



Re: Hurricane Season

Dear Valued Customer,

Hurricane season is upon us once again. With any luck, all preparations will have been made for storms that don't materialize this season. However, if you don't wish to test your luck and feel it is prudent to be prepared, please consider the following suggestions with respect to your landscape:

- 1. The learning experiences from prior year's hurricanes taught us how vulnerable communications can be during and after severe storms. Even cellular systems were taxed by immense traffic making it difficult to communicate damage assessments and needed response approval. Avoid a delay in response to the needs of your property by acknowledging pre-approval authorization with your BrightView representative now. Further, exchange and update phone numbers to be used during emergency response situations with your BV representative as well.**
- 2. Communicate any special needs to your BV representative that may be required by your insurance carrier to document damages and corrective actions resulting from storm related damages. As a matter of protocol, BV will photo document some representative damage and will journal manpower, equipment, and brief description of work provided.**

In the event of a hurricane or severe storm event, be aware that BrightView does have a response action plan to address the landscape needs of our customers. We are preparing now to effectively respond to the landscape damages left behind by a potential hurricane. In the event of a hurricane, we will initially canvas every property that BrightView provide landscape or tree care services to and then will dispatch to customer authorized/approved clean-up sites based on the following priorities:

- Priority One - Clearing vehicle access to allow emergency personnel ability to service needs and access to your property**
- Priority Two - Clearing debris from structural dwellings that may pose immediate risk or danger**
- Priority Three - Re-planting plant material that may have chance of surviving if rootballs can be planted and watered soon**
- Priority Four – Trim and remove hazardous damaged limbs that still remain in trees versus on the ground**

As a company, we will be prepared to import additional BrightView resources from outside of the south Florida area if needed to help expedite clean-up response efforts. Once the priorities detailed above have been met, we would address chipping and removing tree limbs left on the ground from initial clearing efforts as well as removal of rootballs and large wood remaining on properties. The final phase would include restoration of damages

or losses resulting from the storm and associated clean-up. We would anticipate a return to expected maintenance operations the following week for all but the most severely debris impacted properties.

We encourage you to be as prepared as you can to help assure a timely and effective response should luck elude us and we once again face damaging storms. If you would like to preapprove BrightView to perform clean-up operations as detailed above, you may sign the section at the bottom of this page. Our emergency rates are also below for your review. Dump expenses range based on the material, size and weight.

HURRICANE PRICE LIST (2016)

General Labor	\$49 / hour
Chipper & Truck	\$80 / hour
Loader & Operator	\$80 / hour
Dump Fees *If Necessary*	\$200 / each (No Stumps) (Branches, Leaves, Debris)
Stumps	Prices will vary by size
Tree Men / Climbers	\$85 / hour

Approval for clean-up services:

Signed

Property Name

Print Name / Title

Date

Emergency Contact Numbers:

Name

Land Line#

Cell Phone #

Name

Land Line#

Cell Phone#