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hank deenen landscaping ltd.

COMPANY INFORMATION BOOKLET

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hank deenen landscaping ltd.

Introduction

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hank deenen landscaping ltd. | **AN INTRODUCTION**

Philosophy

Our corporate philosophy is a simple one. Supply the highest quality service and value for our customers. This requires a dedication to Horticulture and a consideration of the needs of not only our customers but all those we come in contact with, from suppliers to the public. **We are a performance-oriented company. We do not sell products but rather results, driven by customer satisfaction.**

Quality

Every employee of the Company understands the importance of *Customer Satisfaction*, how it impacts the company's success and how it ultimately affects their future with the company. This customer satisfaction is not restricted to the site staff but includes our office and support staff. All of them have the training, ability and authorization to deal with a customer request and ensure that it is directed to the appropriate person.

History & Staff

In discussing the staff of Hank Deenen Landscaping Ltd. it is important to understand our roots. Hank Deenen immigrated from Holland in 1952. Originating from an agricultural background he saw the need for sound horticultural management at the first commercial properties he encountered in the Don Mills area. *In 1954 he formed Hank Deenen Landscaping.* Let's take a look at the management team.

Harold Deenen

With over *43 years experience* in the landscaping industry, Harold is a member of the *Ontario Association of Landscape Architects* and a *Landscape Technologist*. He holds certification as a *Horticulturist/Greenskeeper*. He is a Certified Landscape Professional (The first in Canada.) He has won numerous awards including the Frank Ewald Jr. Landscape award for outstanding service to the horticultural industry. He is a past president of the Landscape Ontario Horticultural Trades Association, Past President of the Canadian Nursery Landscape Association and an honorary life member of Landscape Ontario.

An Introduction continued

Frank Deenen

Has over 33 years experience in the industry as a Certified Landscape Professional and a Certified Horticultural Technician. He also holds certification as a Horticulturist/ Greenskeeper, has a Land Exterminators License Class 3 issued by the Ministry of the Environment, is OHSC Certified and past Regional Chair of the Canadian Certification Committee.

George Costa

With over 29 years experience in the industry, George is Certified in Landscape Maintenance and Ornamental Maintenance. He also holds certification as Horticultural Greenskeeper.

Our Crews

are led by forepersons required to hold a Horticulturist Certificate of Qualification issued by the Ministry of Skill Development of the Ontario government, or a certificate as a Canadian Certified Horticultural Technician and Red

Cross First-Aid/ CPR training. All of our employees must adhere to our safety policy and undergo safety training including W.H.M.I.S. training and O.H.S.A. Any of these people may respond to a customer request.

Our Services

The Company is comprised of three different divisions that complement each other in servicing our client.

Our **Grounds Management** Division believes that our objective is not simply to maintain the status quo of a property but rather strive to improve it in a way that reflects the image of the owner. This improvement must reflect a responsibility to the community including the safe use of herbicides, an honest effort to reduce, reuse and recycle, to incorporate composting facilities in their everyday operations and to maintain and provide healthy plant material to provide clean air. Grounds Management is an on-going responsibility with different disciplines throughout the season. It requires constant monitoring to meet the needs of the plant material, whether it is pruning, feeding or irrigation. This Division has won *15 Grounds Maintenance Awards.*

Our **Landscape Construction** Division is always available to affect any landscape improvements you may desire. Coupled with our Design staff we will provide you with recommendations for improvements, an estimate of costs and schedule of completion for this work. Some of our higher profile sites include: The Peace Gardens - Nathan Philips Square, Centennial Square - C.N.E., Allan Gardens, and the Metro Zoo. In striving for complete customer satisfaction, the company has earned *13 Landscape Awards of Excellence and 2 Scarborough Planning Design Awards.* Our design department, which includes an accredited Landscape Architect can and will make regular inspections with a goal oriented viewpoint aimed at improving the property.

