



COMPANY

LOGO

New Hire Orientation Agenda

Items to bring for a New Hire Orientation

- Meeting attendance form
- Employee Handbooks for all New Hire's
- Preprint pages 4,42,46 and 48 from Handbook for each New Hire
- I-9 for each New Hire
- W-4 for each New Hire
- MVR form for each New Hire
- 90 day probation for each New Hire
- Training Matrix
- A pair of safety glasses
- Mowing form for each New Hire
- Mulching form for each New Hire
- Truck and trailer inspection sheets for each New Hire
- Mower inspection form for each New Hire
- Pesticide application form for each New Hire
- Equipment repair form for each New Hire
- Tool and material load sheets for each New Hire
- Display some equipment for show at the end of the orientation

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1. Introductions
 - a. Have ALL new hires sign a meeting attendance form
 - b. Go around the room and tell your name, something about yourself and some good news (can't use new job as good news)
 - c. ALL of (Company) Management team needs to be introduced during Orientation
 - i. Owner, Sales Rep, Supervisors, Crew Leaders (if possible) etc.
2. Go over A to Z employee handbook
 - a. Issue Handbook to all new hires
 - b. Review pages in handbook:
 - i. Page 9 "Conflict of interest" and "Outside employment"
 - ii. Page 10 "Acceptance of gifts"
 - iii. Page 32 "Attendance", "Drugs & Alcohol abuse"& "Drug testing"
 1. Read entire page 32 and stress the last sentence on the page!
 - iv. Page 33 "Appearance and conduct"
 - v. Page 35 "Violence in the workplace"
 - vi. Page 36 "Accidents and Emergencies", "Open door policy" and "Internal complaints"
 - vii. Page 37 "Solicitations, distributions and use of bulletin boards"
 - viii. Page 43 "Employer info and property" and "voicemail"
 - ix. Page 49 "Use of company equipment and computer systems"
 - x. Page 51 "Tape recording policy"
 - xi. Page 52 "Resignation", "Dismissals" and "Immediate dismissals/misconduct"
 - xii. Page 53 "Discipline" and "Written warnings"
 - xiii. Page 54 "Exit interview"
3. New Hire Paperwork
 - a. ALL employees must sign pages 4, 42, 46 and 48 of Handbook
 - b. I-9
 - c. W-4
 - d. MVR
 - e. 90 day probation period

- f. Make photo copies of I-9 acceptable documents (Drivers license, social security card etc.)
4. Pre-work training
 - a. Watching Videos
 - b. Practice with mowers in the back lot using Orange cones
5. On the job training
 - a. Self explanatory
6. Training Matrix
 - a. Explain training matrix, that we track who has been trained on what?
7. Raises
 - a. NO raises in the first 90 days during probation period
 - b. Laborers \$7.35-\$10.00 / hour
 - c. Crew leaders \$10.00-\$12.00/hour
8. Uniforms
 - a. Uniforms are paid by the employee
 - i. Deducted from your bi weekly pay check
 - ii. Roughly \$15/week
 1. Prices vary from year to year
 - b. Explain when and where to drop off dirty uniforms
 - c. Weekly pickup and delivery
 - d. If you damage a pair of pants or shirt, please mark it with the uniform companies tag for repair
 - e. ALL uniforms must be returned before final paycheck will be issued
9. Office Area
 - a. Do not enter the (Company) office unless accompanied by a Management Team member.
 - b. "Today is the first & last day you will be permitted in the (Company) office unescorted"
10. Issues with other employees
 - a. Use the chain of command
 - i. Speak with Crew leader first
 - ii. Supervisor second
 - iii. Manager/Human resources third
11. Phones
 - a. NO PERSONAL PHONE CALLS
 - b. If we find that personal phone calls are made or received the crew leader responsible for that phone will be charged \$.25/min.
 - c. No personal cell phones are permitted on the job site
12. Computers
 - a. If you are not assigned a computer DO NOT get on them
13. Clocking in and out
 - a. Explain when, where and how to clock in and out

