

CRAWFORD TREE & LANDSCAPE

GLOSSARY OF SERVICES

Welcome,

We at Crawford Tree & Landscape would like to thank you for trusting us with your estate care investment. Our goal is to set and meet accurate expectations for the services you have contracted, while accomplishing those services safely and with integrity. Our hope then is that this approach and glossary will be a helpful reference for you in the years to come.

Although we hope to be your trusted advisor for all your estate care needs, we aim to start with a proposal including 3 services or more. Experience has taught us that this baseline level of commitment typically yields the best long-term client/service provider relationship. We encourage all clients to ask their Sales Representative to further outline this philosophy.

We are honored to serve you and thank you in advance for your partnership!

Crawford Tree & Landscape Services, Inc., may hereby be referred to as “CTL” in this glossary.

Service Scheduling:

Please read the two paragraphs below, and the individual description of each service you have contracted, for any general timing or execution guidelines. Please then contact your Sales Representative for further clarification when needed.

Your approved services—as contracted in your Seasonal Proposal and defined in the Glossary—will be performed by the field staff of CTL throughout each year as natural conditions allow or require. Please contact your Sales Representative, communicating beforehand any specific scheduling parameters, or service/site-specific notes you would like us to be aware of and reference during this automated process.

Please also refer to the Proposal Terms and Conditions for additional scheduling information.

Pricing Methods:

Per Season: The price you are invoiced includes all materials, travel, disposal, and labor required to perform the work on your property. This price is based on the maximum amount of Individual Labor Hours (ILH) our staff will have to perform your work. While working, our staff will complete as much as possible within the price you have approved, starting with high profile areas first. Additional time (at an additional cost) may be requested to further address your needs and will require your written approval beforehand. This option allows you to balance the assistance you need and the budget you prefer.

Per Visit: The cost given assumes all materials, travel, disposal, and labor required to complete the specified work on your property, one time. CTL will meet the contracted requirements during each visit, or complete as much as your budget allows. You will be invoiced the contracted amount per visit for every service visit made on your property.

TME (Time and Materials Estimate): An estimate of Work performed on a time and material basis which includes the contracted amount per Individual Labor Hour, any equipment fees, plus any Materials supplied by CTL for use on Client's property. This may include, but is not limited to, the travel to and from the Work site, time spent preparing prior to the Work, time spent cleaning and organizing after the Work is performed, and debris disposal. "Individual Labor Hour" or "ILH" means the productive effort of one person in one hour.

DBH (Tree Diameter at Breast Height which is 4.5' above grade): The price on your Seasonal Proposal has been estimated for your approval. You will be invoiced using the tree's DBH at the time of application. DBH is the measurement we use to correctly apply Plant Health Care products.

Quantity: You will be invoiced the contracted amount per the installed or applied "unit" of the service/material combination you have selected. All labor, along with all materials supplied by CTL, including our time on site, time spent sourcing material, travel time, disposal fees, and any service preparation time, is included in this quantity pricing (e.g., mulch we supply, deliver, and install per yard, or certain Plant Health Care treatments sold per gallon).

Landscape Maintenance (LM):

Spring Clean-Up (SCU): A one-time visit typically in March through May to pick up trash and storm debris, rake or blow out debris from your planting beds as needed from the previous fall, cut back the perennials left as winter interest, vacuum or blow off your lawn as needed, and rake the lawn as needed to remove snow mold. This also includes removing, labeling, and storing of Animal Protection, Winter Protection, and Plow Markers on site. We will start with high profile areas, adhering to the pricing method outlined in your proposal. (Priced per Season or TME)

Spring Granular Fertilization (SGF): One granular application done by hand typically in March through May for perennial plants and ornamental shrubs as specified. This is primarily composed of nitrogen, phosphate, potash, iron, and other micronutrients to improve the greening and stress tolerance of your plants. (Priced per Visit)

Pre-Emergent Planting Bed Weed Control, visit 1 and/or 2 (PE 1-2): One or two applications (as contracted) of a hand-applied, granular, pre-emergent herbicide throughout your landscaped beds, the first of which is typically made in April/May, the second in June/July. This application(s) decreases weed seed germination and significantly reduces the number of weeds that might appear in your landscaped beds. (Priced per Visit)