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AN INTRODUCTION continued

Our **Snow Clearing** Division is the winter arm of our Grounds Management Division and provides a full range of snow and ice clearing services to our summer customers to provide them with uninterrupted year-round service.

Certified Staff

The Certified Horticultural Technician (CHT) designation is a North American wide recognised certification for the horticulture industry. Certified individuals have successfully completed a set of written and practical exams to demonstrate competence in all the key areas of their trade.

Frank Deenen is not only one of the first individuals in Ontario to complete the Landscape Installation Test but is one of only 10 individuals in Canada to hold a double certification. (Landscape Installation and Maintenance)

We are committed to training our employees in all aspects of horticulture and safety in order to keep the quality of workmanship at the highest level.

Uniforms

All our field staff are supplied with high visibility uniforms. While it greatly enhances our image, it has many benefits for our customers particularly with regard to security.
Our staff are quickly and easily recognised. This eases the concern of owners that strangers may be trespassing on their property.

An Introduction continued

Communications

Prompt, efficient customer service depends on an effective communications system. We have recognised this need for many years. All of our foreman are equipped with cell phones which allows direct communiction with our key personel 24 hours a day 7 days a week. We have also installed a live GPS into all company vehicles.

Trade Affiliations

We have long realized the need to share information, network and learn from others in the industry. It is an opportunity to keep abreast of the latest developments in equipment, techniques and environmental issues. For this reason we are members and strong supporters of both the provincial and national associations.

Canadian Nursery Landscape Association

Landscape Ontario
HORTICULTURAL TRADES ASSOCIATION

Workplace Safety and Insurance Board

As with all qualified Landscape Management and Landscape Construction Contractors in the province of Ontario, we are in rate code #190. This coverage protects our customers from all labour-related claims.

Liabilty Insurance

Coupled with our WSIB Insurance, our $5,000,000.00 Liability Insurance protects our clients from all liability claims .

Thank you for considering....

hank deenen
landscaping ltd.

hank deenen landscaping ltd.
1690 Midland Ave. Scarborough, Ontario, M1P 3C2 Tel (416) 757-3218 Fax (416) 757-8667
Web Site: www.deenenlandscaping.com Email: info@deenenlandscaping.com

• PROSPECTUS •

- **Landscape Construction, Grounds Maintenance and Snow / Ice Management**
- **More than 64 years in Business**
- **Employs Skilled Personnel: Certified Horticultural Technicians (CHT), Horticulturist with Certificates of Qualification (CQ) and Canadian Landscape Professionals (CLP)**
- **Complete Communications System – 24 Hours a Day, 7 Days a Week.**
- **Serving Commercial, Multi-Residential and City Properties in Greater Toronto and Surrounding Areas.**
- **WSIB Firm Number 249018B.**
- **Liability Insurance Carried - $5,000,000.00**
- **Pesticides Licences - Operator and Landscape, we practice Integrated Pest Management**
- Awards
  - **- 2 Awards for Scarborough Planning Design**
  - **- 1 Urban Design Award**
  - **- 3 Environmental Awards**
  - **- 7 Awards for Commercial Grounds Maintenance**
  - **- 5 Awards for Condominium Grounds Maintenance**
  - **-10 Awards for Park Construction**
  - **- 3 Awards for Residential Landscaping**
- **Trade Affiliations**
  - **- Landscape Ontario Horticulture Trades Association**
  - **- Canadian Nursery Landscape Association**
  - **- Ontario Association of Landscape Architects**
  - **- Associated Landscape Contractors of America**
- **Contacts:**

Harold Deenen, ***H.L.T., O.A.L.A., C.L.P.***
C.E.O.

Frank Deenen ***C.H.T., C.L.P.***
General Manager

George Costa ***C.H.T.,***
Grounds Maintenance Manager

hank deenen landscaping ltd.
OVER 60 YEARS
OF LANDSCAPE EXCELLENCE

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MONEY BACK GUARANTEE

SCHEDULE C

TERMS AND CONDITIONS

1. Upon receipt by HANK DEENEN LANDSCAPING LIMITED ("H.D.L.L.") of the attached contract signed by the owner, H.D.L.L. will perform the spring cleanup service as set out in the contract, as soon as the weather permits.

