at chest height	Quarterly injection treatments to manage the most common insect concerns with 3 x per year fertilization spring - fall	Minimum charge of $50 or $10 per inch of trunk diameter at chest height	4 x per Year

One-Time Services -Written on the Special Service Agreement

There are times where a One-Time Service may make sense for a particular problem or a particular customer situation. However, be aware of the differences in pricing and ensure that the service is written on the "Special Services Agreement" and not a yearly agreement. There are no guarantees for "One-Time Services"

Caterpillar or other Chewing Insect Control	One-Time Injection using Acejet for non-fruit bearing trees or AzaSol for edible fruits or nuts	Minimum charge of $50 or $10 per inch of trunk diameter at chest height	N/A
Sycamore Lacebug or other Piercing-Sucking Insect Control	One-Time Injection using Ima-jet	Minimum charge of $50 or $10 per inch of trunk diameter at chest height	N/A
Broad Spectrum Disease Control	One-Time Injection using Phospho-jet	Minimum charge of $50 or $6 per inch of trunk diameter at chest height	N/A
Palm or Tree Fertilization	One-Time Injection using Palm-jet MG	Minimum charge of $50 or $6 per inch of trunk diameter at chest height	N/A

WEEKLY TRAINING SESSION

Landscape Services - Sales and Agreement

Topic Category: Lawn

Recordable Verifiable Training Hours: 1.0

Objectives: This lesson is designed to provide information regarding Service and Sales of our GreenUP Landscape Services.

Length of lesson: Approximately 60 minutes.

Materials needed:

- Training Guideline
- Copies of the Landscape Service Agreement for all Team Members attending.
- GreenUP Protocol - Landscape Services – Sales and Agreement
- Pre- and Post- tests.

Training Guidelines:

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Begin the meeting by defining the training topic and handing out the Pre-test
    - Allow a few minutes for Team Members to complete the Pre-test.
    - Collect the pre-test and hand out the Verifiable Training Record Form (VTRF)
- Distribute and review the GreenUP Protocol - Landscape Services – Sales and Agreement
    - Encourage active participation from all Team Members
    - Ask probing questions to develop key points
    - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
- Hand out the Post-tests. When complete, grade the tests and record the score on the VTRF.
- Collect tests and place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly Training Sessions through Massey University.

WEEKLY TRAINING SESSION

Landscape Services - Sales and Agreement

Name _____ Date _____

PRE & POST TEST

1. T or F Setting the proper expectations at the time of sale is a very important part of building long-term trusting relationships with our customers.

2. T or F Our Landscape Service Agreement has been revised for the purpose of limiting our level of liability.

3. T or F When filling out a service agreement, we should always ask for the customer's email address.

4. T or F We have the ability to provide any customer with a beautiful landscape regardless of the initial condition of the plant material and regardless of the watering, mowing and pruning practices.

5. T or F Our Bi-Monthly Lawn Care service provides the customer with an insect replacement guarantee.

6. T or F Our Monthly Landscape Service provides the customer with a plant replacement guarantee for loss of plant material regardless of cause.

7. T or F Asiatic Jasmine ground cover is included in our shrub care service.

8. T or F Oak Trees that have a trunk diameter of 3 inches at chest height are included in our shrub care service.

9. T or F All Lawn Care Sales regardless of Monthly Landscape, Landscape or Every Other Month begins with an Initial Service followed by a Regular Service and Aeration the following month.

10. T or F A neutral soil pH (7.0) is typically too high for Zoysia, Bahia and Centipede and must be adjusted. Without providing the pH adjustment, we will not get optimal results and the customer will not receive the desired result. The GreenUP Protocol Soil pH must be followed in its entirety.

WEEKLY TRAINING SESSION

Landscape Services - Sales and Agreement

PRE & POST TEST ANSWER KEY

1. (T) or F — Setting the proper expectations at the time of sale is a very important part of building long-term trusting relationships with our customers.