Lawn Fertilization and Weed Control, visits 1-5 (LF 1-5): An annual 5-visit, zero phosphorus program, that when contracted over multiple seasons, will minimize weeds, and provide nutrients for healthy, greener grass. Visits consist of the following:

Visit 1 (March to May) - Pre-Emergent Crab Grass Preventer with Balanced Fertilizer

Visit 2 (May to July) - Premium Broadleaf Herbicide Weed Control

Visit 3 (June to August) - Balanced Premium Fertilizer

Visit 4 (August to September) - Premium Broadleaf Herbicide Weed Control

Visit 5 (October to November) - Late Fall Fertilizer

While applying, applicators will inspect your lawn for insects, fungal activity, and nutrient deficiencies, recommending additional treatments as they see fit. These additional treatment visits (not included) may be recommended to eradicate weeds that are difficult to control such as clover, creeping charlie, etc. (Priced per Visit)

Grub Treatment (Grub-P, Grub-C): A granular preventative or liquid curative application to the lawn in May or June which provides season-long control of damaging insect grubs. This treatment controls Asiatic garden beetle, black turfgrass ataenius, European chafer, green June beetle, Japanese beetle, May/ June beetle, northern masked chafer, oriental beetle, and southern masked chafer. Watering your lawn within 24 hours of application is required for maximum efficacy. (Priced per visit)

Lawn Aeration (LA, LA-O): A fall visit to core-aerate your lawn which relieves soil compaction and improves oxygen exchange, also allowing water and nutrients to more evenly reach the soil. Small “plugs” of soil will be left behind after this service, which will break down after rainfall and subsequent mowing. The option of overseeding is available at an additional cost to thicken the existing turf, partially by introducing new grass varieties. (Priced per visit)

Edging of Beds (E): One visit typically in April through June to re-define the existing planting bed edges on specified planting beds and tree rings using a garden spade and/or machine to provide a neat and uniform appearance. Edging assists in holding back the mulch applied in your beds and inhibits the lawn from growing into them. All debris will be hauled off site unless noted in your proposal. We will start with high profile areas, adhering to the pricing method in your proposal. (Priced per Season or TME)

Mulch Installation (M): Supply, deliver, and install the specified amount of a medium brown double shredded mulch, or Brown Enviro mulch, typically in April through June for maximum longevity. Ideally, we will achieve a depth of 2-3 inches in your planting beds of new and existing mulch, combined. In addition to its aesthetic value, mulch provides many plant

health benefits, such as improved soil moisture retention, reduced weed germination, and lower soil temperatures. Other mulch options are available upon request. (Priced per Quantity or TME)

Garlic Mustard & Buckthorn Control, visits 1-3 (GMBT 1-3): Liquid selective herbicide applications made to a specified area or by spot-treating where needed, for post-emergent control of Garlic Mustard and Buckthorn saplings less than three feet tall. Applications are typically made in wooded or natural property borders. Larger buckthorn cannot be treated with this foliar application and must be mechanically removed. The timing of the first application is typically in May or when the Garlic Mustard starts flowering. Follow-up visits will be timed throughout the season by CTL for the most efficient control. (Priced per Visit or TME)

Lawn Manicuring (Mow): Visits made as weather and lawn conditions permit, typically starting the third week of April and ending the first week in November. Certain lawn areas may be double cut as determined by our staff, based on length, or skipped to avoid damage (like rutting) during rainy portions of the season, or to avoid browning of the grass due to excessively dry conditions. Line trimming may be done near trees, along mulched planting beds, around fence posts and poles, and in areas we cannot access with our wheeled equipment to maintain a neat, uniform appearance. After this is completed, loose grass clippings will be removed, as able, from hard surfaces and mulched beds with a blower, and large clumps of clippings on the lawn will be dispersed. We traditionally make 20-25+ mowing visits per season when cut weekly. (Priced per Visit or TME)

General Maintenance (GM): Routine or requested visits for the care of your landscape, including (as your budget allows but not limited to) deadheading of flowers, plant staking, perennial dividing and transplanting in spring (see PDT on page 8), weeding, cultivating, fertilizing flowers, blowing off hard surfaces, picking up branches and debris from the lawn and beds, applying deer or animal repellent, stick edging along hard surface edges if requested, and reporting on the watering needs of your landscape.

