



2020 GLOSSARY OF SERVICES



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CRAWFORD TREE & LANDSCAPE SERVICES, INC. 2020 GLOSSARY OF SERVICES

Welcome,

We at Crawford Tree & Landscape would like to thank you for trusting us with your estate care for the 2020 season. Our goal is to set and meet accurate expectations for the services you've contracted, while accomplishing those services safely and with integrity. Our hope is that this glossary will be a helpful reference for you all season long.

Our primary goal is to provide you with the comprehensive care you would expect accompanying any investment you make. Although we hope to be your trusted advisor regarding all your estate care needs, a minimum of 3 contracted services is required. Our experience has taught us that this baseline level of commitment typically yields the best long-term client/contractor relationship.

We encourage all clients to ask their sales associate to further outline our philosophy as needed. With that said, we are honored to be serving you and thank you in advance for your partnership this season!

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

Service Scheduling:

Please read the description of each service you have contracted for general timing and execution guidelines. Please then contact your sales associate for any clarification needed. Before doing so, however, please read the following:

Your approved services—as contracted in your 2020 Seasonal Proposal and defined in this Glossary—will be performed by the field staff of CTL throughout 2020 as natural conditions allow. Please communicate in writing within your Seasonal Proposal any specific scheduling parameters or service/site-specific notes.

Please also refer to the 2020 Proposal Terms and Conditions for additional scheduling information and be sure to contact your sales associate directly to request additional services or to make changes to your Seasonal Proposal.

The 2020 Glossary of Services and the 2020 Proposal Terms and Conditions shall remain in effect until your 2021 documents are signed.

Pricing Methods:

Per Season: The price given includes all materials, travel, and labor required to complete the specified work on your property for the 2020 calendar year. To best align with our client's service expectations and budgetary goals, Per Season pricing will be suggested in one of the following two ways:

Budget (B): The price for the service dictates the total hours our staff will have to complete your work. Our staff will perform as much as possible within the amount of hours you have approved. Additional time (at an additional cost) may be requested of us to further address your needs and requires the client's written approval. This option allows clients to contract the assistance they need, all while maintaining a predictable annual budget. Work will be contracted as a fixed price or on a time and materials basis, not to exceed (T/M**).

Result (R): The price for a service to be performed in a detailed and complete manner, as defined by CTL, regardless of the hours required. Result service pricing is usually higher than Budget (B) pricing in order to accommodate the hours we project will be needed to provide a satisfactory result, while taking variances from season to season into account as well. Work will be contracted as a fixed price or on a time and materials basis (T/M**).

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

****T/M (Time and Materials Basis):** CTL will bill you the contracted amount per individual labor hour (ILH), defined as the productive effort of one person in one hour, along with any materials supplied by CTL for use on your property. This includes our time on site, travel time, disposal fees, any service preparation time, and a cost mark-up on all materials (This description is subject, however, to the 2020 Proposal Terms and Conditions). In an effort to respect annual budgets, a limit notated as “not to exceed”, may be put in writing on to your Seasonal Proposal.

DBH (Diameter at Breast Height which is 4.5’ above grade): You will be billed the contracted amount per inch of the tree’s DBH.

Quantity: You will be billed the contracted amount per the installed/applied “unit” of the service/material combination you have selected. All labor, along with all materials supplied by CTL, including our time on site, travel time, disposal fees, and any service preparation time, is included in this unit pricing (e.g., Mulch delivered and installed per yard, certain Plant Healthcare treatments sold per foot of plant height or per plant).

Landscape Maintenance (LM):

Spring Granular Fertilization (SGF): One granular application done by hand generally between March and May for perennial plants and ornamental shrubs. This is primarily composed of nitrogen, phosphate, and potash to improve the health and vitality of your plants. This application also provides iron and other micronutrients for enhanced greening and stress tolerance. (Priced per stop)

Pre-Emergent Planting Bed Weed Control (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 generally made between March and May. This inhibits weed seed germination, which significantly reduces the amount of weeds that might appear in your planting beds. (Priced per stop)

