



POLICIES & PROCEDURES MANUAL

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INTRODUCTION TO OUR COMPANY

Welcome to The Master's Lawn Care! We look forward to working with you. We only hire team members who represent our team well with a positive attitude, willingness to learn, and a passion for exceeding expectations. Now that you have gone through the interviewing process and we know a little about you, let us inform you about our company.

The Master's Lawn Care was founded in 2004 as a lawn business that focused on more than just cutting grass. We opened because we saw a desperate need in the area for a professional lawn company that would go above and beyond the basics to exceed the client's expectations. We offer the following services to our clients:

- Landscape Maintenance (*more than mow and blow*)
- Lawn Fertilization and Pest Control
- Landscape Design & Installation
- Irrigation Repair and Service
- Landscape Lighting
- Drainage Installation

Each service is individually priced, so please do not quote prices to people if they ask you how much a package or service is. Please refer them to your team leader or to the office. You will benefit both by being acknowledged for getting a new client and by growing our client list, which in turn gives you more work and the ability to move up within the company as it grows.

If you ever want to learn more about our services or anything else about our company, please visit our website at www.TheMastersLawnCare.com. Although we have many different services to provide, and you may not be trained to complete each and every service, all you have to do is ask to be trained on specific services that you are interested in. This training will increase knowledge about our services while also giving you a more valuable role within our company.

We don't expect all of our team members to know and be able to explain our company's history, but we do ask that you know our basic company information (ie: telephone number, website, etc), so that if someone were to ask, you can give it to them. Business cards are available from the office and you are encouraged to carry them with you to give out to prospective clients.

I. DRUG TESTING

- a. All team members must go through a drug test prior to employment. Random drug testing will be required throughout employment.
- b. Anyone who is selling, possessing, consuming, or otherwise affected by drugs or alcohol during work hours or on customer or TMLC premises will be terminated immediately with no opportunity for rehire.

II. PROBATION

- a. All new team members begin with a 90 day probationary period. Any time during the probationary period the team member has the option of leaving if they feel the job is not right for them. Also, during the probationary period TMLC has the option of terminating employment of the applicant.

III. EVALUATIONS

- a. All team members will be evaluated periodically throughout the year at the discretion of TMLC. At that time, your performance will be discussed as well as any changes that need to be made. Pay increases are based on merit and company profitability, and may or may not occur during an evaluation. Consideration of factors such as quality and quantity of work performed, ability to learn, attitude, equipment care, dependability, and compliance with company policies, cooperation, and overall contribution will determine a team member's eligibility for an increase.

IV. ATTENDANCE / PUNCTUALITY

- a. It is expected that all team members will arrive at their assigned start time and will be completely dressed and ready to work by the assigned start time.
- b. Any time a team member is running late the department manager should be notified as well as the team leader. If tardiness becomes a recurring problem then disciplinary action will be taken.
- c. If you are unable to report to work for any reason notify your department manager at least ½ hour before your assigned start time. If two or more consecutive days are missed due to illness a doctor's note will be required before you can return to work.

V. COMPANY PRESENTATION:

- a. It is the team member's responsibility to show up to work with a clean uniform each day. Under no circumstances may TMLC clothing be worn in any establishment or manner that would discredit the company.
- b. All team members work in public view so their appearance is important to the image of the company.
 - i. Uniforms must be worn at all times.
 - ii. The TMLC logo on your uniform shirt must be visible at all times.
 - iii. No torn or shredded clothing.

- iv. Long hair must be clean and well-groomed and either in a ponytail and/or put up inside a hat.
- v. Facial hair must be clean and groomed.
- vi. No bizarre or abnormal dressing. (i.e. blue or green colored hair, etc.)
- vii. Only TMLC hats will be worn on job site.
- viii. Closed toe shoes must be worn.
- ix. Ear Plugs & Safety Glasses are to be worn when necessary.
- c. Job site behavior- All team members are considered professionals; therefore they must act like professionals.
 - i. No loud or foul language
 - ii. No smoking on the client's property.
 - iii. Company equipment and customer's property will not be abused.
 - iv. No sexual harassment, obscene gestures or behavior.
 - v. No insubordination or disrespect to fellow team members.
 - vi. Bathroom breaks are to be restricted to acceptable facilities and acceptable times.
 - vii. Cell phones are to be left in the trucks during working hours. Team leaders may have their phones on job sites for business purposes only.