2. T or (F) — Our Landscape Service Agreement has been revised for the purpose of limiting our level of liability.

3. (T) or F — When filling out a service agreement, we should always ask for the customer's email address.

4. T or (F) — We have the ability to provide any customer with a beautiful landscape regardless of the initial condition of the plant material and regardless of the watering, mowing and pruning practices.

5. T or (F) — Our Bi-Monthly Lawn Care service provides the customer with an insect replacement guarantee.

6. T or (F) — Our Monthly Landscape Service provides the customer with a plant replacement guarantee for loss of plant material regardless of cause.

7. (T) or F — Asiatic Jasmine ground cover is included in our shrub care service.

8. (T) or F — Oak Trees that have a trunk diameter of 3 inches at chest height are included in our shrub care service.

9. (T) or F — All Lawn Care Sales regardless of Monthly Landscape, Landscape or Every Other Month begins with an Initial Service followed by a Regular Service and Aeration the following month.

10. (T) or F — A neutral soil pH (7.0) is typically too high for Zoysia, Bahia and Centipede and must be adjusted. Without providing the pH adjustment, we will not get optimal results and the customer will not receive the desired result. The GreenUP Protocol Soil pH must be followed <u>in its entirety</u>.

GreenUP Service Protocol

Landscape Services – Sales and Service Agreement

One of the key points in our Mission Statement is, "building long-term trusting relationships with our customers". An important aspect of achieving this part of our mission is to clearly identify what is included with our service and what is included in our guarantees. The customer interaction at the time the initial agreement is set is particularly important. Success in building a long-term trusting relationship with our customer is reliant on setting the proper expectations at the time of sale and getting off to a great start by "wowing" our customer with our initial and regular services.

When a customer purchases our Monthly Landscape Service, Landscape, Bi-Monthly Lawn or Shrub Service, they rightfully expect that we can achieve the goal of enhancing the beauty of their property. But to do this, we will need a proper foundation from which to work. This foundation continues to be our 5 key principles of plant management. (1) Right plant in the right place and a sufficient amount of turf to work with. We will also need (3) proper watering, (2) healthy soils including proper soil pH and (4) proper cultural practices including mowing, pruning, proper planting and mulching. When these Key Principles are in line, the 5th key principle of controlling pests becomes fairly simple. Without these fundamental principles being in place, we will have a very difficult time satisfying the customer.

Monthly Landscape Service: Our Monthly Landscape Service should always be the first and primary service offered to a customer. <u>This is our premium service and is the only service we offer that includes a plant replacement guarantee.</u>

The first two months of our service (Monthly Landscape or Bi-Monthly Lawn Care) are designed to provide intensive care to the turf in order to quickly get the lawn up to Massey Standards and our customer's expectations. The initial service, the first regular service, and the core aeration service are all provided within the first 60 days of a customer starting service with us. Our Agronomic Program is designed with providing our service in this manner. The Initial Service and the first Regular Service being done the following month work in conjunction to provide the WOW factor we are looking for.

Within the first two months of our service, the customer will receive:

- Two nutritional applications about 30 days apart to spoon feed their lawn and develop a healthy green color.
    - These two feedings quickly increase root mass and shoot density.
- Two post-emergent weed control applications as needed to control existing broadleaf weeds.
- One broadcast pre-emergent weed control application to prevent future weeds from emerging.
- One or two broadcast insect control applications depending on the time of year.
- Disease control as needed to control existing turf disease
- Aeration of the turf to:
    - Provide oxygen for the root system.
    - Reduce nutrient and water runoff
    - Enhance water penetration
    - Increase the activity of beneficial soil micro-organisms
    - Speed up the decomposition of decaying organic matter

Landscape Services – Sales and Service Agreement

- An additional application of a potassium and magnesium source or Granular Sulfur provided at the time of aeration to create a hardier and stronger turf or to reduce the soil pH to allow for better utilization of nutrients.

