



FRESH START
MAINTENANCE INC



VERSION 1
Dated 1/22/24

COMPANY HANDBOOK

“It’s a perfect time for a Fresh Start”



TABLE OF CONTENTS

1	THE TEAM PHILOSOPHY AT FRESH START LANDSCAPING INC.	Page - 03
2	EQUAL EMPLOYMENT OPPORTUNITY POLICY & AFFIRMATIVE ACTION PLAN	Page - 04
3	EMPLOYMENT ORIENTATION	Page - 05
4	NORMAL WORKING HOURS	Page - 07
5	CLEAN WORKPLACE	Page - 08
6	PAY PERIOD AND PAYMENT	Page - 09
7	EMPLOYEE ATTENDANCE	Page - 11
8	CARE OF EQUIPMENT AND FACILITIES	Page - 13
9	GRIEVANCES AND COMPLAINTS	Page - 15
10	BRIBES, KICKBACKS, AND ILLEGAL PAYMENTS	Page - 19
11	CAREER OPPORTUNITIES	Page - 21
12	MEET THE FOUNDER	Page - 29

THE TEAM PHILOSOPHY AT FRESH START LANDSCAPING INC.

The Company Fresh Start Maintenance Inc. places a high value on our employee's welfare and concerns, which are very important to the success of the company. Understanding and acceptance of this fundamental principle is essential to building long-lasting business relationships. It is the intention of the company to encourage a positive working environment, based on mutual trust and confidence. Every employee is considered a member of our company team, our family.

Our success as a company is built on the recognition of the skills and efforts made by each employee and our policy is to work with all members of this team in a fair and friendly manner and treat each team member with dignity and respect. The management, as part of this team, will continuously work together with all employees for the benefit of our present and prospective customers and suppliers to improve the company's competitive position, which will enable the company to accomplish two main goals:

- 01 To provide superior jobs for all team members at Fresh Start Maintenance Inc.
- 02 Guarantee customer satisfaction with the provision of high-quality goods & services.

Fresh Start Maintenance Inc. will provide the most pleasant working conditions possible to provide an environment for each employee to excel to their fullest potential. General conditions such as safety, cleanliness and employee accommodations will be evaluated periodically for improvement and will always compare favorably with good industry practice. Management will meet with any team member to discuss suggested improvements in working conditions. The company will honor and abide by the provisions of this Handbook and the Policies and Procedure Manual provided.



EQUAL EMPLOYMENT OPPORTUNITY POLICY AND AFFIRMATIVE ACTION PLAN

Fresh Start Maintenance Inc. is built upon teamwork and equal opportunity and is committed to developing and implementing a program of nondiscrimination and affirmative action. The company subscribes to the principles of an equal opportunity employer and will recruit, interview, hire, classify, select for training, promotion, demotion, discipline, rates of pay or other compensation, transfer, termination, and recall based on merit and qualification without regard to race, religion, creed, color, national origin, physical disability, sex, or age. There is also an equal employment practice for the mentally or physically handicapped if the handicap does not prevent continued satisfactory work performance unless a stated bona fide occupational qualification exists.

It is always the responsibility of management at Fresh Start Maintenance Inc. to offer fair employment to everybody in his or her respective work areas. Any violations of the Equal Employment Opportunity Policy by anyone must be reported immediately to management.

Further, all supervisory personnel will be responsible for maintaining an environment, work or otherwise, that is free of racial or sexual overtones. Management has the overall responsibility of carrying out the company's Equal Employment Opportunity Policy in their respective work areas.

CONFIRMATION OF PREVIOUS EMPLOYMENT:

The company, Fresh Start Maintenance Inc., at its discretion, will request information from the prospective employee's previous employers relative to their work record in connection with their application for employment. Additionally, the company may conduct a pre-employment credit check on all applicants who are offered and accept employment.

APPLICATION FOR EMPLOYMENT:

All candidates for employment must fully complete, date and sign the standard Application for Employment form. A resume may be accepted in lieu of this form before an interview, but the information on the resume and any information required by the form but not on the resume must be transferred to the form before an offer of employment can be made.

The form should be completed in detail and signed by the applicant to verify the accuracy and completeness of previous employment and personal information, as well as health information. The company may investigate any portion of the requested information and may deny, or later terminate, the employment of anyone giving false or incomplete information.

MOTOR VEHICLE RECORD (MVR) INQUIRY:

Prospective employees expected to drive company vehicles must provide the company with current and acceptable motor vehicle driving information. Employment and assignment will be conditional pending the receipt of a satisfactory report from the Florida Department of motor vehicles and a driving record acceptable to our insurer. Any changes to your driving record must be reported to the office in a timely manner.

Employees authorized to drive a company vehicle are completely responsible for fines resulting from traffic violations and possess a Valid Driver License. Only company employees are authorized to ride in or operate a company vehicle.