VI. NON-COMPETE

- a. TMLC has no desire to regulate what a team member does with his or her time outside of working hours, however, all team members must consider employment at The Master's Lawn Care to be their primary employment.
- b. Any outside employment that involves a conflict of interest or interferes with or hinders job performance at TMLC in any way is not acceptable. Performing any type of work that TMLC offers in its service area will be considered breaking the non-compete agreement.

VII. CLEANLINESS / HOUSEKEEPING

- a. TMLC's philosophy of quality and pride includes not only customers and team members, but our property and equipment as well. It is essential that good housekeeping practices be observed for both safety and appearance.
- b. Each team member, regardless of position, has the responsibility to help maintain cleanliness and good order in the company's buildings, grounds, equipment, and vehicles. Pride in our work begins in our company.

VIII. MOBILE DEVICES

- a. There will be no personal phone or tablet use during work or driving. Cell phones are permitted as long as they are left in the truck during the day. The only time cell phones are allowed to be used is during the

breaks and riding between jobs (not the driver). Team members are not to stop working to talk or text on the phone.

- b. Any emergency/business related calls can be made to the office or maintenance manager.
- c. Cell phone use is prohibited while operating a company vehicle including talking, texting, and internet use.

IX. LOANS, EQUIPMENT & VEHICLE USE

- a. No team member will be allowed to borrow or use TMLC tools, trucks, or equipment for personal use at any time for any reason.
- b. No personal vehicle repairs may be conducted at the shop. Any variance from this policy must be pre-approved, in advance.
- c. Loans or pay advances are not offered for any reason or circumstance.

X. DRIVING COMPANY VEHICLES

- a. Team members who drive company vehicles are required to maintain a valid driver license.
- b. The only people permitted to regularly drive company trucks are Team Leaders and Supervisors.
- c. At times, others with driver's licenses will be asked to drive the trucks.
- d. At any time that you are asked to drive and you do not have a valid license, you are to inform your Team Leader or Supervisor that you do not have a license and are not allowed to drive the truck. This is your responsibility.
- e. There is to be NO SMOKING on client's property at any time.

XI. WORK HOURS & BREAKS

- a. There is not a "normal" workday in our industry. The day starts when scheduled by management to be at the shop and concludes after completing the daily schedule and any additional work at the shop.
- b. A 30 minute unpaid break is given to any team member who works 4 hours or more, as required by law. Team Leaders have discretion of choosing when this break will be taken. Do not work through your lunch break, you will not be paid for those 30 minutes of time.
- c. Two additional 15 minute breaks are provided during a work shift.

XII. BENEFITS:

- a. Vacation and Paid Time off
 - i. Vacation may be used only between the months of November to February.
 - ii. Flex time can be used at any time of the year, in increments of 4 hours or more, with a maximum of 16 hours (2 days) used consecutively.
 - iii. Vacation pay does not contribute to overtime.
 - iv. Any vacation or flex time not used is lost, it does not roll over from year to year. Flex time and vacation time renews on November 1st of each year.
 - v. If your employment comes to an end for any reason, any paid time off accrued is lost.
- b. Paid time off accrual guidelines – Field Staff

- i. 40 hours of vacation earned on the anniversary of 1 year of employment
 - ii. An additional 40 hours of flex time earned on the anniversary of 3 years of employment
 - iii. An additional 40 hours vacation time earned at the anniversary of 5 years of employment
 - c. Paid time off accrual guidelines – Administrative staff and management
 - i. 40 hours of flex time earned at the completion of 90 days of employment
 - ii. An additional 40 hours of vacation earned on the anniversary of 1 year of employment
 - iii. An additional 40 hours vacation time earned at the anniversary of 5 years of employment
 - d. Holidays
 - i. Our company recognizes 5 paid holidays. You will receive 8 hours of pay on these days after 90 continuous days of employment. Holiday pay does not contribute to overtime:
 - 1. New Year's Day
 - 2. Memorial Day
 - 3. Independence Day
 - 4. Thanksgiving Day
 - 5. Christmas Day
 - ii. If a holiday falls on a weekend, we observe the holiday on the Friday immediately before.
 - e. Retirement
 - i. A company-matching IRA account is available to all full time team members after 90 days of employment. The company will provide a 100% match of your contribution, up to 3% of your salary.
 - f. Health Insurance
 - i. TMLC offers team members the benefit of joining our health plan after 90 days of employment. TMLC covers 50% of the premium for the team member.