It is crucial that we understand the importance and benefits of these first two months of service and that we convey the importance and benefits of these first two months of service to our new customer. This is just one of the many things we do that set us apart from the competition.

The charges to the customer for the Monthly Landscape Service are based on the Initial Service Charge, which includes a Lawn Care Service and a Shrub Care Service followed by 11 *Monthly* Service Charges. The charges to the customer for the Bi-Monthly Lawn Service are based on the Initial Service Charge and 6 *Bi-Monthly* Charges. Our Aeration Service is built into the monthly or bi-monthly service charges, so the customer does not see an extra charge for this service. **It is imperative that the Rate Card and the Worksheet on the back of the rate card be used to compute these charges properly and so our Specialists are paid the proper Production Value for the work they perform.**

All Landscape or Lawn Care sales must begin with a sampling of the soil pH at the time of initial inspection. All Inspectors must be equipped with a color metric pH sample kit. The soil pH must be documented accurately on the Landscape Analysis document. Proper soil pH for the particular plant species is required for optimal plant health and for the nutrients we apply to work properly. Optimal soil pH range for St. Augustine or Bermuda turf is between 6.0 and 6.8; Zoysia between 5.5 and 6.5; and for Bahia or Centipede between 5.0 and 6.0.

Plant health, growth and color is greatly affected by soil pH. As an example: Zoysia, Bahia and Centipede are particularly sensitive to high soil pH. A neutral soil pH (7.0) is typically too high for Zoysia, Bahia and Centipede and must be adjusted. Without providing the pH adjustment, we will not get optimal results and the customer will not receive the desired result. The GreenUP Protocol Soil pH must be followed in its entirety.

When pH adjustments are required to raise or lower the soil pH, the appropriate charges must be applied to the initial service according to the Rate Card Worksheet.

In both the Monthly Landscape Service and Bi-Monthly Lawn or Shrub Service sections of our Service Agreement, there are spaces provided to identify the areas of damaged lawn or shrubs that need to be replaced by the customer. When our lawn care services are initiated, it is common to have areas of turf or shrubs that will need to be replaced in order to provide the customer with the results they expect. It is likely that large areas of damaged turf will fill in with weeds before a quality turf cover can be established from the existing turf. Many of these weeds will have no selective means of control. The quickest and most sure way to satisfy a new lawn customer with large areas of damaged turf is to identify the areas that need to be replaced and sell them our renovation service. Document on the agreement the square footage of the lawn or shrubs that need to be replaced and identify the location of these areas on the inspection graph and renovation agreement.

GreenUP Service Protocol

Landscape Services – Sales and Service Agreement

Proper irrigation is fundamental to providing the customer with the results they expect. Every initial inspection for the sale of Landscape or Lawn Care services must begin with an inspection of the irrigation system. It is mutually beneficial for our company to provide our customer with irrigation maintenance.

In the top section of our service agreement is the customer contact information. Always ask for the customer's email address. Having the customer's email address allows us to provide them with service alerts, new service information and special promotions. Almost everyone has an email address and it is to our mutual benefit to be able to contact the customer by email. Always ask the customer for their email address. Asking for an email address is as common as asking for a phone number.

Agreement of Services and Payment Options: This section provides two areas for the customer to initial. One area is to authorize the services we will perform; check the appropriate box or boxes and have the customer initial. The other area is for the customer to authorize enrollment in Auto Bill Pay. They may pay annually in advance and receive a 5% discount or pay monthly for the Landscape Service or Bi-Monthly for the Lawn Care or Shrub Care Service. Check the appropriate box and have the customer initial. Our preferred method of payment is Electronic Funds Transfer in Monthly or Bi-Monthly payments. Make sure to discuss this with the customer as well and complete the required form.

Method of Payment: Write in the amount remitted with agreement. This should at least be the charge for the initial service. Identify whether the payment is by cash, check, auto bill pay or credit card. If payment is by credit card, identify the type of card, the account number, the expiration date and the authorization number.