Perennials may be cut back as they expire if your budget for this service allows. Our staff on site will also report to your Sales Representative any additional improvements that could be made, ensuring we are proactive regarding the condition of your property. (Priced TME)

Annual Flower Planting (AFP): One visit to plant annual flowers in specified beds and/or pots. This may include an on-site consultation to discuss what beds and pots are to be planted. Prior to planting, the beds and pots may be prepared by mixing compost, peat moss, sand, and a water-soluble fertilizer into the existing soil (as needed) to provide a healthy growing medium. Our annual flower planting is typically done near Memorial Day but will only be scheduled once overnight frost conditions permit. All plants installed carry NO warranty with them, and on the day of planting, they will receive only one watering by CTL. Please see our watering guide at www.crawfordtree.com if CTL is not under contract to water these plantings for you. If you have contracted our watering service, please note that this service ends near October 1st. (Priced TME)

Post-Emergent Weed Control, visits 1-5 (PWC 1-5): Three or more applications of a liquid non-selective herbicide during the growing season to control small undesirable weeds throughout the property's landscape beds and hard surfaces. Weeds in proximity to your desired plants must be removed by hand and are NOT included in this program. This program is most effective when used in coordination with Pre-Emergent Weed Control, Mulch Installation, and our General Maintenance services. (Priced per Visit or TME)

Ornamental Tree and Shrub Pruning (OTS, OTS-M): One visit in the dormant season and one or more visits in the growing season (if indicated on your proposal) to maintain your shrubs and ornamental trees. The dormant season visit will provide detailed structural or renewal pruning to improve the health, size, and appearance of shrubs and ornamental trees. During the growing season visit(s), we will remove excess seasonal growth using power shears or a hand pruner.

Clients with one growing season visit will typically be serviced starting in June and ending in August, and the dormant season visit will be serviced between December 15th and March 31st. Care shall be given to maintain the desired plant form and to minimize pruning flowering buds during the growing season. Pruning shall be limited to shrubs and ornamental trees that can be reached from the ground or by using an orchard ladder. (Priced per Season or TME)

Perennial Divide and Transplant (PDT): One visit in the fall to divide and either remove or transplant your perennials to reduce overcrowding and fill in areas that display less vegetation. This promotes their sustainability, improves aesthetics, and encourages healthier overall growth. You may be contacted in advance to accommodate specific requests. (Priced TME)

Animal Protection (AP, AP-D): Installation of applicable fencing products to protect young deciduous trees typically in late September against buck rubs; and deciduous trees, arborvitae, yews, and edible shrubs against damage from small rodents and deer browsing in December. Unprotected tree trunks and foliage can be chewed by rodents and harmed by buck antler rubs, which can damage, if not kill, these young trees and shrubs. Animal protection will only be removed in the spring as a part of your Spring Clean-Up. (Priced TME)

Fall Clean-Up (FCU): Includes one or more visits (as indicated in your service notes) to remove leaves from planting beds, hard surfaces, and lawn areas as your pricing method allows. Perennials will be cut back unless otherwise noted. Leaves and debris will be disposed of off-site, on the road in front of your property at the time of year your municipality dictates, or in wooded borders with your permission. Visits may begin in October and continue through to the end of December as weather and lawn conditions permit. Any additional visits requested (cost not included) to remove leaves from late dropping trees or leaves that have blown onto your property from neighbors, will be invoiced TME. Please also keep in mind that by design, your Spring Clean-Up may sufficiently address this for you. (Priced per Season or TME)

Gutter Cleaning (GC): Inspection of your roof's gutters, valleys, gutter guards (CTL will NOT remove gutter guards to clean gutters), and the downspouts attached to your home and/or garage to remove leaves and debris at the time(s) specified in your Seasonal Proposal. This will be done by hand or with a leaf blower, along with step and extension ladders for access. Surface drain tile lines and accessible ground level catch basins can also be cleaned to maintain proper water flow as indicated in your proposal. Gutter or drain tile repairs must be contracted separately. Second story gutters or gutters that cannot be accessed safely with a ladder may require the use of an aerial lift. Aerial lift rates are given separately. (Priced TME)

Field Mowing (FM): One or more visits (as contracted) will be made to specified areas keeping woody vegetation to a minimum, but also to maintain your property's desired views. This may be done using a mower along with brush cutters or power shears, as determined by the crew when on site. All debris will be left on site unless noted in your proposal. (Priced TME)