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

- Stop 1 (Early Spring, no applications made when approved after April 30th) - Granular crab grass pre-emergent with fertilizer
- Stop 2 (Late Spring/Early Summer, no applications made when approved after June 30th) – Liquid broadleaf selective herbicide with fertilizer
- Stop 3 (Mid-Summer) – Balanced, slow-release granular fertilizer
- Stop 4 (Late Summer/Early Fall) - Liquid broadleaf selective herbicide with fertilizer
- Stop 5 (Late Fall) – Winterizing, high potassium granular fertilizer

While applying, our technicians will inspect your lawn for insects, fungal issues, and deficiencies, recommending additional treatments as they see fit. These additional treatment stops (not included) may be recommended to eradicate difficult to control weeds such as clover, creeping charlie, etc. (Priced per stop, or Billed on a T/M basis)

Spring Clean-Up (SCU): A one-time stop to pick up trash and storm debris, rake or blow out 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 lawn raking as needed to remove deeply embedded debris and/or snow mold. This also includes the removal and labeling of Animal Protection, Winter

Protection, and Plow Markers for clients who have contracted those services in 2019. We will start with high profile areas first, adhering to the pricing specified in your proposal as B or R. (Priced per season or Billed on a T/M basis)

Grub Treatment (Grub): A granular application to the lawn in May or June to provide season-long control of harmful 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. We use a reduced risk product that is not harmful to pollinator insects. (Priced per stop)

Edging of Beds (E): One stop in spring to re-define the existing planting bed edges on specified planting beds and tree rings using a garden spade 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 on your Seasonal Proposal. This will be done as your budget allows (B/R), starting with high profile areas. (Priced per season or Billed on a T/M basis)

Mulch Installation (M): Provide, deliver, and install the specified amount of a medium brown, double shredded mulch, near Memorial Day for maximum longevity, achieving an ideal depth of 2-3 inches total in your planting beds. 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 sizes and colors are available upon request. (Priced per Quantity)

Garlic Mustard & Buckthorn Control (GMBT): One or more (as contracted) liquid non-selective herbicide applications made to a specified area or by spot-treating where needed, to post emergently control Garlic Mustard and Buckthorn saplings less than three feet tall. Applications are typically made in wooded or natural property borders. Larger buckthorn and invasive plants cannot be treated with this foliar application and must be mechanically removed. The timing of the first application is usually around the first week of May or when the Garlic Mustard starts flowering. Follow up stops will be timed throughout the season by CTL for the most efficient control. (Priced per stop or Billed on a T/M basis)

Lawn Manicuring (Mow): Weekly or bi-weekly stops as weather and lawn conditions permit, typically from the last week in April to the first week in November. Certain lawn areas may be skipped as determined by our staff 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 will be done around trees, fence posts, poles, and in the areas we cannot access with our wheeled equipment to maintain a neat, uniform appearance. After this is completed, loose grass clippings will be removed from hard surfaces with a backpack blower, and large clumps of clippings on the lawn will be dispersed. During the fall, only clients with contracted Fall Clean-Ups will have leaves removed from their lawn during this stop. We traditionally make 20-25 mowing stops per season when cut weekly. (Priced per stop or Billed on a T/M basis)

Landscape Maintenance (LM): Regularly scheduled or requested visits for routine care of your landscape, including (as your budget allows but not limited to) dead heading flowers, plant staking, perennial dividing and transplanting in spring (see PDT for fall service), weeding, cultivating, fertilizing flowers, blowing off hard surfaces, picking up branches and debris from the lawn and beds, applying deer or animal repellent if requested, 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 associate any additional improvements that could be made, ensuring your estate is being cared for at all times. (Priced per season or Billed on a T/M basis)

Annual Flower Planting (AFP): This may include an on-site consultation to discuss exactly what beds and pots are to be planted. A written description will be prepared including the exact quantities, varieties, colors, and, in some cases, a layout of the plantings. Prior to planting, the beds and pots will 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 by 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 does end on 10/1. (Billed on a T/M basis)

Post-Emergent Weed Control, stops 1-4 (PWC 1-4): Applications of a liquid non-selective herbicide during the growing season to control small undesirable weeds throughout the property's mulched beds and hard surfaces. Weeds that are in close 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 Landscape Maintenance services. (Priced per stop or Billed on a T/M basis)