At the bottom of the agreement is the area for the customer, inspector and general manager to sign and date. Under the customer's signature, the agreement states that the customer has read the Service Agreement Terms and Conditions on the reverse side.

Reverse Side of the Agreement:
The reverse side of the agreement states that the agreement is for an initial period of twenty-four months. It also states that the customer may cancel the agreement by providing Massey with a thirty day written notice of cancellation.

The Insect Damage Replacement Guarantee is clearly identified as being for "Monthly Landscape Services Only". The guarantee states that Massy Services will replace permanently damaged sod or shrubs that are damaged from: mole crickets, spittlebugs, lawn caterpillars, chinch bugs, aphids, scale, lace bugs, chili thrips and/or mealy bugs. The lawn and/or shrubs will be replaced with similar type plants designed to thrive in the conditions present. This insect damage replacement guarantee does not constitute a warrantee against loss as a result of any new invasive species of landscape insects."

Notice that our replacement guarantee is for *insect damage.* The specific insects covered in the replacement guarantee are listed on the back of the agreement. Please note that the insect damage replacement guarantee does not provide warrantee against any "new invasive species of landscape insects". These new invasive species typically do not have natural means of control and can reach epidemic proportions. When a new invasive pest species occurs, there is often little known about the control or a control may not even exist. We cannot provide a replacement guarantee for a pest that does not have a control method available and

controlling a new invasive species may require treatment over and above the price provided at the time the agreement was initiated. With the goal of "building long-term trusting relationships with our customer" in mind, our agreement sets a clear understanding of our plant replacement guarantee and what shrubs and trees are included in our service.

The Included Services section notes that our "Shrub Care Services include nutritional applications as well as inspection and treatment for plant damaging insects and diseases. Covered plant materials include all woody ornamental shrubs and perennial ground covers. Treatment to trees or palms is limited to palms less than 10 feet in canopy height and non-fruit bearing trees with a trunk diameter less than 4 inches at chest height. Treatments in pool deck areas may be limited due to staining and safety concerns. Weed control in landscape beds, large specimen palm trees, fruit bearing trees, rose gardens and annual flower plantings are not included with shrub care services."

Keep this section in mind when pricing, selling and servicing our Shrub Care Services.

- All "woody ornamental shrubs and perennial ground covers" are included. This means that in addition to all the woody ornamental shrubs, ground covers such as Asiatic Jasmine, English Ivy or Liriope <u>are included</u>. Make sure the square footage of these areas are included in the shrub bed square footage and priced accordingly. Also, make sure we are providing service to these areas.
- "Treatment to trees and palms is limited to palms less than 10 feet in canopy height…" This means that Queen Palms, Roebelenii Palms or others are included with the service provided they are less than 10 feet in canopy height. Again, make sure we are pricing, selling and servicing these palms.
    - These palms are serviced in the same manner as the other plant material, except that our 8-2-12 or 8-0-12 is used for fertilization.
    - Service to these palms ceases when they reach a height of 10 feet.
- This sentence goes on to say, "…and non-fruit bearing trees with a trunk diameter less than 4 inches at chest height." This means that small oak trees, for example, would be included with the service until the trunk diameter is 4 inches or greater at chest height.
- Treatment in pool deck areas may be limited due to staining and safety concerns. Some plantings in pool deck areas pose great risks when trying to provide service. For example, the foliage of small palms or other plants hanging over the pool cannot be sprayed. Many nutrients may cause damage to the pool deck surface. Limited treatment will be performed provided we can safely perform the treatments.
- Weed control in landscape beds, large specimen palm trees, fruit bearing trees, rose gardens and annual flower plantings are <u>not</u> included with shrub care services.
- To provide a few points of clarification:
    - Canary Island Date palms are "specimen palm trees" they are not included with the standard shrub care service even if they are less than 10 feet tall. We do offer Palm Care Services to provide care for these trees. See our Tree Care Rate Card.
    - Citrus trees are fruit bearing trees; they are not included in the shrub care service even if they are very small. We also offer Edible Fruit Tree Services to provide care for these trees. See our Tree Care Rate Card.