Winter Protection (WP): The installation of protective materials (burlap, plastic fencing, or similar) to shield plants from winter burn and from foliar salt damage along walks, roads, and drives. Winter protection may be removed in the spring of the following year as part of your Spring Clean-Up. (Priced TME)

Antidesiccant (AD): Liquid applications for plants to reduce the loss of moisture from leaves/needles due to wind, lack of absorbable ground moisture, and extreme winter temperatures (WP is still recommended). Two applications are necessary due to photodegradation over time. (Priced per Visit)

Holiday Decorating (HD): Multiple visits (as contracted) to decorate your property for the arrival of spring (at Easter, pending frost conditions), the fall harvest season (during the first week of October), and the winter season (immediately following Thanksgiving). Decorations will be removed only upon your request.

Please see your notes section for what will be decorated along with the location(s) and style, including any additional decorative items you would like included. It is important you communicate exactly what you will be providing and what you would like CTL to provide regarding your decor.
(Priced TME)

Bough Installation and Pickup (B): One visit to install evergreen boughs in specified planting beds to protect plants from extreme winter conditions. Boughs increase the ground temperature and improve moisture retention which helps to protect these plants until spring. An added benefit, however, is the beautification you will enjoy during the winter months from the installed evergreen boughs combined with the winter snow. Boughs will be picked up in the spring by CTL as part of this approved Seasonal Proposal.
(Priced TME, subject to the seasonal costs of evergreen boughs)

Plant Health Care (PHC):

Plant Health Monitoring & Treatment, visits 1-6 (PMT 1-6): A

comprehensive program consisting of three or more visits to monitor the health of plants specified in your proposal by identifying pest and disease concerns, then effectively managing them through proper application(s). This program, along with watering, defines what we call “the cornerstone of plant health care”. The focus of this service is on plant health and not perfection. Some plant health issues require additional treatments beyond the scope of the PMT program. Some treatments are preventative and others are done when needed based on pest populations and seasonal conditions. Additional PMT visits may be contracted separately beyond our 6 visits but are typically not needed in most growing seasons. The timing of these applications is based upon growing degree days for maximum efficacy when treating a particular pest or disease. Large trees often cannot be fully treated due to our responsibility in managing, if not eliminating, our products’ drift to non-target areas. Our arborists must be mindful of these concerns, only performing applications on relatively calm days. To address days where there is a workable level of moisture present, our applications always contain a bonding agent to adhere the product to plant foliage.

The following insect and disease issues we monitor and treat as part of your PMT program:

- Dothistroma needle blight on Pine
- Rhizosphaera needle cast on Spruce
- Diplodia tip blight on Pine
- Lophodermium needle blight on Pine
- Apple scab on Apple and Crabapple
- Powdery mildew (Ninebark and Lilac only)
- Rose blackspot
- Gymnosporangium rusts on *Rosaceae* family (Crabapple, Apple, Hawthorn, Serviceberry, Quince) Cedar, and Juniper
- Septoria leaf spot (Dogwood and Lilac only)
- Anthracnose (except Sycamores)
- Guignardia leaf blotch
- Bacterial blight
- Volutella blight on Pachysandra and Boxwood
- Aphids
- Viburnum borer
- Eastern tent caterpillar
- Bagworms
- Pine sawfly
- Pear sawfly
- Pine sawyer beetle
- Japanese beetle
- Viburnum leaf beetle
- Spruce spider mite
- Arborvitae spider mite

The following insect and disease issues we monitor for, but require different treatment than your PMT program provides:

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|----------------------|---------------------------|--|
| -Boxwood leafminer | -Spruce gall adelgid | -Pythium blight |
| -Hawthorn leafminer | -Pine root collar weevil | -Phytophthora root and crown rot |
| -Birch leafminer | -Black vine weevil | -Cytospora canker on Spruce |
| -Boxwood psyllid | -Spring cankerworm | -Phyllostica leaf spot |
| -Pine wilt nematode | -Zimmerman pine moth | -Fire blight on Cherry, Plum, and Pear |
| -Magnolia scale | -Euonymus scale | |
| -Cottony maple scale | -White pine wooly adelgid | |
| -Pine needle scale | | |