EMPLOYMENT ORIENTATION

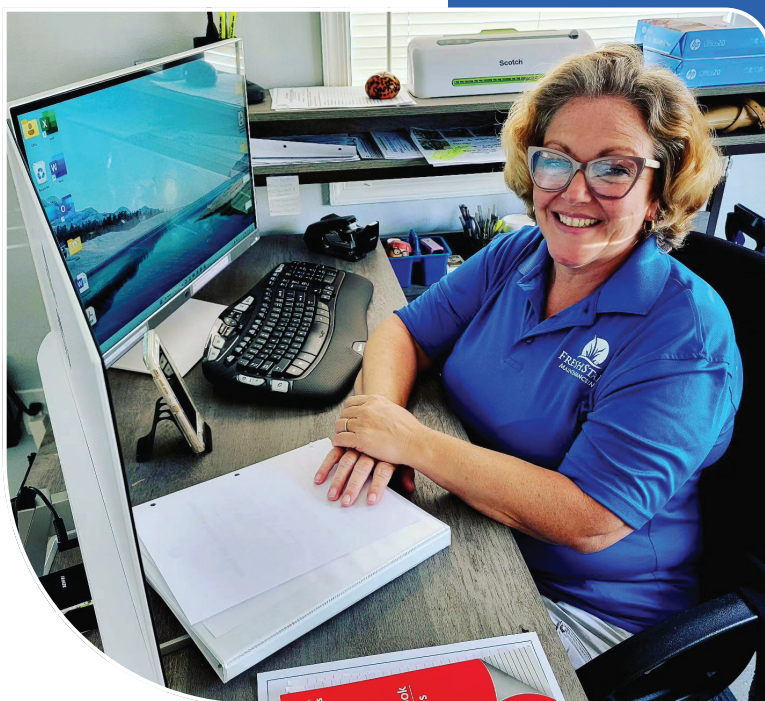
Prior to the acceptance of employment, the potential candidate must disclose any previous or pending criminal legal actions. Additionally, Fresh Start Maintenance Inc. Management will discuss job duties and areas of responsibility with the successful candidate.

Once the candidate has accepted the offer of employment, he / she will be asked to read through the Employee Handbook. Then sign an acknowledgment of receipt and understanding. Their signed form will become part of the employee's personnel file.

PROBATIONARY PERIOD:

During the first 90 days of employment, the company and the new employee are given an opportunity to evaluate whether the employment relationship should continue. Before the end of this 90-day period, the employee will be notified of their future employment status by their supervisor.

If, during or at the conclusion of the 90-day probationary period, either the company or the employee believes that employment should not continue, separation from employment will follow immediately.



PROMOTIONS/DEMOTIONS:

Promotions within the company will be based on such factors as quality of work, prior job performance, experience, educational background, attendance, safety record and the ability to work well with others. Annual reviews of performance will be conducted to communicate and document progress.

In the event you are demoted from your title/position you are automatically placed on a 60-day probationary period. Our company policy is to promote from within when we have personnel fully qualified to perform the duties of the position.

EMPLOYMENT-AT-WILL:

The management of the company expects each employee's period of employment at the company to be a long, rewarding experience. However, the company recognizes that employees may seek opportunities elsewhere or choose to leave the company for other reasons. Some employees may not fulfill the operational needs of the company or changed circumstances may reduce available employment opportunities, which may result in involuntary terminations.

The company therefore acknowledges the right of the employee or the company to terminate the employment relationship "at will", and officially recognizes it as a condition of employment.

EMPLOYEE INFORMATION:

Employees are asked to help keep the company informed about any major change in their personal situation which may affect their employment status. Important changes to report include:

- ✓ Name:
- ✓ Address:
- ✓ Date of Birth:
- ✓ Social Security #:
- ✓ Email Address:
- ✓ Direct Deposit (Name of Bank, Acct & Routing #):
- ✓ Contact Number:
- ✓ Marital status:
- ✓ Pay Rate:
- ✓ Number of dependents:
- ✓ Any important health information:
- ✓ Emergency telephone numbers and whom to notify in case of emergency:



NORMAL WORKING HOURS



(W2- 40hrs): (Hourly Employees)
Monday to Friday: 6:30 am – 3:30 pm

Hours are subject to change depending on daily situations.

- The Supervisor must first set up his / her crew at the job site then leave to fuel.
- The crew is not to be at any fueling stations, restaurants, or gas stations.

Each employee is expected to complete a normal workday and work week. Any unexpected overtime must be approved by the CEO, in writing, prior to working overtime. If the approval is not obtained, the employees are not permitted to run the clock by working additional unauthorized hours at the company's expense. In the field, lunch break times are determined by the Supervisor on site. The company allows 1x 1-hour break for lunch, along with 2x rest breaks.

It is the company's policy to continue operations despite inclement weather unless: the conditions threaten to make employee transportation to or from work impossible or dangerous; or the conditions create a situation where the work to be conducted becomes unsafe or virtually impossible. Supervisors will be responsible for notifying all employees that report directly to them if work is to be cancelled for a given day.

Our company provides every employee with a 40hr pay cheque, even if they work less hours. Applicable overtime rates still apply. As company policy, we do not dock our employees for departing work early, if 1) they leave as a team, 2) finish they're assigned tasks to company satisfaction, and 3) contact Upper Management, prior to departing early, to obtain permission. If the employee departs early without completing all the 3-line items, they will be clocked out at the "early" time they depart. This will be annotated on their weekly timesheets.

CLEAN WORKPLACE

A clean working environment is essential for smooth and productive operations. The following rules for cleaning the workplace apply:

FIELD:

Employees working in the field should be aware of the necessity of maintaining a clean and organized vehicle/job site as an integral part of their own personal safety. It is the responsibility of all employees to maintain a safe and tidy workplace. Sites will be inspected upon arrival for any potential hazards, and all hazards or unsafe conditions will be communicated to the whole crew by the Supervisor.

When not in use, all the trucks, tools and equipment will be stored in neatly and secured within the proper Vehicle and Trailer. This includes Mowers, Blowers, Two Cycle, Sprayers, Ladders, Hand Tools, Small Tools etc. It is the Supervisors responsibility to ensure all the equipment is accounted for and properly secured.