2. If the owner is not satisfied with the spring cleanup, he shall, within three (3) days of completion of the spring cleanup, advise H.D.L.L. of the reasons for his dissatisfaction.

3. H.D.L.L. may, at its option, either remedy the owner's reasons for dissatisfaction by correcting the work, or cancel the contract and return all monies paid to H.D.L.L. by the owner under the contract.

4. H.D.L.L. shall have five (5) working days to remedy the work according to the owner's reasons for dissatisfaction. If, after these five (5) working days, the owner is still not satisfied with the work, he may cancel the contract within two (2) days and H.D.L.L. shall return all monies paid by the owner to H.D.L.L. under the contract.

5. If neither H.D.L.L. nor the owner has cancelled the contract within the specified times provided, the owner shall be considered satisfied with the spring cleanup, and the maintenance contract shall proceed in accordance with its terms.

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hank deenen landscaping ltd.

GROUNDS MANAGEMENT CALENDAR

SERVICE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
WINTER PRUNING (HEAVY)												
AWARD CONTRACT FOR UPCOMING SEASON												
SPRING CLEAN UP												
AERATING TURF AREAS												
POWER DE-THATCHING OF TURF AREAS												
FERTILIZER 1ST APPLICATION												
TOP-DRESSING AND OVER-SEEDING TURF AREAS												
PRUNING TRIMMING												
WEED CONTROL 1ST APPLICATION (IF REQUIRED)												
TURF & PLANT MAINTENANCE												
INSTALL ANNUAL FLOWERS												
FERTILIZER 2ST APPLICATION												
WEED CONTROL 2ST APPLICATION (IF REQUIRED)												
FERTILIZER 3ST APPLICATION (WINTER PREPARATION)												
REMOVE ANNUAL FLOWERS												
INSTALL FALL FLOWERS												
FALL CLEAN UP												
INSTALL FLOWER BULBS												
PLAN LANDSCAPE UPGRADES												
INSTALL WINTER DECOR												
LANDSCAPE RENOVATIONS												

Evaluation worksheets for government institutions, developers, general contractors and others evaluating tenders

Landscape and Grounds Management Contractor Rating System

Landscape Ontario
HORTICULTURAL TRADES ASSOCIATION

Use this system to strengthen your bidding process

The tender process is intended to provide the project owner with a reliable and equitable method of determining a fair market price for the purchase of contract services. Whether the process is an open public tender or private invited tender, the tendering system allows the project owner or his consultant to determine a competitive price for specified construction or maintenance products and/or services.

Even the best written contract, however, does not provide the owner with an indication as to the ability of a bidding contractor to complete the project as specified, regardless of whether or not there is an obligation on the part of the owner or project manager to give first consideration to the low price tender.

The first determination, therefore, for government institutions, developers, general contractors and others making a buying decision, is to predetermine the ability of contractors before they are placed on the bidder's list.

Rating worksheet: Landscape contractors

Numbers in brackets are the suggested weighted values for each selection criterion

		Contractor 1	Contractor 2	Contractor 3	Contractor 4
Financial resources					
Proof of good standing with W.S.I.B. (mandatory)	Y or N				
Proof and level of insurance carried (mandatory)	Y or N				
Bonding availability	(5)				
Supplier reference	(5)				
Ability to perform within specified time	(3)				
Availability of letters of credit	(2)				
Subtotal	**(15 possible points)**				
Human resources (applicable to the project at hand)					
Total number of employees	(5)				
Per cent of project managers on staff	(5)				
Per cent of supervisors in workforce	(5)				
Per cent of trade specific expertise on staff	(5)				
Per cent of professional management on staff	(5)				
CCHT certification	Y or N				
Union affiliation (in good standing)	Y or N				
Subtotal	**(25 possible points)**				
Company profile					
Number of years in business under current name	(6)				
Percentage of gross sales that is subcontracted	(6)				
Client/professional references for projects of similar size and scope	(6)				
Active membership in trade associations	(2)				
Gross sales broken down into consumer segments associated/related companies (disclosure)	(2)				
Subtotal	**(22 possible points)**				
Physical resources					
Facility location(s)	(3)				
Net book value of leased/owned equipment	(2)				
Area of operations	(2)				
Subtotal	**(7 possible points)**				
Total	**(69 possible points)**				