Nuisance Insect Control (NI): This service limits the population of nuisance insects on your property through use of an insecticide around the perimeter of the house, among planting beds, and in lawn areas. One application can offer up to 30 days of control. Clients that choose to request each stop in lieu of contracting monthly stops in spring for the entire season may experience delays in receiving their application(s). (Priced per stop or Billed on a T/M basis)

Shrub Trimming Stops (STS): One or more stops (as contracted) to remove excess seasonal growth on shrubs according to standard horticultural practices as your budget allows (B/R), using a hedge trimmer or hand snip. Clients with one stop will typically see this near mid-June. Care shall be given to maintain the desired plant form and to avoid flowering wood and buds. Trimming shall be limited to shrubs that can be reached from the ground or by using a 6' step ladder. Structural or renewal pruning is required during the dormant season in order for the plant to maintain the correct size for its location. Any tree pruning needed must be contracted separately by your sales associate. (Priced per season or Billed on a T/M basis)

Perennial Divide & Transplant (PDT): One stop in the fall to divide and either remove or transplant your perennials in an effort to reduce overcrowding and fill in areas that display less vegetation. This promotes their sustainability, improves aesthetics, and encourages healthier overall growth. Clients may be contacted in advance to accommodate specific requests. (Billed on a T/M basis)

Animal Protection (AP): Installation of various fencing products to protect young deciduous trees, arborvitae, yews, and edible shrubs against damage from small rodents and deer before fall and/or at the beginning of winter. 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. This service is a wise step in ensuring the investments you have made are protected. Animal protection may be removed in the spring of 2020 as a part of your 2020 Spring Clean-Up. (Billed on a T/M basis)

Fall Clean-Up (FCU): Includes one or more stops in the fall (as indicated in your service notes) to remove leaves from planting beds, hard surfaces, and lawn areas as your budget allows (B/R). Perennials will also be cut back as your Seasonal Proposal indicates. Leaves and debris will be disposed of off-site, on the road in front of your property, or in wooded borders as your Seasonal Proposal indicates, at the time of year your municipality dictates. Stops will start near the beginning of November and continue through to the end of December as weather and lawn conditions permit. Clients that contract Lawn Manicuring

through CTL will see the best results regarding their fall clean-ups. Any additional time needed (not included) to remove leaves from late dropping trees or leaves that have blown onto your property from neighbors will be billed on a T/M basis in addition to this service. Please also keep in mind that by design your 2020 Spring Clean-Up may sufficiently address this for you. (Priced per season or Billed on a T/M basis)

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 by using 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 upon your request. Gutter or drain tile repairs should 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. (Billed on a T/M basis)

Field Mowing (FM): One or more stops (as contracted) will be made in specified areas of natural turf, done in an effort to keep the less desired undergrowth such as buckthorn saplings and tall grasses from establishing, but also to maintain your property's desired views. This may be done using a mower along with brush cutters or hedge trimmers, as determined by the crew when on site. (Billed on a T/M basis)

Winter Protection (WP): The installation of a wrapping material (burlap, plastic fencing, or similar) to protect evergreens from winter burn and from foliar salt damage along walks, roads, and drives. Winter protection may be removed in the spring of 2020 as a part of your 2020 Spring Clean-Up. (Billed on a T/M basis)

Anti-desiccant: A liquid application for evergreen plants such as boxwood, rhododendron, holly, yews, and junipers that can assist in reducing the loss of moisture from leaf tissue due to wind, lack of absorbable ground moisture, and extreme winter temperatures (WP is still recommended). It does photo-degrade in time so multiple applications (as contracted) are necessary. This cannot be used on arborvitae or spruce. (Billed on a T/M basis)

Holiday Decorating (HD): This begins with a consultation to discuss exactly what will be decorated along with the location(s) and style, including any additional decorative items you would like included. It is important that you communicate exactly what you will be providing and what you would like CTL to

provide regarding your decor. Please give your sales associate as much notice as possible if you have a preferred date of completion. We offer this service for the arrival of spring (at Easter), the fall harvest season (at Halloween), and the winter season (at Thanksgiving for Christmas). Decorations will be removed upon your request. (Billed on a T/M basis)