STORAGE SITE:

At the end of each workday, it is the Supervisors responsibility to ensure all the equipment is accounted for and properly secured. On Friday's, all the equipment will be refueled, greased, cleaned, and organized to the point that they are in the same or better condition than when we arrived that day. The Truck and Trailer will be blown out and cleaned with all Trash & Personal Items removed. Then locked / properly secured. * See Supervisor Checklist for additional requirements. If any equipment is missing, it is the Supervisor of the truck's responsibility for replacement.

The final employee is responsible for ensuring the lock on the entranceway / exit gate is properly secured. If the final departing employee fails this locking task, disciplinary actions will be taken.

PAY PERIOD AND PAYMENT

Employees are normally paid on a weekly basis. The paychecks are based on the number of hours and or days worked. Payee starts on the Wednesday of the previous week and ends on Tuesday of the current week. Payday is on Friday, of each week. If the employee is not present at work on Friday, then they will receive their paycheck on the following workday. The employee is responsible for verifying, via signature, that they receive the proper hours for time worked.

Each employee is given a paper copy of their payrate, taxes and hours worked on their weekly check stub. Any disputes must be submitted to Fresh Start Maintenance Inc., in writing, at the time of the receipt. If no dispute is issued, the employee acknowledges / approves the correct hours for time worked.

SALARY COMPENSATION FOR PARTIAL PAY PERIOD:

Salary payments to employees who are employed for less than a full pay period because of leave without pay or resignation are computed based on actual working days. For this purpose, working days are forty (40) hours Wednesday to Tuesday unless otherwise specified.

PAY RATE SCHEDULE – HOURLY PAID EMPLOYEES:

The company has established pay rate schedules for hourly-paid employees based upon work classifications. The length of time in a classification is a general guideline only. Being employed by the company more than 1 or 2 years does not necessarily mean automatic promotion to the next highest level, for example.

PAY IS DETERMINED BY THREE PRIMARY FACTORS

- ✔ Your assigned work classification
- ✔ Step increases for years of service
- ✔ Individual performance as determined by annual reviews

OVERTIME:

W2 Employees paid on an hourly basis may be asked to work overtime in case of emergency or whenever necessary in the best interests of the company. Whereas their monetary compensation will be issued and viewed on their weekly paycheck breakdown stub in accordance with the State of Florida Wage & Hour Laws.

- *It is the responsibility of the employee to ensure they report any discrepancies in their pay to Fresh Start Maintenance Inc., in writing, so “we” may investigate their request. If no requests are made, it is understood there is no dispute to present.*



ERROR IN PAY:

Every precaution is taken to ensure that employees are paid correctly. If an employee believes there is an error in their pay, they should notify Fresh Start Maintenance Inc Management / Office Staff. The company will make every attempt to adjust the error by the employee's next pay period.

- *It is the responsibility of the employee to ensure they report any discrepancies in their pay to Fresh Start Maintenance Inc., in writing, so “we” may investigate their request. If no requests are made, it is understood there is no dispute to present.*

PAY ON SEPARATION FROM EMPLOYMENT:

Employees separated from employment will be paid for time worked (less deductions) on the next regular pay day according to the applicable federal and provincial laws. Any company issued uniform items loaned to the employee will be deducted from his / her final paycheck “if not returned.” T-Shirt (\$35.00 per shirt). If the “separated” employee damaged / lost any equipment. That will also be deducted from his / her final paycheck.

EMPLOYEE ATTENDANCE

Providing high quality service for total customer satisfaction depends on the commitment and attendance of each employee. Consistently failing to arrive on time or complete a full day to the satisfaction of your supervisor and fellow employees is considered a serious offense and could result in disciplinary action up to and including termination of employment.

CIVIC LEAVE:

Civic Leave pay (current rate of hourly pay) will be decided at the discretion of Fresh Start Maintenance Inc.'s CEO.

MEDICATION:

An employee placed on medication by a physician must report, in writing, that fact to Fresh Start Maintenance Inc. immediately.

Then present a release form from the physician indicating that the individual can perform their daily work routine.

LEAVE OF ABSENCE:

An employee may ask for a leave of absence without pay from the company. The company cannot guarantee to hold any position for more than 5 days maximum.

Any request for a leave of absence must be made in writing & must be approved (in advance) by management.

VACATION ELIGIBILITY & PAY:

Fresh Start Maintenance Inc. does not offer a set number of vacation days.

Whether the employee will receive paid or nonpaid leave, will be at the discretion of the Fresh Start Maintenance Inc.'s CEO.

SICK LEAVE:

Sick Leave pay is based at the discretion of Fresh Start Maintenance Inc.'s CEO.

EMERGENCY LEAVE:

Emergency Leave pay (current rate of hourly pay) will be decided at the discretion of Fresh Start Maintenance Inc.'s CEO.

VOTING:

The company does provide time off for voting without pay. Employees are encouraged to schedule voting prior to or following normal work hours.

HOLIDAYS:

The company normally recognizes the following paid holidays; however, the company may decide to work on a holiday depending upon extraordinary job requirements. Employee's benefit will be effective after their probation period.

The company will observe the following six holidays each year during the working season:

- Thanksgiving Day,
- Christmas Eve,
- Christmas Day,
- New Year's Day,
- Fourth of July,
- Labor Day.

Additional paid days off will be granted, upon the discretion of the Fresh Start Maintenance Inc. CEO.

SEPARATION OF EMPLOYMENT:

Employees may be separated from employment voluntarily or involuntarily by retirement, voluntary resignation, lack of work, or viable termination. Before an employee is terminated, they will be informed of the reason(s) and will be required to sign, Termination Paperwork.

In the case of termination all company property in the employee's possession must be returned to the company upon separation from employment and before the final paycheck is released. If the employee fails to return the company items, they will incur a deduction from their final paycheck in the amount the company sees fit.