The following rating system provides worksheets to assist you in the most important aspect of the bidding procedure — the prequalification process. The value of each criterion is weighted (as per the numbers shown in brackets) and the total value per grouping suggests its relative importance for consideration by the project owner. For instance, financial and human resources are deemed of equal and prime importance, while physical resources are considered to be somewhat important.

These criteria should by used as guides to identify important information and then determine the relative values of each contractor based upon that data. Compare the sums to determine an objective indication of which contractors will likely provide the higher level of satisfaction and long-term value.

Please note that this system is not intended to favour any size of contractor. Owners should be aware that a small contractor may be more appropriate to the project, or alternatively, the job may require the services of a larger firm.

The prequalification of contractors is the most important part of the tender process; we hope you find these evaluation worksheets to be useful in establishing an appropriate bidder's list for your project(s).

Rating worksheet: Grounds management contractors

Numbers in brackets are the suggested weighted values for each selection criterion

		Contractor 1	Contractor 2	Contractor 3	Contractor 4
Financial resources					
Proof of good standing with W.S.I.B. (mandatory)	Y or N				
Proof and level of insurance carried (mandatory)	Y or N				
Supplier reference	(2)				
Subtotal	**(2 possible points)**				
Human resources (applicable to the project at hand)					
Year round labour	(3)				
Seasonal full-time labour	(5)				
Part-time/student labour	(2)				
Average years experience for field personnel	(5)				
Ratio: Crew forepersons to labour	(5)				
Ratio: Supervisors to forepersons	(5)				
Number of staff with academic horticulture training	(5)				
CCHT certification	Y or N				
Subtotal	**(30 possible points)**				
Company profile					
Number of years in business under current name	(6)				
Percentage of gross sales that is subcontracted	(6)				
Client/professional references for projects of similar size and scope	(6)				
Active membership in trade associations	(2)				
Per cent of sales broken down by business segment	(5)				
Subtotal	**(25 possible points)**				
Physical resources					
Facility location(s)	(2)				
Net book value of leased/owned equipment	(2)				
Area of operations	(2)				
Administrative resources and capability	(4)				
Subtotal	**(10 possible points)**				
Total	**(67 possible points)**				

See over for discussion and explanation of specific criteria

Explanations of rating criteria common to both contractor types

Proof of good standing with Workers Safety and Insurance Board (mandatory)

This is traditionally verified through the provision of a "Certificate of Clearance," which is issued only by the Workers Safety Insurance Board (WSIB) of Ontario for employers (contractors, in this case) who are registered and are current with their contributions.

Landscape construction and landscape management work falls under Rate Code 190, although some sub-contracted services, such as weed spraying, may fall under different rate codes.

The owner of a construction project is held to be responsible under the law for any compensative injury that may occur as a result of a person working on that project, where the employer is not in good standing (or for that matter even registered) with them. The board can and will address their claim to the owner and, if necessary, to the property itself.

Proof and level of insurance carried (mandatory)

Personal liability and property damage insurance, on a minimum $2,000,000 per occurrence basis, are the most typical types of insurance provided. The owner of a construction project would be held accountable for the actions of all those who are employed/contracted or otherwise engaged by him in the process of that construction. The most common protection is to have all contractors provide certificates of insurance identifying the owner as an "also named insured" on the contractor's policy for their work on that specific project.