XIII. PURCHASING / REIMBURSEMENT / TRAVEL

- a. Purchasing
 - i. All purchases require a PO# that is issued by the office team. They will need the following information; vendor, description of item(s), department (team) and cost (when available)
 - ii. All receipts must be turned in to the bookkeeper immediately.
 - iii. Use of credit card in any unauthorized manner without a PO or approved items is considered theft and grounds for immediate termination.
- b. Reimbursement
 - i. If for any reason you are in a position that you choose to use your personal funds for a business purchase (for example, your tire is flat and you need to purchase a tire plug kit on the route), in order to receive reimbursement you must follow the above receipt guideline of turning in the receipt with the proper notations.
- c. Travel for Business Purposes

- i. Per Diem for overnight travel: \$10 Breakfast, \$15 Lunch, and \$20 Dinner. Any meals that are provided at the event will be deducted from the per diem. We need to know before the team member is given their per diem whether any meals are included.
- ii. Mileage: Mileage will be paid at the amount set by the IRS for that year.
- iii. Mileage is calculated from TMLC shop to work event and back to shop.
- iv. Pay to/from/at conferences: Clocked in hours for events will include travel time to/from event and during training/presentation hours only. Time is calculated from office to event.

XIV. MISCELLANEOUS

- a. DIRECT DEPOSIT - Payroll is directly deposited to your account of choice. There will be no paper checks!
 - i. Direct deposit can be split into a maximum of two different accounts
- b. GOSSIPING / BAD MOUTHING – We do not accept any team member gossiping or generally speaking negatively about a fellow team member within our company. PERIOD. Negative comments can be taken up to your supervisor or the owner of the company if an issue needs to be addressed.

Team Member Goals and Expectations

- Listen to instructions. Ask questions if you don't understand.
- Learn all you can by watching, doing, and from your own mistakes.
- All Team Leaders will demonstrate to all new Team Members how to care for and maintain equipment properly.
- Success is built on teamwork and all team members should strive toward working together and helping each other make the work easier and the job look better.
- Quality is our number one priority. We are striving to become an industry leader and in order to accomplish this goal, we must work together to produce top-quality work with unsurpassed efficiency.
- Company uniform is to be worn during working hours only.
- If you don't know how to do something – ASK.
- When you are assigned to equipment, take care of it. If a piece of equipment is not running right, tell the Team Leader and department manager immediately. Write any truck or equipment issues on the repair clipboard in the shop.
- Check the equipment before loading in the morning (oil, tire pressure, air filter, gas, grease, etc.).
- Return all equipment and tools back to where you got them.
- Remove trash and personal items from trucks at the end of each day and clean thoroughly.
- Always wear ear protection and safety glasses when operating trimmers, saws, hammers, and edgers and when striking chisels. This also includes any machine that throws debris. When in doubt, wear safety glasses.
- Always wear gloves when handling chemicals.
- Think SAFETY!
- Always keep trucks, trailers, power equipment and the shop clean and organized.
- All occupants of company operated vehicles must wear seat belts.

- Absolutely no texting while driving. Talking on cell phones by driver is restricted to use of a Bluetooth hands free device.

Team Member Don'ts

- Don't argue with a customer – EVER! When dealing with a frustrated client the best course of action is to listen to their frustrations first, then offer solutions to fix the problem.
- Don't operate any equipment if you feel you are not able to operate it in a safe manner, if the equipment is broken, or if you are not qualified to use it.
- Don't operate any vehicle unless you are properly licensed and covered by insurance.
- Don't drive any customer vehicle.
- If involved in an accident with a Company vehicle, do not admit to anything. Call the police, office and department manager.
- Don't operate any vehicle or equipment on which you have not been properly trained.
- No equipment, materials, or other items can leave TMLC premises without proper authorization.
- Never leave the shop with equipment or materials not properly secured when transporting.
- No talking on the phone (unless using a hands-free, "one-button" Bluetooth device) while driving field trucks.
- No texting while driving field trucks or operating company equipment.
- No smoking on client property or while operating or refueling equipment.
- No cigarette butts to be discarded on Company property or customer jobsites.
- No spitting from chewing tobacco and no chewing when talking with a customer.
- Don't disrespect or disgrace other team members, staff or the Company.
- No cell phone use during working hours for personal use. Cell phones may be used while riding in vehicles, at breaks or lunch periods. Cell phones may be used by Team Leaders for business purposes.

Again, we welcome you to The Master's Lawn Care team.

We look forward to working with you!