REDUCTION OF WORK FORCE:

If a reduction in the company's work force becomes necessary, the number of employees over and above those needed to perform the available work will be laid off.

In determining those employees to be retained, consideration will be given to the quality of each employee's past performance, the need for the position held by the employee and, with all other factors being equal, the length of service of each employee.

PAY AT TIME OF SEPARATION:

The company will determine if the terminating employee has any outstanding debt owed the company and whether the individual has in their possession any company property (ex: credit cards, uniforms, tools, etc.).

After a full accounting of the employee's and the company's accounts (as determined by the company) is completed, a final paycheck will be issued to the employee in accordance with the Employment Standards Act.

Any employee terminating their employment is expected to return any company property in their possession.



CARE OF EQUIPMENT AND FACILITIES

All employees should be concerned with the care and safe use of company-owned equipment and facilities. Good housekeeping is expected from everyone.

PARKING:

Employees are permitted to park their personal vehicles at the Fresh Start Maintenance Inc. Storage Site. The company assumes no responsibility for employee's vehicles or their contents within.

SMOKING POLICY:

Smoking is not prohibited on all job sites within view of the client property. Employees that choose to smoke will limit smoke breaks to scheduled breaks or lunches designated by the Foreman / Supervisor.

- Smoking inside company owned Vehicles and Trailers is prohibited.

SAFETY EQUIPMENT:

The company will provide employees with all required Personal Protective Equipment. (Gloves, Safety Glasses, and Vests). High Visibility Vests must be worn on the job when company and provincial/federal rules require it. Replacements will be provided if the equipment is shown to be defective from normal wear and tear. Lost, and Damaged items will result in the employee paying for the replacement of these safety items.

Fresh Start Maintenance Inc. is not Liable for any injuries that an employee might occur during the working period, at the fault of the employee.

PERSONAL

APPEARANCE/CLOTHING:

Personal appearance, proper hygiene and appropriate attire are important to the work environment. Clients may gauge the quality of the company by the attention that employees show to personal appearance and attire.

Company Issued Shirts and presentable pants must always be worn during working hours. Failure to adhere to this section of the Employee Handbook will result in a \$35.00 reduction in pay, per occurrence.

SECURITY:

All doors, files, gates, vehicles, or any other equipment with restricted access must be kept locked securely when not in direct use and at the end of each day. Locks should be checked and lubricated on a weekly basis.

Company vehicles should always be kept locked. Lost company items must be reported to Fresh Start Maintenance Inc. Management, in writing, immediately. Any concerns about security should be directed to the CEO of the company.

TOOLS:

The company will furnish all necessary tools and equipment to complete job assignments. Each employee is reminded that all items purchased by the company remain the property of the company. It is the responsibility of the employee to whom tools and equipment are assigned to maintain and safeguard these assets as if they were their own personal property.

It is the policy of this company to hold the individual (if known) responsible for small tools and equipment lost, stolen, or damaged through negligence. In the case that no one admits fault for damaged / lost equipment, new equipment will be purchased by the owner & an even deduction from all employees' paychecks will be taken for replacement equipment. A periodic inventory of tools and equipment will be made by the Supervisor.

TELEPHONE USE:

Employees should restrict their personal telephone usage to only emergency matters while on job sites, unless otherwise directed by the Supervisor.

ALCOHOL, FIREARMS AND DRUGS:

Consumption of, possession of, or being under the influence of alcoholic beverages or illegal drugs on company property, in the office, on a job site or in company vehicles is strictly prohibited. Violation of this policy is the cause for immediate termination of employment. The company reserves the right to have employees tested, screened and/or searched on company property for drug & alcohol use, as it is deemed necessary if these procedures do not violate any existing laws. Additionally, no firearms (concealed or visible) are allowed while on Fresh Start Maintenance Inc. compensated time.

PALMDALE OIL FUEL CARD:

As necessary the Palmdale Oil Company Fuel Card to be used only for Fresh Start Maintenance Inc. Fuel Purposes. It is the sole responsibility of the Designated Employee to Fuel the Company-Owned Equipment. No other employees will be granted access to the Card, unless otherwise directed by the CEO. When not in use, this fuel will be stored in the main office, within a locked box.

FRESH START MAINTENANCE INC. CREDIT CARD:

All employees who are issued a company credit card are authorized to utilize this card for company related expenses only. If this card is utilized without permission, the employee will be held liable for any charges incurred. If the credit card is lost or stolen, the employee must immediately report, the incident or the employee will be held liable for any charges incurred.

COMPANY KEYS:

All employees that are permitted to possess a set of company keys, will be required to sign a receipt. It is their responsibility to ensure these keys are kept solely in their possession. If the employee is terminated, they must return the keys, as provided, or will be held liable for replacement costs, up to \$500.00. This also includes misplacement of the keys.



GRIEVANCES AND COMPLAINTS

Employees with concerns or complaints regarding company policies or operations should discuss them with their supervisor. If the employee feels their concern or complaint is unanswered or unresolved by their supervisor, the employee may request that they meet with higher management in the company. Grievances between fellow employees should not interfere with their work. Employees are expected to try and work out any problems between themselves first. If they are unsuccessful, one or both should then discuss the problem with their supervisor.

DAMAGES TO EQUIPMENT / CLIENT PROPERTY:

Employees must report, in writing, all damage which they cause, accidentally or intentionally, to client property and Fresh Start Maintenance Inc. owned property. In the event an employee damages any materials, they are responsible for the replacement / repair costs. If the employee damages something and does not report the damage, the employee will receive a written disciplinary action. The accumulation of 3 disciplinary actions will result in termination of employment with Fresh Start Maintenance Inc.