Higher levels of coverage may be appropriate for projects that may involve a greater level of risk through size, value or other circumstances.

Supplier reference

Good supplier references give proof of the contractor's financial stability to ensure completion of the project. Poor credit ratings with key suppliers will prevent delivery of products, therefore disrupting construction schedules. A contractor's ability to pay past accounts payable from such suppliers, prevents the owner from unpaid accounts. Generally, references should be obtained from suppliers with related products to the project at hand. This criterion has less importance when rating grounds management contractors.

Total number of employees

This gives the owner an idea of the size of the company. Depending on the scope of the job, size may or may not be a factor.

Number of years in business under current name

The number of years in business is an important rating guide because many companies in the landscape field are short-lived. Longevity will give the client a good idea of the firm's experience, customer service level and commitment to professionalism. Evidence of frequent name changes is an effective monitor of future problems.

Gross sales, broken down into consumer segments

The ability of a contracting company to effectively complete a large volume of work, at any given time, may be assessed through an evaluation of their recorded sales volume over the past few years. In turn, those totals should be further defined in terms of:

- Residential: Single-family, multi-family, high-rise
- Commercial: Small (under $50,000), medium (to $300,000), large (over $300,000)
- Municipal: Streetscapes, parks, institutional facilities.

Per cent of gross sales usually sub-contracted

While there are many specialties which are most effectively completed by sub-contractors, the ability of a contractor to perform may be greatly influenced by the availability of their own skilled trades people. A history of a large percentage of sub-contracted work would require the company to be very strong in project scheduling and management. The more work sub-contracted, the greater the risk in terms of accountability.

Associated/related companies (Disclosure)

The owner may wish to ensure there are no conflicts of interest occasioned by a contractor's relationship with another company. On the other hand, there may be advantage to intercompany relationships that complement each other (e.g. through control of a trade specialty subcontractor).

Client/professional references for projects similar in size and scope

This is a very useful guide to the contractor's level of technical proficiency and also to his/her financial ability to see the job through. This is particularily important on larger projects.

Active members in a trades association

Membership in a trades association reflects the firms commitment to professionalism in the industry and their willingness to abide by a code of ethics. Membership also indicates a contractor's responsible attitude towards the advancement of the profession.

CCHT designation

The Canadian Certified Horticultural Technician program is a hands-on testing program intended to verify the practical knowledge of persons employed in the landscape horticulture industry. The program was especially designed to acknowledge the value of applied knowledge; persons with a minimum of practical work experience or a combination of experience and education are eligible to participate in the program. The CCHT designation proves a specific level of skill of the individual in all areas of landscape construction or grounds management. The CCHT designation indicates a commitment to promote professionalism on the part of both the employer and employee.

Facility location

Distance to the job may have an effect in that overhead of the company increases in proportion to distance from the job site. Close proximity to the site can be an advantage.

Net book value of leased/owned equipment

This criterion gives the client/consultant an idea of the size and scope of the operation.

Area of operations

Many contractors choose to work in areas relatively close to their operational headquarters; from a service/maintenance aspect, this may be a more favourable consideration.

Other contractors, however, have organized their resources into decentralized, flexible, mobile crews, who are trained in the proper planning and supervision techniques that facilitate execution of remote projects.

Specific criteria: Landscape contractors

Bonding availability

Performance, labour and material payment and maintenance bonds are desirable in instances where there is a great deal of value in a contract. The cost of such bonds are ultimately borne by the owner and are not cheap. They may not be necessary or appropriate in many instances, but the fact that a company can provide an Agreement to Bond, through a registered surety (often an insurance company), is an indicator that they have satisfied some stringent qualifying financial criteria, including in most cases, personal guarantees by the owner(s) of the contracting firm.

Ability to perform within a specific time frame

The ability of the contractor to perform within a specific time frame can easily be determined by using the following equation. The company's current committed volume plus the projected volume for the proposed project should not exceed the company's proven capacity. The time frame for this equation should be established.