- Rose gardens are not included. What we are referring to here is large plantings of hybrid roses. These types of rose gardens require constant care and typically weekly treatments for disease, insects or nutrients. We do include treatment and care for Knockout Roses.
- Annual flower plantings are not included. These types of plantings are changed out seasonally.

The next paragraph on the back of the agreement serves to provide the customer with the proper expectation of what our service can and cannot do and the importance of their active cooperation. Sales presentations must be made with this information in mind. Do not overstate what is possible to do with our service. We cannot build "long-term trusting relationships" if the sales presentation does not state the facts accurately. Misstating the facts of what we can do or not do with our service is not only dis-honest, it is not necessary. Our service has great benefits to the customer and is a great value. It is not necessary or beneficial to overstate what can be done in order to sell the service. This paragraph reads as follows:
The lawn and shrub services provided by Massey do not constitute a warranty or guarantee against all possible losses of plant material. We require your active cooperation in partnership with us by following our cultural recommendations for mowing, pruning and watering. Insects, weeds and diseases routinely occur in a landscape and some of these cannot be prevented. The insect damage replacement guarantee covers those specifically listed pests that can be prevented and or controlled in the landscape. While we cannot offer a replacement guarantee for uncontrollable weeds or disease causing fungi or bacteria, our service does provide curative treatments for common weeds and disease at no additional charge. Weed control in the lawn is an ongoing and dynamic process. We cannot prevent the encroachment of all weeds; however, we do provide preventive and curative treatments that suppress numerous types of weeds. Some types of uncontrollable weeds (such as Crabgrass, Alexandergrass, Bermudagrass and/or Torpedograss) may require an additional chargeable service such as renovation to remove them from the lawn.

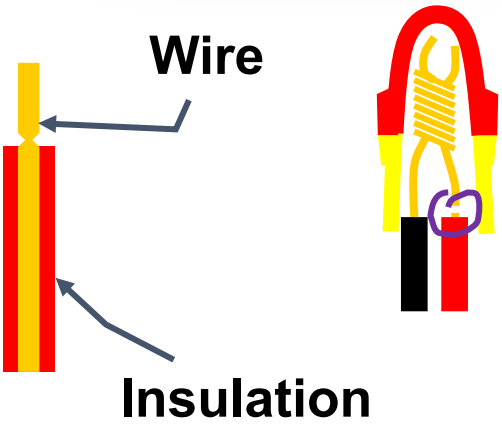
The remainder of the back of the agreement provides Auto Bill Pay Terms and Conditions and our Privacy Policy for Email Addresses.

WEEKLY TRAINING SESSION

Steps To A Proper Wire Splice

Steps to a proper wire splice

- Use wire strippers not side cutters, pocket knives, or teeth.
- The splice is the weakest part of the circuit.
- Avoid poor workmanship



- Poor splicing techniques
- If a wire is damaged from not using the proper splicing techniques, it could come apart inside the wire nut, and not be seen

- Strip at least 1.5” of insulation off of each wire

- Place them at a 90 degree angle to each other and twist

- It is not necessary to twist all the way to the end

WEEKLY TRAINING SESSION

Steps To A Proper Wire Splice

- Cut the twisted conductors to fit the wire nut
  - Twist on the wire nut.

  - It is tight enough when
    The insulation begins to also twist.

- Stranded soleniod wire onto the solid core 14 guage wire. Wrap in same direction as wire nut twists on.

- Flip open the lid and insert wire nut Into tube
- Push through the gel to the bottom of the tube. Try to pull it out to make sure the nut secured in place
- Separate the wires into the premade Slots, close and lock the tube cap Into place.