PERSONAL CONDUCT:

Fresh Start Maintenance Inc. expects that all its employees will conduct themselves with the pride and respect associated with their positions, their fellow employees, customers, suppliers, and everyone else associated with the company in one form or another. Employees should always use good judgment and discretion in carrying out the company's business. Employees of the company should always use the highest standards of ethical conduct.

SEXUAL HARASSMENT:

In accordance with guidelines issued by the Equal Employment Opportunity Commission on discrimination because of sex, sexual harassment of employees is a prohibited personnel practice, and the company strongly disapproves of such conduct. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of sexual nature constitute sexual harassment when:

- 01** Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- 02** Submission to or rejection of such conduct by an individual is used as the basis for an adverse employment decision(s) affecting the individual.
- 03** Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.
- 04** No supervisor, co-employee or non-employee shall threaten or suggest that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, wages, advancement, assigned duties, shifts, or any other condition of employment.
- 05** Other types of prohibited conduct by supervisor, co-employees or non-employees include sexual advances, propositions, verbal abuse of a sexual nature, suggestive touching, suggestive gestures and comments, graphic verbal descriptions of an individual's body, and the display in the workplace of sexually suggestive objects or pictures.

If an employee believes that he or she is being subjected to sexual harassment, the employee should personally and immediately notify Fresh Start Maintenance Inc. Management / CEO.

An investigation will be undertaken, and appropriate sanctions and corrective measures will be instituted if the employee's allegations warrant such action. Persons who commit acts of intimidation and harassment will be admonished to discontinue such conduct and will be disciplined according to the severity of the case. Appropriate discipline may include actions up to and including termination of employment.

Employees are assured that this procedure has been established for their benefit and to allow them the freedom to express their feelings and/or complaints. No employees need fear that he or she will be penalized for registering a harassment complaint. Fresh Start Maintenance Inc. is dedicated to removing all forms of sexual harassment and is committed to a prompt and impartial investigation and resolution of any complaints. Fresh Start Maintenance Inc. accepts no responsibility or liability for harassment of one employee by another. Any employee involved in the sexual harassment of another is personally responsible for any legal or financial cost resulting from a legal complaint filed against them and is personally liable for their actions.

HEALTHY AND SAFETY:

Fresh Start Maintenance Inc. is committed to the health and safety of all its employees. Protecting employees and the public from injury or occupational disease is an important and continuous objective. To this end, we will utilize a safety program in our daily activities. The disregard of any company safety rule or regulation may result in disciplinary action including termination of employment.

- ✓ All questions concerning the reason for doing something in a certain manner may be asked of anyone, at any time.
- ✓ Employee's decisions should always be guided by the company's commitment to safety. Should a hazardous situation or condition exist when a decision must be made on safety or production, safety concerns should always take precedence over production.
- ✓ It is the responsibility of each Supervisor to see that every employee at the company is provided with safe working conditions, that all safety regulations are observed, and that employees use common sense to protect themselves as well as others. Supervisors will always inspect working conditions on a new job site and may suspend all work activity until an unsafe condition is corrected.



The most important part of safety is the employee. Employees are expected to report any personal injury immediately, however minor. An employee should report, in writing, all dangerous conditions and practices to Fresh Start Maintenance Inc. Management.

COMPANY OWNED VEHICLES:

The following are specific policies related to company owned vehicles:

- ✓ Company owned vehicles will be driven only as needed for jobs during working hours.
- ✓ Company owned vehicles will be driven only for transportation to and from destinations as specified.
- ✓ Company owned vehicles will not be driven for private use unless specific permission has been granted by the Fresh Start Maintenance Inc.'s CEO.
- ✓ Company vehicles are not to be used for non-employees use, no passengers are permitted unless approved, in writing, by the Fresh Start Maintenance Inc.'s CEO.
- ✓ All charge tickets must show the name and address of the vendor, prices, vehicle ID number, license tag number and mileage.
- ✓ No alcoholic beverages or illegal drugs, firearms or non-approved chemicals will be aboard a company vehicle at any time.
- ✓ At no time will company vehicles be driven at speeds more than 65mph.

All traffic laws in Florida are always to be obeyed. Any accidents, Tickets, Traffic citations, Etc. will be deducted from the employees check at the time of notice. You will be responsible for all expenses including Insurance deductible if deter you to be negligent. Failure to comply will result in legal action following fees, court cost, attorney fees, & interest.

PERSONAL VEHICLES:

Employees may not use their personal vehicles on official company business.

CONFIDENTIALITY:

The company requires that a strict code of confidentiality of information be maintained. No employee will store information outside of the company (either written or electronic form) about any clients property matter pertaining to the conduct of the company's business. No information regarding the company's purchase prices, installation procedures or business processes shall be given to anybody without the permission of Fresh Start Maintenance Inc's CEO.

Conversations that address prices, problems, gossip, etc. about one vendor or customer to another are prohibited. Idle gossip or dissemination of confidential information within the company will result in disciplinary action up to and including termination.



BRIBES, KICKBACKS, AND ILLEGAL PAYMENTS

Bribes, kickbacks, and other illegal payments to or from any individual with whom we conduct business (in any form and for any purpose) are prohibited. Company employees are prohibited from accepting any form of monetary compensation from any clients or affiliates of Fresh Start Maintenance Inc.

PATENTS AND COPYRIGHTS:

Any patent or copyright developed by an employee of the company is the property of Fresh Start Maintenance Inc. Any information pertaining to such patent or copyright must remain on company premises. An employee sharing any internal information relating to the company must have prior approval of Fresh Start Maintenance Inc.'s CEO.