Example

	$900,000.00	(Monthly work on hand)
+	$700,000.00	(Projected monthly work for proposed project)
=	$1,600,000.00	(proven monthly capacity)

As shown in this example, a company who takes on more than its proven capacity experiences long delays in completion through shortages of human, managerial and financial resources. Delays in completion may prove costly to the owner.

Availability of letters of credit

As they must be issued by a financial institution, letters of credit show financial stability. Letters of credit guarantee that monies have been put aside from the contractor's line of credit to fulfil his commitment to the owner. Should a contractor fail to perform, the letter of credit allows the owner to draw on the line of credit at a much easier level of access than other securities.

Per cent of project managers on staff

Firms with the availability of project managers on staff will enable the more complex projects to flow much easier on their projected critical path. The experience of such professionals enhance the liaison between the client, consultant and contractor. It eliminates delays in correspondence, change orders, scheduling, field instructions and prevents costly misinterpretation and deficiencies, thus creating a better product. Résumés and qualifications of such individuals should be requested.

Per cent of supervisors in work force

The supervisory staff are key to getting the job done properly according to specifications. The ratio of supervisors to field staff reflects the ability of the firm to do the work.

Per cent of trade-specific expertise on staff

A higher quality can be achieved with a firm that has

its own qualified trades people in all landscape construction skills, i.e. stone masons, carpenters, tree planters, etc. Firms that predominantly sub-contract all aspects of a project cannot exercise the same quality control and make it more difficult for an owner/consultant to have deficiencies corrected quickly. Résumés and qualifications of a firm's foreper son(s) should be requested.

Per cent of professional management on staff

The owner may be required to know the company support structure that will lend assistance to the project manager or supervisor on that particular project. Such individuals should be comprised of landscape architects, designers, estimators, payroll clerks, controllers and construction or production managers. Lack of professional management may handicap resource allocation and production. The stronger the company's infra-structure, the stronger the company's ability to perform.

Union affiliation (in good standing)

The owner, or general contractor, may have collective agreements with one or more trade unions which include part, or all, of the work under consideration. If this is the case, the contracting firm that is awarded the work may also have to be signatory to those collective agreements or hire subcontractors who are.

Specific criteria: Grounds management contractors

These selected criteria provide an overview of a grounds maintenance company's skill level and crew makeup.

Labour: Year round

These are generally the key people around which the company's seasonal operations revolve.

Labour: Seasonal full-time

Indicates the number of persons added to the core group on a seasonal basis. Most are likely to have some degree of experience.

Part time/student labour

Those who are added to supplement full-time labour during peak periods or whose experience is minimal.

Average years experience for field personnel

When restricted to labour year round and labour seasonal full time, the average is indicative of overall competence. The higher the average, the more experience within the company.

Ratio of crew forepreson(s) to labour

Indicates average crew size and direct, "on-the-job" supervision capability.

Ratio of supervisors to crew foreperson(s)

In larger companies, indicates senior management's involvement in quality and service control.

Number of staff with academic horticulture training

An indicator of theoretical knowledge that may be required to resolve technical problems or address non-routine needs.

Per cent of gross sales by market segment

Indicates current fields in which company has experience.

- Residential single family home
- Townhouse complexes
- Residential high rise/ condominium
- Low rise industrial/ commercial (2 stories or less)
- High rise commercial (office complex)
- Retail plaza

Administrative resources and capability

The following are indicators of access, should the need to communicate arise.

(a) Number of full-time office staff
(b) Office hours
(c) Technical assistance availablity during office hours
(d) Office-to-crew direct communication

Produced by the **Landscape Contractors Commodity Group** and the **Grounds Management Commodity Group** of **Landscape Ontario Horticultural Trades Association**

You are invited to address any questions, comments or concerns to the Landscape Ontario office:

7856 Fifth Line South, RR 4, Milton, ON L9T 2X8
Tel.: 1-800-265-5656, (905) 875-1805, fax (905) 875-3942
E-mail lo@hort-trades.com, Web www.hort-trades.com

hank deenen landscaping ltd.