Bough Installation and Pickup (B): Evergreen boughs will be installed in specified planting beds to primarily protect perennials and bulbs 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'll enjoy during the winter months from the installed evergreen boughs in combination with the winter's snow. Boughs will be picked up in the spring of 2021 by the staff of CTL as part of your approved 2021 Seasonal Proposal. (Billed on a T/M basis and subject to the seasonal costs of evergreen boughs)

Plant Health Care (PHC):

Plant Health Monitoring & Treatment, stops 1-6 (PMT 1-6): A comprehensive program consisting of routine stops to monitor the health of the plants specified in your proposal by identifying pest and disease concerns, then effectively managing them through proper product 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. Also, be aware that some pests may require one of the additional treatments listed in this glossary for best control. Some treatments are proactive in nature and others are done as needed based on pest populations and seasonal conditions. Additional PMT stops may be contracted separately (above and beyond our 6 stops) but are typically not needed in most growing seasons. The timing of these applications is based upon growing degree days for maximum effectiveness when treating a particular pest or disease.

Please note that large trees typically cannot be treated due to the responsibility we have in managing if not eliminating our products’ drift potential. Our arborists must be mindful of these concerns, only performing applications on relatively calm days. For days where there is a workable level of moisture present, our products have a bonding agent added to adhere the application to plant foliage.

Some of the insect and disease issues we commonly monitor and treat for are listed below:

- | | | |
|---|--|---------------------------|
| -Dothistroma Needle Blight on Pines | -Phyllostica leaf spot | -Eastern Tent Caterpillar |
| -Rhizosphaera needlecast on Spruce | -Fire blight on Cherries, Plums, and Pears | -Bagworms |
| -Diplodia tip blight on Pines | -Bacterial Blight | -Pine Sawfly |
| -Lophodermium needle blight on Pines | -Volutella blight on Pachysandra and Boxwood | -Pear Sawfly |
| -Cytospora Canker on Spruce | -Phytophthora | -Euonymus Scale |
| -Apple scab on Apples and Crabapples | -Pythium blight | -Magnolia Scale |
| -Powdery mildew | -Pine Wilt Nematode | -Cottony Maple Scale |
| -Rose Blackspot | -Pine Root Collar Weevil | -Pine Needle Scale |
| -Cedar Hawthorn Rust on Hawthorns, Cedars, and Junipers | -Black Vine Weevil | -Pine Sawyer Beetle |
| -Cedar Apple Rust on Crabapples, Cedars, and Junipers | -Viburnum Borer | -Japanese Beetle |
| -Anthracnose | -Boxwood Leafminer | -Viburnum leaf beetle |
| -Guignardia leaf blotch | -Hawthorn Leafminer | -Spruce Gall adelgids |
| | -Birch Leafminer | -Spruce Spider Mite |
| | -Spring Cankerworm | -Arborvitae Spider Mite |
| | -Gypsy Moth | -Boxwood psyllids |
| | -Zimmerman Pine Moth | -Aphids |

There are other types of plant ailments, not treated in this program, 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. Plant sample submission and testing is included for clients who contract our PMT program annually. (Priced per stop or Billed on a T/M basis)

American Elm & Oak Protection (MI): A preventative macro-injection of fungicide effective up to three years for trees under 25" in diameter and two years for trees over 25" in diameter. Small holes are drilled into the trunk at the base of the tree and a high volume of water and fungicide mixture is then injected. The liquid is absorbed into the tree's vascular system and provides fairly complete coverage of the fungicide within the tree. Arborists making these applications need to remain on site while the tree uptakes all the material that needs to be absorbed. (Priced by DBH)

Please note: Individual tree health largely 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 has devastated millions of American Elms in the 20th and 21st century and is spread by the Elm bark beetle, root grafts, and by human activity such as pruning during the growing season. During summer, Elm bark beetles fly from tree to tree and bore underneath the bark in the union of branches high in the crown. These beetles lay their larvae under the bark, which feed and destroy the cambium of the tree, while the fungus blocks the vascular system of the tree, causing rapid tree decline and death. Once the tree is infected, the disease cannot be effectively treated.

Oak Wilt is a disease affecting Oak trees caused by the fungus *Bretziella fagacearum*. Symptoms vary by tree species but generally consist of leaf discoloration, wilt, defoliation, and death. This treatment is best used preventatively.

