



SPRING 2008
Upper Valley Edition

Green Works

Newsletter of Tree Preservation, Forestry and Land Enhancement



Just about the time you receive this newsletter we'll be setting the clocks ahead for Daylight Savings (March 9), and sugaring, mud and eventually spring will be just around the corner! I love the challenges of a Vermont winter but I know everyone doesn't feel this way, especially about now.

I am proud that Chippers is committed to providing the highest quality tree and land care services to all our clients. In conjunction with the attainment of our industry's highest recognition (*see this edition's main article*), I am committing myself personally to the continual improvement of the delivery of our services. If you have any questions, concerns, comments, commendations or complaints, about anything related to our services, I would like to hear from you directly. My personal pager number is (802) 742-3505 and I will respond to you as quickly as possible.

Visit our team once again at the 2008 Hanover HomeLife Show at Leverone Field House, Dartmouth College on Thursday through Saturday, March 20-22, and bring the completed coupon found within this newsletter to enter our drawing for \$1000 worth of tree work at your property!

—Will Russell

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The Meaning of TCIA Accreditation for Our Clients

Mundy Wilson, *Business Manager*

We are pleased to announce that as of February 2, 2008 we have achieved the Tree Care Industry Association's (TCIA) designation as an accredited tree care services company, the first in our industry to do so in Vermont and the fourth to do so in New Hampshire. This year long process involved a comprehensive evaluation of our entire company at all locations, including an in depth analysis and refining of our business practices and ethics, insurance coverage, regulatory compliance, safety and training programs, consumer satisfaction and problem resolution process, professional certifications and memberships, and the status of our image and reputation.

But what does this mean for you—our client?

Adherence to the highest industry standards for best business practices, service and professionalism

"I like trees because they seem more resigned to the way they have to live than other things do."

—WILLA CATHER, 1913

Our mission has always been to have every member of our team project professionalism and provide top quality service from the moment a client first calls for an estimate until the follow up phone call after the project is complete. Earning the TCIA seal of approval means that we do indeed function as an ethical and trustworthy organization with documented high levels of consumer satisfaction.

We have many client testimonials to support this position, and we are always willing to provide our new clients with references.

Our work is by definition dangerous and we take this very seriously. We carry maximum amounts of insurance coverage for all of our business activities, and we are always happy to provide our clients with certificates of insurance for worker's compensation, property damage, and general liability. We also meet or exceed the requirements for regulatory compliance with state and federal agencies including those related to OSHA, DOT and HazMat. Our paperwork is always in excellent order, our equipment is continuously maintained to the highest standards, and our employees are constantly coached in safety-oriented efficiency and professionalism.

Documented safety and technical skills training all the time, at every level

—continues page 2



We proudly support Northern Stage, the region's professional theater, as a co-sponsor of

The Full Monty

April 23-May 18
Briggs Opera House
White River Junction, VT

Call 802-296-7000
or buy tickets online at
www.northernstage.org

Meet us at the theater for this bright and sassy crowd pleaser!



Breathe

Tree, gather up my thoughts
like the clouds in your branches.

Draw up my soul
like the waters in your root.

In the arteries of your trunk
bring me together.

Through your leaves
breathe out the sky.

—J. Daniel Beaudry

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Research shows that organizations are safe, not individuals. In accordance with this we have audited and revamped our company-wide safety and technical skills training programs to meet the stringent TCIA requirements at every level. Our employees are trained in safety and skills upon hire and continuously throughout their employment with us, and we maintain a safety policy that incorporates the ANSI Z133.1 safety standards. We have daily safety briefings, weekly safety meetings, semi-annual all day safety and skills training sessions (including CPR and First Aid), and additional training for individuals based upon their job titles. We consider our employees to be the roots of our business and family members alike, and nothing is more important to us than the safety of our team members.



Our focus on safety and training is important to clients because well trained employees with safe performance skills work independently and know how to make good decisions when working on our client's properties, all part of our philosophy of providing high quality services.

The TCIA Accreditation requires that we employ a minimum of one ISA Certified Arborist per ten employees (we currently have a three to ten ratio), and one Certified Tree Care Safety Professional (CTSP) per ten employees, assuring that the quality and safety of our work is maintained throughout the company. We also have one of the very few consulting arborists in New England on our staff, a member of the American Society of Consulting Arborists (ASCA), and that professional association requires the very highest level of ethical and performance standards for arboriculture.

Problem resolution and continuous improvement required

The TCIA Accreditation program also requires that we have a consumer complaint resolution policy in effect at all times. We are members of the Better Business Bureau and abide by a policy of documenting and responding to any client complaints in a timely and appropriate manner. We will never let a legitimate client complaint go unresolved: part of our mission is to delight our clients and that is simply not possible if they are not content with the services we provide.

Adherence to best practices in the tree care industry begins with the TCIA Accreditation but it certainly doesn't end with this new credential for us. We have annual requirements to meet and must undergo a re-accreditation audit every three years to fulfill our commitment. This ensures that the superior standards we have achieved in the pursuit of excellence in tree care will be continuously monitored and maintained.