GROUNDS MAINTENANCE
SPECIFICATIONS

GENERAL CONDITIONS

a) All operations are completed following sound horticultural practices.
b) Only licensed technicians will be authorized to apply pesticides.
c) Hank Deenen Landscaping Limited employs Certified Horticultural Technicians
d) All staff will have an identifiable company uniform and conduct themselves in a professional manner at all times.
e) Hank Deenen Landscaping Limited will provide customer support communication Monday to Friday from 7:00 AM to 6:00 PM during the Summer Season

1. SPRING CLEAN UP

a) Raking of matted turf areas to remove snow mold as required.
b) Removal of debris, dead vegetation and disposal by Hank Deenen Landscaping Limited
c) Straighten trees and bushes
d) Cultivate and edge existing tree wells, shrub beds, and flowerbeds to aerate soil and present a clean-cut appearance.
e) Spring pruning of dead, diseased and broken branches on trees up to 3 metres in overall height.
f) Pruning to remove deadwood on shrubs
g) Unwrap burlap protection in early April from trees/shrubs as required.

2. TURF MAINTENANCE

a) Collect litter from all turf, shrub beds, garden areas hard surfaces prior to commencing mowing operations.
b) Mow sodded areas, maintaining turf at a height of 5 – 6 cm.
c) Sweep, Rake or Blow excessive clippings from all lawn areas, patios, sidewalks, curb lines and roadways
d) Trim all sodded areas adjacent to fences, patios, walls, fire hydrants, walkways, trees, light standards, posts and all other areas where trimming is required.
e) Edge all tree, shrub and flowerbeds so that these areas present a neat, clean-cut appearance at all times.

3. FERTILIZING – TURF

a) Supply and apply a well balanced blend of fertilizer twice (2) a year to all lawn areas, to be applied when weather and soil conditions will provide maximum results.
b) A third (3rd) mid-summer application when advised by the contractor, and agreed upon with the owner or its agent at a charge additional to the terms of this contract.

4. WEED CONTROL – TURF

a) Hank Deenen Landscaping Limited practices Integrated Pest Management (IPM). This method of control allows us to monitor pest populations and take appropriate action to control infestations. IPM includes the use of herbicides as necessary to control infestations.
b) Supply and apply, under government license, an approved weed killing spray to all turf areas as necessary.
c) Applications will be performed when weather conditions will provide maximum results.
d) Spraying to be done with prior notice to the owner and by Licensed personnel only, with posting as per Ministry of Environment requirements.

5. TREE, SHRUB AND PLANTERBED MAINTENANCE

a) Cultivate all tree, shrub and flowerbeds and remove weed growth.
b) Weekly dead heading and pinching off of all Annual Flowers to strengthen plants and improve appearance of display providing these flowers were installed by Hank Deenen Landscaping Limited.

6. PRUNING

a) Regular pruning and trimming of all trees (below 3 metres), shrubs and hedges, to remove dead branches and excess sucker growth. All debris resulting from the work shall be removed and disposed of by Hank Deenen Landscaping Limited
b) Clipping and shaping of shrubs and trees as required by species, as required to promote healthy growth and appearance.
c) Contour pruning of hedges as required to maintain a clean-cut appearance and removal of any sucker growth. Sucker growth on trees and shrubs to be removed at time of regular cultivation operations.

7. PEST AND DISEASE CONTROL – TREES AND SHRUBS

a) Hank Deenen Landscaping Limited practices Integrated Pest Management (IPM). This method of control allows us to monitor pest populations and take appropriate action to control infestations. IPM includes the use of insecticides as necessary to control infestations.
b) To supply and apply, under the terms of this contract, and under government license, an approved insect spray for the control of pest and disease only as required to trees, hedges and shrubs, where this spray will not be harmful and causes no damage to the immediate environment.