There are other types of plant ailments, not mentioned above, which may affect a plant's overall health, as well as site conditions that also affect their vitality. Due to this, our arborists will provide written treatment recommendations to address any deficiencies observed while on site that cannot be treated as part of the PMT program. Plant sample submission and testing are included for clients who contract our PMT program. (Priced per visit or TME)

Horticultural Oil (HO): A horticultural oil treatment applied to the trunk and/or branches of trees and shrubs to control insect, scale, mites, and other pests such as Viburnum leaf beetle, Spruce gall adelgid, and Hemlock woolly adelgid. Horticultural oil controls these pests by smothering the inhabited egg masses, or galls. This control application is typically made in either spring or fall, as your Seasonal Proposal indicates, and may be contracted in addition to systemic or foliar treatments. (Priced per visit or TME)

Dutch Elm Disease Protection (DED): A preventative macro-injection of thiabendazole fungicide effective up to three years for trees under 25" DBH and two years for trees over 25" DBH. Small holes are drilled into the trunk at the base of the tree, then a high volume of water and fungicide mixture is then injected. The liquid is absorbed into the tree's vascular system providing coverage of the fungicide within the tree. Arborists performing these treatments need to remain on site while the tree uptakes all the material. This treatment is typically performed from May through August. (Priced by DBH)

Please note: Individual tree health contributes to the effectiveness of this treatment. Trees with heavy crown dieback, flaking bark, mechanical damage, and animal/insect damage are less likely to fully uptake the product.

Dutch Elm Disease is a disease affecting Elm species, especially American Elms, caused by the fungi *Ophiostoma ulmi* and *Ophiostoma novo-ulmi*. It is spread by the Elm bark beetle, root grafts, and by human activity such as pruning during the growing season. Once the tree is infected, the disease cannot be effectively treated, and trees typically die within weeks.

Oak & Sycamore Disease Protection (OSP): A preventative macro-injection of propiconazole fungicide for Oaks and Sycamores. Small holes are drilled into the trunk at the base of the tree, then a high volume of water and fungicide mixture is then injected. The liquid is absorbed into the tree's vascular system providing coverage of the fungicide within the tree. Arborists performing these treatments need to remain on site while the tree uptakes all the material. This treatment is typically performed from May through August. (Priced by DBH)

Please note: Individual tree health contributes to the effectiveness of this treatment. Trees with heavy crown dieback, flaking bark, mechanical damage, and animal/insect damage are less likely to fully uptake the product.

Oak Wilt is a disease affecting Oak trees caused by the fungus *Bretziella fagacearum*. It is spread by insects; *Colopterus truncatus*, *Carpophilus sayi*, *Pseudopityophthorus minutissimus* and *Pseudopityophthorus pruinosus*; root grafts, and by human activity such as pruning during the growing season. Those in the red-black Oak group (black, pin, northern red, scarlet, and shingle Oak) are extremely susceptible and can die within weeks of infection. Oaks in the white group (bur, chinkapin, swamp white, and white Oak) are more tolerant of the disease and may survive infection for one or more years while displaying decline symptoms.

Bur Oak Blight is a foliar disease affecting bur Oak trees, caused by the fungus *Tubakia iowensis*. The disease primarily impacts bur Oaks, leading to leaf browning and premature leaf death in late summer and early fall. Repeated annual infections can cause canopy thinning and reduced vigor, making infected trees more susceptible to other stressors, insects, and pathogens.

Sycamore anthracnose is a fungal disease affecting Sycamore trees, caused by *Apiognomonia veneta*. The disease primarily impacts American Sycamore, causing leaf blight, branch dieback, and premature defoliation in cool, wet spring conditions. While healthy trees often re-leaf and survive, repeated severe infections can lead to branch dieback, reduced growth, and long-term stress, especially in young or newly planted trees.

Systemic Pest Control (SPC-SB, SPC-FB, SPC-NB): A preventative soil injection of insecticide performed in either spring (March-May) or fall (September-December), as your Seasonal Proposal indicates. This is injected along with slow-release nitrogen, potash, potassium liquid fertilizer, and with chelated iron so it is absorbed faster to protect and encourage new growth. (Priced per DBH, or per visit)

- Borer insect control on woody plants (spring or fall): An imidacloprid treatment providing one-year residual control against bronze birch borer, two-lined chestnut borer, flatheaded appletree borer, pine sawyer beetle, Zimmerman pine moth, poplar borer.
- Non-borer insect control on woody plants (spring only): A chlorantraniliprole treatment providing season-long control against specified major ornamental insect pests, including Magnolia scale, lace bugs, aphids, Japanese beetle, Aspen, Boxwood, Hawthorn, and Birch leafminer, and bagworms. The product used is not harmful to pollinator insects such as bees.