- b. Set up each new hire on time clock
 - i. See time clock instructions for set up
- 14. Start up procedures in the morning
 - a. NO STOPPING AT GAS STATION OR ANYWHERE ELSE FOR THAT MATTER
 - i. Bring your breakfast, lunch, snacks, pops, water, etc. etc.
 - b. 7:30 am Managers and Crew leaders clock in
 - c. 7:45 am crew members clock in
 - d. 7:50 am EVERYBODY is out of the lot!
 - i. VERY IMPORTANT
- 15. Shut down procedures at night
 - a. Truck pulls into lot, crew members clock out.
 - b. Crew leaders gas up and prep truck/trailer for tomorrows work
- 16. Start up on the job site
 - a. Park truck in designated spot for each property
 - b. Set out orange parking cones
 - c. Crew members grabs trimmer and gets started
 - d. Crew leader & Crew member check over mowers then start working
 - i. Pick up trash as you go
 - e. When the mowing is completed
 - i. Crew leader grabs a sprayer and begins weed spraying
 - 1. Crew leader checks over entire job
 - ii. Crew members grab blowers and begin clean up
 - 1. If clean up is completed before weeding is done then crew members can assist crew leader with weeding or ask the crew leader what else needs to be done
 - f. Once weeding and clean up is completed
 - i. Crew members load equipment, etc. in preparation to move to the next job or to return to the office
 - ii. Crew leader completes paperwork
- 17. Crew leader meetings
 - a. Weekly meetings
 - i. Friday mornings
 - ii. Crew members start their day 15 minutes later than normal 8:00 am
 - b. This is the time to discuss issues with:
 - i. Equipment
 - ii. Crew members
 - iii. Jobs
 - iv. Safety topics
 - v. ETC.
- 18. Discipline
 - a. Insubordination
 - i. Do what your told when you are told to do it. NO EXCEPTIONS.

- b. Name calling (abusive)
19. What to do when:
- a. A resident/customer stops you on the job site?
 - i. Get your crew leader and bring them to the customer or vice versa
 - b. You are sick?
 - i. Call office at least one hour before your start time and leave a message if no answer
 - c. It rains?
 - i. If it's raining in the morning call into the office before you leave your house
 - ii. We will send a text message to all employees if we are calling the day off due to weather
 - iii. We will call if text messaging is not available
 - d. You have a personal property accident at work?
 - i. Get your crew leader
 - ii. Crew leader calls manager
 - 1. RIGHT AWAY
 - iii. "We tell on ourselves"
 - e. You break a piece of equipment or a tool
 - i. Get your crew leader
 - ii. Crew leader calls manager
 - 1. RIGHT AWAY
 - f. Lunch time and breaks
 - i. Lunch time is decided by the crew leader (usually noon or around noon)
 - 1. Half hour lunch
 - ii. Two fifteen minute breaks per day
 - 1. One before lunch and one after lunch
 - g. Injuries at work
 - i. Get your crew leader
 - ii. Crew leader calls manager
 - 1. RIGHT AWAY
20. Chain of Command
- a. Kyle CEO
 - b. Brian Office/General Manager
 - c. Miguel Operations manager
 - d. Your crew leader
21. Parking your personal vehicle at the office
- a. Crew leaders park against the south side of the lot as close to the office building as they can
 - b. Crew members park behind their crew leader in a single file line
 - c. This is subject to change depending on number of cars etc.
22. Pay checks/Pay days
- a. Our paychecks are on a bi-weekly basis

- b. Pay days are on every other Friday
- c. Our pay checks are one week behind
 - i. i.e. Pay check you receive on Friday is for last week's work and the week before that
 - ii. This week's hours will be on the following check

23. Safety and PPE

- a. VERY IMPORTANT!!!!
- b. Write ups will be given out for those not using their PPE
- c. We charge for the first pair of safety glasses on your first paycheck
 - i. If you break them and bring them back we will replace them for free
 - ii. You lose them or don't return them you buy the new ones

24. Field paperwork

- a. Review ALL of the following
 - i. Mowing forms
 - ii. Mulching forms
 - iii. Truck and trailer inspection sheets
 - iv. Mower inspection forms
 - v. Pesticide application forms
 - vi. Equipment repair forms
 - vii. Tool and material load up sheets
- b. Everything must be completed everyday as you go!
 - i. DO NOT come back to the office and try to remember what you did for the day
- c. ALL OF THE ABOVE IS VERY VERY IMPORTANT!!!!

25. Display equipment we use

- a. Do not have ANYONE operate anything at this particular time
- b. Good idea to let them see what they will be using on a daily basis