ADDITIONAL RESOURCES: www.tcia.org, www.treecaretips.org, www.bbb.org, www.asca-consultants.org and www.isa-arbor.com

chippers

Lebanon (603) 448-4800
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Woodstock (802) 457-5100

www.chippersinc.com

 GREENWORKS is provided free of charge to anyone who loves plants. If you know someone who might enjoy this publication, have them call us at (866) 683-6222. Current and past issues are available at our website.

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Help us be Green:

If you are receiving this newsletter in error, or wish to be removed from our mailing list, please call toll free: (866) 683-6222 or email us at: contactus@chippersinc.com

ASK THE ARBORIST: *Customer Forum*

Q: What's the difference between natural and traditional pest management products?

Natural Pest Management products are derived "naturally"—which means they are found in certain flowers and plants, oil from trees, potassium soaps and beneficial bacteria. Natural pesticides breakdown very quickly which makes them environmentally friendly, but often repeated applications are necessary for desired results. On the other hand, Traditional Pest Management products are usually derived "synthetically"—which means they are designed by chemists to possess a certain mode of action with a predictable result. Product persistence is often designed into the product making it protect the plant from damage longer. Persistence is a double edged sword though, creating at times environmental concerns.

Q: The needles on the pines around my house turned yellow this year, are they going to die?

All evergreen trees and shrubs shed their old foliage. On pine species the older needles may be retained for up to five years. However, White pines shed their previous year's needles annually which can sometimes be as much as 50% of the foliage. This is probably what you are observing and it shouldn't be a concern.

Q: Why did four of my maples that were planted two years ago split down the same side of their stems this winter?

Normally, trees have a natural defense against frigid temperatures by replacing cell water with fats. On a cold winter day, the sun may warm only one side of a tree during the day and then the temperature drops off sharply at night. In this instance, the tree may not have enough time to adjust, thus causing a crack or split from the water freezing inside. This weakening will cause the frost crack that you now see. This is why the location of a tree or shrub is so important, especially when planting marginally hardy specimens.

[Please email your tree related questions to: askthearborist@chippersinc.com]

Dutch Crocus

Crocus vernus

Family: Iridaceae (Iris)

Hardiness zone: 3 to 9

Habit: upright; 6"

How to Plant: corm; plant 3" deep and 4" apart in fall

Flower: 1.5 to 8" long; white, yellow, purple or striped; usually borne singly; closes at night or on cloudy days

Culture: plant in well-drained soil; full sun or partial shade; may be naturalized in lawns if foliage is allowed to ripen properly



One of spring's earliest sights! A hardy bulb that withstands variable spring weather and is spectacular when mass planted beneath trees with other early bloomers.

MEET A CHIPPER



John Keefe of Springfield, VT has joined our team as the company-wide Human Resources Manager based in our Woodstock location. He is returning home to Vermont after a two and one-half year hiatus as a Human Resources Manager of Recruiting and Training for VT Miltope, a "rugged" computer manufacturer headquartered in Alabama.

Originally from Rutland, VT John has an extensive Operations Management and Human Resources background with companies such as United Parcel Service, Acrylic Designs, and Johnson and Dix. He studied Computer Science at Castleton State College and Business/Human Resource Management at Auburn University at Montgomery.

John is married to his wonderful wife Sheri, and they have three children. John Jr. is 24 and an aspiring recording artist. Robin is 21 and just had a beautiful baby girl, Lily. Kyle is 11 and attends Riverside Middle School in Springfield. In his free time he enjoys golf, outdoor photography, basketball, bowling and working on his 1982 Mercedes-Benz diesel.

John is tasked with improving our practices in support of our most essential resource: our employees.

Welcome to the Chippers' team, John!

Spring Check List

- Visit local home and garden shows
- Order next year's firewood
- Sign up for **chippers** Plant Health Care program
- Plan to protect trees from any pending construction
- Prune shrubs
- Have trees professionally inspected
- Test soil
- Remove protective mulch
- Turn over gardens and add compost
- Sharpen mower blades
- Fertilize trees & lawns
- Divide summer & fall blooming perennials
- Be on the watch for tent caterpillar webs
- Visit our website: www.chippersinc.com

VISIT US AT THE 2008 HANOVER HOMELIFE SHOW

March 20, 21 & 22
Thursday 4-9pm, Friday 12-9pm,
Saturday 9-6pm

Leverone Field House
Dartmouth College
Hanover, NH

Enter our drawing for your chance to win \$1000 worth of tree work at your property!

“I never saw a discontented tree. They grip the ground as though they liked it, and though fast rooted they travel about as far as we do. They go wandering forth in all directions with every wind, going and coming like ourselves, traveling with us around the sun two million miles a day, and through space heaven knows how fast and far!”

—JOHN MUIR, from “The Story of My Boyhood and Youth”, 1913



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