Emerald Ash Borer Protection (EAB): A preventative trunk injection of emamectin benzoate insecticide that protects Ash trees from Emerald Ash borer for two years. Small holes are drilled into the trunk where the material is injected, then taken up into the tree. It is uniquely formulated to move through the xylem of trees without adversely impacting the normal cell

function of the vascular tissue. This treatment is up to 99% effective at preventing tree loss from Emerald Ash borer when done preventatively. Treatments are performed typically between July and September. (Priced per DBH)

Please note: Individual tree health contributes to the effectiveness of this treatment. Trees with heavy crown dieback, flaking bark, mechanical damage, and animal/insect damage are less likely to fully uptake the product.

Emerald Ash borer is a boring insect that affects all Ash species and Fringetree. The insects bore underneath the bark and lay their larvae, which feed on and destroy the vascular tissue of the tree, causing tree decline and death. This process takes 3-4 years, and upon infestation it cannot be effectively treated.

BioPak PLUS Treatment (BPP): A soil injection to correct organic and mineral deficiencies in the root zone of plants. This micronutrient treatment is excellent for plants undergoing or recovering from stress and for plants expressing symptoms of mineral deficiencies such as chlorosis (pale leaf color) and necrosis (localized tissue death), new plantings, and to improve the soil condition surrounding your plants. This treatment contains 3-0-20 NPK fertilizer, beneficial rhizosphere bacteria, iron, sulfur, magnesium, manganese, boron, and zinc, and can be performed during spring, summer, or fall. (Priced per DBH or by quantity)

Plant Growth Regulator Treatment (PGR): A treatment of paclobutrazol applied as a soil injection or basal drench that can slow plant growth by as much as 40-60% over a three-year period. Additional benefits may include increased root development and improved tree defenses. This is an excellent treatment for trees near buildings, driveways, and other plantings as it slows the outward growth of the crown and redirects the tree's energy into denser, greener foliage, while stimulating fibrous root growth. PGRs have also proven to be effective at improving the health of trees under stress or that have sustained damage to their root system. This treatment can be performed in spring, summer, or fall. (Priced per DBH)

Fall Fertilization (FF): A soil injection to stimulate healthy root and crown growth for your trees and ornamental shrubs before they enter the dormant season in the fall. Because most trees in the urban forest do not benefit from decaying organic matter such as leaves and twigs, this provides urban and suburban trees with necessary nutrients. This treatment is highly recommended for young plants to aid in development and plants that have suffered damage. This treatment contains slow-release nitrogen, potash, and potassium liquid fertilizer, with chelated iron. (Priced per DBH or by quantity)

Soil Enrichment (SE): A micro-nutrient soil injection to improve the soil condition around your trees and shrubs, improving their chances of long-term health and vitality. Urban, non-native soil, near and around homes, is frequently depleted in key micro-nutrients, this treatment effectively replaces those micro-nutrients. This treatment contains a combination of essential trace elements and enzymes derived from seaweed and microbial fermentation; it does not contain any nitrogen and is beneficial for any tree or shrub. This treatment can be performed in spring, summer, or fall. (Priced per DBH or by quantity)

Available One-Time Services:

- Tree Risk Assessments and Consulting Services
- Tree Pruning for Safety, Clearance, Aesthetic, and Tree Health
- Air Spade Excavation: Girdling Root Inspection, Root Collar Assessment, Root Zone Soil Decompaction
- Supplemental Support Systems for Trees and Shrubs
- Tree Removal and Stump Grinding
- Cut Stump and Other Specialty Herbicide Treatments
- Tree, Shrub, and Perennial Planting
- Landscape Design and Installation
- Grading
- Drainage and Ground Saturation Solutions
- Lawn Installation (Seed or Sod)
- Residential Snow and Ice Management Services (offered when 3 or more services are previously under contract)
- Commercial and Industrial Snow and Ice Management Services