If an employee attends conferences, publishes information or passes on any company related information to third parties which he or she attained, accumulated, or learned on the job, any monetary compensation awarded to the employee in relation to this form of information sharing is property of the company.

An employee willing to use his/her own time to work on projects related to the company or the industry the company is part of must have prior approval of management. Any violation of these policies could lead to the immediate termination of employment and / or legal penalties.

LEGAL AND ETHICAL CONDUCT:

It is the policy of Fresh Start Maintenance Inc. that each employee conducts his/her business affairs with such standards of integrity that no conflict of interest exists or can be reasonably implied or construed. The following paragraphs set forth legal and moral restrictions with respect to legal and ethical business conduct.

The following actions and conditions are specifically prohibited, but are not intended to enumerate all actions or situations, which might be avoided:

- 1** No employee shall have any direct interest in any company which competes with Fresh Start Maintenance Inc., which sells or supplies to, or buys from Fresh Start Maintenance Inc. any products or property, or which furnishes any service to the company.
- 2** No employee shall borrow money or accept advances or other personal payments or gifts or entertainment, from any company or firm (or any person acting directly or indirectly for any company or firm), which has transactions with Fresh Start Maintenance Inc. as, described above.
- 3** No employee shall enter any transaction or acquire any interest or take any action, which, in his/her own judgment, is contrary to the interest of Fresh Start Maintenance Inc. or is incompatible with loyalty and obligation inherent to his/her employment.
- 4** The foregoing prohibitions apply not only to the employee personally, but also to the employee's spouse and dependent minor children.
- 5** Any situation involving a possible conflict of interest, which arises in relation to the above outlined policies, must be brought to the attention of the employee's supervisor or management.

POSITIONAL DUTIES:

These individuals perform a variety of tasks at all kinds of construction sites. laborers are often required to work outside in all kinds of weather or in buildings without heating or air conditioning.

CAREER OPPORTUNITIES

BUSINESS MANAGER:

Their duties and responsibilities include scheduling meetings and appointments, making office supplies arrangements, greeting visitors, and providing general administrative support to our employees. Previous experience as a Front Office Manager or Office Administrator would be an advantage. A successful Office Manager should also have experience with a variety of office software (email tools, spreadsheets, and databases) and be able to accurately handle administrative duties.

Ultimately, the Office manager should be able to ensure the smooth running of the office and help to improve company procedures and day-to-day operation.

RESPONSIBILITIES

- ✓ Mailing
- ✓ Supplies
- ✓ Equipment
- ✓ Bills
- ✓ Errands
- ✓ Shopping
- ✓ Schedule meetings and appointments
- ✓ Organize office operations and procedures.
- ✓ Maintain the office condition and arrange necessary repairs
- ✓ Maintain office policies
- ✓ Organize the office layout and order stationery and equipment
- ✓ Ensure that all items are invoiced and paid on time
- ✓ Manage contract and price negotiations with office vendors, service providers and office lease
- ✓ Manage office G&A budget, ensure accurate and timely reporting
- ✓ Provide general support to visitors
- ✓ Assist in the onboarding process for new hires
- ✓ Address employees' queries regarding office management issues (e.g. stationery, Hardware, and travel arrangements)
- ✓ Liaise with facility management vendors, including cleaning, catering and security services
- ✓ Plan in-house or off-site activities, like parties, celebrations, and conferences

REQUIREMENTS AND SKILLS

- ✓ Proven experience as an Office Manager, Front Office Manager/Administrative Assistant
- ✓ Knowledge of Office Administrator responsibilities, systems, and procedures
- ✓ Proficiency in MS Office (MS Excel and MS Outlook, in particular)
- ✓ Hands on experience with office machines (e.g. fax machines and printers)
- ✓ Familiarity with email scheduling tools, like Email Scheduler and Boomerang
- ✓ Excellent time management skills and ability to multi-task and prioritize work
- ✓ Attention to detail and problem-solving skills
- ✓ Excellent written and verbal communication skills
- ✓ Strong organizational and planning skills in a fast-paced environment
- ✓ A creative mind with an ability to suggest improvements
- ✓ High School degree; additional qualification as an Administrative assistant or Secretary will be a plus



IRRIGATION TECHNICIAN:

Under the general direction of Fresh Start Maintenance Inc. Management, the technicians install, maintain, and manage the computerized irrigation systems, controllers, and backflow devices in a safe manner. Primary accountabilities also include monitoring and operating computerized water management system.

This job requires well developed verbal and writing skills to present and exchange technical information and specifications with grounds maintenance management, staff, co-workers, sub-contractors, and outside vendors.

DUTIES AND RESPONSIBILITIES

- ✔ Operates, maintains, and repairs existing irrigation systems to ensure adequate moisture for plantings. Sets and maintains automatic irrigation systems to run systematically according to the landscape care program.
- ✔ Designs, installs, tests, and maintains new irrigation systems, backflow devices and controllers. May provide functional and technical direction to other grounds staff about irrigation systems design, installation, and maintenance.
- ✔ Operates special and/or heavy equipment and vehicles to perform the duties of an irrigation specialist and equipment operator. May be required to operate backhoe and/or pay loader.
- ✔ Assists in planning and construction of all irrigation related projects.
- ✔ Works with Grounds Foreperson to plan & complete landscape projects at multiple sites.
- ✔ Installs and maintains all irrigation backflow devices.
- ✔ Orders irrigation supplies, spare parts, and equipment as authorized and takes deliveries. Obtains quotes for services from outside contractors as requested.
- ✔ Documents and maintains appropriate logs, records and inventory all irrigation related materials.
- ✔ Recommends and assists in prioritization of upgrades & replacement of systems and equipment. Assist in budget preparation related to this work.
- ✔ Responds to work order requests and needs for assistance through various communication methods.
- ✔ Performs specialized tasks during adverse weather conditions & college closures. In the event of unscheduled closures due to weather events or other circumstances.
- ✔ Responds to work order requests and needs for assistance through various communication methods.
- ✔ Performs other related duties as assigned.