8. WINTER PREPARATION

a) Rake and collect all debris and leaves from lawns, planters and boulevards and planting beds. Cover to prevent blowing and remove from site.
b) Clean out all planting beds and remove debris.
c) Cultivation of open soil beds and tree wells, to allow moisture penetration.

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SNOW CLEARING
SPECIFICATIONS

GENERAL CONDITIONS

a) Hank Deenen Landscaping Limited will provide customer support communication seven (7) days a week, twenty-four (24) hours a day during the Winter Season
b) Crews will be radio dispatched using digital communication (Mike)
c) Hank Deenen Landscaping Limited will be responsible for and shall restore at its expense all damage to the property of the Owner caused by the Contractor in the performance of the work which damage was not reasonably foreseeable as a consequence of Hank Deenen Landscaping Limited's performance of this work.
d) The Owner acknowledges that some damage to the property of the Owner is reasonably foreseeable as a consequence of the Hank Deenen Landscaping Limited's performance of this work . Such reasonably foreseeable damage includes, but is not limited to, damage to concrete, asphalt, sod, grass and planting materials due to the application of ice melting products and surface damage to curbs and asphalt due to the clearing and chipping of snow and ice.
e) For the purposes of this Agreement, a *Snowfall* commences when 5 cm or more of snow has accumulated upon the *Premises,* continues while the snow continues to accumulate upon the *Premises* and ends when the continuous accumulation upon the *Premises* has ceased for a period of 2 hours.

1. SNOW CLEARING OF VEHICLE AREAS

a) Snow plowing and clearing of roadways, driveways and parking areas will commence *WITHOUT CALL* following a snowfall occurring on any day of the week including Saturdays, Sundays and Holidays except Christmas.
b) It is understood that snow plowing and clearing is to be performed in such a manner that the necessity for removal from site is kept to the absolute minimum.
c) All roadways and parking areas are to be cleared within eight (8) hours of the snowfall.
d) The plows will return once to clear previously occupied areas.
e) All walkways, steps and handicapped ramps (if included in contract) are to be cleared within six (6) hours of the snowfall

f) If Hank Deenen Landscaping Limited is delayed in the performance of any portion of the work by the presence of any vehicles, structures or equipment on the Premises which interfere with the Contractor's ability to perform the work, by labour disputes, lock outs, fire, or by any other circumstance reasonably beyond the contractor's control including heavy winter conditions, then the time for the performance of that portion of the work shall be extended until such time as the delay exists. Hank Deenen Landscaping Limited shall not be responsible for any damages or losses caused by their failure to perform that portion of the work.

2. SNOW CLEARING OF PEDESTRIAN AREAS (If included in contract)

a) Snow plowing and clearing of walkways, steps and handicapped ramps will commence *WITHOUT CALL* following a snowfall occurring on any day of the week including Saturdays, Sundays and Holidays except Christmas.
b) All walkways, steps and handicapped ramps are to be cleared within six (6) hours of the snowfall.

3. ICE MELTING AND PREVENTION (If included in contract)

a) The Contractor shall at his sole discretion apply Salt, Sand, Calcium or other "*Ice Melting Products*" as specified to the Premises as required.
b) In determining whether or not to apply *Ice Melting Products* in any particular circumstance, the Contractor shall act reasonably, shall monitor the weather in the vicinity of the Premises and shall apply the standards of the snow and ice maintenance industry.
c) The Owner acknowledges that the application of *Ice Melting Products* to ice or snow on the *Premises* will not and cannot result in the immediate or complete removal of ice from the *Premises.* The Contractor provides no guarantee or warranty that the application of *Ice Melting Products* will be effective in eliminating ice in any particular circumstance.
d) The Contractor will not be responsible to apply *Ice Melting Products* unless the *Ice Melting Products* are commercially and reasonably available to the Contractor.