



March 26, 2020

**To our Valued Clients:**

We take our work for you and our relationship very seriously. The current Coronavirus COVID-19 pandemic has affected virtually every aspect of our lives. We want you to know that we have developed a comprehensive response plan for protecting the health and welfare of our personnel who serve you, so that we can continue to provide safe and uninterrupted service for your property.

As commercial landscape professionals, we maintain and protect the living environments around hospitals, assisted living facilities, government facilities, corporate offices, housing areas, parks, schools, retail centers and more. We protect public safety by:

- performing regular landscape maintenance by mowing, pruning, controlling weeds and inspecting properties for life safety and security issues;
- providing important treatments to reduce the spread of dangerous diseases through pests like mosquitoes, ticks, and fleas;
- removing fallen trees and mitigating hazards;
- assisting in fire abatement;
- managing invasive species and natural area buffers; and
- keeping public and private pathways free of obstructions.

Landscape services have been deemed “essential services”, even in markets where local governments have issued “stay-at-home” orders and required “non-essential” businesses to close. Because we need to continue operating, our focus has been on taking multiple measures to manage our work safely for you.

Our landscape work is typically performed by small teams, or individually, with very limited public contact. Our personnel will not enter client facilities without express permission. We are also taking additional steps to disinfect vehicles and respect social distancing by not holding any large crew gatherings or congregating in inside spaces. Many of our office and support personnel are working remotely and are working staggered shifts. We have developed a comprehensive COVID-19 Response Plan that features employee information, workforce safety, client relations, operations best practices, use of technology and more.

Your Account Manager is empowered to answer your questions and to adapt to your needs during this time and always. They can also immediately escalate any inquiry as needed.

We appreciate the trust you have placed in us and will do our very best every day to provide exceptional service.

**Tom Boland**  
VP-Operations  
Columbia LandCare, LLC