FOREMEN/CREW LEADER/SUPERVISOR:

These individuals coordinate crews of workers in groundskeeping activities. These people report directly to Fresh Start Maintenance Inc Management. They schedule employees & oversee equipment operation as well as ensuring that the client of Fresh start Maintenance Inc. under their charge is properly serviced to completion after each service visit. They are directly responsible for the condition of the property and, if possess a valid and insurance approved driver's license, driving the vehicles. They are responsible for training employees in their tasks.

Because landscape care often requires the use of tools or machinery, Supervisor's work with the crews by operating all Landscaping Equipment. Supervisors use people skills when dealing with employees and clients. They give instructions to crew members and ensure each customer's specific needs are being met. Occasionally, they may create simple designs and layouts depending on clients' requests and the use of the space.

The Supervisor is directly responsible for ensuring each property is held to the CEO's & Clients Expectations upon leaving each job site. Failure to do so will result in disciplinary actions. The Supervisor (Foreman) will conduct a "End of the week checklist" on each Friday, verifying the following line items are completed.



_____ Fueling:

The truck, regular gas cans "with caps on the cans", lawnmowers, 2-cycle mix cans and handheld equipment are full.



_____ Equipment:

- All your equipment is accounted for and properly stored within the trailer.
- Everything is fully operational "ready for immediate use." - I.e.,
- Backpack sprayers are full and stored on the shelf...etc.
- "If needed" the 2-cycle fuel filters are replaced.
- New edger blades installed, Weed eater string run,
- All 2-cycle muffler covers Backpack blower filters are blown out,
- Full jug(s) of weed killer chemica Air filters intact with knobs,



_____ Lawnmowers:

Blades sharpened, spindles and front tire forks greased, tires are free from leaks, tank is full, oil is at the correct level, throttled down & the air filters blown out.



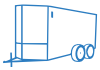
_____ Trimmers:

The blades are sprayed down with WD40, and the gear head is greased.



_____ Truck:

- "Interior" garbage removed and blown out. The beds are debris free.
- The windows are up and truck locked. "DUMP TRUCK" Net is rolled up.
- Grease the Dump-bed lift shaft.



Trailer:

- All garbage is removed.
- The shelf is clean and organized.
- The roof vent is closed.
- The locks are all sprayed with WD40 & locked.
- The hitch pin is securely in.
- The tire hubs are greased.
- The trailer is blown out & the floor pressure washed back to the original wood color.



Pressure Wash Everything:

“Weather permitting”

CREW MEMBER / LABORER:

The job duties of a general laborer vary. They may include cleaning and preparing a job site, loading, and delivering materials, and using a variety of tools and machines such as blowers, weed eaters, forklifts, levels, lifts, power drills, grinders, saws, mowers, pole saws, edger’s, backpack sprayers, pressure washers and water spraying equipment. Laborers set up and take down ladders, they help Mow, Trim, Landscape, and Spray Divisions and other specialized contractors.

REQUIREMENTS:

General maintenance laborers must have physical strength, hand-eye coordination, and endurance. Laborers must also be able to concentrate on their tasks. The ability to understand and communicate information is also essential. Some tools and machines are computerized, requiring technical knowledge to use. Computer skills, estimating skills, and the ability to communicate in both English and Spanish can help general laborers advance in their profession.

There are no minimum educational requirements to be a general laborer, but laborers who have specialized skills have the best opportunities. Those who serve a formal apprenticeship must generally be at least 18 years old and have a high school diploma or its equivalent. An informal apprenticeship, consisting of on-the-job training and learning from more experienced contractors, is a common way for general laborers to learn their job.



LANDSCAPE DRIVER / CREW MEMBER:

OVERALL DUTIES AND RESPONSIBILITIES

Primary

- ✓ Practice safe driving habits.
- ✓ Follow all state and national safety regulations and standards.
- ✓ Accurately follow routes, maps, and directions.
- ✓ Directs traffic near, in, or around work zones.
- ✓ Motions equipment operator to assist with alignment, movement, or adjustment of machinery, equipment, or materials.
- ✓ Operates trucks and other vehicles to commute to job sites
- ✓ Keep maintenance and cleaning in the vehicles and report when repairs are needed.
- ✓ Ensures the trailer is properly connected to the truck, when attached.

Secondary

- ✓ Performs the tasks of the crew members job position, as directed by Management.

Required Skills/Abilities/Experience

- ✓ Ability to listen to, understand, and follow directions.
- ✓ Ability to remain flexible as specific assignments change.
- ✓ Ability to drive a truck with an attached, 8.5ft x 30ft, trailer.
- ✓ Ability to work with a variety of personalities.
- ✓ Must possess a valid driver's license and pass an insurance screening.
- ✓ Pass an in-house drivers safety test (Signature Form Required).

Physical Requirements

- ✓ Must have physical strength, balance, hand-eye coordination, and stamina necessary to remain alert and safe while driving.

Disclaimer: The primary duty of this position is a Crew Driver. All other assigned landscaping tasks is secondary. If the employee cannot perform the Crew Member duties as assigned, Fresh Start Maintenance Inc. management may permit the employee for a driving position only, depending on the circumstances.