Systemic Pest Control (SPC): A deep root soil injection of insecticide made in either the spring or fall, as your Seasonal Proposal indicates. This is injected along with slow-release nitrogen, potash, and potassium liquid fertilizer, and often with chelated iron so it is absorbed faster, all in an effort to protect but also encourage new growth. This can produce long term results concerning the vitality and seasonal growth of trees and shrubs. (Priced per DBH)

Non-flowering plants: This treatment provides one year residual control against specified major ornamental insect pests, which can include flat headed borer, Bronze Birch borer, Boxwood Leaf Minor, Two-Lined Chestnut borer, Asian Longhorned beetle, Aphids, Japanese beetle, Lace bug, Leaf beetle, and Leaf Hoppers (among others).

Flowering plants: This treatment provides season-long control against specified major ornamental insect pests, which can include lace bugs, aphids, Japanese beetle, 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 and the material is machine-injected, then taken up into the tree over approximately a six week period. It is uniquely formulated to move through the xylem of trees without adversely impacting the normal cell function of the vascular tissue. Emamectin benzoate has demonstrated excellent control and long residual activity. This treatment is said to be up to 99% effective at preventing tree loss from Emerald Ash borer when done preventatively. (Priced per DBH)

Please note: Individual tree health largely 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 has devastated tens of millions of Ash trees across the United States. The insect flies from tree to tree and bores underneath the bark. These borers lay their larvae under the bark, which feed and destroy the vascular tissue of the tree, causing tree decline and death. This process takes 3-4 years, and once a tree is infested, it cannot be effectively treated.

BioPak PLUS: A soil injection designed to correct organic and mineral deficiencies in the root zone of plants which includes beneficial rhizosphere bacteria and 3-0-20 NPK fertilizer. 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). This product contains various minerals, macro and micro nutrients, along with iron, sulfur, magnesium, manganese, boron, and zinc, all in a soluble form to improve acidic, neutral, and alkaline soils. (Priced per DBH or Quantity)

Cambistat: A plant growth regulator applied to the soil around the base of the plant 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 in close proximity to 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. Cambistat has also proven to be effective at improving the health of trees under stress or that have sustained damage to their root system. (Priced per DBH or Quantity)

Fall Fertilization (Fall Fert): A deep root soil injection of slow-release nitrogen, potash, and potassium liquid fertilizer, often with chelated iron to provide nutrients 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 organic matter such as leaves and twigs, this provides trees with necessary nutrients. (Priced per DBH or Quantity)

Soil Enrichment: A micro-nutrient soil injection into the root zones of trees and shrubs which contains a combination of essential trace elements and enzymes derived from seaweed and microbial fermentation. In southeastern Wisconsin's heavy clay soils, many important nutrients are locked up in the soil and not available to plants which interrupts their metabolic processes and can stress them, causing chlorosis (yellowing leaves), branch dieback, and overall decline. This treatment can greatly improve the soil condition around your trees and shrubs, improving their chances of long-term health and vitality. This treatment does not contain any nitrogen and is beneficial for any tree or shrub. This application is typically done in fall to provide nutrients for the plants to absorb over the winter and use the following spring. (Priced per DBH or Quantity)

Available One-Time Services:

- ◆ **Tree Pruning for Safety, Clearance, and Tree Health**
- ◆ **Structural and Young Tree Pruning**
- ◆ **Supplemental Support Systems for Trees and Shrubs**
- ◆ **Air Spade Excavation and Root Collar Remediation**
- ◆ **Tree Removal and Stump Grinding**
- ◆ **Tree and Shrub Planting**
- ◆ **Landscape Design and Installation**
- ◆ **Grading**
- ◆ **Hardscape Installation and Repair**
- ◆ **Turf Installation (Seed or Sod)**
- ◆ **Residential Snow and Ice Management Services**
(offered when 3 or more services are contracted)
- ◆ **Commercial Snow and Ice Management Services**
- ◆ **Tree Risk Assessments, Tree Inventories, and Consulting Services**
- ◆ **Cut Stump Herbicide Treatments**

Client's Notes:



since 1969

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