**DRIVER
SAFETY TRAINING
ACKNOWLEDGMENT**

Name: _____.

You have applied for and have been hired by Fresh Start Maintenance Inc., as a Crew Driver. In allowing you this opportunity, you have passed a Driver License Screening through our Insurance Carrier and acknowledge that our company performed an “in-house” safety driving test with you. This test consisted of our Management Team observing your actions and skills while maneuvering your Truck and Trailer through various obstacles and turns, as well as questioning you on various incidents that might occur. Such incidents of a trailer hitch malfunction while driving, basic rules of the road, unexpected blow tires and the basic components of your truck and trailer to ensure the safety of all.

Since the operation of the vehicle and trailer combination does not require a CDL, our company has not required you to obtain one, other than the required Valid Class E Driver’s License. As a driver you will always remain alert to your surroundings and agree to accept the responsibility that you are directly liable for anything that might occur during your operation of our vehicle and equipment.

Your signature below confirms the above information is true, and you accept this responsibility.

Sworn to and subscribed before me by _____ who are personally known to me _____ or produced _____ as identification this day of _____.

Deputy Clerk or Notary Public State of Florida:

My Commission Expires:

SALES / ACCOUNT ACQUISITION ASSOCIATE:

In the Landscaping Industry acquiring new clients is a vital aspect to the business. Companies especially are always at risk of losing their current accounts, for a variety of reasons. We are always seeking new and innovative sales associates to join our ever-growing team. We want team members who view themselves as a member of the family and understand that growth for the company means growth for the entire family unit. We show our team that these are the ideals we live by, by offering performance-based commissions.

All team members that are willing to learn and are motivated to grow within the company have no limitations to what position they may reach or the compensation they may receive.

THEIR DUTIES AND RESPONSIBILITIES

- ✔ Complete general contract acquisition of accounts and work together with existing management staff.
- ✔ Running consultations discussing goals and aesthetic preferences with clients, assisting in the designs of said projects (or providing sufficient data to other designers to generate renderings/blueprints from your consultation), building relationships with residential and commercial clients, and management of the final landscape installation.

REQUIREMENTS AND SKILLS

- ✔ Sales Experience in the Landscaping Industry
- ✔ Landscape (installation) Designer or Estimator Experience 3
- ✔ Mastery of Knowledge in Landscape Industry and practical experience (Knowledge of landscape installation processes, ability to perform quality control checks, knowledge of plant material species, products, installation, and care)
- ✔ Valid state driver's license with good driving record
- ✔ Clean-cut and presentable personal appearance.

MONETARY COMPENSATION

- To be determined upon discussion with Fresh Start Maintenance Inc. Management.

MEET THE FOUNDER



Mr. Nicholas Petrino served in the United States Navy from 2002–2006 as an Information Systems Technician, 2nd Class Petty Officer. During his tenure, he earned two Naval Achievement Medals overseas in the Middle East, for his roles in Operation Enduring Freedom and Operation Iraqi Freedom. After receiving an Honorable Discharge in 2006, he enjoyed his R&R as an ocean rescue lifeguard for the City of Lake Worth Beach.

In 2013, he chose to venture into the code enforcement field. While employed with the City, he met the contracted city landscaper, who provided lot clearing services for the Code Enforcement Nuisance Abatement Program. As time passed, his interest in landscape beautification grew. A year later, he chose to leave the City of Lake Worth Beach and became a Landscaping Sales Associate. He immersed himself in the field, and being a fast learner, he was able to vastly increase the company's net worth, in recurring sales.

In mid-November of 2018, he chose to branch off and create his own company. Shortly after, Fresh Start Maintenance Inc. was up and running! However, almost immediately, the company fell victim to multiple vicious acts of vandalism and robbery. His trucks were severely damaged, and his newly purchased equipment was stolen. Even though he was knocked down and discouraged, with no equipment and clients in need of his services, he quickly regrouped and repaired what needed repair. He replenished his equipment stock, held his head high, and persevered through the hardship.

He stayed true to his lifelong lesson, "When the bottom falls out from under us, we can either let it break us or give us a chance to rise stronger than before." Today, Mr. Petrino employs a multitude of skilled and dedicated crews, focused on providing quality landscaping services, all because he chose to rise.

In this highly competitive market, we at Fresh Start know customer service and quality results must be above par in order to retain loyal clients & forge personal bonds. Our company guarantees an immediate response rate on all lines of communication as well as a 24-hour response team on all of our properties.

"As we continue to grow and build new relationships, we keep in mind that it is our clients and employees that are the backbone of our company."

COMPANY HANDBOOK



I _____ have read and comprehended the information within the Fresh Start Maintenance Inc. Company Handbook, Version 1 – Dated 1/22/24. In doing so, I will abide by the Rules & Regulations set forth within. If I violate any of these guidelines, I will be held liable for any / all company actions taken against me.

EMPLOYEE SIGNATURE:

Sworn to and subscribed before me by _____ who are personally known to me _____ or produced _____ as identification this day of _____.

Deputy Clerk or Notary Public State of Florida:

My Commission Expires:

The Fresh Start Maintenance Inc. Handbook is also available for viewing at
www.FreshStartMaintenance.com



The Employee Handbook is intended to serve as general information concerning Fresh Start Maintenance Inc. and its subsidiaries with respect to its existing policies, procedures, practices of employment and employee benefits.

Nothing contained in the Employee Handbook is intended to create, nor shall be construed as creating, an expressed or implied contract or guarantee of employment for a definite or indefinite term. From time-to-time Fresh Start Maintenance Inc. may need to clarify, amend and/or supplement the information contained in the Employee Handbook and the company will inform the employees, in writing, when changes occur.

